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| **MSC Systems Compliance Checklist Job Aid** | | | | | |
| SM/Vet Name: |  | | | | |
| Case ID: |  | | | | |
|  | **System Compliance Specific Questions** |  | **Y** | **N** | **N/A** |
|  | 1. Were all systems accurately Updated? |  | ☐ | ☐ | ☐ |
| 2.  Date of claim correct |  | ☐ | ☐ | ☐ |
| 3. End product correct |  | ☐ | ☐ | ☐ |
| 4.  Payees' addresses correct |  | ☐ | ☐ | ☐ |
| 5.  All periods of active duty or other service related to claimed issues verified and updated in VBMS (EOD, RAD, Branch, Char SVC, Sep Reason, VADS and/or VERIFIED) |  | ☐ | ☐ | ☐ |
| 6.  Power of Attorney (POA) information/access correctly updated in all systems |  | ☐ | ☐ | ☐ |
| 7.  Necessary special issues were entered and/or correct |  | ☐ | ☐ | ☐ |
| 8.  Necessary flashes were entered and/or correct |  | ☐ | ☐ | ☐ |
| 9.  Contentions for all claimed issues, to include dependents, were entered and/or correct |  | ☐ | ☐ | ☐ |
| 10.  Tracked items for all requested evidence were entered and updated as necessary (includes disposition and suspense date) |  | ☐ | ☐ | ☐ |
| 11. Direct Deposit information (when there is a pending/running award) correct |  | ☐ | ☐ | ☐ |
|  | 12. Missing or erroneous Veterans Tracking Application (VTA) data entry (IDES cases only) |  | ☐ | ☐ | ☐ |

Manual References List:

2: M21-1, III.i.2.D.3.d step 1,M21-4, Appendix B, Section I.c

3: M21-1, III.i.2.D.3.d step 1, and M21-4, Appendix B, Section II

4: M21-1, III.i.2.D.4.a step 10 and M21-1 III.ii.3.C.1

5: M21-1, III.i.2.D.3.d step 11, 12, M21-1 III.ii.3.C.7

6: M21-1, III.i.2.D.4.a step 2,M21-1 III.ii.3.C.5

7: M21-1, III.i.2.D.5.a step 4 ,M21-1 III.iii.1.F.2.e and f

see *M21-4, Chapter 6, Appendix A, Part e* for a list of the specific special issues that can be called errors if not added to an applicable claim. (Any other issues not listed here will be called correctable comments.)

8: M21-1, III.i.2.D.5.a step 4 ,M21-1 III.iii.1.F.1.b

see *M21-4, Chapter 6, Appendix A, Part d* for a list of the specific corporate flashes necessary on a veteran’s record, as applicable, or an error can be called. (Any other flashes not listed here will be called correctable comments.)

9: M21-1, III.i.2.D.5.a step 9,M21-1 III.iii.1.F.2.a and b

10: M21-1, III.i.2.D.6.j ,M21-1 III.iii.1.F.3

11: M21-1, III.i.2.D.4.a step 10, M21-1 III.ii.3.C.1.a

12: M21-1 III.i.2.D and E

Additional note: M21-1, III.i.2.D.5.a step 7 Undertake development to assist the participant in obtaining any additional evidence that is relevant to his/her case according to the instructions in [M21-1, Part III, Subpart iii](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014151/M21-1,-Part-III,-Subpart-iii,-Chapter-1,-Section-A---General-Considerations-Regarding-the-Development-Process).

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| **1. Was claims establishment accurate?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| Incorrect end product code or claim label ***M21-4 B.2*** | ☐ |
| Incorrect date of claim ***M21-4 B.1*** | ☐ |
| Incorrect Intake Site or Claim Type selected at CEST ***M21-1 III.i.2.B.1*** ***& III.i.2.A.2*** | ☐ |
| Participant Profile was not updated to reflect the claimant’s current branch of service and date of entry of current period of service (if applicable) ***M21-1 III.ii.3.C.7*** | ☐ |
| Improper CEST procedure resulting in duplicate record ***M21-1 III.ii.4.E.1*** | ☐ |
|  | |
| **2. Were all systems accurately updated?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** | |
| Contentions for all issues (including dependency) were not listed in VBMS ***M21-1 III.iii.1.F.2*** | ☐ |
| Previous periods of active duty that are verifiable by the evidence of record not updated and marked verified in Participant Profile. ***M21-1 III.ii.3.C.7*** | ☐ |
| All applicable Corporate Flashes were not entered ***M21-1 III.iii.1.F.1*** | ☐ |
| EP 689 was not brokered to DRAS when all development was completed (IDES cases only) ***M21-1 III.i.2.D.7.d.*** | ☐ |
| EP 336 was not updated (or updated improperly) after examination request (BDD cases only) ***M21-1 III.i.2.B.2*** | ☐ |
| Tracked Items were not entered or updated appropriately in VBMS **M21-1 III.iii.1.F.3** | ☐ |
| Missing or erroneous Veterans Tracking Application (VTA) data entry (IDES cases only) | ☐ |
| Incomplete/inaccurate address information ***M21-1 III.ii.3.C.1*** | ☐ |
| Incomplete/inaccurate direct deposit information (when there is a pending award) ***M21-1III.ii.3.C.1*** | ☐ |
| Power of Attorney (POA) information/access not correctly updated in all systems ***M21-1 III.ii.3.C.5*** | ☐ |
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| **3. Did the MSC verify appropriate annotations/date stamps on VA Form and do the systems accurately reflect status/evidence?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| Missing, inaccurate, or incomplete date stamps on applications or evidence ***M21-1 III.ii.1.C.1*** | ☐ |
| Missing or inaccurate CEST annotations on application | ☐ |

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| **4. Was proper pre-decisional notice provided?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** | |
| Development letter addressing 5103 and/or evidence requirements (such as issues not claimed on VA Form 21-526EZ) not sent, or missing critical information ***M21-1I.1.B.1*** | ☐ |
| Supplemental development letter not sent or missing critical information (to include when applicable: notice of development to third party, notice of need for LoD determination) ***M21-1 I.1.B.1*** | ☐ |
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| **5. Was proper development completed as required by the regulations and or manual?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| Inadequate development for verification of previous periods of service ***M21-1 I.1.C.1*** | ☐ |
| Private Medical Records indicated, but not requested ***M21-1 III.iii.1.D.1.d.*** | ☐ |
| Previous VA claims folder not properly requested/obtained ***M21-1 III.ii.5.E*** | ☐ |
| VA treatment records (to include Vet Center records) identified by claimant, but not requested/obtained ***M21-1 III.iii.1.C.2*** | ☐ |
| Non-medical Military Records (such as LODs or personnel records) required, but not requested/obtained ***M21-1 III.iii.2.B*** | ☐ |
| Other Federal records (i.e., non-VA, non-Military; such as SSA or DoL) required, but not requested/obtained ***M21-1 III.iii.1.C.1.*** | ☐ |
| Other non-federal records (such as city/state government, or employment records) required, but not requested or obtained ***M21-1 IV.ii.2.F.2.h & IV.ii.1.D.5.j.*** | ☐ |
| Overdevelopment which prevented the claim from moving on to the next step in claims processing (materially delaying the claim). | ☐ |
| Final attempt letter not sent for missing federal records (other than STRs) ***M21-1 I.1.C.1*** | ☐ |
|  | |
| **6. Were all pertinent service treatment records (STRs) obtained / requested or determined to be of record?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| *Service Department Statement of Complete and Current STR* not completed/obtained (IDES cases only) ***M21-1 III.i.2.D.2.b*** | ☐ |
| Inadequate development action for missing STRs from current period of active duty service (including entrance physical). ***M21-1 III.i.2.D.2.b*** | ☐ |
| Inadequate development action for missing STRs from previous period of active duty service ***M21-1 III.iii.2.B.2.e.*** | ☐ |
| Inadequate development action for missing STRs from National Guard and Reserve service ***M21-1 III.iii.2.B.3.b*** | ☐ |
| Final attempt letter not sent for missing STRs ***M21-1 I.1.C.1 &***  ***III.iii.2.A.1.f.*** | ☐ |

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| **7. Are all pertinent documents in VBMS and identified in accordance with the manual?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| Applications not uploaded into eFolder (i.e., not sent for scanning or uploaded locally) ***M21-1 III.i.2.D.3.k.*** | ☐ |
| Documents shipped to scanning improperly (such as without Document Control Sheet) | ☐ |
| Locally scanned documents illegible or incomplete ***M21-1 III.i.2.D.3.k.*** | ☐ |
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| **9.** **Were all necessary medical opinions requested?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| Routine medical opinion (to include aggravation opinions) required, but not requested (IDES cases only) ***M21-1 III.iv.3.A.7.a*** | ☐ |
| Medical opinion requested but incomplete or inaccurate, including failure to indicate pertinent information or evidence (IDES cases only) ***M21-1 III.iv.3.A.7.d.*** | ☐ |
| Complex medical opinion required, but not recognized or referred to RVSR for action (IDES case only) ***M21-1 III.iv.3.A.7.b*** | ☐ |
|  | |
| **10. Were all examinations complete?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| Examination results were not properly reviewed and/or deemed complete, prior to providing to PEBLO and/or brokering to DRAS (IDES cases only) ***M21-1 III.i.2.D.7*** | ☐ |
| Examinations were not properly reviewed and/or deemed complete, prior to making claim ready for decision (BDD cases only) ***M21-1 III.i.2.B.4.a.*** | ☐ |
| Examination results not uploaded to eFolder ***M21-1 III.i.2.B.4.a & III.i.2.D.7*** | ☐ |
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| **8. Were all necessary examinations requested?** | ☐ Yes  ☐ No  ☐ NA |
| **Error Description** |  |
| Examination request incomplete –incorrect failure to identify all correct disabilities or identifying incorrect disabilities ***M21-1 III.iv.3.A.9/10*** | ☐ |
| Required SHA exam not requested ***M21-1 III.iv.3.F.4*** | ☐ |
| Required specialty exam not requested ***M21-1 III.iv.3.A.6.*** | ☐ |
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| **11. Was prior medical examination information documented in VBMS?** | ☐ Yes  ☐ No  ☐ NA |
| All previous C&P exam results were not in VBMS | ☐ |