



## PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course  
Phase 5: Stages of a Claim  
Part 2: Process a Claim

# **Phase 5, Part 2 Knowledge Check Preparation**

Appendix A: Worksheet

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## Phase 5, Part 2 Worksheet

### Part A: Key Terms Used When Developing a Claim

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Using the **Develop for Missing Information/Evidence** job aid, match the term to the correct description or definition.

**Given the following definition, select the correct term.**

1. Non-evidentiary facts used to substantiate the claim.
  - a. Information
  - b. Duty to Notify
  - c. Federal records
  - d. Non-Federal records
  - e. Medical evidence
  
2. Request for documentation from state government, local government, and privately held entity.
  - a. Information
  - b. Duty to Assist
  - c. Lay evidence
  - d. Federal records
  - e. Non-Federal records
  
3. Help claimant obtain information or evidence to substantiate the claim.
  - a. Information
  - b. Lay evidence
  - c. Duty to Assist
  - d. Federal records

## ***Appendix A: Worksheet***

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- e. Non-Federal records
4. Provided by a nonexpert who has knowledge of facts or circumstances and conveys matters that can be observed.
- a. Duty to Assist
  - b. Competent lay evidence
  - c. Duty to Notify
  - d. Federal records
  - e. Medical evidence
5. Provided by a person who is qualified through education, training, or experience to offer medical diagnoses, statements, or opinions.
- a. Duty to Assist
  - b. Lay evidence
  - c. Federal records
  - d. Non-Federal records
  - e. Competent medical evidence
6. Provide a notice of any information or evidence needed to substantiate the claim.
- a. Information
  - b. Lay evidence
  - c. Duty to Notify
  - d. Federal records
  - e. Medical evidence

## Appendix A: Worksheet

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7. Request for documentation from Social Security Administration (SSA), VA Medical Centers (VAMCs), or National Personnel Records Center (NPRC).
  - a. Duty to Assist
  - b. Lay evidence
  - c. Federal records
  - d. Non-Federal records
  - e. Medical evidence

### Part B: Overview of the Development Process—What's Your Next Step?

Use the example claims provided by the instructor in VBMS and the **Develop for Missing Information/Evidence** job aid to assist in answering the questions below:

#### Claim 1

1. Based on your review, do you need to contact the claimant?
2. What evidence is needed, if any, to continue processing the claim?
3. If evidence needs to be requested, what is the deadline for evidence to be received?

#### Claim 2

1. Based on your review, do you need to contact the claimant?
2. What evidence is needed, if any, to continue processing the claim?

## **Appendix A: Worksheet**

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3. If evidence needs to be requested, what is the deadline for evidence to be received?

### **Claim 3**

1. Based on your review, do you need to contact the claimant?
2. What evidence is needed, if any, to continue processing the claim?
3. If evidence needs to be requested, what is the deadline for evidence to be received?

## **Part C: Request Appointment of a Fiduciary**

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Use the example claims provided by the instructor in VVA to determine if a fiduciary should be appointed. Refer to the **Request Appointment of a Fiduciary** job aid to assist you in answering the questions below:

### **Claim 1**

1. Does the claim indicate incompetency? Explain why or why not.
2. Does the beneficiary have a proposed rating of incompetency?
3. What information should you include when notifying the beneficiary of the Brady Bill?
4. Based on the information in the claim, do you need to prepare VA Form 21-592, Request for Appointment of a Fiduciary, Custodian or Guardian? Explain why or why not.