



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 6: Processing Claims

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

Appendix B

August 21, 2017

Version 1.0

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Appendix B

800 Series Items Review Activity Worksheet

Part A: Match the Title to the Work Item Status Category

Use the following references for assistance:

- M21-1 III.v.10.A (800 Series Work Items and Cost-of-Living Allowance (COLA) Adjustments)
- **Process an Award Adjustment** job aid

Given the following title description, select the correct work item status category.

1. Explanation of Audit Messages/Notice of Death

- a. 850 series
- b. 830 series
- c. 820 series
- d. 840 series
- e. 810 series

2. Bureau of Federal Prison

- a. 830 series
- b. 850 series
- c. 820 series
- d. 810 series
- e. 840 series

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3. Manual Payment Adjustments

- a. 840 series
- b. 810 series
- c. 820 series
- d. 850 series
- e. 830 series

4. Notice of Benefit Payment Transaction

- a. 830 series
- b. 850 series
- c. 810 series
- d. 820 series
- e. 840 series

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Part B: Which Status Category and Claim Label Is It?

Read each scenario then identify the work item status category and claim label for each scenario. Use the *800 Series Work Items* section of the **Process an Award Adjustment** job aid for more information.

Scenario 1: This message generates when the claimant has a current debt with VA and a payment was returned to the VA, but instead of going to proceeds, the payment was applied to their debt.

Which 800 series work item status category does this come under?

Which claim label?

Scenario 2: This is a generated message that occurs when the Social Security Administration reports that the Veteran, surviving spouse, or other payee has passed away and the date of birth does not match that of the deceased.

Which 800 series work item status category does this come under?

Which claim label?

Scenario 3: A cost of living adjustment is not automatically given to a beneficiary.

Which 800 series work item status category does this come under?

Which claim label?

Scenario 4: A beneficiary's direct deposit has been returned.

Which 800 series work item status category does this come under?

Which claim label?

Scenario 5: This work item is generated 60 days after the system automatically sends the surviving spouse a VA Form 21-0537, Marital Status Questionnaire, to complete and return.

Which 800 series work item status category does this come under?

Which claim label?