Promulgating – In-service Ratings

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 # | 4486689 |
| Prerequisites | Prior to this lesson, the Veteran Service Representatives (VSRs) should have pre-discharge claims adjudication and/or award generation and authorization experience. |
| target audience | The target audience for Pre-discharge BDD – In-service rating promulgation processis VSRs.  Although this lesson is targeted to teach the Pre-Discharge VSR BDD claims processors, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 1.5 hours |
| Materials/ TRAINING AIDS | Lesson materials:   * Pre-Discharge Redesign – in-service rating promulgation PowerPoint Presentation |
| 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 |
| 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. |
| 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 Pre-Discharge Redesign – In-Service Rating | | |
| INSTRUCTOR INTRODUCTION | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts |
| time required | | 0.25 hours |
| Purpose of Lesson  Explain the following: | | Pre-discharge claims have undergone a redesign which has adjusted the process for adjudicating claims that are received prior to a Servicemembers’ (SM) discharge from active duty. The purpose of this training is to inform the audience of the major requirements.   * This lesson will contain discussions and exercises that will allow you to gain a better understanding of the BDD in-service rating and promulgation of an award involving military retired pay (MRP) |
| Lesson Objectives  Discuss the following:  Slide 2 | In order to accomplish the purpose of this lesson, the Pre-discharge VSR’s will be required to accomplish the following lesson objectives.  ThePre-discharge BDDclaims processing VSR’s will be able to:   * Understand the Pre-discharge in-service rating * Comprehend how to process a Pre-discharge in-service rating for a Veteran in receipt of MRP | |
| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| Motivation | In-service rating decisions are designed to improve our process of delivering benefits the day after discharge for active duty Servicemembers’ (SM) who participate in the BDD program. Properly promulgating a in-service rating for SM with MRP will ensure SMs reduces the likelihood of an overpayment to the Veteran. | |
| STAR Error code(s) | N/A | |
| References  **Slide 3** | 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/).   * [M21-1, Part III, Subpart i, 2, A - General Information on Pre-Discharge Claims](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014099%2FM21-1-Part-III-Subpart-i-Chapter-2-Section-A-General-Information-on-Pre-Discharge-Claims%3FfromQuery%3Dpre-discharge) * [M21-1, Part III, Subpart i, 2, B - Division of Responsibilities for Processing Benefits Delivery at Discharge (BDD) and BDD-Excluded Claims](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014101%2FM21-1-Part-III-Subpart-i-Chapter-2-Section-B-Division-of-Responsibilities-for-Processing-Benefits-Delivery-at-Discharge-BDD-and-Quick-Start-QS-Claims%3FfromQuery%3Dpre-dischargehttps://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014101%2FM21-1-Part-III-Subpart-i-Chapter-2-Section-B-Division-of-Responsibilities-for-Processing-Benefits-Delivery-at-Discharge-BDD-and-Quick-Start-QS-Claims%3FfromQuery%3Dpre-discharge) * [M21-1, Part III, Subpart i, 2, C - Ancillary Benefits and Other Issues Involving Pre-Discharge Claims](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014102%2FM21-1-Part-III-Subpart-i-Chapter-2-Section-C-Ancillary-Benefits-and-Other-Issues-Involving-Pre-Discharge-Claims%3FfromQuery%3Dpre-discharge) * [M21-1, Part III, Subpart v, 2, A - Decision Authorization](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014229%2FM21-1-Part-III-Subpart-v-Chapter-2-Section-A-Decision-Authorization) * [M21-1, Part III, Subpart v, 4, A - General Information on Elections](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014244%2FM21-1-Part-III-Subpart-v-Chapter-4-Section-A-General-Information-on-Elections) * [M21-1, Part III, Subpart v, 5, B - Preparing and Adjusting Awards in Military Retired Pay (MRP) Cases](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014256%2FM21-1-Part-III-Subpart-v-Chapter-5-Section-B-Preparing-and-Adjusting-Awards-in-Military-Retired-Pay-MRP-Cases) | |

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| Topic 1: Pre-Discharge– In-Service Rating | |
| Introduction | This topic will allow the trainee to understand Pre-discharge In-service ratings |
| Time Required | 0.5 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Understand new Pre-discharge in-service rating   The following topic teaching points support the topic objectives:   * Onset of BDD in-service ratings * Benefits of in-service rating program * BDD v. BDD excluded * Jurisdiction * National Work Queue (NWQ) * Rating decision promulgation |
| Shift of when BDD Ratings are completed  *Slide 4* | Inform the audience that the BDD rating decision process shifted from occurring after discharge to requiring that the rating decision be completed while the SM is still on active duty. This allows the necessary time to fully develop and rate the claim while the SM is on active duty; leaving only service verification, award generation, and authorization to occur after discharge. |
| Benefits of In-Service Rating Program  **Slide 5** | Explain the following advantages of the redesign:   * Better utilization of the time the SM is still on active duty to ensure the claim is fully ready to rate and ready for promulgation so that the SM receives a decision on their claim as close to discharge as possible * Greatly decrease the overall average number of days pending for the Pre-discharge claim inventory |
| BDD v. BDD Excluded  *Slide 6* | |  |  |  | | --- | --- | --- | | Claims received on or after October 1, 2017, within 180 days prior to discharge are identified as Benefits Delivery at Discharge (BDD) claims or BDD excluded claims | Days prior to separation claim is submitted | | | 90-180 days | 1-89 days | | Claim identity | BDD | BDD Excluded | |
| National Work Queue (NWQ)  *Slide 7* | National Work Queue (NWQ) will route the claim to regional offices nationally for review for ready for decision (RFD) status as soon as examinations have been completed or all tracked items have expired. This will occur while the SM is still on active duty.  Note: VSRs should ensure verification of service upon their initial review for rating decision complete (RDC!) |
| Jurisdiction  **Slide 8** | BDD claims will continue to be rated at regional offices based on capacity.  Excluded BDD claims will be rated at the Regional Office of Jurisdiction (ROJ). |
| In Service Rating Guidance  **Slide 9-10** | Rating decision will be completed while the SM is still on active duty The effective date entered into VBMS-R will be a future effective date.  Explain that all current rating requirements will remain the same except that partial rating deicison are not allowed. Also:   * Take any steps necessary to ensure the SMs reported separation date is accurate in order to reduce the need to rework the claim due to incorrect effective dates. * The effective date entered into VBMS-R will be a future effective date. |

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| Topic 2: Promulgation of In-Service Rating Decision | |
| Introduction | This topic will allow the trainee to understaind guidance for promulgation of Pre-Discharge In-service rating decisions. |
| Time Required | 0.5 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Understand promulgation of Pre-Discharge In-Service Rating decisions   The following topic teaching points support the topic objectives:   * Promulgation of In-Service Rating Decisions * Award Generation and Authorization * Retired? * DFAS RCPS * Retired Pay Case Indicator * Working Retired Pay Cases |
| Promulgation of In-Service Rating Decisions  *Slides 11-12* | Inform audience that the day following the SM’s discharge from active duty, NWQ will route the BDD claim for promulgation. Before promulgation, the VSR must verify the Veteran’s   * discharge date, and * character of discharge (COD) (must be other than dishonorable).   If a COD determination is needed, then the claim is excluded from the BDD program. The claim label must be adjusted to the appropriate claim label and the SM notified following the steps in M21-1, III.i.2.B.3.a  If the SM’s reported RAD date has changed, and/or additional evidence has been received since rating completion, follow the instructions in M21-1.III.i.2.B.4.i.   * If SM plans to remain on AD for more than 180 days from current date, delete unpromulgated RD, deny claim due to return to active duty, and notify SM. * If SM is less than 180 days from current date, then enter a note in VBMS and extend suspense date to day following new anticipated release from active duty. |
| Award Generation and Authorization  *Slides 13-14* | If no change to RAD and no additional evidence received since rating completion, remove the bookmark “DRAFT: Rating document should not be released until after the award is authorized.”  If *no separation* or *retired pay* involved, generate the award.  For claims involving military retired pay (MRP), refer to M21-1 III.v.5.B prior to generating the award  For claims involving separation pay, see M21-1.III.v.4.B prior to generating the award |
| Retired?  *Slide 15* | Refresh the audience on how to verify military retired pay (MRP)   * Check DD Form 214 to determine if Veteran separated based on a retirement. * The Veteran will be eligible for retired pay if retired upon separation from active duty. * Retired pay may or may not be figured by DFAS or Coast Guard when compensation claim is ready to work. |
| DFAS RCPS  *Slide 16* | Inform the audience to utilize M21-1 III.v.5.B for promulgation of BDD claims involving MRP.   * VIS may take more than 30 days to update once retired pay is figured. Therefore, data from the DFAS Retired and Casualty pay Subsystem (RCPS) must be used to determine the amount of compensation to withhold based on receipt of retired pay for retirees of the Army, Navy, Air Force, and Marine Corps. * For retired pay information for Coast Guard, Public Health Service, and National Oceanic and Atmospheric Administration retirees, retired pay information may be obtained by contacting the Coast Guard Retiree and Annuitant Service Branch. |
| Retired Pay Case Indicator  *Slide 17* | A proper “Retired Pay Case” indicator must be established prior to authorization. If the retired pay amount is known, use the amount and the retirement date (RAD + 1 day) to set the indicator. Use a “blank” amount to set the indicator when the monthly retired pay amount has yet to be determined. |
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| Lesson Review, Assessment, and Wrap-up | |
| Introduction  Discuss the following: | The **Promulgating – In-service Ratings** 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 Pre-Discharge Redesign – In-Service Rating Program lesson.  The trainee should be able to:   * Understand the Pre-discharge In-Service Rating guidance * Comprehend how to process a Pre-Discharge In-Service Rating for a Veteran in receipt of MRP |
| Assessment | Remind the trainees to complete the online 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. |