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.
Target Audience:	This knowledge check preparation is for entry-level PMC VSRs.

Topic	Description
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)

Phase 5, Part 3 Knowledge Check Preparation
Lesson Plan

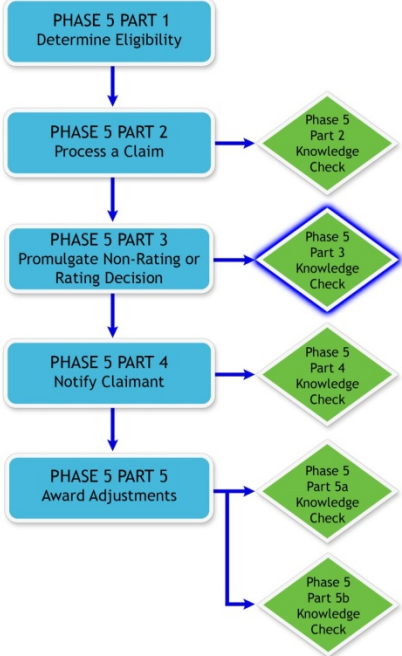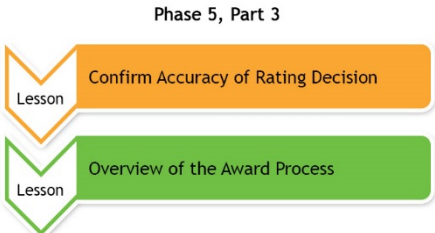| Topic	Description
Knowledge Check:	Phase 5, Part 3 Promulgate Non-Rating or Rating Decision Knowledge Check
What You Need:	**Master Course Map** learning aid - Access to CPKM - Access to the following job aids from VSR Assistant: **Annotate the Award Checklist** job aid **Confirm Accuracy of a Rating 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

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.
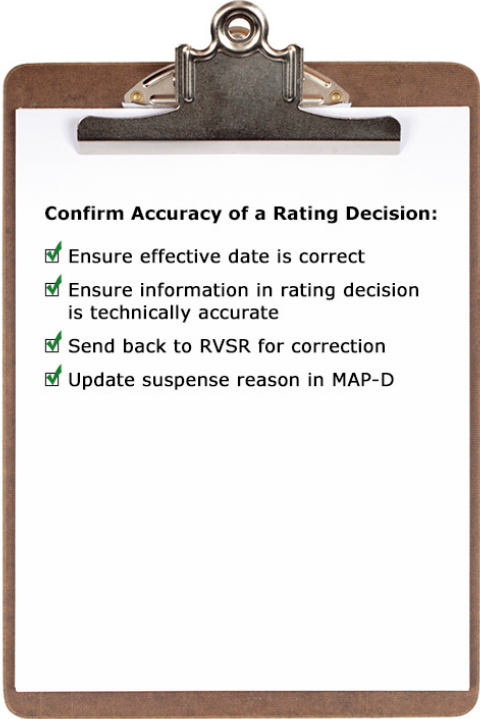
PowerPoint Slides	Instructor Activities

PowerPoint Slides	Instructor Activities
Phase 5, Part 3: Knowledge Check Preparation	**DISPLAY** slide **1.** "Phase 5, Part 3: Knowledge Check Preparation" **INTRODUCE** yourself as the instructor. **INTRODUCE** the knowledge check preparation.
You Are Here 	**DISPLAY** slide **2.** "You Are Here" **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 **3.** "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

PowerPoint Slides	Instructor Activities
Knowledge Check 	**DISPLAY** slide **4.** "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 **5.** "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 	**DISPLAY** slide **6.** "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

PowerPoint Slides	Instructor Activities
Confirm Accuracy of Rating Decision **Confirm Accuracy of a Rating Decision:** ☑ Ensure effective date is correct ☑ Ensure information in rating decision is technically accurate ☑ Send back to RVSR for correction ☑ Update suspense reason in MAP-D	**DISPLAY** slide **7.** "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. **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 Objectives Confirm 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 **8.** "Confirm Accuracy of Rating Decision Objectives" **PRESENT** the objectives for this lesson. **ALLOW** about 5–7 minutes to review these objectives.

PowerPoint Slides	Instructor Activities

Accuracy of Rating Decision Question Writing Opportunity
 	
• Instructions:
 	
   o Use Appendix C: Question and Answer Worksheet to write any questions regarding accuracy of rating decision
 	
   o Questions will be answered at the end of this preparation
 	
• Time allowed: 5 minutes
	DISPLAY slide
	9. "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.
	
	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:
 	
   o Divide into pairs.
 	
   o Review Appendix A: Example Claim.
 	
   o Complete Part A of Appendix B: Phase 5, Part 3 Worksheet.
 	
   o Use the job aids listed in the Part A to help answer the questions.
 	
   o Be prepared to share your finished activity with the class.
 	
• Time allowed: 20 minutes
	DISPLAY slide
	10. "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:
	
	   o **Confirm Accuracy of a Rating Decision** job aid
	
	   o **Initial Year** job aid
	
	   o **Ready to Rate** job aid
	
	   o **Pension Systems and Applications** job aid
	
	ALLOW 20 minutes to complete this activity.

PowerPoint Slides	Instructor Activities

Partner Activity—Rating Decision Answers
 	
1. What issues were sent to the RVSR for a rating decision?
 	
   o *Helpless Child*
 	
   o *SMP for Veteran*
 	
2. What were the final decision(s) determined by the rater.
 	
   o *Entitlement to A&A for SMP denied*
 	
   o *Helpless child for son granted*
 	
3. List any errors that need to be addressed and provide your rationale for the error.
 	
   o *The ITF was not listed on the rating decision so the effective date is incorrect*
	DISPLAY slide
	11. "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.

PowerPoint Slides	Instructor Activities
Overview of the Award Process • A single claim may include a combination of grant or denial decisions. • Granting and denying benefits are most commonly processed on original, new, and reopened claims. • An award adjustment and award renouncement are processed on running awards.	**DISPLAY** slide **12.** "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** that a single claim may include a combination of grant or denial decisions. **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.

PowerPoint Slides	Instructor Activities
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 **13.** "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:
 	
   o Use Appendix C: Question and Answer Worksheet to write any questions regarding processing an award action.
 	
   o Questions will be answered at the end of this preparation.
 	
• Time allowed: 5 minutes
	DISPLAY slide
	14. "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.
	
	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.

PowerPoint Slides	Instructor Activities

Partner Activity—What's the Award Action
 	
• Instructions:
 	
  o Divide into pairs.
 	
  o Review example claim in Appendix A: Example Claim.
 	
  o Complete Part B of Appendix B: Phase 5, Part 3 Worksheet.
 	
  o Use the job aids in Part B to help answer the questions.
 	
  o Be prepared to share your finished activity with the class.
 	
• Time allowed: 20 minutes
	DISPLAY slide
	15. "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:
	
	  o **Processing a Grant of Benefits** job aid
	
	  o **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?
 	
  o *Veterans pension*
 	
  o *SMP for Veteran*
 	
  o *Dependent Spouse*
 	
  o *Dependent Child—Adoption*
 	
  o *Helpless child*
	DISPLAY slide
	16. "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.

PowerPoint Slides	Instructor Activities

Partner Activity—What's the Award Action Answers (2 of 2)
 	
2. For each decision listed in question 1, choose whether the award action is a grant or denial of benefit.
 	
   o *Veterans pension—Grant*
 	
   o *SMP for Veteran—Deny*
 	
   o *Dependent Spouse—Grant*
 	
   o *Dependent Child—Grant*
 	
   o *Helpless child—Grant*
	DISPLAY slide
	17. "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:
 	
   o Divide into groups of three or four.
 	
   o Review the Appendix C: Question and Answer Worksheet with your group.
 	
   o Mark any questions that need further clarification from the instructor.
 	
• Time allowed: 10–15 minutes
	DISPLAY slide
	18. "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 Clarification 	**DISPLAY** slide **19.** "Question and Answer Clarification" **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.

PowerPoint Slides	Instructor Activities
What's Next Phase 5, Part 3 Promulgate Non-Rating or Rating Decision Knowledge Check	**DISPLAY** slide **20.** "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.