



PENSION AND FIDUCIARY SERVICE

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

Phase 5, Part 5b Knowledge Check Preparation

Lesson Plan

June 7, 2017

Version 1.0

**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

Phase 5, Part 5b 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 course for PMC VSRs. The purpose of this knowledge-check preparation is to provide PMC VSRs with an opportunity to review, practice, and ask questions regarding what they have learned during Phase 5, Part 5b, so that they are better prepared for the knowledge check.
Prerequisite Training Requirements:	Prior to taking the Phase 5, Part 5b Knowledge Check Preparation, trainees must complete PMC VSR Core Course Phases 1–4 and Phase 5, Parts 1–4, and Part 5 lessons 1-6. 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.
References	<ul style="list-style-type: none"> • Master Course Map learning aid • Compensation and Pension Knowledge Management (CPKM) • See <i>Appendix A</i> for references introduced in earlier lessons
Technical Competencies:	<ul style="list-style-type: none"> • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR) • Special Monthly Pension (SMP) Processing • VBA Applications (PMC VSR) • Income Counting and Net Worth
Knowledge Check:	Phase 5, Part 5b: Award Adjustments Knowledge Check

**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

Topic	Description
What You Need:	<ul style="list-style-type: none"> • Lesson Plan • Master Course Map learning aid • Access to CPKM • Access to VSR Assistant for job aids • Appendix A: Knowledge Check Preparation References • Appendix B: Phase 5, Part 5b Worksheet • Appendix C: Question and Answer Worksheet • Example claim for removal of a dependent requiring due process • Slides • Projector • Calculator

Instructor Notes

This knowledge check preparation will provide trainees with a refresher of the topics covered in Phase 5, Part 5b: Award Adjustments. This will include a review of all lesson objectives, key teaching points covered in the lessons, partner activities to reinforce understanding, and a question and answer forum to provide additional clarification about the information presented.

PowerPoint Slides	Instructor Activities
Phase 5, Part 5b Knowledge Check Preparation	<p>DISPLAY slide</p> <p>1. "Phase 5, Part 5b Knowledge Check Preparation"</p> <p>INTRODUCE yourself as the instructor.</p> <p>INTRODUCE the knowledge check preparation.</p>

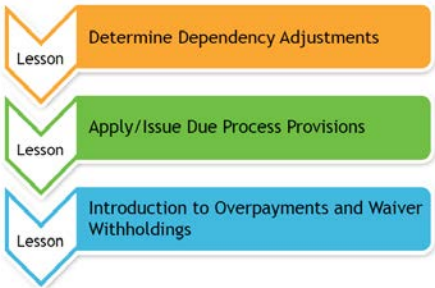

**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>You Are Here</p>	<p>DISPLAY slide 2. "You Are Here"</p> <p>REFER to the PMC VSR Master Course Map learning aid.</p> <p>DESCRIBE the diagram.</p> <p>INFORM trainees that Knowledge Check preparation will assist them in successfully completing the Phase 5, Part 5b: Award Adjustments Knowledge Check.</p>
<p>Why It Matters!</p> <p>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.</p>	<p>DISPLAY slide 3. "Why It Matters!"</p> <p>REMINDE trainees that preparing an award adjustment involves reviewing any additional information provided by the claimant or third party, and deciding the reason for adjustment.</p> <p>REFER trainees to Appendix A and have them briefly review all the references that are applicable to the award adjustment lessons.</p>


**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Knowledge Check</p> <pre> graph TD P1[PHASE 5 PART 1 Determine Eligibility] --> P2[PHASE 5 PART 2 Process a Claim] P2 --> P3[PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision] P3 --> P4[PHASE 5 PART 4 Prepare Decision Notice] P4 --> P5[PHASE 5 PART 5 Award Adjustments] P2 --> K2{Phase 5 Part 2 Knowledge Check} P3 --> K3{Phase 5 Part 3 Knowledge Check} P4 --> K4{Phase 5 Part 4 Knowledge Check} P5 --> K5a{Phase 5 Part 5a Knowledge Check} P5 --> K5b{Phase 5 Part 5b Knowledge Check} style K5b stroke:#0000FF,stroke-width:2px </pre>	<p>DISPLAY slide 4. "Knowledge Check"</p> <p>INFORM trainees that they will be assessed on this content in the Phase 5, Part 5b Knowledge Check.</p> <p>REMINDE trainees that all the lessons included on the knowledge check are also listed on the POI.</p>
<p>Knowledge Check Preparation Overview</p> <p>This preparation will consist of the following:</p> <ul style="list-style-type: none"> • Lesson objectives review • Partner activity • Individual activity • Question/answer forum 	<p>DISPLAY slide 5. "Knowledge Check Preparation Overview"</p> <p>EXPLAIN that this preparation will consist of a review of the learning objectives for each lesson in Phase 5, Part 5b. This is followed by an activity to help reinforce their understanding of those objectives.</p> <p>INFORM trainees that in order to save time for the activities, there will be time at the end of this preparation to ask questions.</p>


**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Phase 5, Part 5b Lessons</p> <p style="text-align: center;">Phase 5, Part 5b</p> 	<p>DISPLAY slide 6. "Phase 5, Part 5b Lessons"</p> <p>REMIND trainees that Phase 5, Part 5b consists of the following three lessons:</p> <ol style="list-style-type: none"> 1. Determine Dependency Adjustments 2. Apply/Issue Due Process Provisions 3. Introduction to Overpayments and Waiver Withholdings
<p>Determine Dependency Adjustments</p> <ul style="list-style-type: none"> • Used to determine who can be considered a dependent • Used to determine allowance based on dependents <ul style="list-style-type: none"> ○ Can affect award and payment amount ○ May require development or due process 	<p>DISPLAY slide 7. "Determine Dependency Adjustments"</p> <p>TRANSITION to the review of the fourth lesson in Phase 5, Part 5: Determine Dependency Adjustments</p> <p>REMIND trainees that changes in dependency can affect the award amount for the Veteran or surviving spouse. Development or due process may be required if the claim does not contain the required information to establish dependency or if clarification is needed to determine income, expenses, or net worth.</p>  <p>REFER to Appendix A and have them navigate to the "Determine award adjustment based on change in dependency" section. Have them read the list of the job aids related to dependency adjustments.</p> <p>REMIND trainees that these job aids will assist them when determining dependency adjustments.</p>


**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Determine Dependency Adjustments Objectives</p> <p>Determine award adjustment based on change in dependency.</p> <ul style="list-style-type: none"> • Determine changes in dependency. • Determine actions to take based on dependency changes. • Determine the award adjustment based on change in dependency. 	<p>DISPLAY slide</p> <p>8. "Determine Dependency Adjustments Objectives"</p> <p>PRESENT the objectives for this lesson.</p> <p>TAKE 5–7 minutes to summarize the content related to these objectives.</p>
<p>Determine Dependency Adjustments Question Writing Opportunity</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	<p>DISPLAY slide</p> <p>9. "Determine Dependency Adjustments Question Writing Opportunity"</p> <p>INFORM trainees that before transitioning to the next lesson for review, they now have the opportunity to capture any questions they have regarding dependency adjustments.</p> <div style="text-align: center;">  </div> <p>REFER trainees to Appendix C: Question and Answer Worksheet.</p> <p>DIRECT trainees to write any questions on the worksheet.</p> <p>ALLOW 5 minutes to complete this opportunity.</p>


**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Apply/Issue Due Process Provisions</p> <div style="text-align: center;"> <div style="border: 1px solid black; border-radius: 15px; background-color: #00AEEF; color: white; padding: 10px; margin-bottom: 10px;">Do you need to apply due process?</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; border-radius: 15px; background-color: #00AEEF; color: white; padding: 10px; margin-bottom: 10px;">What is the effective date of the proposed change in benefits?</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; border-radius: 15px; background-color: #00AEEF; color: white; padding: 10px; margin-bottom: 10px;">Would a contemporaneous notice be appropriate?</div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; border-radius: 15px; background-color: #00AEEF; color: white; padding: 10px;">What information should be included in the notice to the beneficiary?</div> </div>	<p>DISPLAY slide 10. "Apply/Issue Due Process Provisions"</p> <p>TRANSITION to the review of the fifth lesson in Phase 5, Part 5b: Apply/Issue Due Process Provisions.</p> <p>REVIEW the questions listed on the slide with the trainees. Have the trainees review the Due Process job aid for details regarding the various situations in which due process is required, the effective dates, and proposed benefit amounts.</p> <p>REMIND trainees that due process is necessary when information is received from a third party that may have an adverse effect on the beneficiary's award and that, depending on the information and how it is received, a contemporaneous notice may be appropriate instead of a due process letter.</p> <div style="text-align: center; margin: 10px 0;">  </div> <p>REFER trainees to Appendix A and have them navigate to the "Apply/issue due process provisions" section. Have them read the list of the job aids related to due process.</p> <p>REMIND trainees that these job aids will assist them when determining to apply due process.</p>


**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Apply/Issue Due Process Provisions Objectives</p> <p>Apply due process provisions to a claim.</p> <ul style="list-style-type: none"> • 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. 	<p>DISPLAY slide</p> <p>11. "Apply/Issue Due Process Provisions Objectives"</p> <p>PRESENT the objectives for this lesson.</p> <p>TAKE 7-10 minutes to summarize the content related to these objectives.</p>
<p>Apply/Issue Due Process Provisions Question Writing Opportunity</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	<p>DISPLAY slide</p> <p>12. "Apply/Issue Due Process Provisions Question Writing Opportunity"</p> <p>REMINDE trainees that at this time, they can capture any questions they have regarding applying due process.</p> <div style="text-align: center;">  </div> <p>REFER trainees to Appendix C: Question and Answer Worksheet.</p> <p>DIRECT trainees to write any questions on the worksheet.</p> <p>ALLOW 5 minutes to complete this opportunity.</p>

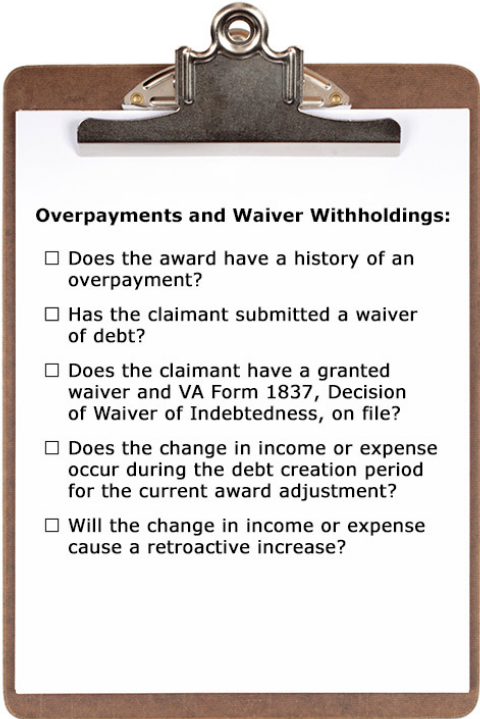

**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Partner Activity—Dependency Adjustment and Due Process</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	<p>DISPLAY slide 13. “Partner Activity—Dependency Adjustment and Due Process”</p> <p>DIVIDE trainees into pairs.</p> <p>DIRECT trainees to:</p> <ul style="list-style-type: none"> • Review example claim in VBMS • Complete Appendix B: Phase 5, Part 5b Worksheet by answering the questions using the example claim and the job aids listed in Appendix A <p>ALLOW 25-30 minutes to complete this activity.</p>
<p>Partner Activity—Dependency Adjustment and Due Process Answers (1 of 2)</p> <ol style="list-style-type: none"> 1. Has the dependency change information been submitted by the claimant, fiduciary, or third party? Provide rationale for your decision. <i>Correct answer will be provided by the instructor.</i> 2. Is the dependent being added or removed from the award? Provide rationale. <i>Correct answer will be provided by the instructor.</i> 3. Is all the information present to add or remove the dependent? Provide rationale. <i>Correct answer will be provided by the instructor.</i> 	<p>DISPLAY slide 14. “Partner Activity—Dependency Adjustment and Due Process Answers (1 of 2)”</p> <p>DISCUSS the answers with the trainees. Focus on the rationales provided by the trainees.</p> <div style="text-align: center;">  </div> <p>REFER trainees to Appendix A and have them navigate to the “Determine dependency adjustments” section. Have the trainees review the 38 CFR and M21-1 manual references that relate to dependency adjustments.</p>


**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Partner Activity—Dependency Adjustment and Due Process Answers (2 of 2)</p> <p>4. What is the effective date of proposed change in dependency? <i>Correct answer will be provided by the instructor.</i></p> <p>5. Based on your review of the claim, does the claim require due process or contemporaneous notice? Provide rationale. <i>Correct answer will be provided by the instructor.</i></p> <p>6. What needs to be included in the due process letter/ contemporaneous notice? Correct answer will be provided by the instructor.</p>	<p>DISPLAY slide</p> <p>15. “Partner Activity—Dependency Adjustment and Due Process Answers (2 of 2)”</p> <p>DISCUSS the answers with the trainees. Focus on the rationales provided by the trainees.</p>  <p>REFER trainees to Appendix A and have them navigate to the “Apply/issue due process provisions” section.</p>
<p>Introduction to Overpayments and Waiver Withholdings</p>	<p>DISPLAY slide</p> <p>16. “Introduction to Overpayments and Waiver Withholdings”</p> <p>TRANSITION to the review of the sixth lesson in Phase 5, Part 5b: Introduction to Overpayments and Waiver Withholdings.</p> <p>REMIND trainees that as a novice PMC VSR that he or she will not be performing waiver withholding calculations without the assistance of an Intermediate/Journey-level PMC VSR. The entry-level PMC VSR should be proficient in the following:</p> <ul style="list-style-type: none"> • Identify retroactive increase • Identify all initiating cues for this task (i.e., waiver flash, waiver grant letter, and VA Form 1837)

**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
 <p>Overpayments and Waiver Withholdings:</p> <ul style="list-style-type: none"><input type="checkbox"/> Does the award have a history of an overpayment?<input type="checkbox"/> Has the claimant submitted a waiver of debt?<input type="checkbox"/> Does the claimant have a granted waiver and VA Form 1837, Decision of Waiver of Indebtedness, on file?<input type="checkbox"/> Does the change in income or expense occur during the debt creation period for the current award adjustment?<input type="checkbox"/> Will the change in income or expense cause a retroactive increase?	<ul style="list-style-type: none">• Identify whether retroactive increase is during the debt creation period• Determine whether a waiver withholding is required <p>REVIEW the questions on the slide along with the definitions of the following key terms used when reviewing awards for indebtedness:</p> <ul style="list-style-type: none">• Overpayment• Debt creation period• Waiver of debt  <p>REFER trainees to Appendix A and have them navigate to the “Introduction to overpayments and withholdings” section. Have them read the list of the job aids related to overpayments and withholdings.</p> <p>REMIND trainees that these job aids will assist them when identifying overpayments, debt creation, and a retroactive increase.</p>


**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Introduction to Overpayments and Waiver Withholdings Objectives</p> <p>Recognize whether a waiver withholding is required.</p> <ul style="list-style-type: none"> • 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. 	<p>DISPLAY slide 17. "Introduction to Overpayments and Waiver Withholdings Objectives"</p> <p>PRESENT the objectives for this lesson.</p> <p>TAKE 7-10 minutes to summarize the content related to these objectives.</p>
<p>Introduction to Overpayments and Waiver Withholdings Question Writing Opportunity</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	<p>DISPLAY slide 18. "Introduction to Overpayments and Waiver Withholdings Question Writing Opportunity"</p> <p>REMINDE trainees that at this time, they can capture any questions they have regarding overpayments and waiver withholdings.</p> <div style="text-align: center;">  </div> <p>REFER trainees to Appendix C Question and Answer Worksheet.</p> <p>DIRECT trainees to write any questions on the worksheet.</p> <p>ALLOW 5 minutes to complete this opportunity.</p>



**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Individual Activity— Overpayments and Waiver Withholdings</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	<p>DISPLAY slide 19. “Individual Activity—Overpayments and Waiver Withholdings”</p> <p>DIRECT trainees to:</p> <ul style="list-style-type: none"> • Review the scenario in Appendix B: Introduction to Overpayments and Waiver Withholdings section • Answer the accompanying questions using scenario provided and job aids in Appendix A. <p>SELECT a few trainees to share their answers and discuss.</p> <p>ALLOW 15-20 minutes to complete this activity.</p>

**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Individual Activity— Overpayments and Waiver Withholdings Answers</p> <ol style="list-style-type: none"> 1. <i>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.</i> 2. <i>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.</i> 3. <i>May 15, 2016</i> 4. <i>No. Because this is after the debt period, you would not withhold the retroactive benefit during this time period.</i> 	<p>DISPLAY slide 20. "Individual Activity—Overpayments and Waiver Withholdings Answers"</p> <p>DISCUSS the answers with the trainees. Focus on the rationales provided by the trainees.</p>  <p>REFER trainees to Appendix A and have them navigate to the "Introduction to overpayments and waiver withholdings" section.</p>
<p>Question and Answer Forum</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ 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 	<p>DISPLAY slide 21. "Question and Answer Forum"</p> <p>DIVIDE trainees into groups of three or four.</p> <p>DIRECT trainees to review with their group any questions they have written down on the Appendix C: Question and Answer Worksheet.</p> <p>INFORM trainees to mark any questions that need further clarification from the instructor.</p> <p>ALLOW 10–15 minutes for this forum.</p> <p>REVIEW all questions with the class to confirm all answers are correct.</p>

**Phase 5, Part 5b Knowledge Check Preparation
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p>Question and Answer Clarification</p> 	<p>DISPLAY slide 22. "Question and Answer Clarification"</p>  <p>ASK if they have any questions or concerns regarding Phase 5, Part 5b. Use this time to clear up any confusion or misconceptions about the information presented.</p> <p>ANSWER any questions that need further clarification for the question and answer forum.</p>
<p>What's Next</p> <p>Phase 5, Part 5b: Award Adjustments Knowledge Check</p>	<p>DISPLAY slide 23. "What's Next"</p> <p>DISCUSS the upcoming Phase 5, Part 5b: Award Adjustments Knowledge Check.</p> <p>REMIND trainees to use the job aids and resources provided in the knowledge check to help answer the questions.</p>