**August 2020 Quality Call Level II Assessment Quiz**

Five (5) Questions

TMS # 4558144

Pass Score: 0

Objective: Demonstrate comprehension of presented material

**Q1**

If system automation such as VBMS-R or the Evaluation Builder is used, the decision maker doesn’t need to ensure that all applicable numerical laws/regulations are properly cited in the rating narrative.

1. True
2. **False (Correct Answer)**

**Answer Q1**

If correct, the first sentence can be changed to Correct!

The correct answer is “False.” While system-generated language will typically be sufficient to satisfy the requirement for inclusion of any laws and regulations applicable to the claim, it is ultimately the decision maker’s responsibility to ensure that any applicable laws and regulations are included and correct. [M21-1, III.iv.6.c.5.e]

**Q2**

On July 29, 2020, the Veteran submits a VA Form 21-526EZ claiming service connection for hearing loss and tinnitus. The Veteran was previously denied service connection for hearing loss on January 17, 2018. Is a Request for Application (RFA) warranted?

1. No, the claim was received on the appropriate prescribed form
2. Yes, EP 400 Request for Application should be established in VBMS, and the RFA letter with the attached VA Form 21-526EZ will be auto generated
3. **Yes, EP 400 should be established in Share, the RFA AMA Review letter should be generated using Letter Creator, and the letter should be uploaded into the eFolder and sent to the Veteran (Correct Answer)**
4. No, the claim for hearing loss was previously denied so no action is necessary for that claimed issue

**Answer Q2**

If correct, the first sentence can be changed to Correct!

The correct answer “Yes, an EP 400 should be established in Share, and the RFA AMA Review letter should be generated using Letter Creator. Then, the letter should be uploaded into the eFolder and sent to the Veteran.” [M21-1, III.ii.2.B.1.b; M21-1 III.ii.2.C.6.a; and AMA – Compensation Service FAQs]

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**Q3**

If there’s an indication of Separation/Severance pay, but the amount has not been confirmed, then users should postpone promulgation of a rating decision until verification of the amount has been received.

1. True
2. **False (Correct Answer)**

**Answer Q3**

If correct, the first sentence can be changed to Correct!

The correct answer is “False.” Users should promulgate the rating decision using the unverified amount of the separation benefit, if available. If no amount is of record, users should input $99,999.00 as the amount of the separation benefit and use an EP290 to control for response to the verification request. [M21-1, III.v.4.B.2.b – Step 17]

**Q4**

Examinations based solely upon in-person clinical examinations are known as Acceptable Clinical Evidence (ACE) examinations or the ACE Process.

1. True
2. **False (Correct Answer)**

**Answer Q4**

If correct, the first sentence can be changed to Correct!

The correct answer is “False.” Examinations based upon medical records and history *without* an in-person clinical examination or testing are known as Acceptable Clinical Evidence (ACE) examinations or the ACE Process. [M21-1, III.iv.3.A.4.a]

**Q5**

The Board of Veterans’ Appeals (Board) determines that entitlement to individual unemployability (IU) has been reasonably raised by the record and issues a decision granting IU. Your review of the claims folder shows a VA Form 21 8940 is not part of the evidence of record. What action should you take?

1. Implement the Board’s decision without further development for a VA Form 21-8940
2. Contact General Counsel to obtain clarification from the Board
3. Contact the Veteran to determine if he/she wants to submit a claim for IU
4. **Develop for a VA Form 21-8940 before implementing the Board’s decision (Correct Answer)**

**Answer Q5**

If correct, the first sentence can be changed to Correct!

The correct answer is “Develop for a VA Form 21-8940 before implementing the Board’s decision.” The manual was updated on July 31, 2020, noting you should review the claims folder to determine if the VA Form 21-8940 is already in evidence. If not, develop for a VA Form 21-8940. If the Veteran fails to complete and return VA Form 21-8940, implement the Board's decision granting entitlement to IU in a rating decision, assigning the applicable effective date based on the available evidence of record. [M21-5, 7.G.1.i]