



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

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

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Determine dependency eligibility for a spouse of a Veteran	
Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 12: <i>Determine Dependency Eligibility: Spouse</i>
Job Aids	<ul style="list-style-type: none"> • Dependency Eligibility Requirements job aid • Dependency Eligibility: Spouse job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Determine dependency eligibility for a child of a Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 13: <i>Dependency Eligibility: Child</i>
Job Aids	Dependency Eligibility Requirements job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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: <i>Determine Dependency Eligibility: Helpless Child</i>
Job Aids	Dependency Eligibility Requirements job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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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.)

Establish periods for calculating income

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 16: <i>Establish Periods for Calculating Income</i>
Job Aids	<ul style="list-style-type: none"> • Initial Year job aid • Income and Net Worth Status job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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

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Reference Type	Reference Name
	Year Periods) <ul style="list-style-type: none"> • 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: <i>Determine Types of Income</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

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Select qualifying expenses for calculating income

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 18: <i>Select Qualifying Expenses</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

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	just debts.) <ul style="list-style-type: none"><li data-bbox="513 331 1154 369">• 38 CFR 3.272(i) (Educational expenses.)<li data-bbox="513 390 1317 428">• M21-1 V.iii.1.G.8 (Educational Expense Deductions)

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Determine income status

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 19: <i>Determine Income Status</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.)

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Determine net worth status

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 20: <i>Determine Net Worth Status</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

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Describe how to prepare an award action

Reference Type	Reference Name
Lesson	<ul style="list-style-type: none"> 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 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)

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Determine qualifying expense adjustments

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 1: <i>Determine Qualifying Expense Adjustments</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)

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Determine award adjustment based on amended income

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 2: <i>Determine Amended Income Adjustments</i>
Job Aids	<ul style="list-style-type: none"> • Annotate the Award Checklist job aid • 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	<ul style="list-style-type: none"> • 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.I.1.i (Gains From Gambling) • M21-1 III.iii.3.A.4.a (Using the SSA Inquiry Command in

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	<p>Share)</p> <ul style="list-style-type: none">• M21-1 V.iii.1.I.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)

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Determine award adjustment based on changes to net worth

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 3: <i>Determine Net Worth Adjustments</i>
Job Aids	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.I.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)

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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 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	<ul style="list-style-type: none"> • 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)

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Reference Type	Reference Name
	<ul style="list-style-type: none">• 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)

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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 • Time Limit 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 (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)

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	<ul style="list-style-type: none"> • 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: <i>Introduction to Overpayments and Waiver Withholdings</i>
Job Aids	<ul style="list-style-type: none"> • Processing an Award Adjustment job aid • Time Limit job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Process an original claim for Veterans Pension

Reference Type	Reference Name
Lesson	Phase 6, Lesson 1: <i>Process Original Veterans Pension Claims</i>
Job Aids	Processing an Original Veterans Pension Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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(I)(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: <i>Process Month of Death (MOD) Claims</i>
Job Aids	Processing a Month of Death (MOD) Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Process a claim for Original Survivors Pension

Reference Type	Reference Name
Lesson	Phase 6, Lesson 4: <i>Process Original Survivors Pension Claims</i>
Job Aids	Processing an Original Survivors Pension Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Reference Type	Reference Name
	<ul style="list-style-type: none"> • 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: <i>Process Dependency and Indemnity Compensation (DIC) Claims</i>
Job Aids	Processing a DIC Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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]) <ul style="list-style-type: none"> ○ 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

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Reference Type	Reference Name
	<p>Entitlement to Benefits Under 38 U.S.C. 1318)</p> <ul style="list-style-type: none"> ○ 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)

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Process income and net worth adjustment claims

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

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Process a dependency adjustment claim

Reference Type	Reference Name
Lesson	Phase 6, Lesson 12: <i>Process Dependency Adjustment Claims</i>
Job Aids	Processing a Dependency Adjustment Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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)

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Process expense adjustment claims

Reference Type	Reference Name
Lesson	Phase 6, Lesson 13: <i>Process Expense Adjustment Claims</i>
Job Aids	<ul style="list-style-type: none">• 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)

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Process apportionment claims

Reference Type	Reference Name
Lesson	Phase 6, Lesson 14: <i>Process Apportionment Claims</i>
Job Aids	Processing an Apportionment Claim Checklist job aid
38 CFR and M21-1 Manual	<ul style="list-style-type: none"> • 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) <ul style="list-style-type: none"> ○ 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) <ul style="list-style-type: none"> ○ 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].)

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Reference Type	Reference Name
	<ul style="list-style-type: none"><li data-bbox="511 296 917 327">• 38 CFR 3.450 (General.)<li data-bbox="511 352 1149 384">• 38 CFR 3.451 (Special apportionments.)<li data-bbox="511 409 1339 441">• 38 CFR 3.458 (Veteran's benefits not apportionable.)