PENSION AND FIDUCIARY Service

PMC VSR Advanced Core Course Phase 6: Processing Claims

Lesson 17: Process 850 Series Work Items (Manual Payment Adjustments)

Appendix A

August 21, 2017

Version 1.0

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Lesson 17 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.

Confirm the End Product (EP) code is correct

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 6: *End Product (EP) Codes* |
| Job Aids | * **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: *Establish a Claim* |
| Job Aids | None |
| 38 CFR and M21-1 Manual | * M21-1 III.ii.3.D (Claims Establishment)   + M21-1 III.ii.3.D.5.a (Types of Claims Excluded From VBMS)   + M21-1 III.ii.3.D.2.c (Establishing Claims in VBMS)   + M21-1 III.ii.3.D.2.e (Establishing Claims in SHARE)   + M21-1 III.ii.3.D.2.d (Description of Claim Information Fields in VBMS) * 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) |

Determine dependency eligibility for a spouse of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 12: *Determine Dependency Eligibility: Spouse* |
| Job Aids | * **Dependency Eligibility Requirements** job aid * **Dependency Eligibility: Spouse** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.iii.5.A (General Information on Relationship and Dependency) * M21-1 III.iii.5.B (Establishing the Validity of a Marriage for VA Purposes) * M21-1 III.iii.5.C (Establishing Common Law Marriages) * M21-1 III.iii.5.D (Establishing Other Types of Marriages) * M21-1 III.iii.5.E (Establishing Marital Relationship in Survivors Cases) * M21-1 IV.iii.3.D (Remarriage of a Surviving Spouse) * M21-1 V.i.3.A (General Information on Income and Net Worth Development) |

Determine dependency eligibility for a child of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 13: *Dependency Eligibility: Child* |
| Job Aids | **Dependency Eligibility Requirements** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.57 (Child.) * M21-1 III.iii.5.F (Establishing a Child’s Age and Relationship) * 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.6 (School Attendance) * M21-1 V.iii.1.E.4.a (General Information on a Surviving Child Entitled to Survivors Pension in His/Her Own Right) |

Determine dependency eligibility for a helpless child of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 14: *Determine Dependency Eligibility: Helpless Child* |
| Job Aids | **Dependency Eligibility Requirements** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.315(a) (Child over 18 years.) * 38 CFR 3.356 (Conditions which determine permanent incapacity for self-support.) * 38 CFR 3.57 (Child.) * M21-1 III.iii.5.F (Establishing a Child’s Age and Relationship) * 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.7 (A Child’s Permanent Incapacity for Self-Support) |

Verify proof of death of Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 21: *Verify Proof of Death of Veteran for Survivors’ Benefits* |
| Job Aids | None |
| 38 CFR and M21-1 Manual | * 38 CFR 3.211 (Death.) * 38 CFR 3.202 (Evidence from foreign countries.) |

Establish periods for calculating income

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 16: *Establish Periods for Calculating Income* |
| Job Aids | * **Initial Year** job aid * **Income and Net Worth Status** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.400—3.404 (Effective dates.) * 38 CFR 3.31 (Commencement of the period of payment.) * M21-1 V.iii.1.A.4 (Pension and Parents’ DIC Award Effective Dates and Payment Dates) * M21-1 V.iii.1.A.5 (General Information on the Payment Date Under 38 CFR 3.31) * M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year) * M21-1 V.iii.1.H.1.b (Time Limit to Furnish Amended Income Information to Increase the Rate) * M21-1 V.iii.1.E.7.a (Definition: Initial Year) * M21-1 V.iii.1.H.1.c (Definition: Same Calendar Year Under 38 CFR 3.660[b][1]) * M21-1 V.iii.1.G.4.p (Overlapping Initial Year and Calendar Year Periods) * M21-1 V.iii.1.E.7.i (Counting the Initial 12 Months of Income for Disallowed Claims) * M21-1 V.iii.1.E.7.j (Counting the Second 12 Months of Income for Disallowed Claims) * M21-1 V.i.3.A.3.c (Reporting Period for Current-Law Pension) |

Determine the types of income for pension purposes

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 17: *Determine Types of Income* |
| Job Aids | * **Income and Net Worth Status** job aid * **Income Classification and Counting Table** job aid * **Countable Income** job aid * **SSA Inquiry** job aid * **Initial Year** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.271 (Computation of income.) * M21-1 V.iii.1.I (Improved Pension—Counting Specific Types of Income) * M21-1 V.iii.1.B.3 (Computing Monthly SSA and Medicare Benefits) * M21-1 V.iii.1.E.6 (Counting Income for Department of Veterans Affairs Purposes [IVAP]) * 38 CFR 3.272 (Exclusions from income.) * M21-1 V.iii.1.I.3 (Income Exclusions) * M21-1 V.iii.1.F.2 (Counting the Income of Dependents) * M21-1 V.iii.1.G.10 (Hardship Deductions from a Child’s Income) |

Select qualifying expenses for calculating income

| Reference Type | Reference Name |
| --- | --- |
| Lesson | **Phase 5, Part 1, Lesson 18: *Select Qualifying Expenses*** |
| Job Aids | * **Care Expense Guide** job aid * **Claim Types** job aid * **Income and Net Worth Status** job aid * **Initial Year** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.272 (Exclusions from income.) * M21-1 V.i.3.D.1 (Determining When Unreimbursed Medical Expenses Are Deductible) * M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year) * M21-1 V.iii.1.E.7.a (Definition: Initial Year) * M21-1 V.iii.1.E.7.b (Deductible Medical Expenses Paid During the Initial Year) * M21-1 V.iii.1.G.2 (Unreimbursed Medical Expense [UME] Deductions) * M21-1 V.iii.1.G.3 (Sources of Medical Expenses) * M21-1 V.iii.1.G.4.b (Information Required for a Medical Expense Deduction Claim) * M21-1 V.iii.1.G.4.d (Allowing Medical Expenses Prospectively) * M21-1 V.iii.1.G.4.e (Example of Annual Amount vs. Calculated Estimated Actual Amount) * 38 CFR 3.262(o) (Final expenses of veteran or parent’s spouse; dependency and indemnity compensation.) * M21-1 V.iii.1.G.6 (Final Expense Deductions—Overview and Definitions) * M21-1 V.iii.1.G.7 (Processing Final Expense Deductions) * 38 CFR 3.272(g) (Medical expenses.) * 38 CFR 3.272(h) (Expenses of last illnesses, burials, and just debts.) * 38 CFR 3.272(i) (Educational expenses.) * M21-1 V.iii.1.G.8 (Educational Expense Deductions) |

Determine income status

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 19: *Determine Income Status* |
| Job Aids | * **Income Eligibility** job aid * **Countable Income** job aid * **Care Expense Guide** job aid * **Federal Tax Information (FTI) Income Reference List** job aid * **Upfront Verification** job aid * **Income and Net Worth Status** job aid * **Claim Types** job aid * **Income Classification and Counting Table** job aid * **Initial Year** job aid |
| 38 CFR and M21-1 Manual | * M21-1 V.iii.1.G (Pension-Deductible Expenses) * M21-1 V.iii.1.B (Social Security Administration [SSA] Benefits Program) * M21-1 V.iii.1.I (Improved Pension—Counting Specific Types of Income) * M21-1 V.iii.1.A.3 (Denying a Claim When IVAP is Excessive; Considering Amended Income Information) * M21-1 V.i.3.A (General Information on Income and Net Worth Development) * M21-1 X.9.A.1 (Introduction to FTI Match and Corresponding Definitions) * M21-1 X.9.A.1.d (Upfront Verification) * 38 CFR 3.271 (Computation of income.) |

Determine net worth status

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1, Lesson 20: *Determine Net Worth Status* |
| Job Aids | * **Income and Net Worth Status** job aid * **Claim Types** job aid * **Net Worth Corpus of Estate Determination** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.263 (Corpus of estate; net worth.) * 38 CFR 3.274 (Relationship of net worth to pension entitlement.) * 38 CFR 3.275 (Criteria for evaluating net worth.) * M21-1 V.i.3.A.1.c (Definition: Net Worth) * M21-1 V.iii.1.J.1.a (Impact of the Claimant’s Net Worth on VA Benefits) * M21-1 V.iii.1.J.1.b (Net Worth Criteria) * M21-1 V.iii.1.J.1.g (Evaluating Net Worth) * M21-1 V.iii.1.J.1.h (Effect of Net Worth on Benefit Eligibility) * M21-1 V.iii.1.J.3.b (Criteria for Excessive Net Worth) * M21-1 V.iii.1.J.4.a (Excessive Net Worth as a Question of Fact) * M21-1 V.iii.1.J.4.e (Specific Exclusions From Net Worth) * M21-1 V.iii.1.J.4.g (Convertibility of Assets) * M21-1 V.iii.1.J.5.c (Excluding the Value of a Single-Family Dwelling) |

Describe how to prepare an award action

| Reference Type | Reference Name |
| --- | --- |
| Lesson | * Phase 5, Part 3, Lesson 2: *Overview of the Award Process* |
| Job Aids | * **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 | * 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) |

Create decision notice

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 4, Lesson 1: *Prepare the Decision Notice* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid |
| 38 CFR and M21-1 Manual | M21-1 III.v.2.B (Decision Notices) |

Determine qualifying expense adjustments

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 1: *Determine Qualifying Expense Adjustments* |
| Job Aids | * **Care Expense Guide** job aid * **Income and Net Worth Status** job aid * **Initial Year** job aid * **Integration of Medical Expenses in VBMS-A** job aid * **Processing an Award Adjustment** job aid |
| 38 CFR and M21-1 Manual | * M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year) * M21-1 V.i.3.D.2 (Developing for Unreimbursed Medical Expenses) * M21-1 V.i.3.D.3 (Developing for Unreimbursed Funeral and Other Final Expenses) * M21-1 V.i.3.D.4 (Developing for Unreimbursed Educational Expenses) * M21-1 V.iii.1.E.7.b (Deductible Medical Expenses Paid During the Initial Year) * M21-1 V.iii.1.G.2 (Unreimbursed Medical Expense [UME] Deductions) * M21-1 V.iii.1.G.3 (Sources of Medical Expenses) * M21-1 V.iii.1.G.4 (Processing UME Deductions) * M21-1 V.iii.1.G.6 (Final Expense Deductions – Overview and Definitions) * M21-1 V.iii.1.G.7 (Processing Final Expense Deductions) * M21-1 V.iii.1.G.8 (Educational Expense Deductions) |

Determine award adjustment based on amended income

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 2: *Determine Amended Income Adjustments* |
| Job Aids | * **Annotate the Award Checklist job a**id * **Countable Income** job aid * **Develop for Missing Information/Evidence** job aid * **Federal Tax Information (FTI) Income Reference List** job aid * **Income and Net Worth Status** job aid * **Income Classification and Counting Table** job aid * **Initial Year** job aid * **Income Eligibility** job aid * **Processing Award Adjustments** job aid * **Time Limits** job aid * **Upfront Verification** job aid |
| 38 CFR and M21-1 Manual | * M21-1 V.i.3.A.2 (Development of Income and Net Worth-Dependent Cases) * M21-1 III.ii.2.B.1.b (Requirements for a Complete Claim Received on or After March 24, 2015) * M21-1 V.iii.1.A.1 (Income Reporting for Pension and Parents’ DIC) * M21-1 V.iii.1.H.1 (Adjustments Based on Changes in Income) * M21-1 V.iii.1.H.2 (Cost-of-Living Adjustments [COLA]) * M21-1 V.iii.1.E.5 (Income Classifications) * M21-1 V.iii.1.A.6.h (Increases Resulting Solely from the Enactment of Legislation) * **M21-1 V.iii.1.B.1.k (SSI Program)** * **M21-1 V.iii.1.l.1.i (Gains From Gambling)** * **M21-1 III.iii.3.A.4.a (Using the SSA Inquiry Command in Share)** * **M21-1 V.iii.1.l.1.g (Gifts and Inheritances of Property or Cash)** * **M21-1 I.2.A.1.d (Definition: Third Party Information)** * **M21-1 V.iii.1.E.1.a (Changing Rate of Pension)** * **M21-1 V.iii.1.E.1.b (Knowledge Needed to Determine Monthly Rate of Pension)** * **M21-1 V.iii.1.E.7 (Counting Income During the Initial Year)** * **M21-1 V.i.3.C.1.a (General Information on Developing for Recurring Income)** |

Determine award adjustment based on changes to net worth

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 3: *Determine Net Worth Adjustments* |
| Job Aids | * **Net Worth Corpus of Estate Determination** job aid * **Processing an Award Adjustment** job aid * **Income and Net Worth Status** job aid * **Time Limits** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.263 (Corpus of estate; net worth.) * 38 CFR 3.274 (Relationship of net worth to pension entitlement.) * 38 CFR 3.275 (Criteria for evaluating net worth.) * M21-1 V.i.3.A.1 (The Effect of Income/Net Worth on Benefit Entitlement) * M21-1 V.iii.1.l.9.a (Impact of the Sale of Property on Pension Benefits) * M21-1 V.i.3.A.2 (Development of Income and Net Worth-Dependent Cases) * M21-1 V.i.3.A.4 (Developing for Net Worth) * M21-1 I.2.D.1.a (Definition: Contemporaneous Notice) * M21-1 I.2.D.1.b (Information a Beneficiary Must Provide to Justify Sending a Contemporaneous Notice) * M21-1 V.iii.1.J (Net Worth) |

Determine award adjustment based on change in dependency

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 4: *Determine Dependency Adjustments* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Annotate the Award Checklist** job aid * **Initial Year** job aid * **Income and Net Worth Status** job aid * **Time Limits** job aid * **Dependency Eligibility Requirements** job aid * **Dependency Eligibility: Spouse** job aid * **Develop for Missing Information/Evidence** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.57(a)(1) (Child. General.) * 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.) * 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.6 (School Attendance) * 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) * M21-1 III.iii.5.G.6 (Establishing a Stepchild as a Veteran's Child for VA Purposes) * M21-1 III.iii.5.A.4.a (Forms Claimants Must Use to Initiate the Process of Adding a Dependent to Their Award) * **M21-1 III.ii.2.B.1.b (Requirements for a Complete Claim Received on or After March 24, 2015)** * M21-1 V.iii.1.F (Dependents for Current- Law Pension Purposes) * M21-1 V.i.3.A.2.a (Income Development for Original and Reopened Claims) * M21-1 V.iii.1.F.2.a (General Information on Counting the Income of Dependents) * M21-1 IV.iii.1.A.2.a (Definition: DIC) |

Apply due process provisions to a claim

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 5: *Apply/Issue Due Process Provisions* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Initial Year** job aid * **Time Limit** job aid |
| 38 CFR and M21-1 Manual | * 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 (Adjusting Awards for Erroneous Benefits [Based on Duplicate Payment(s)]) * 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 3.551 (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) * 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 (Income Verification Match) * 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.B.2 (Elements of the Notice of Proposed Adverse Action) |

Recognize whether a waiver withholding is required

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5, Lesson 6: *Introduction to Overpayments and Waiver Withholdings* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Time Limit** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.vi.2.C (Debt Collection) * M21-1 III.vi.2.B.2.a (Reviewing Awards for Indebtedness) * M21-1 III.vi.2.B.2.b (Debt Management) * M21-1 III.vi.2.A.3.a (Processing a Claimant’s Disagreement With an Overpayment) |

Process an original claim for Veterans Pension

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 1: *Process Original Veterans Pension Claims* |
| Job Aids | **Processing an Original Veterans Pension Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 I.1.A.3.b (Refraining From or Discontinuing Assistance) * M21-1 I.1.A.3.c (Claims That are Inherently Incredible or Lack Merit) * M21-1 III.ii.6 (Determining Veteran Status and Eligibility for Benefits) * 38 CFR 3.1(l)(u)(v)(w) (Definitions.) * 38 CFR 3.159(d) (Circumstances where VA will refrain from or discontinue providing assistance.) |

Process a claim for Month of Death (MOD) benefits

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 3: *Process Month of Death (MOD) Claims* |
| Job Aids | **Processing a Month of Death (MOD) Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.20 (Surviving spouse's benefit for month of veteran's death.) * M21-1 IV.iii.3.A.5 (Determining the Surviving Spouse’s Entitlement to Benefits for the Month Of Death [MOD]) * M21-1 VIII.4.1.g (Payment of Accrued Benefits for the Month of Death) * M21-4 Appendix A.2 (Payee Codes) |

Process a claim for Original Survivors Pension

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 4: *Process Original Survivors Pension Claims* |
| Job Aids | **Processing an Original Survivors Pension Claim** **Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 III.ii.2.A.2.b (Definition: Survivors Pension) * M21-1 I.1.A.3.b (Refraining From or Discontinuing Assistance) * M21-1 I.1.A.3.c (Claims That are Inherently Incredible or Lack Merit) * M21-1 I.1.A.3.f (Definition: Substantially Complete Application) * M21-1 III.iii.5.B (Establishing the Validity of a Marriage for Department of Veterans Affairs [VA] Purposes) * M21-1 III.iii.5.C (Establishing Common Law Marriages) * M21-1 III.iii.5.D (Establishing Other Types of Marriages) * M21-1 III.iii.5.E (Establishing Marital Relationship in Survivors Cases) * M21-1 III.iii.5.F (Establishing a Child’s Age and Relationship) * 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.6.A (Notification of Potential Entitlement and School Attendance Policies) * M21-1 III.iii.6.B (Awards and Adjustments Based Upon School Attendance) * M21-1 III.iii.7 (A Child’s Permanent Incapacity for Self-Support) * M21-1 V.ii.2 (Death Pension Ratings) * M21-1 V.ii.2.1.c (Determining the Effective Date for a Survivors Pension Claim) * M21-1 III.ii.7.4.b (General Policy Regarding the Referral of Survivors Benefits Claims to the Rating Activity) * M21-1 III.ii.7.4.c (Specific Situations in Which Survivors Benefits Claims Should Be Referred to the Rating Activity) |

Process a claim for Dependency and Indemnity Compensation (DIC)

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 6: *Process Dependency and Indemnity Compensation (DIC) Claims* |
| Job Aids | **Processing a DIC Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 I.1.A.3.f (Definition: Substantially Complete Application) * M21-1 III.ii.6.B.1.b (Entitlement to VA Benefits When the Minimum Active Duty Requirements Are Not Met) * M21-1 III.ii.6.B.1.c (Exceptions to Minimum Active Duty Requirement) * 38 CFR 3.12a (Minimum Active-Duty Service Requirement) * M21-1 III.iii.5.E.4 (Marriage Dates Requirement and Dependency and Indemnity Compensation [DIC] Claims) * M21-1 IV.iii.3.D.12 (DIC Eligibility based on Remarriage Upon Attaining Age 57) * M21-1 IV.iii.1.A (Overview of Death Compensation and Dependency and Indemnity Compensation [DIC]) * M21-1 IV.iii.1.B (Dependency and Indemnity Compensation [DIC])   + M21-1 IV.iii.1.B.1.e (Evidence Required to Determine Entitlement to DIC)   + M21-1 IV.iii.1.B.1.h (When to Develop for Service Connection for the Cause of Death)   + M21-1 IV.iii.1.B.1.j (Evaluations that Provide Entitlement to Benefits Under 38 U.S.C. 1318)   + M21-1 IV.iii.1.B.1.k (Automatic Generation of 38 U.S.C. 1318 DIC Payment)   + M21-1 IV.iii.1.B.6.c (Additional Allowance for having Minor Children) PL 108-454   + M21-1 IV.iii.1.B.6.d (Limited Duration of Additional Allowance for Having Minor Children) * 38 CFR 3.309 (Disease Subject to Presumptive Service Connection) * M21-1 IV.iii.2.A (Rating Dependency and Indemnity Compensation [DIC] – Rating DIC and Death Compensation Claims) * M21-1 IV.iii.2.B (Special Monthly Benefits for Survivors) * M21-1 IV.iii.3.F.2.e (Fax Template for Requesting Information from DFAS) * M21-1 IX.i.4.1.c (Requirements for CHAMPVA) * M21-1 IX.i.4.2.e (Notifying Survivors About Potential CHAMPVA Entitlement) * M21-1 III.v.2.A.2.c (Award Processing responsibilities) * M21-1 III.iv.7.B.1.a (Review of Rating Decisions) * M21-1 III.iv.7.B.3 (Correcting Deficiencies in Rating Decisions) |

Process income and net worth adjustment claims

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 11: *Process Income and Net Worth Adjustment Claims* |
| Job Aids | **Processing Income and Net Worth Adjustment Claims Checklist** job aid |
| 38 CFR and M21-1 Manual | None |

Process a dependency adjustment claim

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 12: *Process Dependency Adjustment Claims* |
| Job Aids | **Processing a Dependency Adjustment Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.50 (Spouse and surviving spouse.) * 38 CFR 3.52 (Marriage deemed valid.) * 38 CFR 3.54 (Marriage dates.) * 38 CFR 3.57 (Child.) * 38 CFR 3.204 (Evidence of dependents and age.) * 38 CFR 3.205 (Marriage.) * 38 CFR 3.210 (Child’s relationship.) * 38 CFR 3.356 (Conditions which determine permanent incapacity for self-support.) * 38 CFR 3.451 (Special apportionments.) * 38 CFR 3.667 (School attendance.) * M21-1 I.2 (Due Process) * M21-1 III.iii (General Development and Dependency Issues) * M21-1 III.v.3 (Apportionments) * M21-1 III.vi.6 (Dependency Adjustment Claims) * M21-1 IV.iii.3.D (Remarriage of a Surviving Spouse) |

Process expense adjustment claims

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 13: *Process Expense Adjustment Claims* |
| Job Aids | * **Processing Expense Adjustment** **Claims Checklist** job aid * **Care Expense Guide** job aid * **Processing an Award Adjustment** job aid |
| 38 CFR and M21-1 Manual | M21-1 V.iii.1.G.2.u (Nonprescription Drugs, Medical Supplies, Vitamins, Food Supplements, and Herbal Remedies) |

Process apportionment claims

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6, Lesson 14: *Process Apportionment Claims* |
| Job Aids | **Processing an Apportionment Claim Checklist job aid** |
| 38 CFR and M21-1 Manual | * M21-1 I.2 (Due Process) * M21-1 III.ii.3.E.1.j (Determining If an NOD is Timely) * M21-1 III.iii.5 (Relationship and Dependency)   + M21-1 III.iii.5.G.5 (Instructions for Handling Cases in Which a Veteran Gives Up His/Her Child for Adoption) * M21-1 III.v.1.A.3.d (Sample Format for an Administrative * M21-1 III.v.3 (Apportionments)   + M21-1 III.v.3.A.1.c (When an Apportionment Is Not Payable)   + M21-1 III.v.3.A.2.b (Actions to Take When No Bar to Apportionment Exists)   + M21-1 III.v.3.A.2.c (Estimating the Amount of Benefits VA Should Withhold for an Apportionment)   + M21-1 III.v.3.A.2.d (Required Development Upon Receipt of an Apportionment Claim)   + M21-1 III.v.3.A.2.f (Establishing the Estimated Withholding)   + M21-1 III.v.3.A.3.d (Preparing VA Form 21-441 for a Favorable or Unfavorable Apportionment Decision) * M21-1 III.v.8 (Incarceration) * M21-1 III.vi.6 (Contested Claims) * M21-1 V.iii.1.F.2.n (Apportionments to a Spouse Who Physically Lives Apart for Reasons Related to Marital Discord) * 38 CFR 3.106 (Renouncement.) * 38 CFR 3.400(e) (Apportionment [§§3.450 through 3.461, 3.551].) * 38 CFR 3.450 (General.) * 38 CFR 3.451 (Special apportionments.) * 38 CFR 3.458 (Veteran’s benefits not apportionable.) |