Pension and fiduciary service

PMC VSR Advanced Core Course Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate

Phase 5, Part 1(d) Knowledge Check Preparation

Lesson Plan

March 2022

Phase 5, Part 1(d) Knowledge Check Preparation

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 3 hours |
| Purpose of the Knowledge Check preparation: | This knowledge check preparation is part of the entry-level curriculum, Advanced Core Course for PMC VSRs. The purpose of this knowledge check preparation is to get PMC VSRs ready to take the Phase 5, Part 1(d) Knowledge Check. |
| Prerequisite Training Requirements: | Prior to taking the Phase 5, Part 1(d) Knowledge Check Preparation, trainees must complete PMC VSR Core Course Phases 1–4 and Phase 5 lessons 1–28. Refer to the PMC VSR Program of Instruction (POI) for a list of lessons. |
| Target Audience: | This knowledge check preparation is for entry-level PMC VSRs. |
| References: | See Phase 5, Part 1(d) Knowledge Check Preparation: Appendix A for applicable references and job aids |
| Technical Competencies: | * Program Benefits and Eligibility (PMC VSR) * VBA Applications (PMC VSR) * Processing Claims (PMC VSR) |
| Knowledge Check: | Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate Knowledge Check |
| What You Need: | * See Phase 5, Part 1(d) Knowledge Check Preparation: Appendix A for applicable references and job aids * Appendix B: Worksheet * Appendix C: Question and Answer Worksheet * Slides * Projector * Access to CPKM * Access to VSR Assistant * The following types of **cases for demonstration**:   + Claim 1 (pmc\_vsr\_case\_70) Verifying proof of death claim (development needed)   + Claim 2 (pmc\_vsr\_case\_71) Claim eligible for application of liberalizing law   + Claim 3: (pmc\_vsr\_case\_72a [spouse 1] and pmc\_vsr\_case\_72b [spouse 2]) Vet-to-Vet claim requiring Veteran spouse to be added as dependent, confirmation of general award, and flashing of award   + Claim 4: (pmc\_vsr\_case\_73) Accrued benefits   + Claim 5: (pmc\_vsr\_case\_74) Substitution claim   + Claim 6: (pmc\_vsr\_case\_75) Claim for burial benefits   + Claim 7: (pmc\_vsr\_case\_76) Claim for MOD (eligible)   + Claim 8: (pmc\_vsr\_case\_77) Claim requiring a rating decision (development needed)   + Claim 9: (pmc\_vsr\_case\_78) Claim for DIC under 38 U.S.C. 1310   + Claim 10: (pmc\_vsr\_case\_79) Claim for Request for Substitution * **Instructors may choose to provide a demonstration of these claim as opposed to assigning claims to VSRs.** |

Instructor Notes

This knowledge check preparation will provide trainees with a refresher of the topics covered in Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate. This will include a review of all lesson objectives, participation in activities to reinforce their understanding, and a question and answer forum to address any misconceptions and provide additional clarification about the information presented.

| PowerPoint Slides | Instructor Activities |
| --- | --- |
| Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate Knowledge Check Preparation | **DISPLAY** slide  “**Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate Knowledge Check Preparation”**  **INTRODUCE** yourself as the instructor.  **INTRODUCE** the knowledge check preparation.  **REFER** trainees to the technical competencies located in the trainee guide. |
| Why It Matters!  Knowledge Checks matter because PMC VSRs are responsible for completing tasks beyond determining basic eligibility and determining if a claim is ready to rate. This lesson helps gauge the knowledge base. | **DISPLAY** slide  “**Why It Matters!”**  **Read** over on the slide**.**  **REFER trainees to Appendix A and have them briefly review all the references that are applicable to the lessons.** |
| ****Phase 5, Part 1(d) Lessons**** | **DISPLAY** slide  **“Phase 5, Part 1(d) Lessons”**  **REMIND** trainees that Phase 5, Part 1(d) consists of the following eight lessons:   1. Verify Proof of Death of Veteran for Survivor’s Benefits 2. Apply Liberalizing Law to Pension Eligibility 3. Process Veteran-Married-to-Veteran Cases 4. Determine Accrued Benefits Eligibility 5. Determine Burial Benefits Eligibility 6. Determine Month of Death (MOD) Eligibility 7. Overview of Ready to Rate 8. Determine Eligibility for DIC and Parent’s DIC 9. Determine Substitution Eligibility |
| Knowledge Check Preparation Overview  **This preparation will consist of the following:**   * **Lesson objectives review** * **Partner activities** * **Question/answer forum** | **DISPLAY** slide  **“Knowledge Check Preparation Overview”**  **EXPLAIN that this preparation will consist of a review of the learning objectives for each lesson in Phase 5, Part 1(d). This is followed by an activity to help reinforce their understanding of those objectives.**  **INFORM trainees that in order to save time for the activities, there will be time at the end of this preparation for questions to be discussed.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER trainees to Appendix C: Question and Answer Worksheet.** |
| Verify Proof of Death of Veteran for Survivor’s Benefits  Verifying proof of death is used to determine eligibility for survivor’s pension, DIC claims, accrued claims, and burial benefits | **DISPLAY** slide  **“Verify Proof of Death of Veteran for Survivor’s Benefits”**  **TRANSITION to the first lesson in Phase 5, Part 1(d): Verify Proof of Death of Veteran for Survivor’s Benefits.**  This icon indicates you should refer students to a document (e.g., a page in the Trainee Guide or a specific appendix)  **REFER trainees to the references in Appendix A, *Verify Proof of Death of Veteran for Survivor’s Benefits* section.** |
| Verify Proof of Death of Veteran for Survivor’s Benefits Objectives   * Determine if proof of death is of record * Determine to develop for proof of death * Establish death of a Veteran | ****DISPLAY**** slide  “Verify Proof of Death of Veteran for Survivor’s Benefits Objectives”  **PRESENT the objectives for this lesson.**  **ALLOW about 5–7 minutes to summarize the content related to these objectives.** |
| Verify Proof of Death of Veteran Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding verifying proof of death of a Veteran.   + Questions will be answered at the end of this preparation. * Time allowed: 5 minutes | **DISPLAY** slide  **“Verify Proof of Death of Veteran Question Writing Opportunity”**  **INFORM** trainees that before transitioning to the next lesson for review, they will have the opportunity to capture any questions they have regarding verifying proof of death of a Veteran.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  **DIRECT trainees to write any questions or concerns that they have regarding** verifying proof of death of a Veteran**.**  **ALLOW 5 minutes to complete this opportunity.** |
| Partner Activity—What Do I Need to Verify Proof of Death?   * Instructions:   + Divide into pairs.   + Review Claim 1 provided by the instructor.   + Complete Appendix B: Part A—What Do I Need to Verify Proof of Death?   + Use the references in Appendix A, *Verify Proof of Death for Survivor’s Benefits*   + Be prepared to share your finished activity with the class. * Time allowed: 7-10 minutes | **DISPLAY** slide  **“Partner Activity— What Do I Need to Verify Proof of Death?”**  **DIVIDE trainees into pairs.**  **DIRECT trainees to the claim you have provided for demonstration or the one you have selected for demonstration.**  **INSTRUCT them to:**   * **Review the Claim 1.** * **Complete Appendix B: Part A—What Do I Need to Verify Proof of Death? by answering the questions using the Example Claim 1 and corresponding references.**   **ALLOW 7-10 minutes to complete this activity.** |
| Partner Activity—What Do I Need to Verify Proof of Death? Answers   1. Does the information provided in the example claim contain proof of death? If so, list the piece of information.   Answer provided by instructor based on example claim selected.   1. Is the proof of death provided satisfactory?   Answer provided by instructor based on example claim selected.   1. If development is needed, what information do you need to verify proof of death and establish the death of the Veteran?   Answer provided by instructor based on example claim selected. | **DISPLAY** slide  **“Partner Activity—What Do I Need to Verify Proof of Death? Answers”**  **PROVIDE the answers to all three questions.**  This icon prompts you to ask trainees a discussion question or to ask trainees if they have any questions before proceeding with instruction.  **ASK** trainees if they have any questions or need clarification on the answers given. |
| Apply Liberalizing Law to Pension Eligibility   * At times, it may be necessary to apply liberalizing law to pension claims. * It applies to:   + Cases involving pending or previously denied claims   + Original claims filed after the change in law or administrative issue | **DISPLAY** slide  **“Apply Liberalizing Law to Pension Eligibility”**  **TRANSITION to the second lesson in Phase 5, Part 1(d):** Apply Liberalizing Law to Pension Eligibility**.**  **REMIND trainees that a liberalizing law is any law that brings about a substantive change to the law, creating a new and different entitlement to pension benefits.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to the references in Appendix A, *Determine Whether to Apply Liberalizing Law* *section.* |
| Apply Liberalizing Law to Pension Eligibility Objectives  Apply liberalizing law objectives:   * Determine whether the Veteran meets criteria for liberalizing law. * Determine whether to apply liberalizing legislation eligibility. | **DISPLAY** slide  **“Apply Liberalizing Law to Pension Eligibility Objectives”**  **PRESENT the objectives for this lesson.**  **ALLOW about 5–7 minutes to summarize the content related to these objectives.** |
| Apply Liberalizing Law to Pension Eligibility Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding liberalizing law.   + Questions will be answered at the end of this preparation. * Time allowed: 5 minutes | **DISPLAY** slide  **“Apply Liberalizing Law to Pension Eligibility Question Writing Opportunity”**  **REMIND** trainees that at this time, they can capture any questions they have regarding liberalizing law.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  **ALLOW 5 minutes to complete this opportunity.** |
| Group Activity—Should Liberalizing Law Be Applied?   * Instructions:   + Review Claim 2 as a class.   + Use the references in Appendix A, *Determine Whether to Apply Liberalizing Law*.   + Determine if liberalizing law should be applied.   + Raise your hand when you know the answer and be prepared to explain it. * Time allowed: 7-10 minutes | **DISPLAY** slide  **“Group Activity—Should Liberalizing Law Be Applied?”**  **DIRECT the class to the claim/example of a claim you have provided for demonstration.**  **INSTRUCT trainees to:**   * **Review Claim 2 you provided.** * **Upon completion of review, raise their hand when they have determined if liberalizing law should be applied.**   **SELECT a trainee to provide the answer and explain how he/she reached his/her conclusion.**  **PROVIDE any clarification, if needed.**  **ALLOW 7-10 minutes to complete this activity.** |
| Process Veteran-Married-to-Veteran Cases   * Veteran-married-to-Veteran claims are two awards combined, unless otherwise requested * A special combined maximum annual pension rate (MAPR) applies to Veterans who are married to each other * The combined rate is the same as it is for a Veteran with a dependent, unless both Veterans are eligible for SMP | **DISPLAY** slide  **“Process Veteran-Married-to-Veteran Cases”**  **TRANSITION to the third lesson in Phase 5, Part 1(d):** Process Veteran-Married-to-Veteran Cases  **REMIND trainees that Vet-to-Vet cases are usually combined into one award payment unless requested otherwise by either Veteran or both Veterans are eligible for SMP.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to the **Veteran Married to Veteran** job aid.  **ALLOW** them 5 minutes to review the job aid. |
| Process Veteran-Married-to-Veteran Cases Objectives  Process a Veteran-married-to-Veteran claim   * Identify Veteran-married-to-Veteran cases * Calculate the award payment for a Veteran-married-to-Veteran claim | **DISPLAY** slide  **“Process Veteran-Married-to-Veteran Cases Objectives”**  **PRESENT the objectives for this lesson.**  **ALLOW about 5–7 minutes to summarize the content related to these objectives.** |
| Process Veteran-Married-to-Veteran Cases Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding Veteran-married-to-Veteran cases.   + Questions will be answered at the end of this preparation. * Time allowed: 5 minutes | **DISPLAY** slide  **“Process Veteran-Married-to-Veteran Cases Question Writing Opportunity”**  **REMIND** trainees that at this time, they can capture any questions they have regarding Vet-to-Vet cases.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  **ALLOW 5 minutes to complete this opportunity.** |
| Partner Activity— Process a Veteran-Married-to-Veteran Claim   * Instructions:   + Divide into pairs.   + Review Claim 3 provided by the instructor.   + Complete Appendix B: Part B—Veteran-Married-to-Veteran Claim.   + Use the **Veteran Married to Veteran** job aid to help answer the questions.   + Be prepared to share your finished activity with the class. * Time allowed: 7-10 minutes | **DISPLAY** slide  **“Partner Activity— Process a Veteran-Married-to-Veteran Claim”**  **DIVIDE trainees into pairs.**  **DIRECT trainees to the claim you have provided for demonstration or the one you have selected for demonstration.**  **INSTRUCT trainees to:**   * **Review Claim 3.** * **Complete Appendix B: Part B—**Veteran-Married-to-Veteran Claim **by answering the questions using the Claim 3.** * **Use the job aid and references noted in Part B of Appendix B.**   **ALLOW 7-10 minutes to complete this activity.** |
| Partner Activity—Veteran-Married-to-Veteran Claim Answers   1. Calculate the combined MAPR.   Answer provided by instructor based on example claim selected.   1. Add the Veteran’s spouse as a dependent.   Answer provided by instructor based on example claim selected.   1. Confirm the general award.   Answer provided by instructor based on example claim selected.   1. Flash the award, if necessary.   Answer provided by instructor based on example claim selected. | **DISPLAY** slide  **“Partner Activity—Veteran-Married-to-Veteran Claim Answers”**  **PROVIDE the answers for all four questions.**  **DISCUSS the answers and provide any clarification, if needed.** |
| Determine Accrued Benefits Eligibility  Eligibility for accrued benefits depends on the following:   * Date of claim * Date of death of Veteran * Relationship of claimant to the Veteran or reimbursement | **DISPLAY** slide  **“Determine Accrued Benefits Eligibility”**  **TRANSITION to the fourth lesson in Phase 5, Part 1(d): Determine Accrued Benefits Eligibility.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to the **Accrued Benefits** job aid and give 3-4 minutes to review the criteria and types of accrued claims. |
| **Determine Accrued Benefits Eligibility Objectives**   * Define key terms related to accrued benefits * Determine basic entitlement to accrued benefits * Determine control and jurisdiction of accrued claims * Determine if accrued benefits are payable * Determine the proper claimant for accrued benefits * Identify the types of accrued benefits claims | **DISPLAY** slide  **“Determine Accrued Benefits Eligibility Objectives”**  **PRESENT the objectives for this lesson.**  **ALLOW about 5–7 minutes to summarize the content related to these objectives.** |
| Accrued Benefits Eligibility Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding accrued benefits eligibility.   + Questions will be answered at the end of this preparation. * Time allowed: 5 minutes | **DISPLAY** slide  **“Accrued Benefits Eligibility Question Writing Opportunity”**  **REMIND** trainees that at this time they can capture any questions they have regarding accrued benefits.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  **ALLOW 5 minutes to complete.** |
| Small Group Activity–Accrued Benefits Eligibility   * Instructions:   + Divide into groups of three.   + Review Claims 4 and Claim 5 provided by the instructor.   + Using the **Accrued Benefits** job aid, determine if the claimant in each claim is eligible for accrued benefits.   + Prepare to share your findings with the class and discuss any differences. * Time allowed: 7-10 minutes | **DISPLAY** slide  **“Small Group Activity–Accrued Benefits Eligibility”**  **DIVIDE trainees into groups of three or four.**  **DIRECT trainees to the claim you have provided for demonstration or the one you have selected for demonstration.**  **INSTRUCT trainees to:**   * **Review Claims 4 and 5.** * Using the **Accrued Benefits** job aid, determine if the claimant in each claim is eligible for accrued benefits**.** * **Share their findings with the class and discuss any differences between groups.**   **ALLOW 7-10 minutes to complete this activity.** |
| Determine Burial Benefits Eligibility (1 of 2)   * The plot and/or transportation allowances can only be paid if SC death, NSC death, VA hospitalization death or Unclaimed Veteran remains​ is also payable * Plot or interment expenses are those expenses associated with the final disposition of the remains * VA does not pay plot allowance whenever the plot location is a private residence | ****DISPLAY**** slide  “Determine Burial Benefits Eligibility (1 of 2)”  **TRANSITION to the fifth lesson in Phase 5, Part 1(d): Determine Accrued Benefits Eligibility.**  **REVIEW each point on the slide.**    **EMPHASIZE** that VA does not pay does not pay the plot allowance when claimants indicate on the VA Form 21P-530 or 21P-530ez that the plot location is a private residence. |
| Determine Burial Benefits Eligibility (2 of 2)   * When transportation reimbursement is allowable, VBA may pay for expenses relating to transportation of the Veterans remains to his or her final resting place * Claims for the NSC burial allowance must be filed within two years of the date of permanent burial or cremation of the Veteran * There is no time limit for applying for SC burial allowance​, VA hospitalization death burial allowance​, Plot or interment allowance​, Transportation reimbursement ​ | ****DISPLAY**** slide  “Determine Burial Benefits Eligibility (2 of 2)”  ****SELECT** two or three trainees to read over each point on the slide.**  **REFER** to the **Burial Benefits Eligibility** job aid for a summary of each type of burial benefit.  **REMIND** trainees that **VA will pay costs incurred to transport remains to the nearest national cemetery with available space from Veteran’s last place of residence**  **TELL trainees to see table in M21-1 XI.iii.1.B.6.e for eligibility and stipulations.** |
| Determine Burial Benefits Eligibility Objectives   * Define types of burial benefits * Determine if eligibility requirements for burial benefits are met * Identify claimant eligible for payment * Determine if eligibility requirements for SC burial are met * Determine if eligibility requirements for NSC burial benefits are met * Determine if eligibility for VA hospitalization death burial benefits are met * Determine whether development is required for burial-related information * Determine whether a burial claim requires rating activity | **DISPLAY** slide  “**Determine Burial Benefits Eligibility Objectives”**  **PRESENT the objectives for this lesson.**  ****ALLOW** about 7–10 minutes to summarize the content related to these objectives.** |
| Burial Benefits Eligibility Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding burial benefits eligibility.   + Questions will be answered at the end of this preparation. * Time allowed: 5 minutes | **DISPLAY** slide  **“Burial Benefits Eligibility Question Writing Opportunity”**  **REMIND** trainees that at this time they can capture any questions they have regarding burial benefits.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  ****ALLOW** 5 minutes to complete this opportunity.** |
| Partner Activity–Burial Benefits Eligibility   * Instructions:   + Divide into pairs.   + Review Claim 6 provided by the instructor.   + Answer the questions in Appendix B: Part C—Burial Benefit to determine if the claimant is eligible for burial benefits.   + Use the **Burial Benefits Eligibility** job aid.   + Be prepared to share your finished activity with the class. * Time allowed: 7-10 minutes | **DISPLAY** slide  “**Partner Activity–Burial Benefits Eligibility”**  **DIVIDE trainees into pairs.**  **DIRECT trainees to:**   * **Review Claim 6.** * Answer the questions in Appendix B: Part C—Burial Benefit. * Using the **Burial Benefits Eligibility** job aid, determine if the claimant is eligible for burial benefits**.** * **Prepare to share their findings with the class and discuss any differences.**   ****ALLOW** 7-10 minutes to complete this activity.** |
| Partner Activity–Burial Benefits Eligibility Answers (1 of 3)   1. Who is the claimant?   Answer provided by instructor based on example claim selected.   1. What kind of claim is this?   Answer provided by instructor based on example claim selected.   1. Is the claimant eligible for SC burial benefits?   Answer provided by instructor based on example claim selected. | **DISPLAY** slide  **“Partner Activity–Burial Benefits Eligibility Answers (1 of 3)”**  **PROVIDE the answers for the first set of questions.**  **DISCUSS the answers and provide any clarification, if needed.** |
| Partner Activity–Burial Benefits Eligibility Answers (2 of 3)   1. Is the claimant eligible for NSC burial benefits?   Answer provided by instructor based on example claim selected.   1. Is the claimant eligible for VA hospitalization death burial benefits?   Answer provided by instructor based on example claim selected.   1. Is the claimant eligible for transportation reimbursement?   Answer provided by instructor based on example claim selected. | **DISPLAY** slide  **“Partner Activity–Burial Benefits Eligibility Answers (2 of 3)”**  **PROVIDE the answers for the next set of questions.**  **DISCUSS the answers and provide any clarification, if needed.** |
| Partner Activity–Burial Benefits Eligibility Answers (3 of 3)   1. Is the claimant eligible for a plot allowance?   Answer provided by instructor based on example claim selected.   1. Is development required to determine eligibility? If so, for what?   Answer provided by instructor based on example claim selected.   1. Should this claim be submitted to the rating activity? Why or why not?   Answer provided by instructor based on example claim selected. | **DISPLAY** slide  “**Partner Activity–Burial Benefits Eligibility Answers (3 of 3)”**  **PROVIDE the answers for the last set of questions.**  **DISCUSS the answers and provide any clarification, if needed.** |
| Determine Month of Death (MOD) Eligibility   * When a Veteran passes away, his or her benefits are terminated the first of the month of death which is called the Month of Death (MOD) * ​The MOD payment amount represents the disability payment amount that the Veteran was entitled to receive for the month that he or she died (gross benefit) * The Veteran's rate for the month of death is an entitlement available only to the surviving spouse of the Veteran | **DISPLAY** slide  “Determine Month of Death (MOD) Eligibility”  **TRANSITION to the fifth lesson in Phase 5, Part 1(d): Determine MOD Eligibility.**  **REMIND** trainees **that in order for the surviving spouse to be eligible for MOD, the Veteran had to have been entitled to pension or compensation benefits at the time of death.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to the references Appendix A, *Determine Eligibility for Month of Death (MOD) Benefit* section*.*  **ALLOW** them 5 minutes to review the references. |
| **Determine MOD Eligibility Objectives**   * Determine whether the surviving spouse is eligible for MOD benefits * Determine whether Veteran was receiving pension or compensation benefits at time of death * Determine whether MOD payment was made to the surviving spouse * Check whether Veteran was married to claimant at time of death | **DISPLAY** slide  “**Determine MOD Eligibility Objectives”**  **PRESENT the objectives for this lesson.**  **ALLOW about 5–7 minutes to summarize the content related to these objectives.** |
| MOD Benefit Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding month of death benefit.   + Questions will be answered at the end of this preparation. * Time allowed: 5 minutes | “**MOD Benefit Question Writing Opportunity”**  **REMIND** trainees that at this time they can capture any questions they have regarding MOD benefit.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  **ALLOW 5 minutes to complete this opportunity.** |
| Partner Activity—MOD Benefit   * Instructions:   + Divide into pairs.   + Review Claim 7 provided by the instructor.   + Answer the questions in Appendix B: Part D—Month of Death to determine whether the surviving spouse is eligible for MOD.   + Be prepared to share your finished activity with the class. * Time allowed: 7-10 minutes | **DISPLAY** slide  **“Partner Activity—MOD Benefit”**  **DIVIDE trainees into pairs.**  **DIRECT trainees to review Claim 7 or DIRECT trainees to the claim you have provided for demonstration or the one you have selected for demonstration.**   * Using the references provided in Appendix B: Part D—Month of Death, determine whether the surviving spouse is eligible for MOD. * Prepare to share finished activity with the class.   **ALLOW 7-10 minutes to complete this activity.** |
| Partner Activity—MOD Answers   1. Was the Veteran receiving benefits at time of death?   Answer provided by instructor based on example claim selected.   1. Had an MOD payment been made?   Answer provided by instructor based on example claim selected.   1. Is the claimant an eligible surviving spouse?   Answer provided by instructor based on example claim selected.   1. Is development necessary?   Answer provided by instructor based on example claim selected. | **DISPLAY** slide  **“Partner Activity—MOD Answers”**  **PROVIDE the answers for all four questions.**  **DISCUSS the answers and provide any clarification, if needed.** |
| Overview of Ready to Rate   * The rating decision is needed to determine whether a claimant is entitled to benefits for the issues under review based on the evidence of record * The rating decision provides:   + A formal determination regarding one or more issues of benefit entitlement   + Statement of the decision(s), and   + An explanation supporting each decision | **DISPLAY** slide  “**Overview of Ready to Rate”**  **TRANSITION to the seventh lesson in Phase 5, Part 1(d): Overview of Ready to Rate.**  **REMIND** trainees **that depending on the benefit being claimed, a rating decision may be required and may require development.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to the **Ready to Rate** job aid for a list of references and types of claims that require a rating decision. |
| Overview of Ready to Rate Objectives   * Explain why a claim requires a rating decision * Identify the types of claims that require a rating decision * List the required elements for a claim that is ready to rate | **DISPLAY** slide  **“Overview of Ready to Rate Objectives”**  **PRESENT the objectives for this lesson.**  **ALLOW about 5–7 minutes to summarize the content related to these objectives.** |
| Ready to Rate Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding ready to rate.   + Questions will be answered at the end of the Knowledge Check preparation. * Time allowed: 5 minutes | **DISPLAY** slide  **“Ready to Rate Question Writing** Opportunity”  **REMIND** trainees that at this time they can capture any questions they have regarding ready to rate.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  **ALLOW 5 minutes to complete.** |
| Partner Activity—Overview of Ready to Rate   * Instructions:   + Divide into pairs.   + Review Claim 8 provided by the instructor.   + Answer the questions in Appendix B: Part E—Overview of Ready to Rate to determine whether the claim needs a rating decision and what is needed for the rating decision.   + Be prepared to share your finished activity with the class. * Time allowed: 7-10 minutes | **DISPLAY** slide  **“Partner Activity—Overview of Ready to Rate”**  **DIVIDE trainees into pairs.**  **DIRECT trainees to:**   * **Review Claim 8 or provide a demonstration and then have trainees:**   + **Answer the questions in** Appendix B: Part E—Overview of Ready to Rate.   + Using the **Ready to Rate** job aid, determine whether the claim needs a rating decision and what is needed for the rating decision.   **ALLOW 7-10 minutes to complete this activity.** |
| Partner Activity—Overview of Ready to Rate Answers   1. What is the type of claim?   Answer provided by instructor based on example claim selected.   1. Is a rating decision required? If so, why?   Answer provided by instructor based on example claim selected.   1. Does the claim require development to be ready to rate? If yes, what evidence is needed?   Answer provided by instructor based on example claim selected. | **DISPLAY** slide  **“Partner Activity—Overview of Ready to Rate Answers”**  **PROVIDE the answers for all three questions.**  **DISCUSS the answers and provide any clarification, if needed.** |
| Determine Eligibility for DIC and Parents’ DIC   * DIC is a monthly payment made to a surviving spouse, child, or parent because of a service connected (SC) death per 38 U.S.C. 1310, **or**   + to a surviving spouse or child because the Veteran had been rated as totally disabled due to a SC disability prior to his/her death, typically for at least ten years, per 38 U.S.C. 1318, **or**   + to a surviving spouse, child, or parent because of death due to VA medical treatment, per 38 U.S.C. 1151, **or**   + to a surviving spouse, child, or parent because of an in-service death | **DISPLAY** slide  “**Determine Eligibility for DIC and Parents’ DIC”**  **TRANSITION to the eighth lesson in Phase 5, Part 1(d):** Determine Eligibility for DIC and Parent’s DIC.  **REMIND trainees that surviving spouses, child dependents, and parents may be eligible to receive DIC benefits.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to the job aids listed in Appendix A, *Determine Eligibility for DIC and Parents’ DIC* section. |
| Determine Eligibility for DIC and Parents’ DIC Objectives   * Determine whether the surviving spouse, dependent child, or parent meets the eligibility criteria for DIC * Determine whether the claimant is claiming DIC under 38 U.S.C. 1310, 1318, or 1151 * Determine whether the evidence of death is on file * Determine whether cause of death is on file * Determine the relationship to a Veteran for the purpose of receiving DIC benefits * Determine eligibility for DIC claim * Determine eligibility for parents’ DIC claim | **DISPLAY** slide  **“Determine Eligibility for DIC and Parents’ DIC Objectives”**  **PRESENT the objectives for this lesson.**  **ALLOW about 7–10 minutes to summarize the content related to these objectives.** |
| Eligibility for DIC and Parents’ DIC Question Writing Opportunity   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding DIC and Parents’ DIC.   + Questions will be answered at the end of the Knowledge Check preparation. * Time allowed: 5 minutes | **DISPLAY** slide  “**Eligibility for DIC and Parents’ DIC Question Writing Opportunity”**  **REMIND** trainees that at this time they can capture any questions they have regarding DIC and Parents’ DIC.  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  **ALLOW 5 minutes to complete.** |
| Group Activity—Determine Eligibility for DIC and Parents’ DIC   * Instructions:   + Review Claim 9 as a class.   + Use the references and job aids in Appendix A, *Determine Whether the Surviving Spouse, Dependent Child, or Parent Meets the Eligibility Criteria for DIC*.   + Work together as a class to determine whether the claimant meets the eligibility for DIC. * Time allowed: 10-15 minutes | **DISPLAY** slide  **“Group Activity—Determine Eligibility for DIC and Parents’ DIC”**  **DIVIDE trainees into pairs.**  **DIRECT trainees to:**   * Review Claim 9 as a class **or provide a demonstration and then have the trainees:**    + Use the references in Appendix A, Determine Whether the Surviving Spouse, Dependent Child, or Parent Meets the Eligibility Criteria for DIC section.   + Work together as a class to determine whether the claimant meets the eligibility for DIC.   **ALLOW 10-15 minutes to complete this activity.** |
| Determine Substitution Eligibility   * A standard application is not required to request to substitute * A request to substitute, from eligible persons, is deemed to be included when VA receives a   + claim for accrued benefits, Survivors Pension, or Dependency and Indemnity Compensation (DIC)   + a written request containing intent, name of substitute and the name, claim number, social security number or appeal number of the deceased claimant | **DISPLAY** slide  **“Determine Substitution Eligibility”**  **TRANSITION to the eighth lesson in Phase 5, Part 1(d):** Determine Substitution Eligibility.  **SELECT one or two trainees to read over each point on the slide.**  **INFORM** trainees that 21P-0847 *Request for Substitution of Claimant Upon Death of Claimant* may be utilized to request for substitution. However, this form is not considered a prescribed form for accrued benefits for claimants other than a surviving spouse recognized as a valid substitute.  This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER trainees to the Determine Substitution Eligibility job aid.** |
| Determine Substitution Eligibility Objectives   * Define key terms relating to a request to substitute​ * Establish control of a request to substitute​ * Determine eligibility to request substitution​ * Understand the rights of the substitute claimant | **DISPLAY** slide  **“Determine Substitution Eligibility Objectives”**  **PRESENT the objectives for this lesson.**  **ALLOW about 5 minutes to summarize the content related to these objectives.**  This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER to CPKM and have trainees navigate to the following M21-1 references:**   * M21-1XI.ii.3.B (Substitution in Case of Death of Claimant) |
| Determine Substitution Eligibility Objectives   * Instructions:   + Use Appendix C: Question and Answer Worksheet to write any questions regarding substitution eligibility.   + Questions will be answered at the end of this preparation. * Time allowed: 5 minutes | **DISPLAY** slide  **“Determine Substitution Eligibility Objectives”**  **REMIND** trainees that **that the request to substitute must be received no later than one year after the date of the substitute’s death.**  Title: Reference Icon - Description: This icon indicates you should refer students to a document (e.g., a page in the Student Guide or a specific appendix)  **REFER** trainees to Appendix C: Question and Answer Worksheet.  ****DIRECT** trainees to write any questions on the worksheet.**  **ALLOW 5 minutes to complete.** |
| Determine Substitution Eligibility Objectives   * Instructions:   + Divide into groups of three or four.   + Review the claim provided by the instructor.   + Work together as a class to determine whether the claimant is eligible for substitution.   + Be prepared to share your answers with the class. * Time allowed: 7-10 minutes | **DISPLAY** slide  **“Determine Substitution Eligibility Objectives”**  **DIVIDE** the class into groups of three or four.  **DIRECT trainees to:**   * **Review the claim you have provided.** * Work together as a class to determine whether the claimant is eligible for substitution. * Be prepared to share your answers with the class.   **ALLOW 7-10 minutes to complete this activity.** |
| **Question and Answer Forum**   * Instructions:   + Divide into groups of three or four.   + Review the Appendix C: Question and Answer Worksheet with your group.   + Mark any questions that need further clarification from the instructor.   + Be prepared to share your answers with the class. * Time allowed: 10-15 minutes | **DISPLAY** slide  **“Question and Answer Forum”**  **DIVIDE** trainees into groups of three or four.  **DIRECT** trainees to review, with their group, any questions they had written down on Appendix C: Question and Answer Worksheet.  **INFORM** trainees to mark any questions that need further clarification from the instructor.  **ALLOW** 10-15 minutes for this forum.  **REVIEW** all questions with the class to confirm all answers are correct. |
| Question and Answer Clarification  This icon prompts you to ask trainees a discussion question or to ask trainees if they have any questions before proceeding with instruction. | **DISPLAY** slide  **“Question and Answer Clarification”**  This icon prompts you to ask trainees a discussion question or to ask trainees if they have any questions before proceeding with instruction.  **ASK** if trainees have any questions or concerns regarding Phase 5, Part 1(d). Use this time to clear up any confusion or misconceptions about the information presented.  **ANSWER any questions that need further clarification from the question and answer forum.** |
| **What’s Next?**  Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate Knowledge Check | **DISPLAY** slide  **“What’s Next?”**  **DISCUSS** the upcoming Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate Knowledge Check.  **REMIND** trainees to use the job aids and resources provided to help answer the knowledge check questions. |