Intent to File (CA)

Instructor Lesson Plan

Time Required: 1.5 Hours

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| Lesson Description |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. |
| TMS # | 4456292 |
| Prerequisites | Prior to this lesson, the Claims Assistances (CAs) should have completed the classes on FDC, Original Claim Development and Non-Original Claims.  |
| target audience | The target audience for Intent to File is entry level Claims Assistants.Although this lesson is targeted to teach the entry level Claims Assistants, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 1.5 hours |
| Materials/TRAINING AIDS | Lesson materials:* Intent To File PowerPoint Presentation
* Intent To File Trainee Handout
 |
| Training Area/Tools  | The following are required to ensure the trainees are able to meet the lesson objectives: * Classroom or private area suitable for participatory discussions
* Seating, writing materials, and writing surfaces for trainee note taking and participation
* Handouts, which include a practical exercise
* Large writing surface (easel pad, chalkboard, dry erase board, overhead projector, etc.) with appropriate writing materials
* Computer with PowerPoint software to present the lesson material

Trainees require access to the following tools: * VA TMS to complete the assessment
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| Pre-Planning  | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session.
* Become familiar with the content of the trainee handouts and their association to the Lesson Plan.
* Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson.
* Ensure that there are copies of all handouts before the training session.
* When required, reserve the training room.
* Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed).
* Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson.
* This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins.
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| Training Day  | * Arrive as early as possible to ensure access to the facility and computers.
* Become familiar with the location of restrooms and other facilities that the trainees will require.
* Test the computer and projector to ensure they are working properly.
* Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly.
* Make sure that a whiteboard or flip chart and the associated markers are available.
* The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers.
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| Introduction to Intent To File |
| INSTRUCTOR INTRODUCTION | Complete the following:* Introduce yourself
* Orient learners to the facilities
* Ensure that all learners have the required handouts
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| time required | 0.25 hours |
| Purpose of LessonExplain the following: | This lesson is intended to explain the Intent to File and Request for Application procedures. This lesson will contain discussions and exercises that will allow you to gain a better understanding of: * Why ITF was instituted
* Requirements of ITF
* What to do if ITF is inadequate
 |
| Lesson ObjectivesDiscuss the following:Slide 2Handout 2 | In order to accomplish the purpose of this lesson, the Claims Assistant will be required to accomplish the following lesson objectives.TheCAwill be able to: * Understand the importance of **March 24, 2015**, as it relates to the communication of an ITF
* Recognize what kind of claims ITFs apply to and how they can be communicated
* Know required elements of an ITF and development actions needed for an inadequate communication of an ITF
* Locate list of ITFs in VBMS and determine their status
* Identify possible duplicate ITFs
 |
| Explain the following: | Each learning objective is covered. At the conclusion of the lesson, the learning objectives will be reviewed. |
| Motivation | An understanding of this topic will help students undertake proper development action in a timely manner. |
| STAR Error code(s) | B2 |
| ReferencesSlide 3Handout 2 | Explain where these references are located in the workplace.All M21-1 references are found in the [Live Manual Website](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%3FLANGUAGE%3Den%26COUNTRY%3DUS)* [38 CFR 3.155(b), Intent to File a Claim](http://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.3&rgn=div58)
* [M21-1 Part III, Subpart ii, 2.C, Informal Claims Received prior to March 24, 2015, Intent to File (ITF) and Requests for Application](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014115%2FM21-1-Part-III-Subpart-ii-Chapter-2-Section-C-Informal-Claims-Received-Prior-to-March-24-2015-Communication-of-an-Intent-to-File-ITF-and-Requests-for-an-Application%3FfromQuery%3Ditf)
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| Topic 1: ITF |
| Introduction | This topic will allow the trainee to identify a valid communication of ITF. |
| Time Required | 0.25 hours |
| OBJECTIVES/Teaching Points | Topic objectives:* Identify valid ITFs
* Understand the importance of ITFs

The following topic teaching points support the topic objectives: * Date ITF was instituted
* How ITF serves as effective date placeholder
* Benefits ITF does and does not apply to
* Required elements of an ITF
* Ways to communicate an ITF
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| March 24, 2015Slide 4-5Handout 3 | Emphasize the importance of this date by explaining the difference between informal claims and ITF. Claims received before March 24, 2015 are not required to be submitted on prescribed forms. VA stopped accepting informal claims on March 24, 2016. Claimants desiring the benefit of filing an informal claim must now communicate to VA “intent to file” a claim.Explain what “effective date placeholder” means. This means that the date of receipt of the informal claim or ITF, not the date we receive the substantially complete application, would determine how far back in the past we can grant benefits. |
| Expiration of ITFsSlide 6Handout 10 | Talk about the one year time limit for submitting a claim after receipt of the ITF and what happens if another ITF is subsequently received before a claim. This should lead into the discussion of different ITF statuses outlined in the next slide. |
| **Status of ITFs**Slide 7Handout 3 | Explain the different statuses of an ITF. This outline is in the HO. |
| **Benefits ITF Does and Does Not Apply to**Slide 8-9Handout 4 | Explain the four general benefit categories ITF applies to and that a subsequent claim must be for the same benefit that the ITF was for to use the ITF as an effective date placeholder. |
| **Required Elements of an ITF**Slide 10Handout 4 | Explain the required two elements of an ITF. 1. Provides enough information to ID the Veteran or claimant, and
2. Specifies the general benefit sought
 |
| **Ways to Communicate an ITF**Slide 11-12Handout 5 | Open the link to VA Form 21-0966. Show where the required elements are located. Explain if the claimant communicates an ITF over the phone, the VA employee will fill in and electronically sign the VA Form 21-0966 for the claimant. Demonstrate this.Explain if the ITF is communicated by initiation of a claim online, then a VA Form 21-0966 is not needed. If a corporate recod exists and the Veteran communicates with the National Call Center, then the information is directly input into VBMS.Emphasize an online claim only needs to be **initiated,** not completed, to qualify as an ITF. Online claims initiated and completed on the same day create **both** an ITF and a claim, which subsumes the ITF created by initiation (if an active ITF doesn’t already exist). Discuss what SEP, VDC, and D2D systems which operate inconjuction with VSO applications. |
| Topic 2: ITFs in VBMS |
| Introduction | This topic will allow the trainee to locate ITFs in VBMS, determine their status and complete development for an inadequate ITF. |
| Time Required | 0.25 hours |
| OBJECTIVES/Teaching Points | Topic objectives:* Know how to locate ITFs in VBMS and complete development if needed

The following topic teaching points support the topic objectives: * Demonstration of locating ITFs and completing development in VBMS
* Tell the class that ITFs submitted through eBenefits/VDC and the NCC will be processed automatically and the data will be directly transferred to the corporate database where ITF information is stored.
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| Accessing ITF Information in VBMSSlide 13-15Handout 6-7 | Demonstrate how to find list of ITFs in VBMS and determine their status. Make sure to select “ALL”. |
| Incomplete VA Form 21-0966Slide 16-17Handout 7-8 | Demonstrate how to enter ITF in VBMS and make selections that will generate an “Incomplete ITF” letter. **Use VBMS Demo so PII will not be an issue or pause any recording when PII is utilized.** |
| ITF Acknowledgement LetterSlide 17Handout 8 | Explain that an automatically generated ITF acknowledgement letter is sent to the claimant when an ITF is communicated online or entered in VBMS. This letter informs the claimant when we received the ITF and what they need to do to submit a claim. Historically a copy of this letter was placed into the “Legacy Content Manager Documents” in VBMS. Currently the letter is placed into the eFolder.*Explain* how Hines runs an ITF batch run every night to determine who VA needs to send an acknowledgement letter to.  |
| VA Form 21-0966 in VBMS?Slide 19Handout 9 | Explain a VA Form 21-0966 will not be in the VBMS Documents list if it was communicated online, by calling the NCC, or if it was given to a VA employee who had access to VBMS.Note: If a claimant does not have a corporate record, a call center employee must complete, sign, and submit [*VA Form 21-0966*](http://www.vba.va.gov/pubs/forms/VBA-21-0966-ARE.pdf) on the claimant's behalf.  |
| Request for ApplicationSlide 20*Handout 9-10* | Explain the difference between an Incomplete ITF letter and a Request for Application (RFA). Demonstrate the process described in the Handout to create an RFA letter **using VBMS Demo or pause any recording when PII is utilized.** |

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| Topic 3: Identify Possible Duplicate ITFs |
| Introduction | This topic will allow the trainee to identify duplicate ITFs. |
| Time Required | 0.25 hours |
| OBJECTIVES/Teaching Points | Topic objectives: * Recognize when an ITF is a duplicate of one currently active.

The following topic teaching points support the topic objectives: * Review the e-file for current ITFs.
* Search the Documents in VBMS for current “active” ITF.
* If there is a current ITF, mark the subsequent ITF as “Duplicate”.
 |
| Duplicate ITFsSlide 21Handout 11 | Explain to the CA that they must watch out for Duplicate ITFs. An ITF remains active for one year or until a claim is received, which ever occurs earlier. Any subsequent duplicate ITF submitted for same benefit during the active period will have no effect on the benefit entitlement.* Only one ITF can be active at a time. If another ITF is received whil an active ITF exists, it is a “duplicate” ITF
* Search the Documents in VBMS for current “active” ITF
* If there is a current ITF, Mark the submsequent ITF as “duplicate”
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| ITF videoSlide 21Handout 11 | **Please watch the ITF VBMS Video:** [ITF Video](http://media.ttande.org/video/Comp_Svc/4203116.html)*Explain:* Please note Virtual VA is now referred to as Legacy Content Manager and this video provides information for how an effective date is determined by a Rating Veteran Service Representative. As this information may not be required for a Claims Assistant’s job, it provides insight as to how accurate input may directly impact Veteran’s claims. |

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| Practical Exercise |
| Time Required | 0.25 hours |
| EXERCISE | Using the information in your Student handout and the Reference for this topic please complete the Exercise in the Trainee Handout. |

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| Lesson Review, Assessment, and Wrap-up |
| IntroductionDiscuss the following: | The Intent to File lesson is complete. Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 0.25 hours |
| Lesson Objectives | You have completed the Intent To File lesson. The trainee should be able to: * Understand the importance of **March 24, 2015**, as it relates to the communication of an ITF
* Recognize what kind of claims ITFs apply to and how they can be communicated
* Know required elements of an ITF and development actions needed for an inadequate communication of an ITF
* Locate list of ITFs in VBMS and determine their status
* Identify possible duplicate ITFs
 |
| Assessment  | Remind the trainees to complete the on-line assessment in TMS to receive credit for completion of the course.The assessment will allow the participants to demonstrate their understanding of the information presented in this lesson. |