

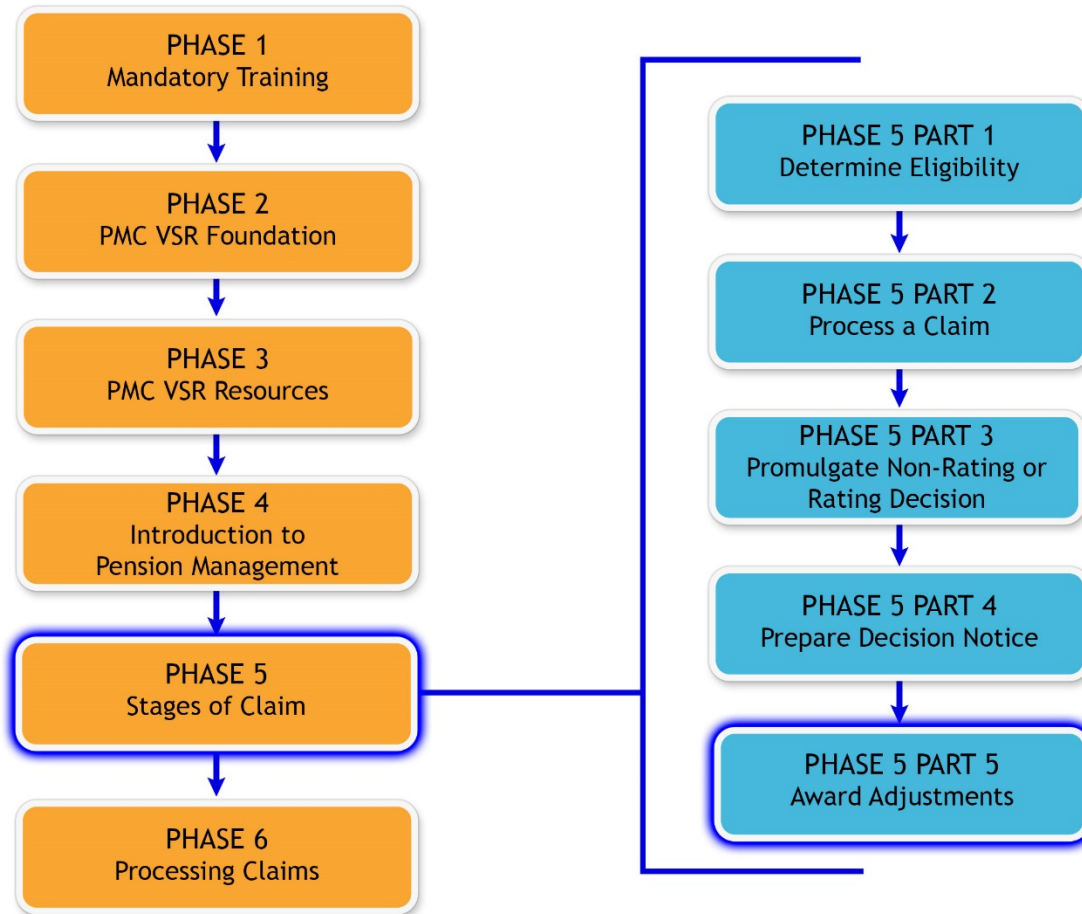


Phase 5, Part 5b Knowledge Check Preparation

PMC VSR Advanced Core Course
Phase 5: Stages of a Claim
Part 5: Award Adjustments



You Are Here



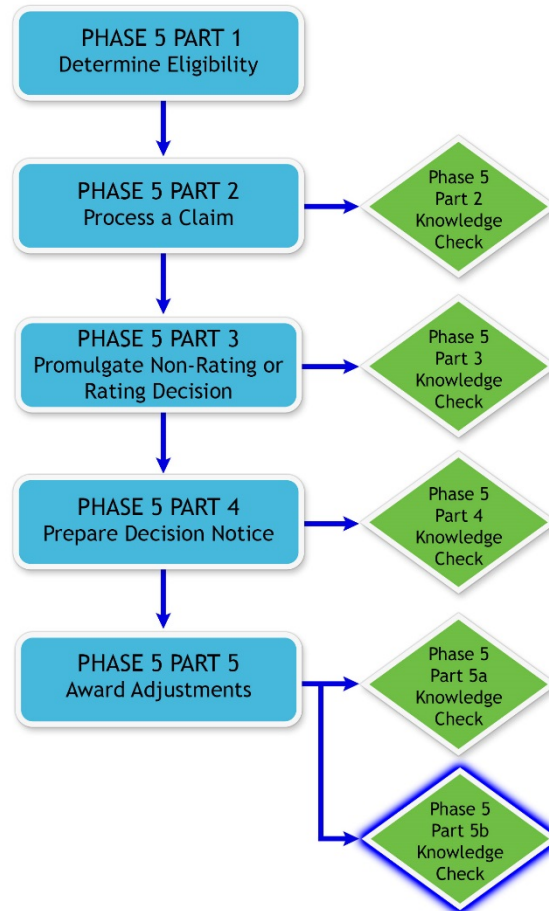


Why It Matters!

Preparing an award adjustment, such as adding or removing a dependent may involve applying due process. It may also cause an overpayment. It is important to provide the claimant with the opportunity to submit evidence or information as well as request a waiver of overpayment.



Knowledge Check





Knowledge Check Preparation Overview

This preparation will consist of the following:

- Lesson objectives review
- Partner activity
- Individual activity
- Question/answer forum



Phase 5, Part 5b Lessons

Phase 5, Part 5b

Lesson

Determine Dependency Adjustments

Lesson

Apply/Issue Due Process Provisions

Lesson

Introduction to Overpayments and Waiver Withholdings



Determine Dependency Adjustments

- Used to determine who can be considered a dependent
- Used to determine allowance based on addition or removal of dependent(s)
 - Can affect award and payment amount
 - May require development or due process



Determine Dependency Adjustments Objectives

Determine award adjustment based on change in dependency.

- Determine changes in dependency.
- Determine actions to take based on dependency changes.
- Determine the award adjustment based on change in dependency.

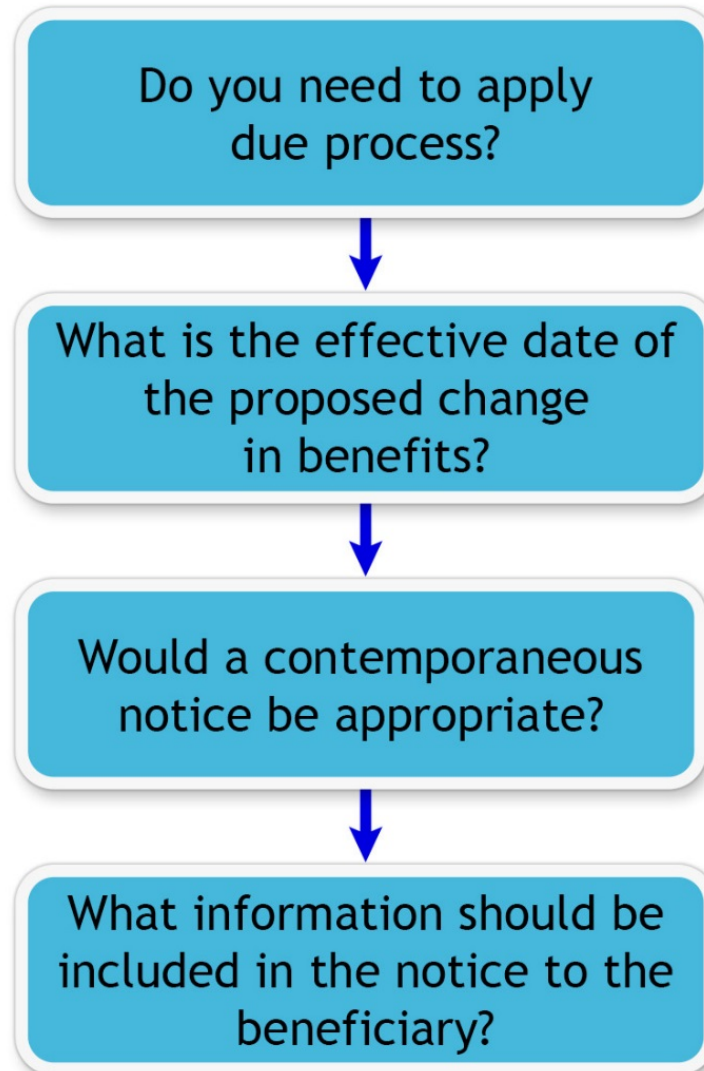


Determine Dependency Adjustments Question Writing Opportunity

- Instructions:
 - Use Appendix C: Question and Answer Worksheet to write any questions regarding dependency adjustments.
 - Questions will be answered at the end of this preparation.
- Time allowed: 5 minutes



Apply/Issue Due Process Provisions





Apply/Issue Due Process Provisions Objectives

Apply due process provisions to a claim.

- Determine if due process is applicable to a claim.
- Determine effective dates for the proposed change in benefits.
- Determine if change requires contemporaneous notice or due process notification letter.
- Identify due process elements for the due process letter/contemporaneous notice.



Apply/Issue Due Process Provisions Question Writing Opportunity

- Instructions:
 - Use Appendix C: Question and Answer Worksheet to write any questions regarding applying due process.
 - Questions will be answered at the end of this preparation.
- Time allowed: 5 minutes



Partner Activity—Dependency Adjustment and Due Process

- Instructions:
 - Divide into pairs.
 - Review example claim in VBMS.
 - Answer the questions listed in Appendix B: Phase 5, Part 5b Worksheet.
 - Use the job aids listed in Appendix A.
 - Be prepared to share your finished activity with the class.
- Time allowed: 25-30 minutes



Partner Activity— Dependency Adjustment and Due Process Answers (1 of 2)

1. Has the dependency change information been submitted by the claimant, fiduciary, or third party? Provide rationale for your decision. *Correct answer will be provided by the instructor.*
2. Is the dependent being added or removed from the award? Provide rationale. *Correct answer will be provided by the instructor.*
3. Is all the information present to add or remove the dependent? Provide rationale. *Correct answer will be provided by the instructor.*

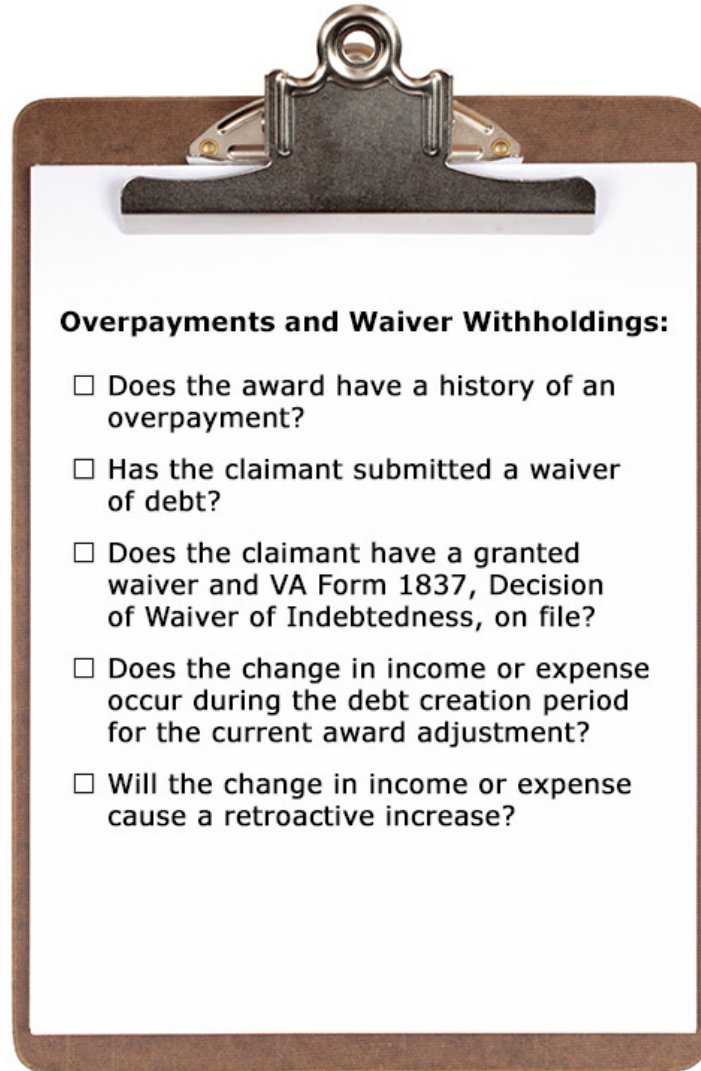


Partner Activity— Dependency Adjustment and Due Process Answers (2 of 2)

4. What is the effective date of proposed change in dependency? *Correct answer will be provided by the instructor.*
5. Based on your review of the claim, does the claim require due process or contemporaneous notice? Provide rationale. *Correct answer will be provided by the instructor.*
6. What needs to be included in the due process letter/contemporaneous notice? *Correct answer will be provided by the instructor.*



Introduction to Overpayments and Waiver Withholdings





Introduction to Overpayments and Waiver Withholdings Objectives

Recognize whether a waiver withholding is required.

- Recognize an overpayment in VBMS-A.
- Recognize a retroactive award increase.
- Recognize whether a waiver has been granted.
- Recognize whether a retroactive award increase occurs during the debt creation period.



Introduction to Overpayments and Waiver Withholdings Question Writing Opportunity

- Instructions:
 - Use Appendix C: Question and Answer Worksheet to write any questions regarding overpayments and waiver withholdings.
 - Questions will be answered at the end of this preparation.
- Time allowed: 5 minutes



Individual Activity—Overpayments and Waiver Withholdings

- Instructions:
 - Review the scenario in Appendix B: Introduction to Overpayments and Waiver Withholdings Scenario section.
 - Answer the questions provided at the end of the scenario.
 - Use the job aids listed in Appendix A.
 - Be prepared to discuss your answers with the class.
- Time allowed: 15-20 minutes



Individual Activity—Overpayments and Waiver Withholdings Answers

1. *Yes, the original award was granted based on Mr. Keller having no income. The statement received in February indicating part time employment created an overpayment.*
2. *10-01-14 to 04-30-16. The October date is the date he received an increase in income and the April date is based on the date the claim was processed.*
3. *May 15, 2016*
4. *No. Because this is after the debt period, you would not withhold the retroactive benefit during this time period.*



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



Question and Answer Clarification





What's Next?

Phase 5, Part 5b: Award Adjustment Knowledge Check