



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 6: Processing Claims

Lesson 16: Process 820 Series Work Items (Notice of Death)

Appendix A

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Lesson 16: Process 820 Series Work Items (Notice of Death)

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Lesson 16 Prerequisites

Description

This Appendix A lists the references according to the prerequisite learning objectives. The reference types include the corresponding lesson title, job aids, 38 Code of Federal Regulations (CFR) and M21-1 Adjudication Procedures Manual.

Determine if an appeal is pending

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 3: <i>Flash, Expedited (Priority), Previous, Dual, or Reopened/New Claims</i>
Job Aids	Pension Systems and Applications job aid
38 CFR and M21-1 Manual	See Phase 5, Part 1, Lesson 3 above for references

Validate Power of Attorney (POA)

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 5: <i>Validate Power of Attorney (POA)</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • M21-1 I.3.A.1.a (A Claimant's Right to Representation) • M21-1 III.ii.3.C.5 (Updating Electronic Systems for POA) • M21-1 III.ii.3.C.6 (POA Codes) • 38 CFR 3.103 (Procedural due process and appellate rights.) • 38 CFR 14.630 (Authorization for a particular claim.)

Confirm the End Product (EP) code is correct

Reference Type	Reference Name
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Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 6: <i>End Product (EP) Codes</i>
Job Aids	<ul style="list-style-type: none"> • End Product (EP) Code job aid • Modifying End Product (EP) Codes job aid
38 CFR and M21-1 Manual	M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)

Establish a claim (CEST)

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 8: <i>Establish a Claim</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • M21-1.III.ii.3.D (Claims Establishment) <ul style="list-style-type: none"> ○ M21-1.III.ii.3.D.5.a (Table Providing the Procedures for VBMS Claims Establishment) ○ M21-1.III.ii.3.D.2.e (Establishing Claims in SHARE) • M21-4 Appendix B.I.a (Correct EP Use and Work Measurement) • M21-4 Appendix B.I.f (Third Digit Modifiers) • M21-4 Appendix C (Index of Claim Attributes)

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Verify proof of death of Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 21: <i>Verify Proof of Death of Veteran for Survivors' Benefits</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 38 CFR 3.211 (Death.) • 38 CFR 3.202 (Evidence from foreign countries.)

Process a Veteran-married-to-Veteran claim

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 23: <i>Process Veteran-Married-to-Veteran Cases</i>
Job Aids	None
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 38 CFR 3.23 a(4) (Improved pension rates—Veterans and surviving spouses.) • M21-1 V.iii.1.E.1.c (Determining the Monthly Rate of Pension Payment) • M21-1 V.iii.1.E.3.a (Combined Rate Payable to Veterans Married to Each Other) • M21-1 V.iii.1.E.3.b (Award Procedures in Veteran-Married-to-Veteran Cases) • M21-1 V.iii.1.E.3.c (Determining the File Number to Use in Combined Awards) • M21-1 V.iii.1.E.3.d (Estranged Married Veterans) • M21-1 V.iii.1.E.3.e (Mandatory Election From Protected Pension in Veteran-Married-to-Veteran Cases) • M21-1 V.iii.4.2.a-f (Making Payments in Veteran-Married-to-Veteran Improved Pension Cases)

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Determine if accrued funds are payable

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 24: <i>Determine Accrued Benefits Eligibility</i>
Job Aids	Accrued Benefits job aid
38 CFR and M21-1 Manual	M21-1 VIII.4.1.g (Payment of Accrued Benefits for the Month of Death)

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Describe how to prepare an award action

Reference Type	Reference Name
Lesson	Phase 5, Part 3, Lesson 2: <i>Overview of the Award Process</i>
Job Aids	<ul style="list-style-type: none"> • Processing a Grant of Benefits job aid • Processing a Denial of Benefits job aid • Processing an Award Adjustment job aid • Annotate the Award Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • M21-1 III.v.2.A (Decision Authorization) • M21-1 III.v.2.B (Decision Notices) • M21-1 III.v.2.A.2 (General Information on Processing Decisions) • M21-1 III.v.2.A.2.c (Award Processing Responsibilities) • M21-1 III.v.2.A.3 (General Information on Denials) • M21-1 III.v.2.A.3.a (Definition: Denial) • M21-1 III.v.2.A.4 (Denials Based on a Claimant's Failure to Furnish Requested Evidence) • M21-1 III.ii.2.G (Withdrawal of Claims) • 38 CFR 3.106 (Renouncement.) • M21-1 III.ii.2.H.1 (General Information About Renouncements) • M21-1 III.ii.2.H.3.c (System Entries for Discontinuing an Award)

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Create decision notice

Reference Type	Reference Name
Lesson	Phase 5, Part 4, Lesson 1: <i>Prepare the Decision Notice</i>
Job Aids	<ul style="list-style-type: none"> • Processing a Grant of Benefits job aid • Processing a Denial of Benefits job aid • Processing an Award Adjustment job aid
38 CFR and M21-1 Manual	M21-1 III.v.2.B (Decision Notices)

Determine award adjustment based on change in dependency

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 4: <i>Determine Dependency Adjustments</i>
Job Aids	<ul style="list-style-type: none"> • Processing an Award Adjustment job aid • Annotate the Award Checklist job aid • Initial Year job aid • Income and Net Worth Status job aid • Time Limit job aid • Dependency Eligibility Requirements job aid • Dependency Eligibility: Spouse job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • M21-1 V.iii.1.F.1.b (Establishing a Spouse for Current-Law Pension Purposes) • 38 CFR 3.204 (Evidence of dependents and age.) • 38 CFR 3.205 (Marriage.) • 38 CFR 3.206 (Divorce.) • 38 CFR 3.207 (Void or annulled marriage.) • 38 CFR 3.208 (Claims based on attained age.) • 38 CFR 3.209 (Birth.)

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Reference Type	Reference Name
	<ul style="list-style-type: none">• 38 CFR 3.210 (Child's relationship.)• 38 CFR 3.211 (Death.)• M21-1 III.iii.5.C.3.a (Recognition of Common Law Marriages by State)• M21-1 III.iii.5 (Relationship and Dependency)• M21-1 III.iii.5.G (Establishing a Biological Child, Adopted Child, or Stepchild as a Veteran's Child for Department of Veterans Affairs [VA] Purposes)• M21-1 III.iii.5.D.1 (Tribal, Proxy, and Transgender Marriages)• M21-1 III.iii.5.C.2.b (How to Develop for Common Law Marriage)• 38 CFR 3.57(a)(1) (Child: General.)• M21-1 III.iii.5.G.6 (Establishing a Stepchild as a Veteran's Child for VA Purposes)

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Apply due process provisions to a claim

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 5: <i>Apply/Issue Due Process Provisions</i>
Job Aids	<ul style="list-style-type: none"> • Processing an Award Adjustment job aid • Initial Year job aid • Due Process job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • M21-1 I.2.A.1.a (Due Process and the U.S. Constitution) • M21-1 I.2.A.1.b (Due Process and VA) • M21-1 III.v.1.I.1 (Overview of Erroneous Payments) • M21-1 III.v.1.I.2 (Handling Cases That Involve the Duplicate Payment of Benefits) • M21-1 III.v.3.B (Adjusting Apportioned Awards) • M21-1 III.iii.6.B (Awards and Adjustments Based upon School Attendance) • M21-1 III.iii.6.B.6.f (Failure to Certify School Attendance) • M21-1 III.iii.5.K (Verification of Marital Status and the Status of Dependents) • M21-1 III.iii.5.K.4 (Failure to Return a Questionnaire) • M21-1 III.v.6.C.1.d (Due Process and Control Procedures for Hospitalization) • 38 CFR 3.103 (Procedural due process and appellate rights.) • 38 CFR 3.551 (Reduction because of hospitalization.) • 38 CFR 3.552 (Adjustment of allowance for aid and attendance.) • M21-1 III.v.8.C.2.b (Providing Notification to an Incarcerated Surviving Spouse) • M21-1 III.v.8.A.2 (Benefit-Specific Effects of a Beneficiary's Incarceration) • M21-1 III.v.9.B.3 (Due Process Requirements for Incompetency Determinations)

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	<ul style="list-style-type: none">• M21-1 III.iv.8.A.5.a (Decree by a Court as Notice and Hearing)• M21-1 X.5.2.h (DMF Match Identifies Veteran's Spouse)• M21-1 X.16.2.d (Deciding Whether an Individual Is a Fugitive Felon and Notifying the Beneficiary of the Decision)• M21-1 X.9.F (Federal Tax Information [FTI]: Income Verification Match [IVM]))• M21-1 X.15.2 (Review of SSA Prison Match Worksheets)• M21-1 X.2.5.n (Monthly Entitlement Amount is Erroneous)• M21-1 III.vi.2.A.1 (General Information About Simultaneous Award Adjustments)• M21-1 III.vi.2.A.2 (Processing Simultaneous Award Adjustments)• M21-1 III.v.1.A.3.d (Sample Format for an Administrative Decision)• M21-1 I.2.C (Adverse Action Proposal Period)• M21-1 I.2.C.3 (Hearings Requested in Response to a Proposed Adverse Action)• M21-1 I.2.B.2 (Elements of the Notice of Proposed Adverse Action)• M21-1 I.2.D (Contemporaneous Notice)

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Process 810 series work items

Reference Type	Reference Name
Lesson	Phase 6, Lesson 15: <i>Process 810 Series Work Items</i>
Job Aids	Processing an Award Adjustment job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • M21-1 III.v.10.A.1 (800 Series Work Items) <ul style="list-style-type: none"> ○ M21-1 III.v.10.A.1.d (800 Series Work Items Status Categories) ○ M21-1 III.v.10.A.1.f (810WI Claim Labels) ○ M21-1 III.v.10.A.1.g (820WI Claim Labels) ○ M21-1 III.v.10.A.1.h (840WI Claim Labels) ○ M21-1 III.v.10.A.1.i (850WI Claim Label) • M21-1 III.v.10.A.2 (Processing 800 Series Work Items) • M21-1 III.ii.1.B.2.c (Placing Claims and 800 Series Work Items Under EP Control) • M21-1 III.ii.1.B.6.k (Processing 800 Series Work Items Commonly Related to Lack of a Correct Address) • M21-1 III.iii.5.K.4.c (Processing a Work Item That Was Generated Because a Surviving Spouse Failed to Return VA Form 21-0537) • M21-4 Appendix C, Section I.b (Index of Claim Labels)