Pension and fiduciary service

PMC VSR Advanced Core Course

Phase 5: Stages of a Claim

Part 3: Promulgate Non-Rating or Rating Decision

Phase 5, Part 3 Knowledge Check Preparation

Lesson Plan

February 8, 2017

Version 1.0

Phase 5, Part 3 Knowledge Check Preparation

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 1.5 hours |
| Purpose of the Knowledge Check Preparation: | This knowledge check preparation is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this knowledge check preparation is to get PMC VSRs ready to take the Phase 5, Part 3 Knowledge Check.  |
| Prerequisite Training Requirements: | Prior to taking the Phase 5, Part 3 Knowledge Check Preparation, trainees must complete:* PMC VSR Core Course Phases 1–4 and Phase 5, Parts 1 and 2. Refer to the **Master Course Map** learning aid for a list of lessons.
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| Target Audience: | This knowledge check preparation is for entry-level PMC VSRs. |
| References: | * **Master Course Map** learning aid
* Compensation and Pension Knowledge Management (CPKM)
* M21-1 III.ii.2.H.1 (General Information About Renouncement)
* M21-1 III.ii.2.H.3.c (System Entries for Discontinuing an Award)
* M21-1 III.iv.7.B.1.a (Review of Rating Decisions)
* M21-1 III.iv.7.B.4.b (Handling Schedular Revisions)
* M21-1.III.v.2.A (Decision Authorization)
* M21-1 III.v.2.A.2 (General Information on Processing Decisions)
* M21-1 III.v.2.A.3.a (Definition: Denial)
* M21-1 III.v.2.A.3 (General Information on Denials)
* M21-1 III.v.2.A.4 (Denials Based on a Claimant’s Failure to Furnish Requested Evidence)
* M21-1 III.v.2.B (Decision Notices)
* 38 CFR 3.106 (Renouncement)
* **Annotate the Award Checklist** job aid
* **Confirm Accuracy of a Rating Decision** job aid
* **Initial Year** job aid
* **Pension Systems and Applications** job aid
* **Processing an Award Adjustment** job aid
* **Processing an Award Renouncement** job aid
* **Processing a Denial of Benefits** job aid
* **Processing a Grant of Benefits** job aid
* **Ready to Rate** job aid
 |
| Technical Competencies: | * Processing Claims (PMC VSR)
* Special Monthly Pension (SMP) Processing
* VBA Applications (PMC VSR)
 |
| Knowledge Check: | Phase 5, Part 3 Promulgate Non-Rating or Rating Decision Knowledge Check |
| What You Need: | * **Master Course Map** learning aid
* Access to CPKM
* Access to the following job aids from VSR Assistant:
	+ **Annotate the Award Checklist** job aid
	+ **Confirm Accuracy of a Rating Decision** job aid
	+ **Initial Year** job aid
	+ **Pension Systems and Applications** job aid
	+ **Processing an Award Adjustment** job aid
	+ **Processing an Award Renouncement** job aid
	+ **Processing a Denial of Benefits** job aid
	+ **Processing a Grant of Benefits** job aid
	+ **Ready to Rate** job aid
* Appendix A: Example Claim
* Appendix B: Phase 5, Part 3 Worksheet
* Appendix C: Question and Answer Worksheet
* Slides
* Projector
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Instructor Notes

This knowledge check preparation will provide trainees with a refresher of the topics covered in Phase 5, Part 3: Promulgate Non-Rating or Rating Decision. This will include a review of all lesson objectives, participation in activities to reinforce understanding, a question and answer forum to address any misconceptions, and additional clarification about the information presented.

| PowerPoint Slides | Instructor Activities |
| --- | --- |
| Phase 5, Part 3: Knowledge Check Preparation | **DISPLAY** slide “Phase 5, Part 3: Knowledge Check Preparation”**INTRODUCE** yourself as the instructor.**INTRODUCE** the knowledge check preparation. |
| You Are Here Vertical flowchart with two columns showing the six phases of the PMC VSR course highlighting Phase 5 and a branch from Phase 5 showing its individual parts. In the left column, starting from the top, the phases are: Phase 1, Mandatory Training; Phase 2, PMC VSR Foundation; Phase 3, PMC VSR Resources; Phase 4, Introduction to Pension Management; Phase 5, Stages; and Phase 6, Processing Claims. Phase 5 branches to the right column of the flow chart showing the parts of Phase 5 and highlighting Part 3. From the top, the parts are: Phase 5 Part 1, Determine Eligibility; Phase 5 Part 2, Process a Claim; Phase 5 Part 3, Promulgate Non-rating or rating Decision; Phase 5 Part 4, Notify Claimant; and Phase 5 Part 5, Award Adjustment.  | **DISPLAY** slide “You Are Here”This icon indicates you should refer students to a document (e.g., a page in the Trainee Guide or a specific appendix) **REFER to the PMC VSR Master Course Map learning aid.****DESCRIBE the diagram.****INFORM trainees that Knowledge Check preparation will assist them in successfully completing the Phase 5, Part 3: Promulgate Non-Rating or Rating Decision Knowledge Check.** |
| Why It Matters!**PMC VSR reviews and determines if the claim contains the information and evidence needed to determine eligibility for benefits which includes:*** Reviewing a rating decision for completion and accuracy
* Processing an award action in the correct system
 | **DISPLAY** slide “Why It Matters!”**REMIND** trainees that during the basic eligibility process, the PMC VSR reviews and determines if the claim contains the information and evidence needed to determine eligibility for benefits.**EMPHASIZE** that this includes:* Reviewing a rating decision for completion and accuracy
* Processing an award action in the correct system
 |
| Knowledge CheckPMC VSR Phase 5 Part 3 Knowledge Check Diagram Vertical flowchart showing the five parts of Phase 5 of the PMC VSR course with the corresponding posttests. Phase 5 Part 3 Knowledge Check is highlighted. From the top, the parts are: Phase 5 Part 1, Determine Eligibility; Phase 5 Part 2, Process a Claim; Phase 5 Part 3, Promulgate Non-Rating or Rating Decision; Phase 5 Part 4, Notify Claimant and Phase 5, Part 5, Award Adjustments.   | **DISPLAY** slide “Knowledge Check”**INFORM trainees** that they will be assessed on this content in the **Phase 5, Part 3: Promulgate Non-Rating or Rating Decision** Knowledge Check. **REMIND** trainees that all the lessons included on the knowledge check are also listed on the POI. |
| 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 3. 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.** |
| ****Phase 5 Part 3 Lessons**** **Phase 5 Part 3 consists of two lessons: Confirm Accuracy of Rating Decision Overview of the Award Process**  | **DISPLAY** slide “Phase 5, Part 3 Lessons”**REMIND** trainees that Phase 5, Part 3 consists of the following two lessons:1. Determine Accuracy of Rating Decision
2. Overview of the Award Process
 |
| Confirm Accuracy of Rating Decisionchecklist on a clipboard with the following items checked:  Ensure effective date is correct   Confirm accuracy of information in rating decision  Send back to RVSR for correction  Update suspense reason in MAP-D | **DISPLAY** slide “Confirm Accuracy of Rating Decision”**TRANSITION to the first lesson in Phase 5, Part 3: Confirm Accuracy of Rating Decision.****REMIND trainees that information must be correct and accurate to properly process the award.**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 following job aids:*** **Confirm Accuracy of a Rating Decision** job aid
* **Initial Year** job aid
* **Ready to Rate** job aid
* **Pension Systems and Applications** job aid
 |
| Confirm Accuracy of Rating Decision ObjectivesConfirm accuracy of a rating decision.* Confirm effective date is correct.
* Confirm information in rating decision is technically accurate.
* **Complete request for corrected rating.**
 | **DISPLAY** slide “Confirm Accuracy of Rating Decision Objectives”**PRESENT the objectives for this lesson.****ALLOW about 5–7 minutes to review these objectives.** |
| Accuracy of Rating Decision Question Writing Opportunity* Instructions:
	+ Use Appendix C: Question and Answer Worksheet to write any questions regarding accuracy of rating decision
	+ Questions will be answered at the end of this preparation
* Time allowed: 5 minutes
 | **DISPLAY** slide “Accuracy of Rating Decision 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 accuracy of rating decision.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** accuracy of rating decision.**ALLOW 5 minutes to complete this opportunity.**  |
| Partner Activity—Rating Decision* Instructions:
	+ Divide into pairs.
	+ Review Appendix A: Example Claim.
	+ Complete Part A of Appendix B: Phase 5, Part 3 Worksheet.
	+ Use the job aids listed in the Part A to help answer the questions.
	+ Be prepared to share your finished activity with the class.
* Time allowed: 20 minutes
 | **DISPLAY** slide “Partner Activity—Rating Decision”**DIVIDE trainees into groups of two.****DIRECT trainees to:*** **Review example claim in Appendix A: Example Claim**
* **Complete Part A of Appendix B:** Phase 5 Part 3 **Worksheet by answering the questions using the example claim and job aids**
* **Use the following job aids:**
	+ **Confirm Accuracy of a Rating Decision** job aid
	+ **Initial Year** job aid
	+ **Ready to Rate** job aid
	+ **Pension Systems and Applications** job aid

**ALLOW 20 minutes to complete this activity.**  |
| Partner Activity—Rating Decision Answers1. What issues were sent to the RVSR for a rating decision?

Helpless ChildSMP for Veteran1. What were the final decision(s) determined by the rater.

Entitlement to A&A for SMP deniedHelpless child for son granted1. List any errors that need to be addressed and provide your rationale for the error.

The ITF was not listed on the rating decision so the effective date is incorrect | ****DISPLAY**** slide “Partner Activity—Rating Decision Answers**PROVIDE the answers to questions 1-3.****DISCUSS the rating decision for the example claim. Focus on the rating decisions for the example claim.**  |
| Overview of the Award ProcessWhiteboard with the following bullet points listed: A single claim may include a combination of grant or denial decisions Granting and denying benefits are processed on original claims, new, and reopened claims. An award adjustment and award renouncement are processed on running awards | **DISPLAY** slide “Overview of the Award Process”**TRANSITION to the second lesson in Phase 5, Part 3:** **Overview of the Award Process.****REMIND trainees that after all evidence has been collected and reviewed, and a rating decision is prepared, the PMC VSR is responsible for processing an award action.**Emphasize Icon**EMPHASIZE that** a single claim may include a combination of grant or denial decisions.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 following job aids: * **Processing a Grant of Benefits** job aid
* **Processing a Denial of Benefits** job aid
* **Processing an Award Adjustment** job aid
* **Processing an Award Renouncement** job aid
* **Annotate the Award Checklist** job aid

**REMIND** trainees that these job aids will help with processing award actions. |
| Overview of the Award Process Objectives Describe how to prepare an award action.* Describe the responsibilities on award action for all decisions.
* Describe the common steps for processing a grant of benefits.
* Describe the common steps for processing a denial of benefits.
* Describe the common steps for processing an award adjustment.
* Describe the common steps for processing a renouncement.
 | **DISPLAY** slide “Overview of the Award Process Objectives”**PRESENT the objectives for this lesson.****ALLOW about 5–7 minutes to review these objectives.** |
| Overview of the Award Process Question Writing Opportunity* Instructions:
	+ Use Appendix C: Question and Answer Worksheet to write any questions regarding processing an award action.
	+ Questions will be answered at the end of this preparation.
* Time allowed: 5 minutes
 | **DISPLAY** slide “Overview of the Award Process Question Writing Opportunity”**REMIND** trainees that at this time, they can capture any questions they have regarding processing an award action.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—What’s the Award Action * Instructions:
	+ Divide into pairs.
	+ Review example claim in Appendix A: Example Claim.
	+ Complete Part B of Appendix B: Phase 5, Part 3 Worksheet.
	+ Use the job aids in Part B to help answer the questions.
	+ Be prepared to share your finished activity with the class.
* Time allowed: 20 minutes
 | **DISPLAY** slide “Partner Activity—What’s the Award Action”**DIVIDE trainees into groups of two.****DIRECT trainees to:*** **Review example claim in Appendix A: Example Claim**
* **Complete Part B of Appendix B:** Phase 5, Part 3 **Worksheet by answering the questions using the example claim and job aids**
* **Use the following job aids:**
	+ **Processing a Grant of Benefits job aid**
	+ **Processing a Denial of Benefits** job aid

**ALLOW 20 minutes to complete this activity.**  |
| Partner Activity—What’s the Award Action Answers (1 of 2)1. What are the decisions that need to be processed for an award action?

Veterans pensionSMP for VeteranDependent SpouseDependent Child—AdoptionHelpless child | **DISPLAY** slide “Partner Activity—What’s the Award Action Answers (1 of 2)”**PROVIDE the answer for question 1.** **DISCUSS the decisions that need to be processed for an award action for the example claim.** |
| Partner Activity—What’s the Award Action Answers (2 of 2)1. For each decision listed in question 1, choose whether the award action is a grant or denial of benefit.

Veterans pension—GrantSMP for Veteran—DenyDependent Spouse—GrantDependent Child—GrantHelpless child—Grant | **DISPLAY** slide “Partner Activity—What’s the Award Action Answers (2 of 2)”**PROVIDE the answer for question 2.****DISCUSS the award action for each decision for the example claim. Focus on the fact that SMP was denied because the claimant failed to provide medical evidence to substantiate the claim for A&A.** |
| **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.
* 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 have written down on the 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. |
| Question and Answer ClarificationThis 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 they have any questions or concerns regarding Phase 5, Part 3. Use this time to clear up any confusion or misconceptions about the information presented. |
| **What’s Next**Phase 5, Part 3 Promulgate Non-Rating or Rating Decision Knowledge Check | **DISPLAY** slide “What’s Next”**DISCUSS** the upcoming Phase 5, Part 3 Promulgate Non-Rating or Rating Decision Knowledge Check.**REMIND** trainees to use the job aids and resources provided in the knowledge check to help answer the questions.  |