VETERANS BENEFITS ADMINISTRATION

Pension & Fiduciary Service

VBMS Migration User Guide

Employee Edition

October 27, 2020

Version 1.0

PENSION AND FIDUCIARY SERVICE

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WARNING:

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Introduction

The Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA) and Pension and Fiduciary Service (P&F) are pleased to announce the migration from the Beneficiary Fiduciary Field System (BFFS) to the Veterans Benefits Management System-Fiduciary (VBMS-Fiduciary). VBMS-Fiduciary will boost both your claims processing and workload management capabilities.

This user manual has been developed to guide you through many of the activities that you will be performing daily in VBMS-Fiduciary. A series of job aids and wireframes are included to take you step-by-step through essential tasks. A Table of Contents, with hyperlinked entries, will ease your navigation through this document.

The VBMS Migration User Guide will assist you in the transition to VBMS-Fiduciary and ensure your success with the new system. We feel confident the migration to VBMS-Fiduciary will provide you with more control and job satisfaction.

If there are questions or issues not addressed here, please contact Pension and Fiduciary Training Team at PFTNGQUALOVRST.VBACO@va.gov.

We appreciate your flexibility during this migration and wish you continued success in providing world-class customer service to our Veterans and their beneficiaries.

VBMS-Fiduciary
Accounting Workflow

INSTRUCTIONS FOR LEGAL INSTRUMENTS EXAMINERS (LIEs)

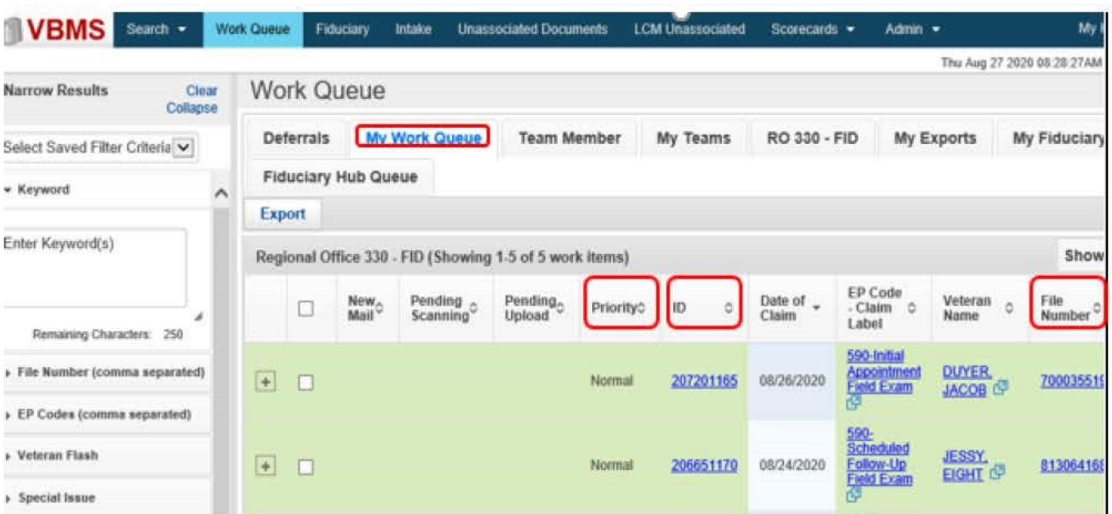
PURPOSE: To clarify the Accounting Workflow in VBMS.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

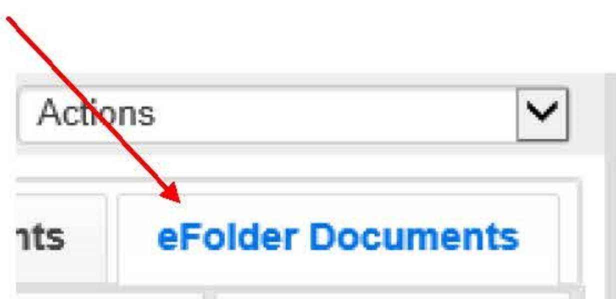
WARNING: This is not a formal document and is for Internal Use Only.

<table>
<tr><th>STEPS</th><th>ACTIONS</th></tr>
<tr><td>1. Begin an accounting workflow in VBMS</td><td>

➢ LIE locates and tracks the **Accounting End Product (EP)** internally in VBMS



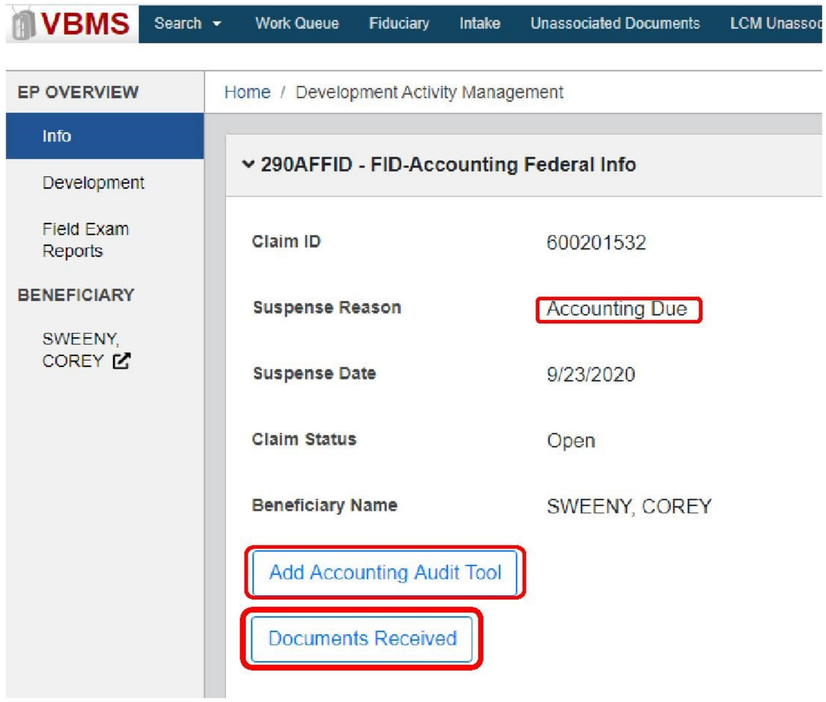
➢ LIE reviews **eFolder** to ensure that all accounting documents have been received



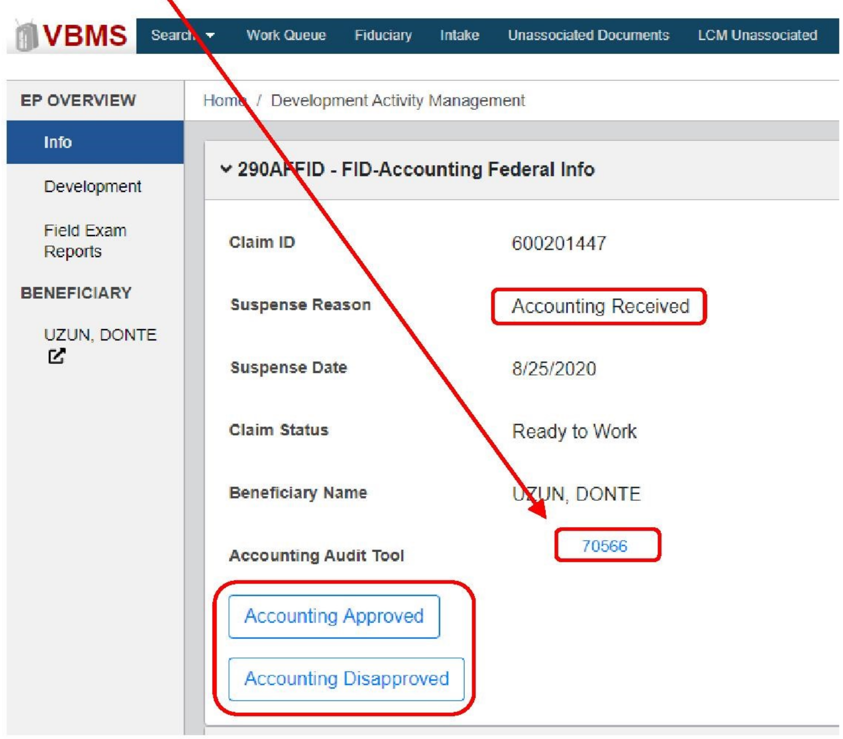
</td></tr>
</table>

<table>
<tr>
<td>2. Accounting review</td>
<td>

- LIE ensures suspense reason is updated to **Accounting Received**
  - ✓ If the suspense reason is **Accounting Due** and all documents have been received, the **Documents Received** button needs to be selected
- LIE selects **Add Accounting Audit Tool**

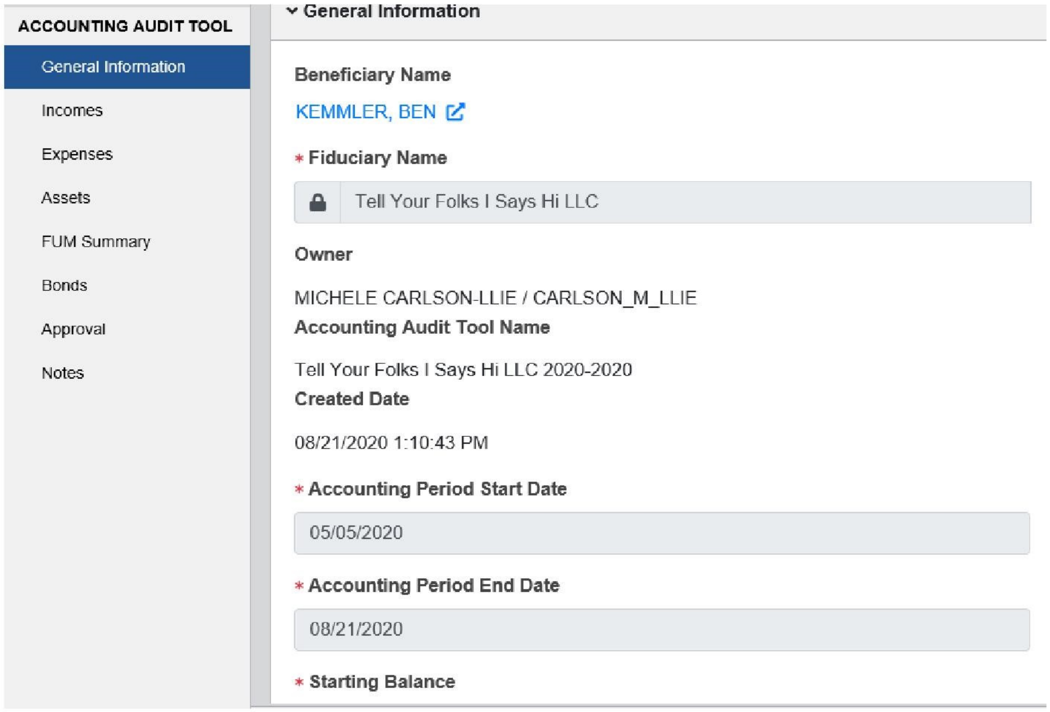


- Status of **EP** and **Accounting Audit Tool** are shown below:
  - ✓ To access and populate the **Accounting Audit Tool** you must select the provided link



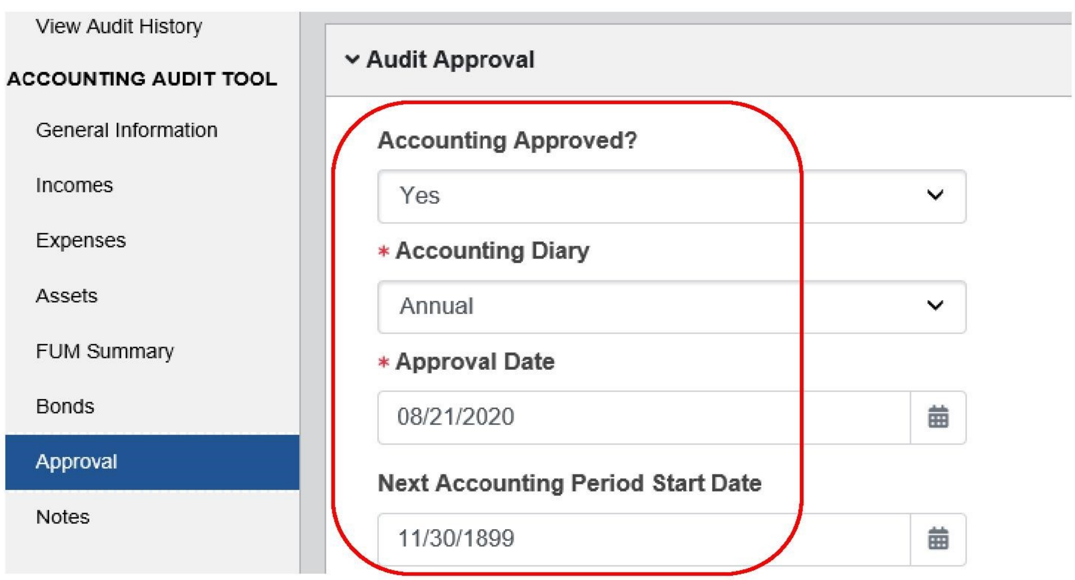
</td>
</tr>
</table>

- LIE populates the **Accounting Audit Tool**

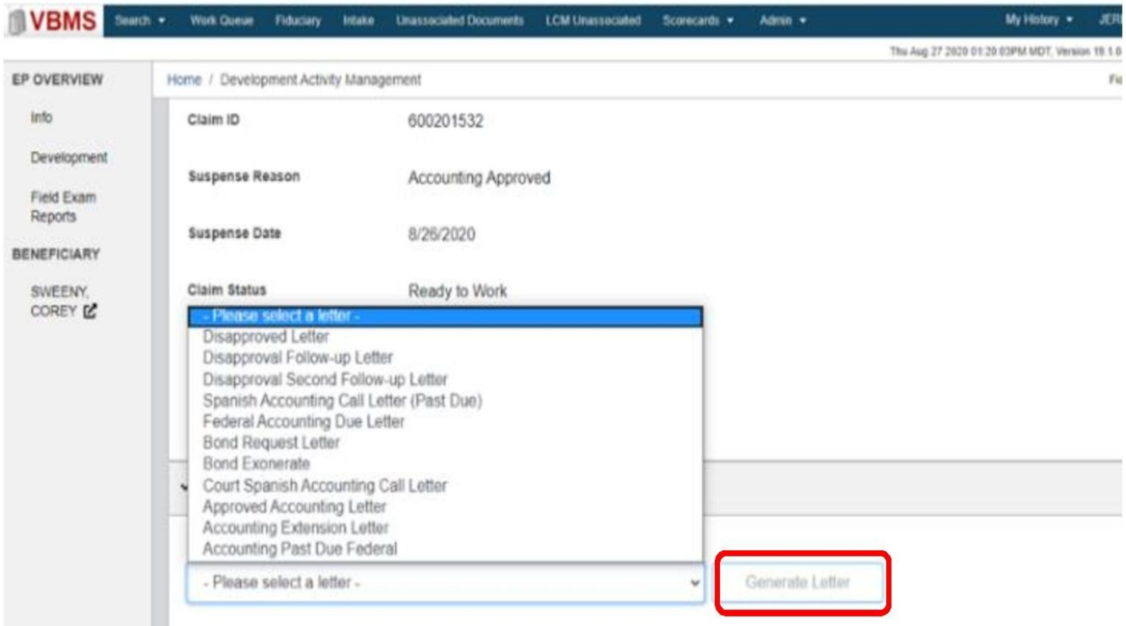
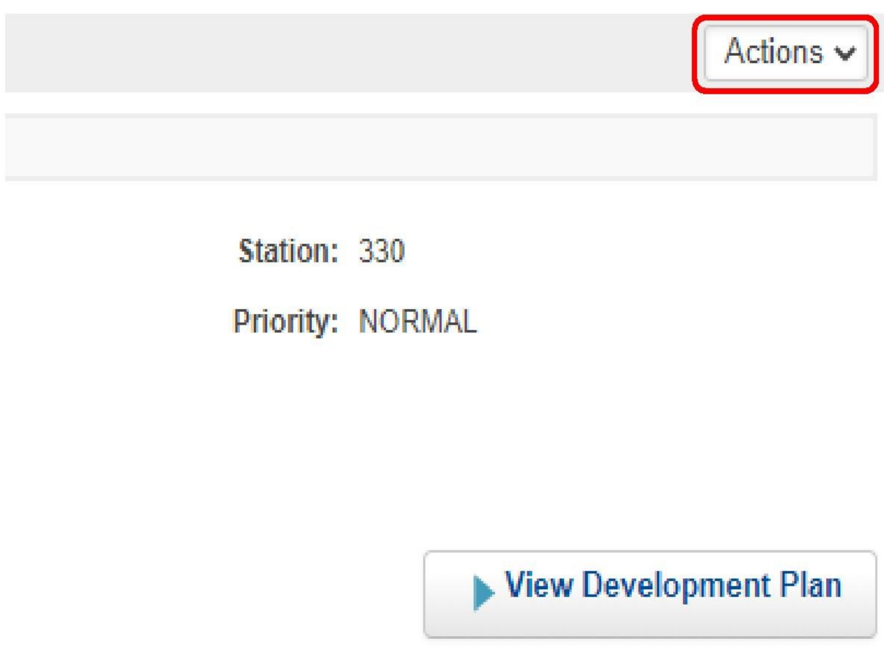


3. Accounting approval/ disapproval

- The LIE will indicate approval or disapproval within the **Accounting Audit Tool**
  - ✓ All documents will be in VBMS for review



- The follow-up diary will be automatically established based on the information entered in the **Accounting Audit Tool**

	➢ LIE returns to the **EP Overview** screen and G**enerates** all applicable letters  ➢ LIE selects **Accounting Approved** or **Accounting Disapproved** to advance the EP 290
4. EP 290 Closure	➢ If the accounting is disapproved, the **Accounting EP 290** will remain open. ➢ If the accounting is approved, the LIE must manually close the **EP 290** from the **VBMS Work Items** screen 

VBMS-Fiduciary
Create a Fiduciary Record

INSTRUCTIONS FOR LEGAL INSTRUMENT EXAMINERS (LIE) AND FIDUCIARY SERVICE REPRESENTATIVES (FSR)

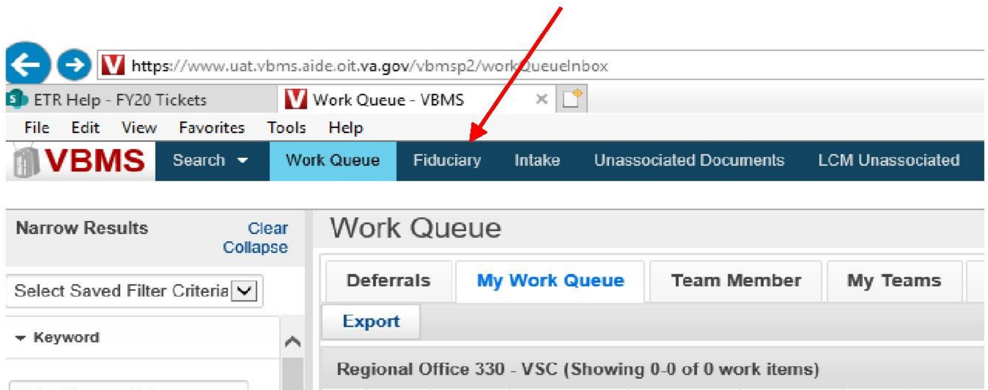
PURPOSE: To provide fiduciary hub employees with a high-level, step-by-step process for creating a fiduciary record in VBMS.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

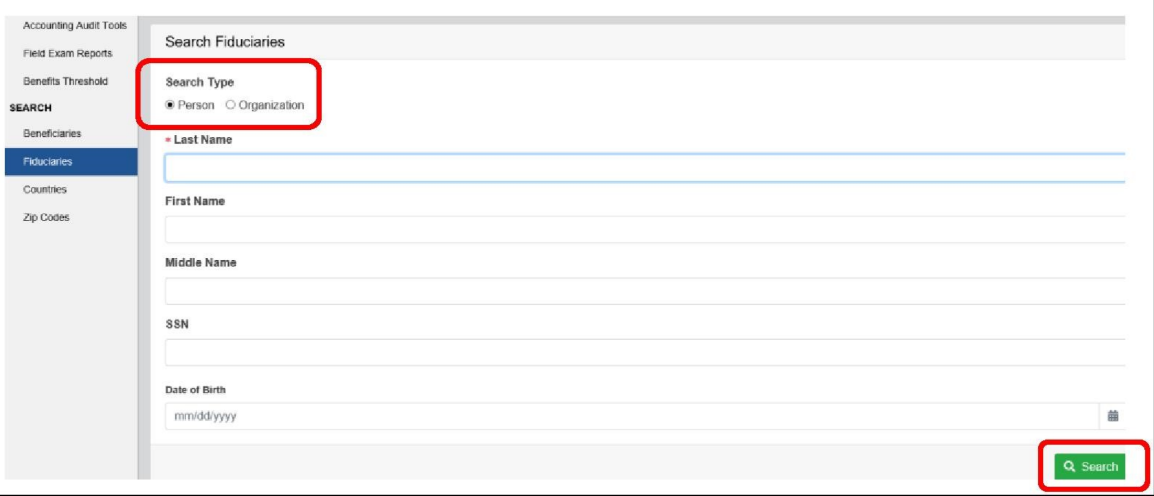
WARNING: This is not a formal document and is for Internal Use Only.

<table>
<tr><th>STEPS</th><th>ACTIONS</th></tr>
<tr><td>1. Search for an existing Fiduciary Record</td><td>

➢ Log into VBMS Fiduciary by selecting **Fiduciary** in the top menu bar



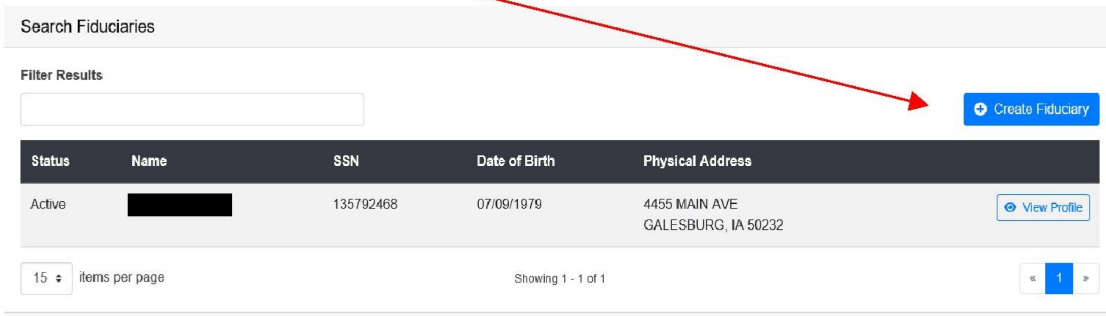
➢ Select the **Fiduciary Search** tab
➢ Select a **Search Type**
➢ Complete the open fields
➢ Select **Search** at the bottom right of the screen



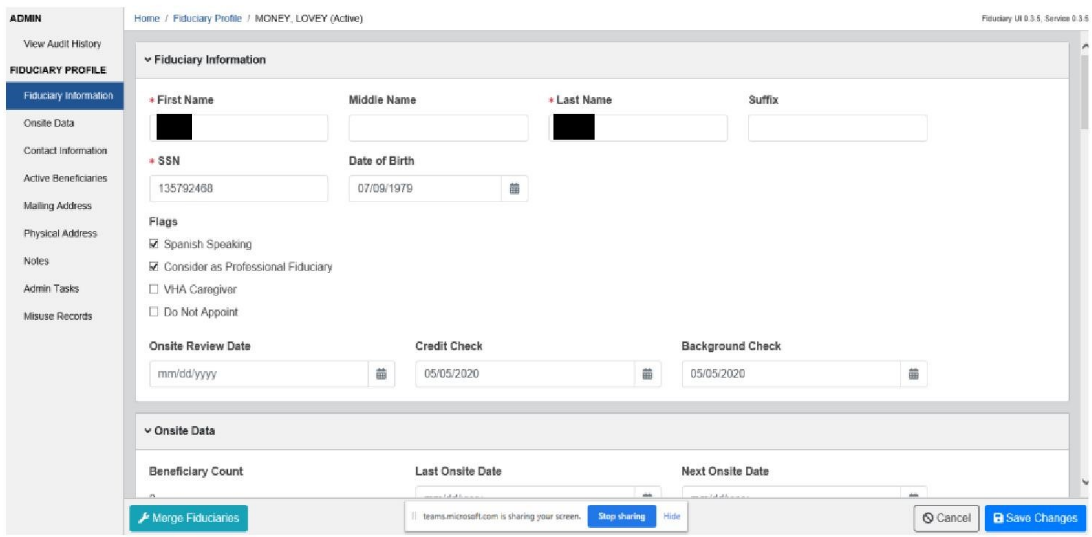
</td></tr>
</table>

<table>
<tr><td>2. Create the new Fiduciary Record</td><td>

➢ Select the **Create Fiduciary** button at the top right of the screen

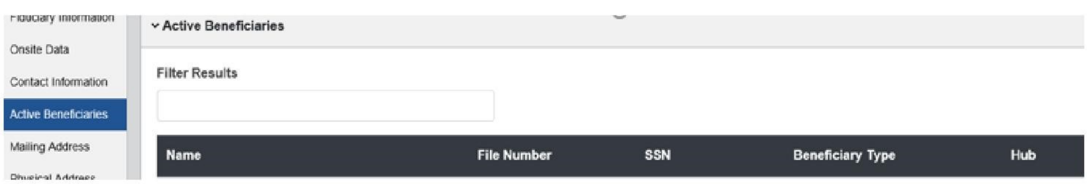


➢ All required fields in the **Fiduciary Profile** must be completed



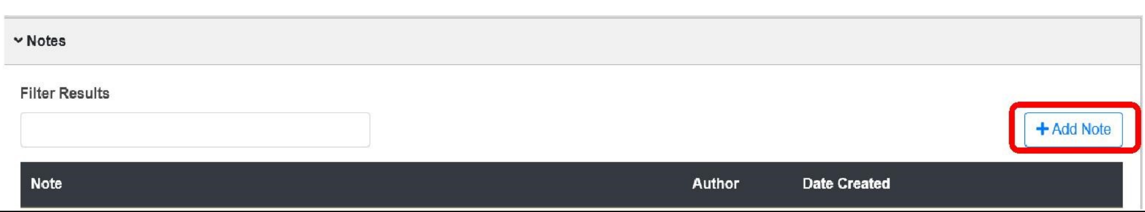
</td></tr>
<tr><td>3. Select the Active Beneficiary associated with the Fiduciary Record</td><td>

➢ Select the appropriate beneficiary record in the **Active Beneficiaries** section



</td></tr>
<tr><td>4. Add Notes to the record (Optional)</td><td>

➢ If you desire to add additional information, you may do so in the **Notes** section
➢ Select **Add Note** at the right of the screen



</td></tr>
<tr><td>5. Finish and save your work</td><td>

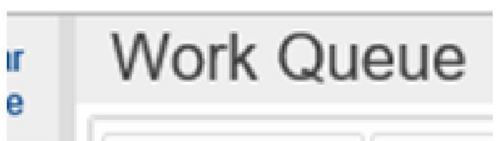
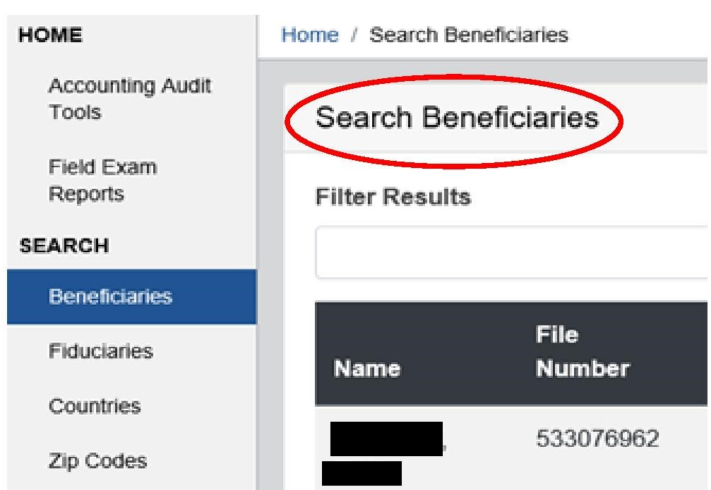
➢ Review all entries for completeness and accuracy
➢ Select **Save Changes** at the lower right of the screen
➢ The system will save the information and open the new fiduciary record

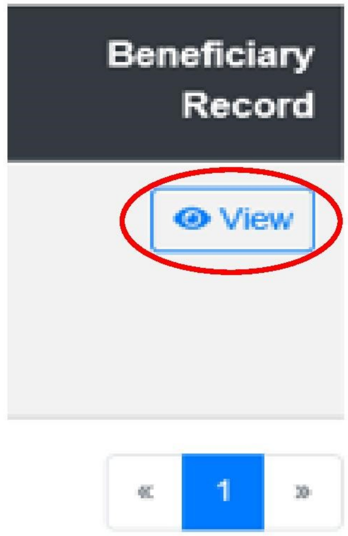
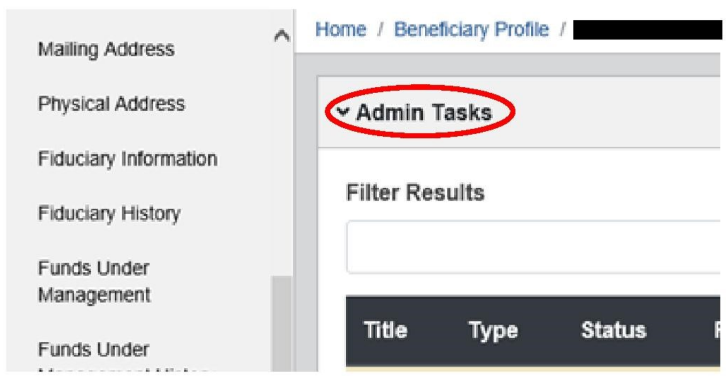
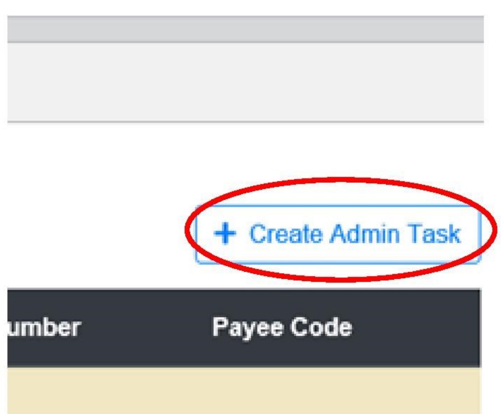
</td></tr>
</table>

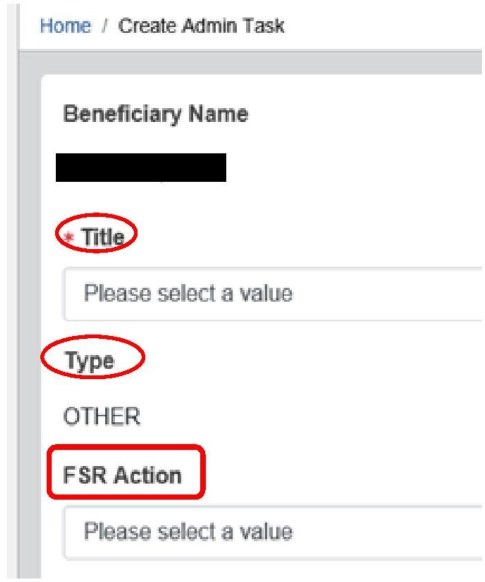
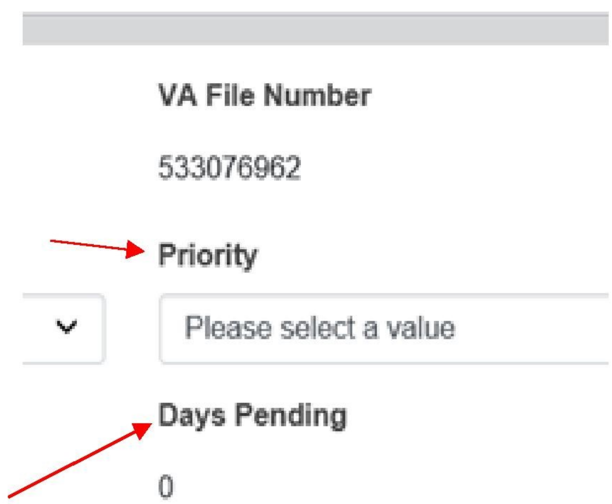
VBMS-Fiduciary
Creating and Tracking an Admin Task

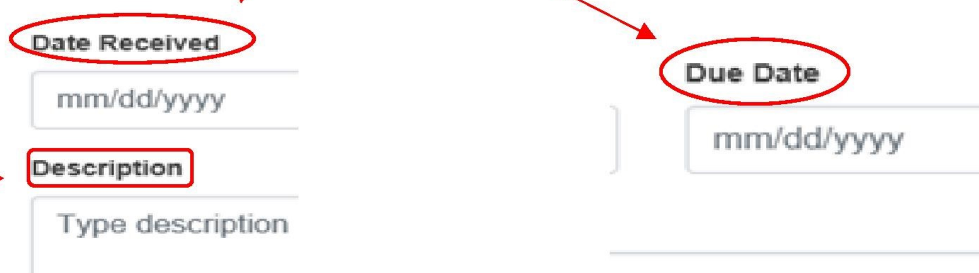
INSTRUCTIONS FOR FIDUCIARY HUB EMPLOYEES

PURPOSE: To clarify the process and staff responsibilities when creating and tracking an admin task within VBMS. **DISCLAIMER:** All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.	**WARNING**: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Locate beneficiary record	➢ Starting from the **Home** screen, select the **Fiduciary** tab   ➢ From the panel on the left side of your screen, select **Beneficiary** to prompt the **Search Beneficiaries** screen 

	➢ Search for a beneficiary utilizing the desired search data and select **View** 
2. Create an Admin task	➢ Within the **Beneficiary Profile** banner, on the lower left side of the screen, locate and select **Admin Tasks**  ✓ Any table in the profile can be filtered using the **Filter Results** field ➢ Select **Create Admin Task** located on the right side of the screen 

3. Create a Field Service Representative (FSR) action	➢ Locate the **FSR Action** dropdown tab and select the desired action ✓ **Title** and **Type** fields must be selected and are linked ✓ **Station of Jurisdiction** (Fiduciary Hub), will automatically generate based on who is selected as the **Admin Task Assignee**  ➢ The **Priority** field is not required, but is available as an option ➢ **Days pending** will reduce based on date the task was created 
4. Assign fiduciary user	➢ Assign a Fiduciary user from the **Fiduciary User** drop down  ➢ Select **Assign New User** to save

5. Edit changes	➢ Select **Date Received** and **Due Date** from the appropriate drop-down fields and enter desired dates  ➢ **Description** is a brief description of the task request ➢ Select **Save and Return** to be sent back to the beneficiary profile 

VBMS-Fiduciary
Documenting Assets in the Field Exam Report

INSTRUCTIONS FOR FIELD EXAMINERS (FEs)

PURPOSE: To ensure assets are documented accurately in the Field Exam Report and Beneficiary Record.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

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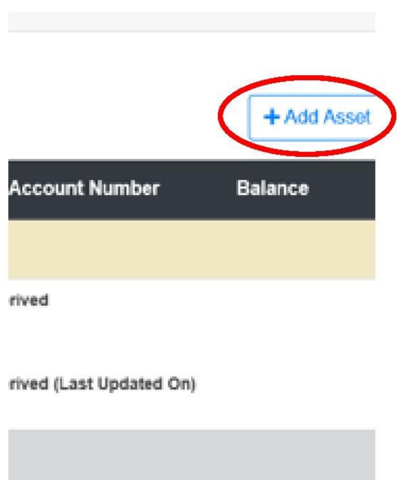
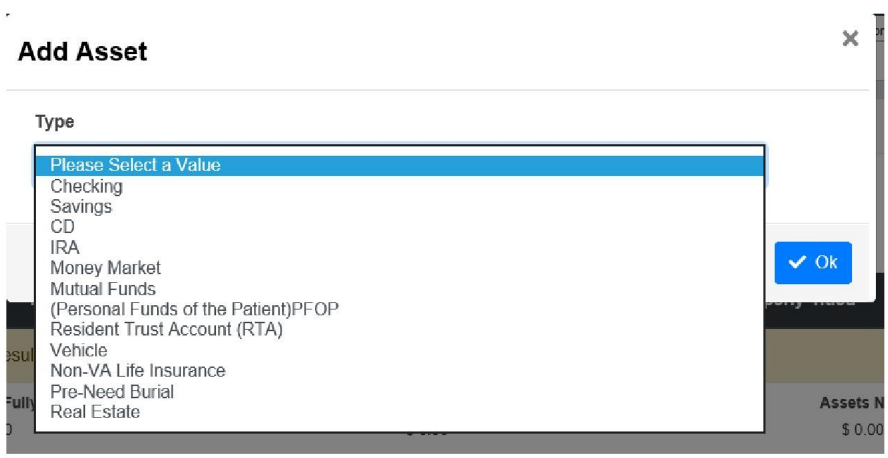
<table>
<tr><th>STEPS</th><th>ACTIONS</th></tr>
<tr><td>1. Adding Assets to the Field Exam Report</td><td>

➢ In the **Assets** section of the Field Exam Report, select **Add Asset**



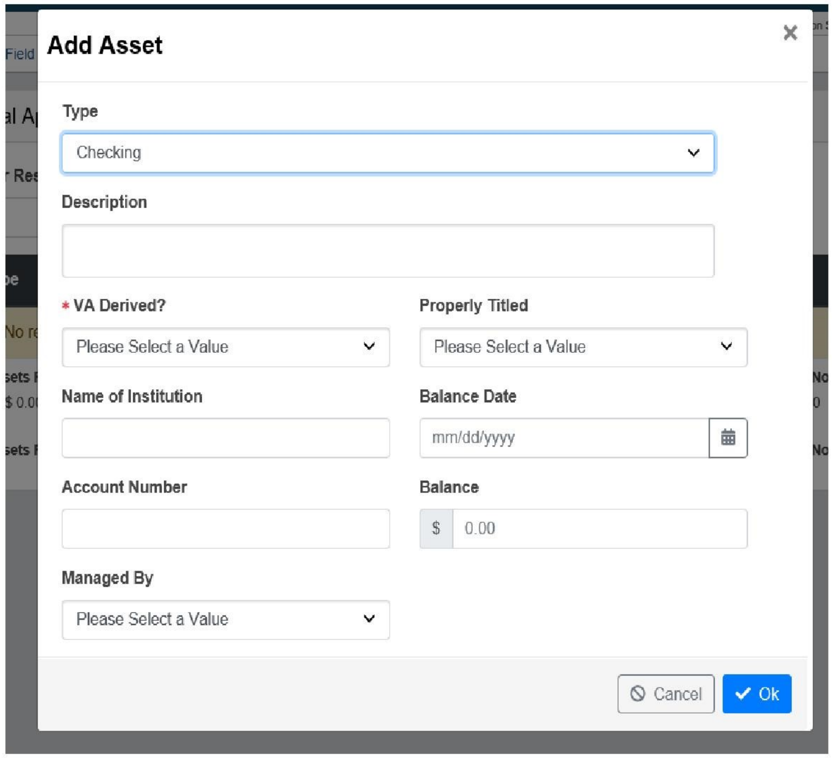
➢ Select the appropriate type of **Asset** from the drop-down list



</td></tr>
</table>

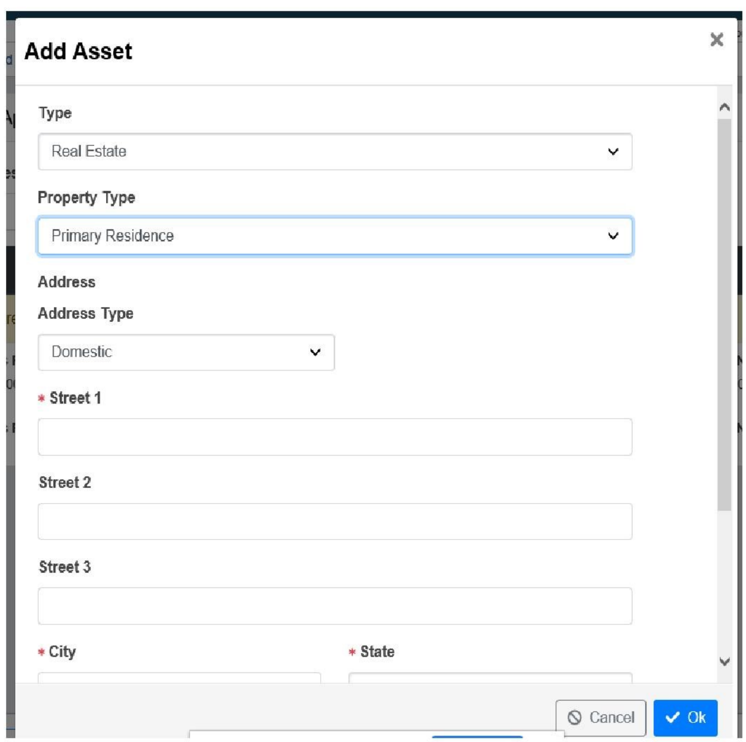
<table>
<tr>
<td>2. Adding Liquid Assets</td>
<td>

➢ Make sure to accurately enter the information for all **liquid assets**. See the picture below:



</td>
</tr>
<tr>
<td>3. Documenting non-liquid assets</td>
<td>

➢ Make sure to accurately document **non-liquid assets** in the field exam report



</td>
</tr>
</table>

REMINDER: The assets section of the Field Exam Report updates the beneficiary record and determines the amount of VA Funds Under Management (FUM). It is imperative that the asset information is entered accurately to ensure adequate protection of beneficiary funds.

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Fiduciary Work Item to End Product Job Aid

BFFS WI	Workflow Type	VBMS EP	Claim Label/Workflow	CEST Location
511	Initial Appointment Adult	590	Initial Appointment Field Exam	VBMS Fiduciary
516	Initial Appointment Minor			
513	Successor Initial Appointment Adult		Successor Initial Appointment Field Exam	
518	Successor Initial Appointment Minor			
521	Scheduled Fiduciary/Beneficiary Adult		Scheduled Follow-up Field Exam	
526	Scheduled Fiduciary/Beneficiary Minor			
522	Unscheduled Fiduciary/Beneficiary Adult		Unscheduled Follow-up Field Exam	
527	Unscheduled Fiduciary/Beneficiary Minor			
531	Scheduled Streamline Exam		Telephone Follow-up Field Exam	
540	Non-Program FX		Non-Program Field Exam	
	NA – New Claim Label		Fund Usage Field Exam	
	NA – New Claim Label		Expedited Initial Appointment Field Exam	
565	Federal Fiduciary Accounting	290	Non Fiduciary Program Field Exam	VBMS Fiduciary
560	Court Appointed Accounting		Fid-Accounting Federal/Court	
570	Misuse Case		Fid-Misuse	
	NA – New Claim Label		Fid-Fund Usage Review	
	NA – New Claim Label		Fid-Negligence Determination	VBMS-Core
585	Higher Level Review	030	Fid-Higher Level Review	Case Flow
586	Supplemental Review	040	Fid-Supplemental Claim Review	Case Flow
	BFFS Task	400	Fid-Correspondence	VBMS Core-Fid
	NA - New Claim Label	930	Fid-Correction of Local Quality Error	VBMS-Core
			Fid Correction of National Quality Error	
587	Remand		Fid Appeals Control Post-BVA	
			Fid Appeals Control	
	NA - New Claim Label		Fid-Rvw/Ref/Other	

VBMS-Fiduciary

Field Exam Development Activity

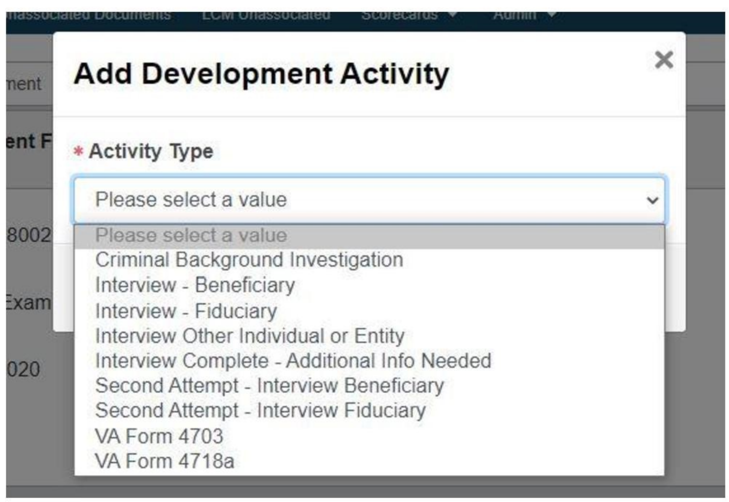
INSTRUCTIONS FOR FIELD EXAMINERS (FEs) AND FIDUCIARY SERVICE REPRESENTATIVES (FSRs)

PURPOSE: To demonstrate how to manage development activities within a Field Examination End Product (EP). **DISCLAIMER**: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.	**WARNING**: This is not a formal document and is for Internal Use Only.

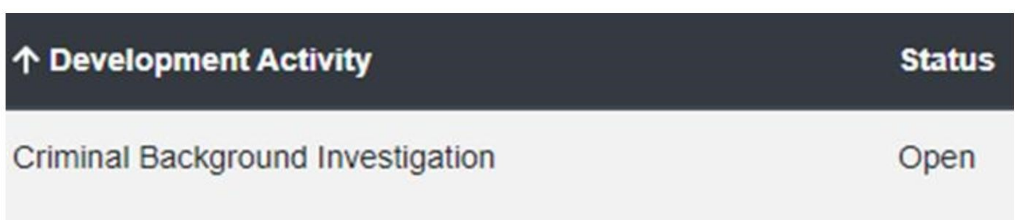
<table>
<tr><th>STEPS</th><th>ACTIONS</th></tr>
<tr><td>1. Track and update development activity in VBMS</td><td>

- From the **EP Overview** screen of your Field Examination EP, navigate to the **Development** section
- Select **Add Development Activity**

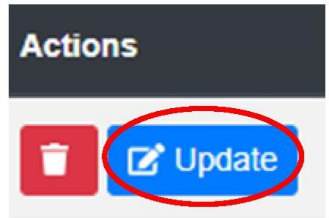
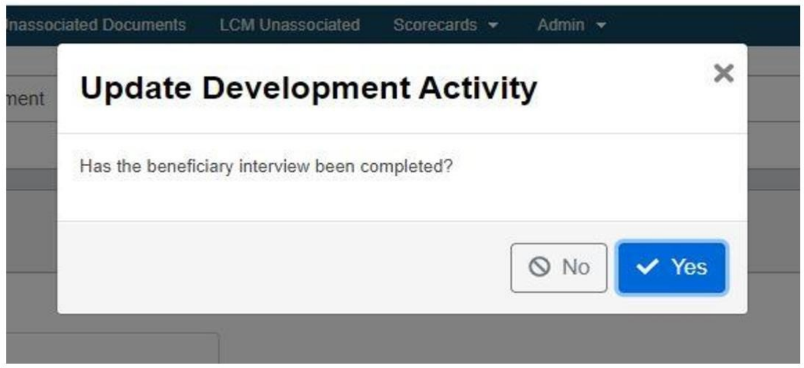
- Select the applicable development activity from the dropdown



- VBMS-Fid will populate the selected development activity



</td></tr>
</table>

	➢ Update the status of all development activities as the items are completed  

VBMS-Fiduciary
Field Exam Report

INSTRUCTIONS FOR FIELD EXAMINERS (FEs) AND FIDUCIARY SERVICE REPRESENTATIVES (FSRs)

PURPOSE: To provide the fiduciary hub employees with high-level steps on how to complete the Field Exam Report process.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

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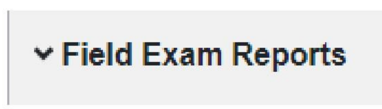
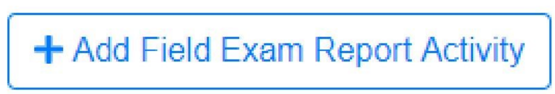
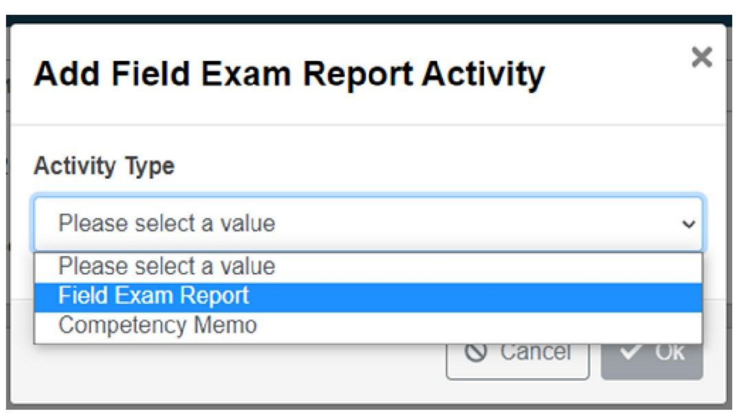
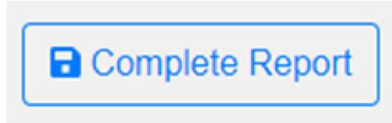
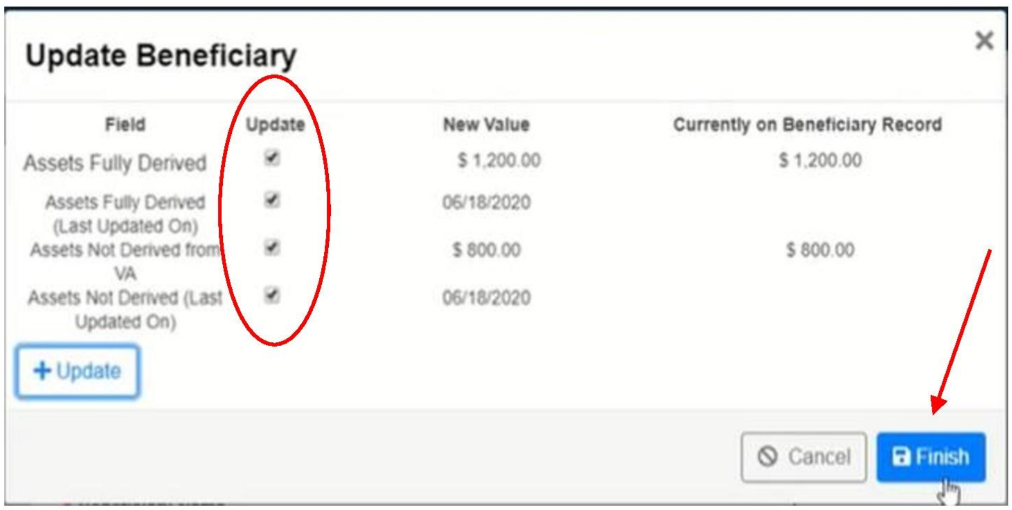
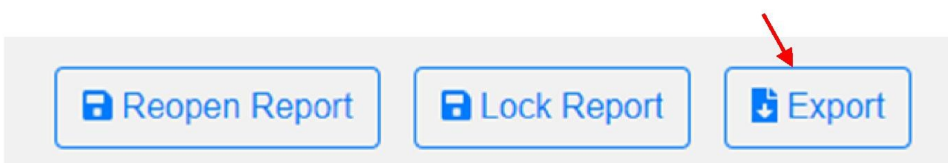
STEPS	ACTIONS
1. Locate the correct field examination End Product (EP)	➢ In **My Work Queue**, locate the **Field Examination EP** ➢ Select the flyout icon underneath the **EP** to open the **EP Overview** screen in another tab 
2. Locate the field examination section	➢ To generate a field exam report, go to the **Field Exam Reports** section  ➢ Select **Add Field Exam Report Activity** to add a new report  ➢ Select **Field Exam Report** from the dropdown 

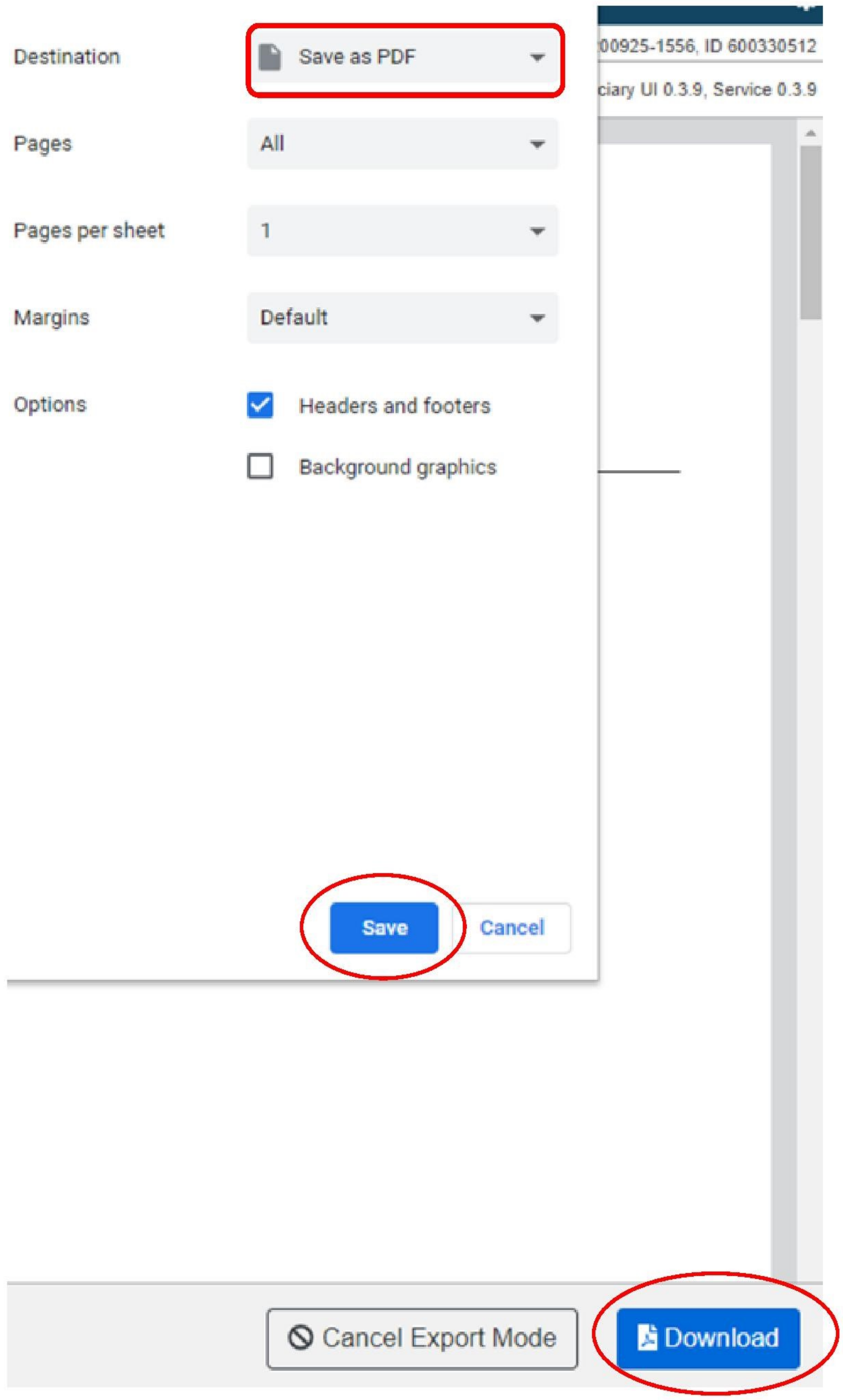
<table>
<tr>
<td></td>
<td>➢ A Field Exam Report should now be available in the Field Exam Reports section. Select Go to Field Exam to enter the report

</td>
</tr>
<tr>
<td>3. Type up the Field Exam Report</td>
<td>➢ Populate all applicable sections within the Field Exam Report

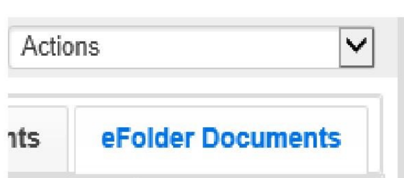
</td>
</tr>
</table>

4. Complete the Field Exam Report	➢ Select the **Complete Report** button  ➢ Once you select **Complete Report**, the **Update Beneficiary Box** will pop up. You will select all sections of the beneficiary record that you would like to be updated based on the field exam report information and then select **Finish** 
5. Upload Field Exam Report	➢ Once the Field Exam Report is completed, select the **Export** button 

- Select the **Download** button
- A popup page will open. Select **Save as PDF** from the **Destination** dropdown
- Select **Save**



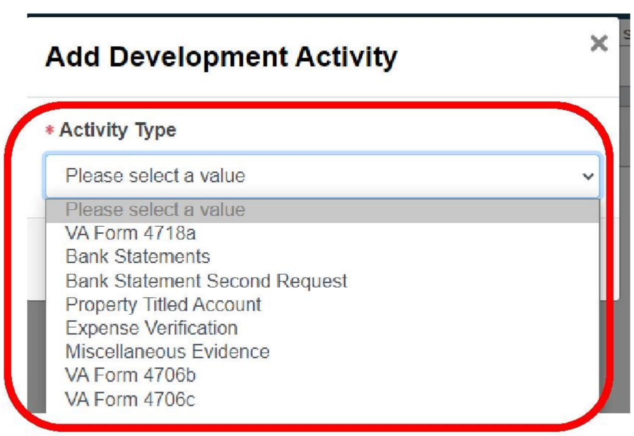
- Upload the Field Exam Report .pdf into the Beneficiary **e-Folder** within VBMS



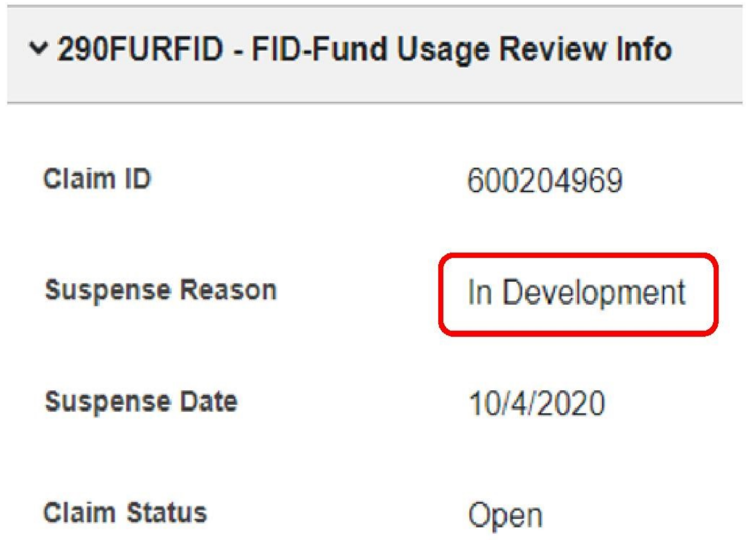
VBMS-Fiduciary
Fund Usage Review Workflow

INSTRUCTIONS FOR FIDUCIARY HUB EMPLOYEES

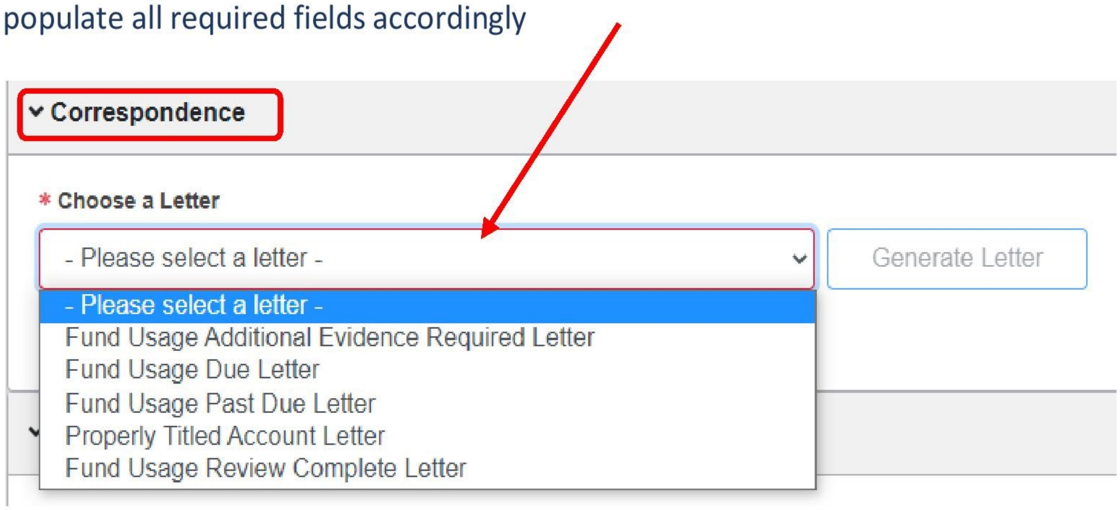
PURPOSE: To clarify the process and steps involved with the Fund usage review workflow in VBMS. **DISCLAIMER**: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.	**WARNING**: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Fund usage review established	➢ The EP290-FID-Fund Usage Review is automatically established based on the Fund Usage Diary Date but can also be manually established by the user ➢ EP290 Fund Usage review will be assigned to LIE in the **Awaiting Bank Statements** suspense  ➢ LIE reviews the eFolder to see if bank statements have been received. If not, proceed to step 2. If they have been received, proceed to step 4
2. Bank statements NOT received	➢ If the bank statements have only been requested once, request the bank statements a second time, and update the Development section accordingly ➢ Select **Add Development Activity** 

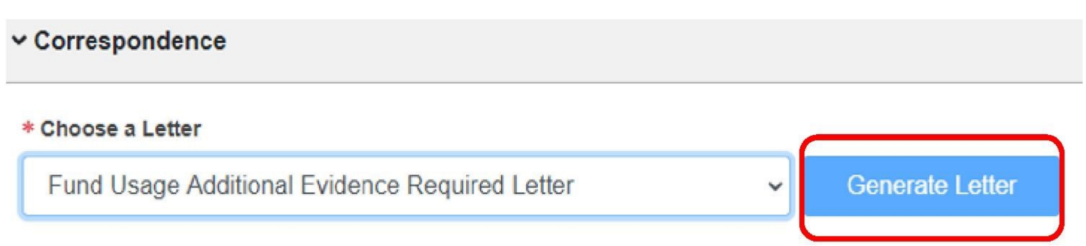
- Once this has been completed, the EP290 suspense will be updated to **In Development**

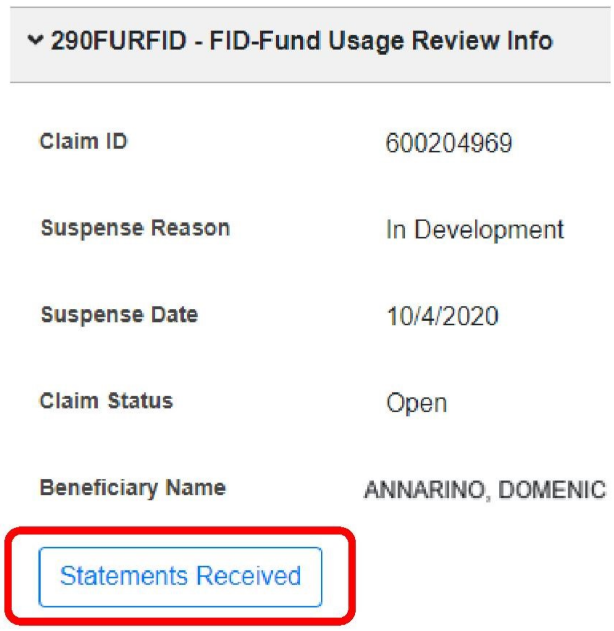


- LIE will attempt to provide telephone assistance first and then send a letter if the telephone assistance is unsuccessful
- To send a letter, the LIE will direct to the **Correspondence** section of the **EP Overview** Screen
- Select the appropriate letter from the **Choose a Letter** drop down menu and populate all required fields accordingly

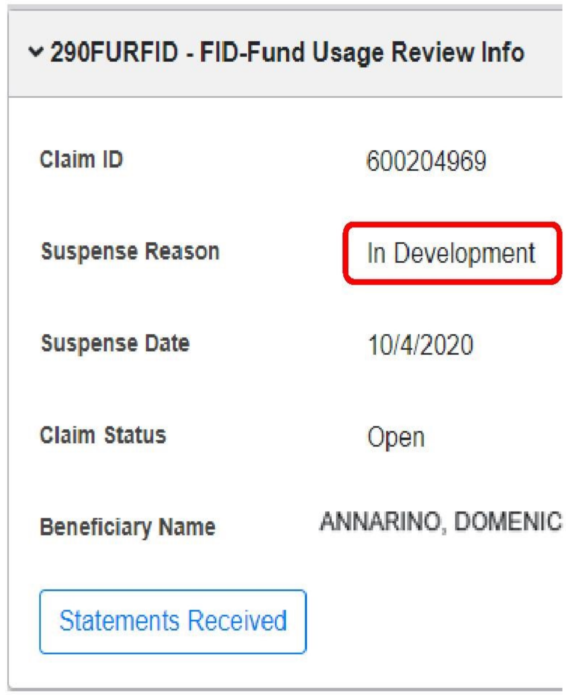


- LIE will **generate** the letter for mailing and upload to the **eFolder**



3. Bank statements have NOT been received and have been requested TWICE to no avail	➢ If the bank statements have already been requested twice, an **EP590 Field Exam** should be established. The FE will attempt to resolve the issue through a field exam
4. Bank statements successfully received	➢ LIE will navigate to the EP Overview Screen and select **Statements Received**  ➢ This will advance the EP290 suspense to **Pending Review** 

- If any additional development is needed before the fund usage review can be completed, the LIE will select **Add Development Activity**. This will place the EP290 in the **In Development** suspense

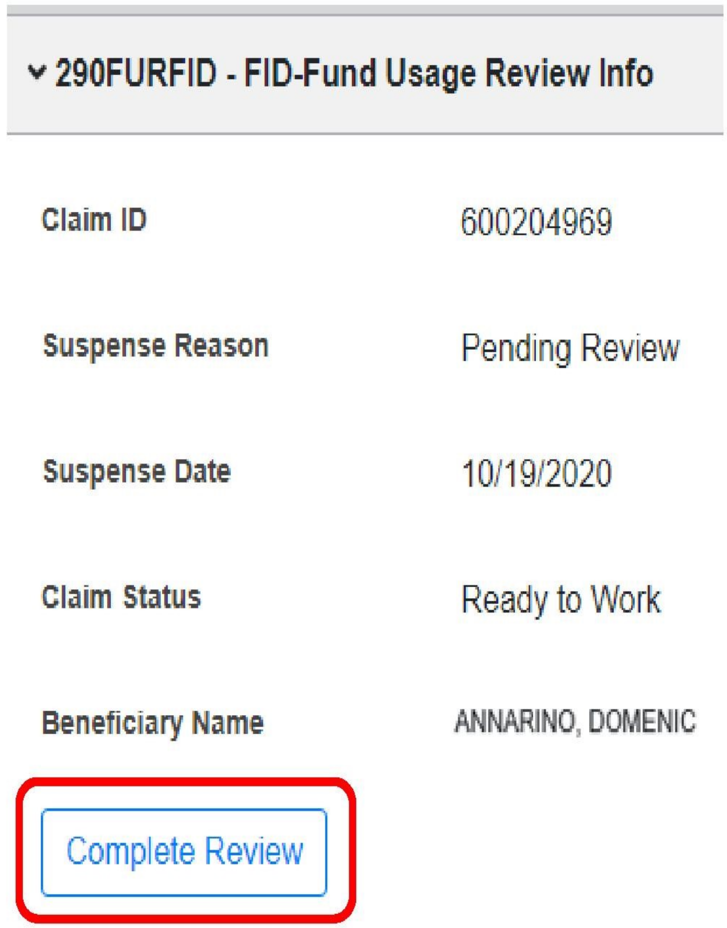


- Once the development activity has been completed, the LIE will select the **Update** button next to the referenced development activity

- LIE will select **Yes** to mark this development activity complete

<table>
<tr>
<td>5. Fund usage complete</td>
<td>

- Once the Fund Usage Review is ready for completion, the LIE will navigate to the **Correspondence** section of the **EP Overview** Screen
- LIE will generate the **Fund Usage Review Complete Letter**
- LIE will select **Complete Review**



- This step completes the fund usage review and advances the EP290 suspense to **Review Complete**

</td>
</tr>
<tr>
<td>6. Final Steps</td>
<td>

- If irregular funds usage or misuse red flags exist, the LIE will establish an **EP290 Misuse**
- If a surety bond is required, the LIE will establish a surety bond task
- LIE will manually close the EP290 Fund Usage Review via the **Work Items** screen (see **How to Close an EP Job Aid**)

</td>
</tr>
</table>

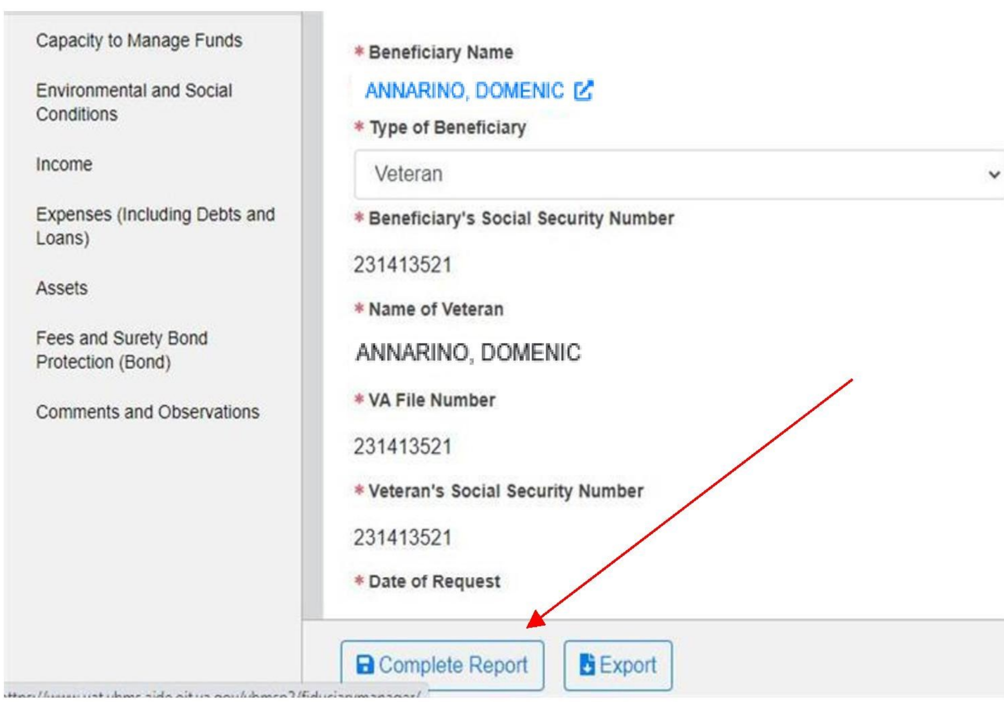
VBMS-Fiduciary
Initial Appointment Workflow

INSTRUCTIONS FOR FIDUCIARY SERVICE REPRESENTATIVES (FSRs) AND FIELD EXAMINERS (FEs)

PURPOSE: To clarify anticipated staff impacts and role changes for the Initial Appointment Workflow in VBMS.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Finalize incompetency rating	➢ FSR completes the incompetency rating and authorizes the **End Product (EP) 590 Due Process** ➢ System auto generates new **EP 590 Initial Appointment** for an initial appointment field exam ➢ System auto generates a **Beneficiary Record**
2. EP is assigned to FE's work queue to conduct the field exam and submit for validation	➢ FE completes the **Field Exam** ✓ Users can reference the Field Exam Report Job Aid for further instructions on how to complete a Field Exam 

<table>
<tr>
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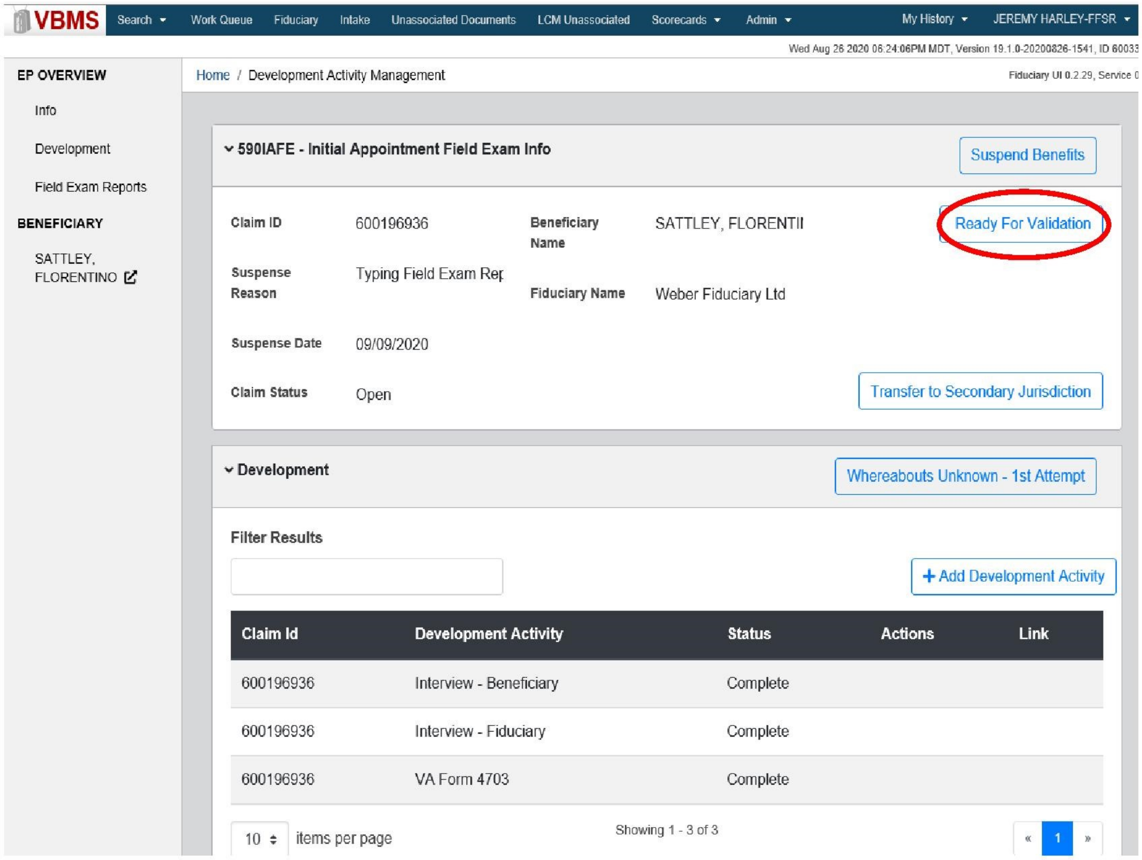
- FE selects **Ready for Validation** once complete



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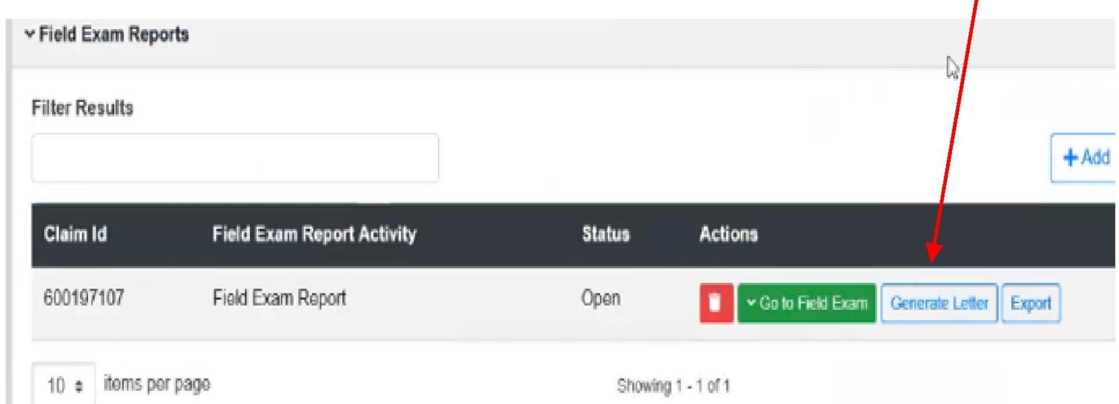
<td>

3. FSR validates the Field Exam and generates letters

</td>
<td>

- FSR will review the **Field Exam Report** for completeness/accuracy
- FSR will review letters for completeness and accuracy and then select **Generate Letter** to upload to eFolder and mailing



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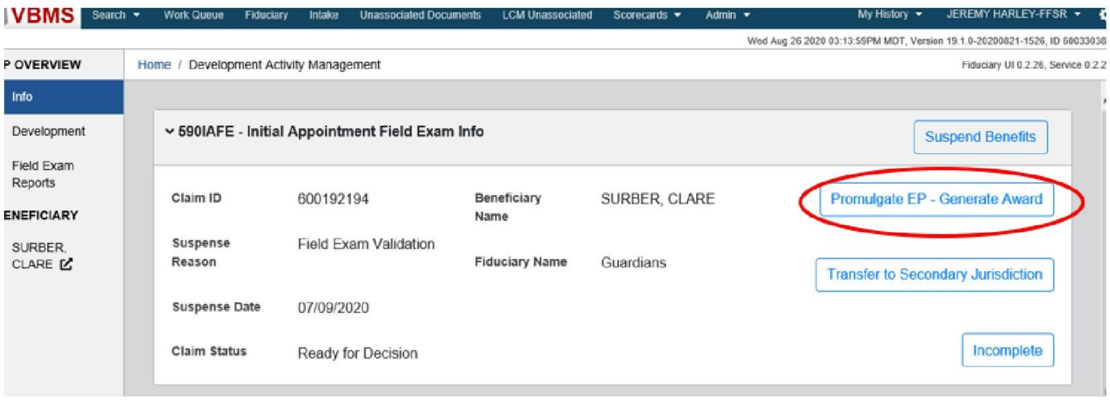
<table>
<tr>
<td></td>
<td>➢ Select the Promulgate EP – Generate Award button to generate the EP for promulgation


</td>
</tr>
<tr>
<td>4. FSRs promulgate and authorize the award in VBMS-A</td>
<td>➢ The FSRs will promulgate and authorize the award in VBMS-A
➢ There is no significant change to this portion of the process from the prior process
➢ Upon authorization of the award, the EP590 IA will automatically close
➢ This concludes the EP590 IA process</td>
</tr>
</table>

VBMS-Fiduciary

Manually Closing an End Product (EP)

INSTRUCTIONS

PURPOSE: To provide the steps involved with manually closing an EP **DISCLAIMER**: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.	**WARNING**: This is not a formal document and is for Internal Use Only.

<table>
<tr><th>STEPS</th><th>ACTIONS</th></tr>
<tr><td>1. Select the EP</td><td>

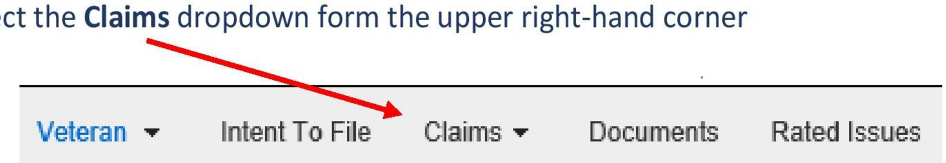
➢ Locate the completed EP that you need to manually close and select the **Veteran Name** link

✓ Note: Claim must be assigned to the user attempting to close the EP

</td></tr>
<tr><td>2. Veteran profile</td><td>

➢ You will be redirected to the **Veteran Profile** screen

➢ Select the **Claims** dropdown form the upper right-hand corner



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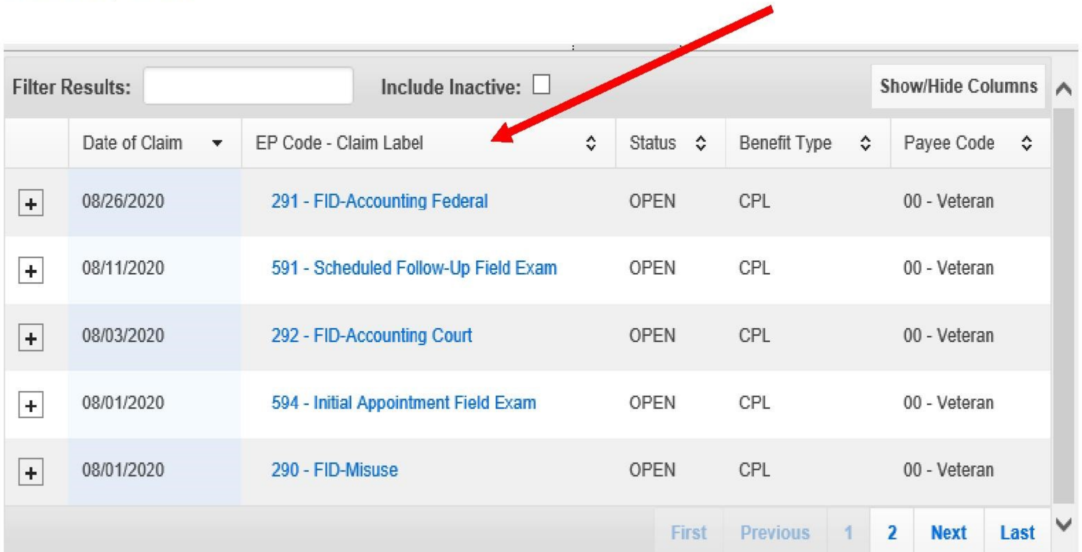
<table>
<tr>
<td>3. Select the claim</td>
<td>

➢ From the **Claims** dropdown box, select the desired claim which you intend to manually close



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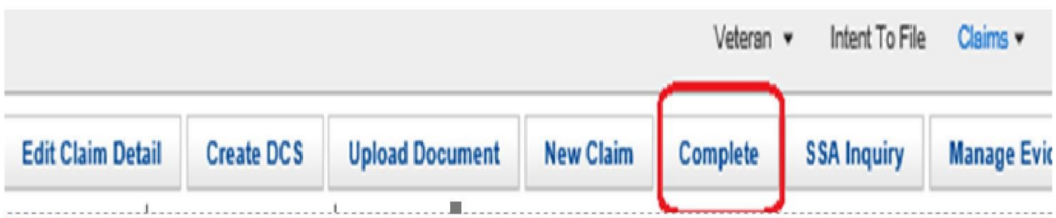
<tr>
<td>4. Complete</td>
<td>

➢ On the next screen, select the **Complete** box located at the upper right-hand corner of the screen



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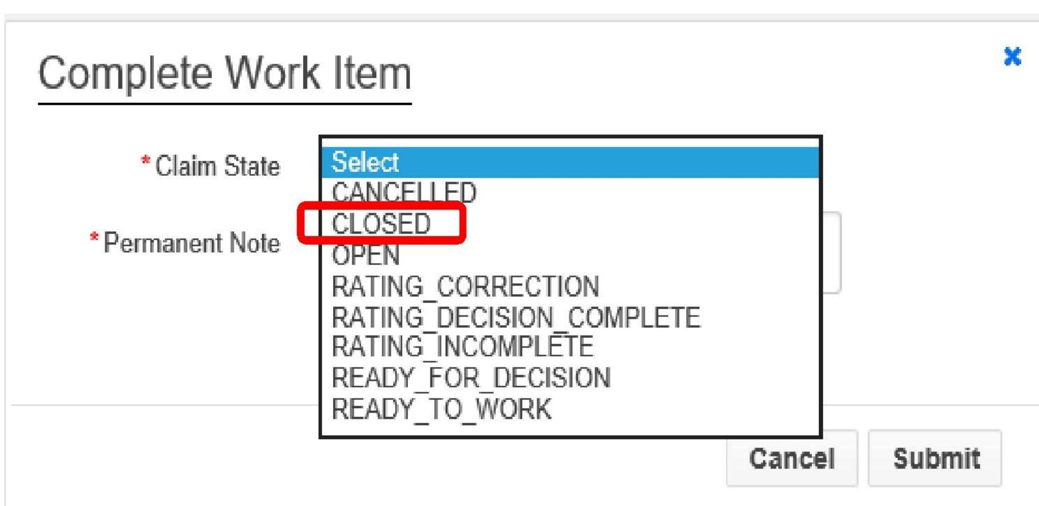
</tr>
<tr>
<td>5. Close/cancel EP</td>
<td>

➢ The **Complete Work Item** box will generate

➢ From the **Claim State** dropdown menu select **CLOSED**

✓ Note: Both selecting **CLOSED** or **CANCELLED** will end the claim/EP. Closing allows for station credit while cancelling will not give the station credit for completion. Be sure to select **CLOSED** to ensure credit is given if appropriate



</td>
</tr>
</table>

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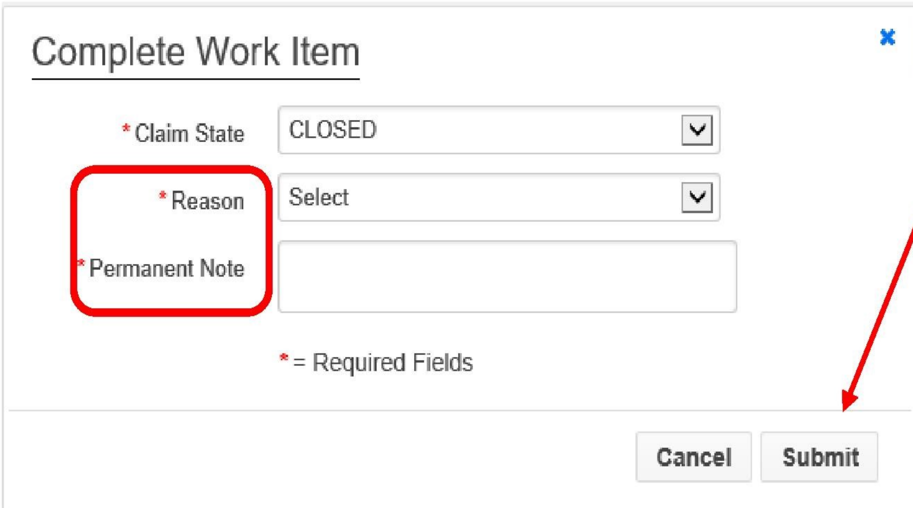
<table>
<tr>
<td>6. Submit</td>
<td>

- Select a corresponding reason for closure from the **Reason** dropdown menu
- Populate a concise note in the **Permanent Note** field
- Select **Submit**



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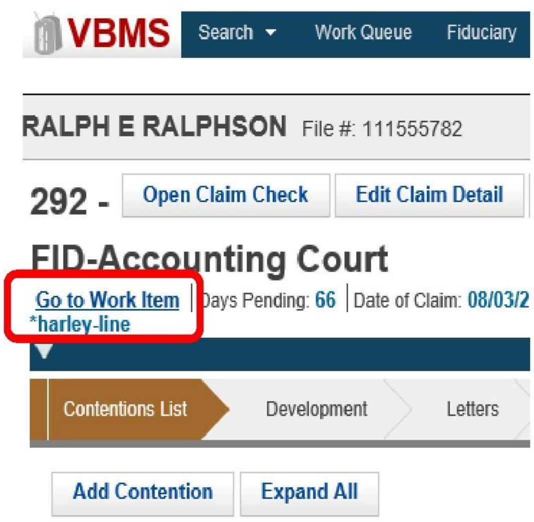
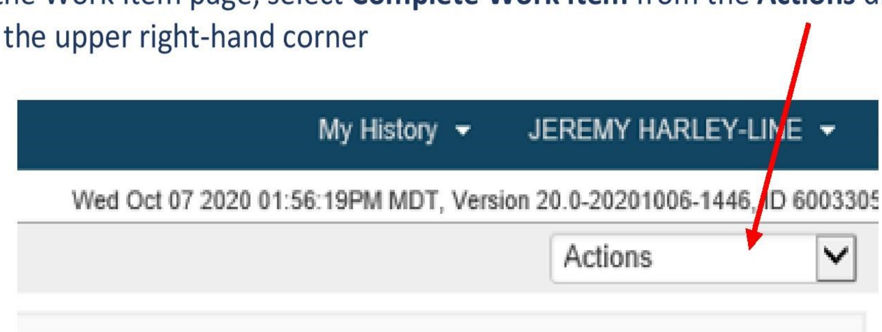
<tr>
<td>Additional means to close a claim</td>
<td>

- After selecting the desired EP to close, select the **Go to Work Item** Link located at the upper left-hand corner



- From the Work Item page, select **Complete Work Item** from the **Actions** drop-down box in the upper right-hand corner

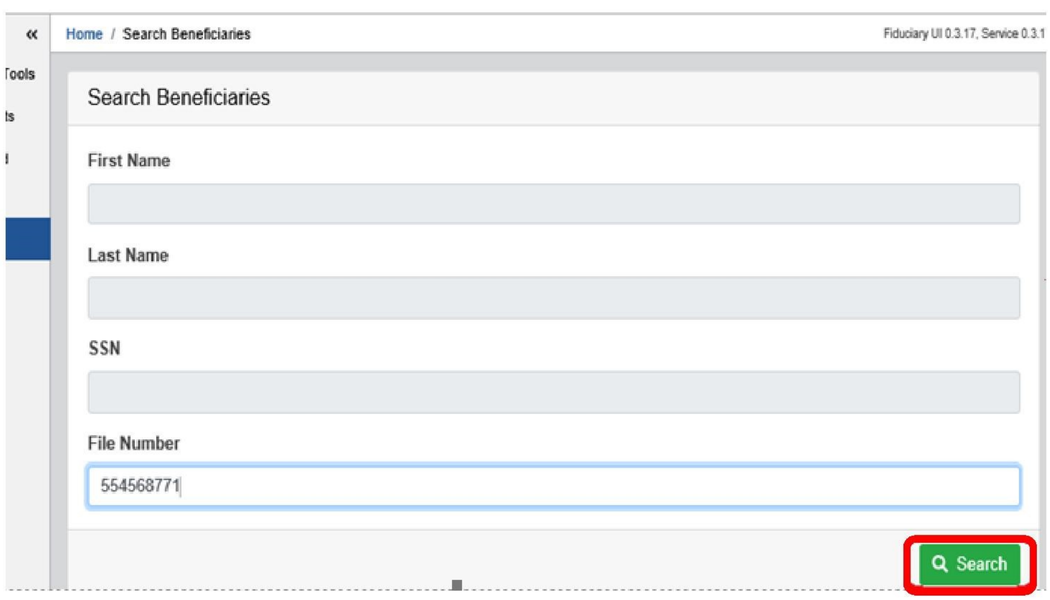


- Complete the processes explained in steps 5 and 6 of this job aid
</td>
</tr>
</table>

VBMS-Fiduciary
Manually Create an End Product (EP)

INSTRUCTIONS

PURPOSE: To provide the steps to manually establish an End Product (EP) for fiduciary personnel. **DISCLAIMER**: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.	**WARNING**: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Select the desired beneficiary	➢ Locate the desired beneficiary in the **Fiduciary** tab by entering the identifying information and select the **Search** box  

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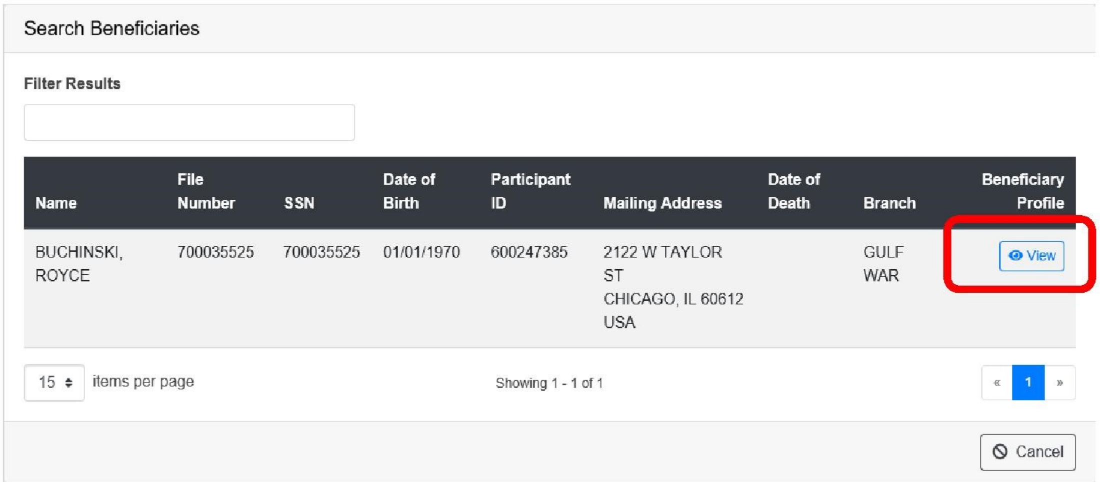
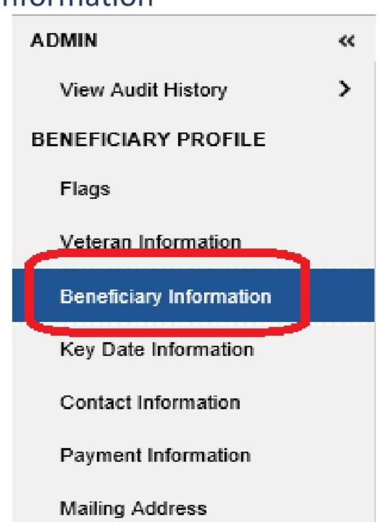
➢ From the results, select the **View** box under the Beneficiary's Profile column



➢ Once the page loads, input any necessary information under the Beneficiary Profile and select **Save Changes** located at the bottom right of the screen

</td>
</tr>
<tr>
<td>2. Establish the EP</td>
<td>

➢ Under the Beneficiary Information, select the **Establish EP** box to begin entering the desired EP information



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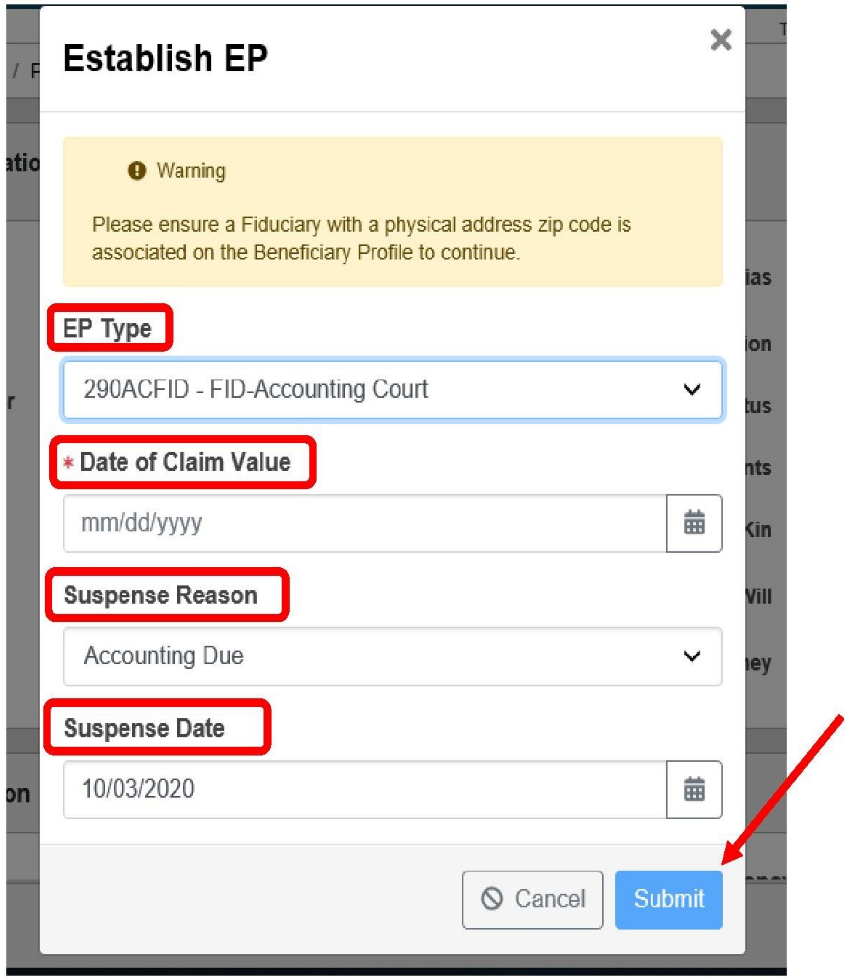
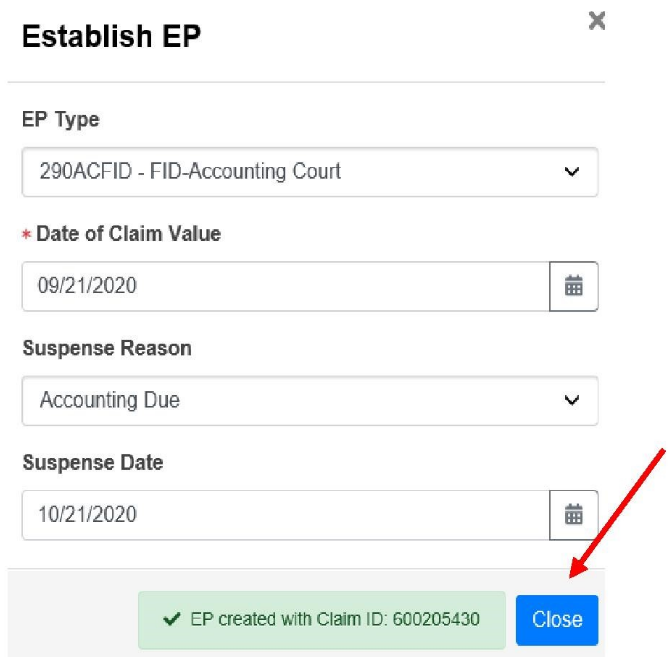
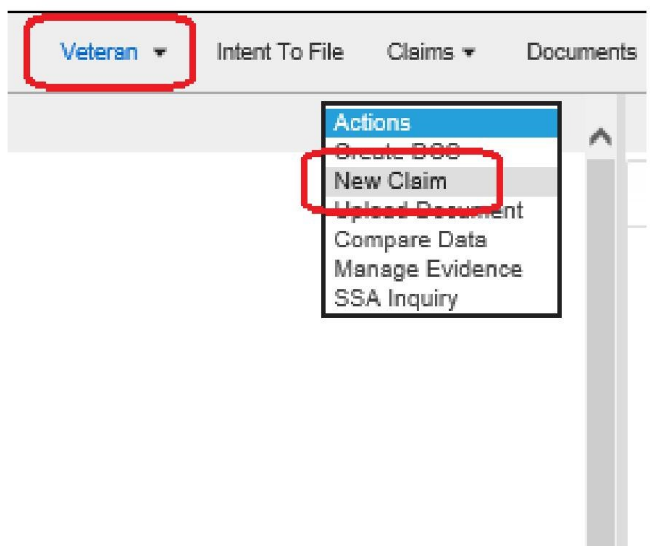
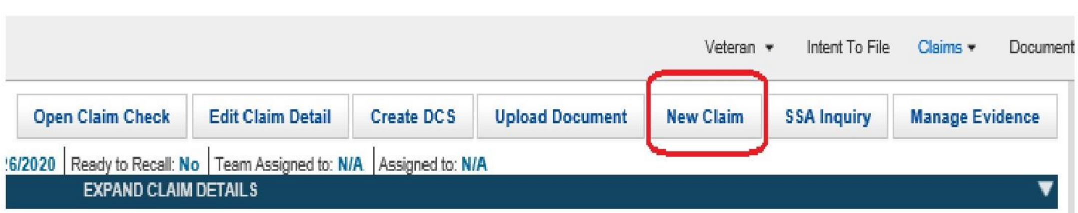
</table>

	➢ Select **EP Type** from the dropdown menu ➢ Enter **Date of Claim Value** within the required field and select **Submit** to create claim ➢ If applicable to the desired EP, the **Suspense Reason** and/or **Suspense Date** box will auto populate 

3. Save the EP	➢ Review the EP information and select **Close** 
Additional means to establish an EP	➢ In VBMS-Core, on the **Veteran** profile screen, select **New Claim** from the **Actions** drop down box  ➢ Or in VBMS-Core, select the **New Claim** box when in a pending claim tab 

VBMS-Fiduciary
Misuse Workflow in VBMS

INSTRUCTIONS FOR FIDUCIARY HUBS

PURPOSE: To clarify the process and steps involved with the Misuse Workflow in VBMS.

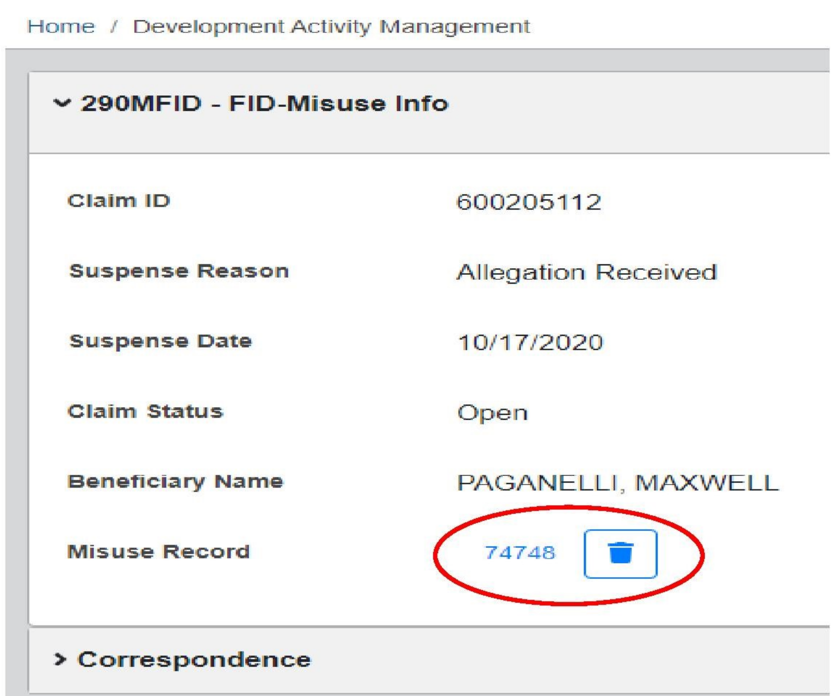
DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

<table>
<tr><th>STEPS</th><th>ACTIONS</th></tr>
<tr><td>1. Misuse allegation</td><td>

- LIE will locate the EP290-FID-Misuse in their work queue. The initial suspense reason is **Allegation Received**

- LIE will review assigned **Misuse Allegation** to determine if an investigation is warranted, and complete the **Decision to Investigate Memo**
- From the EP Overview screen, LIE will select the **Misuse Record** link



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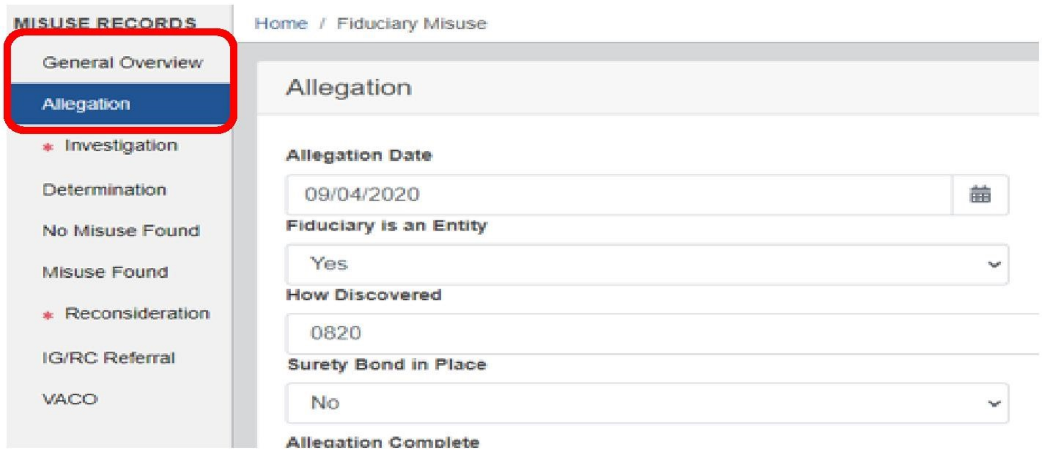
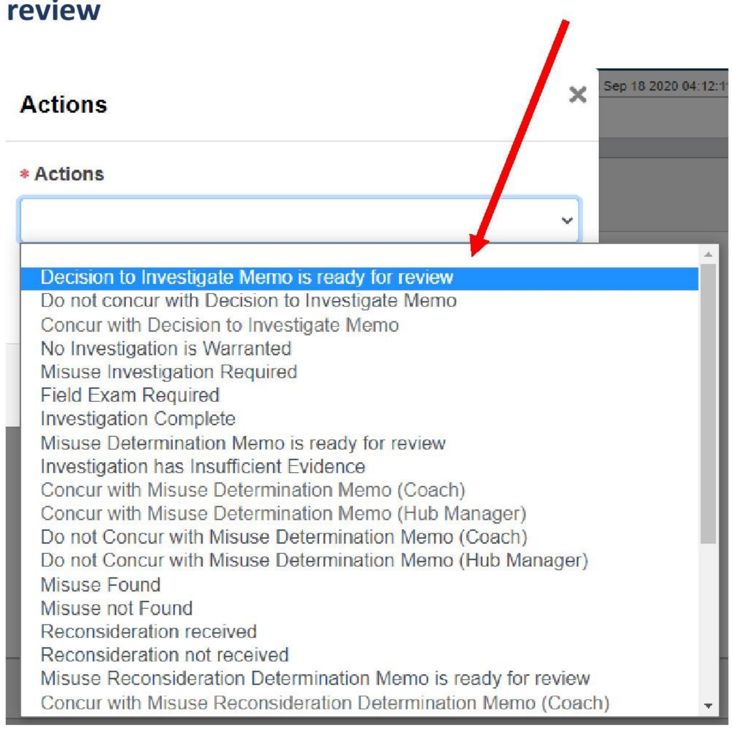
</table>

	➢ LIE will populate the **General Overview** and **Allegation** sections  ➢ LIE will return to the **EP Overview** screen and select the **Actions** button in the upper-right hand corner 
	➢ From the **Actions** dropdown, LIE should select **Decision to Investigate Memo is ready for review** 

<table>
<tr>
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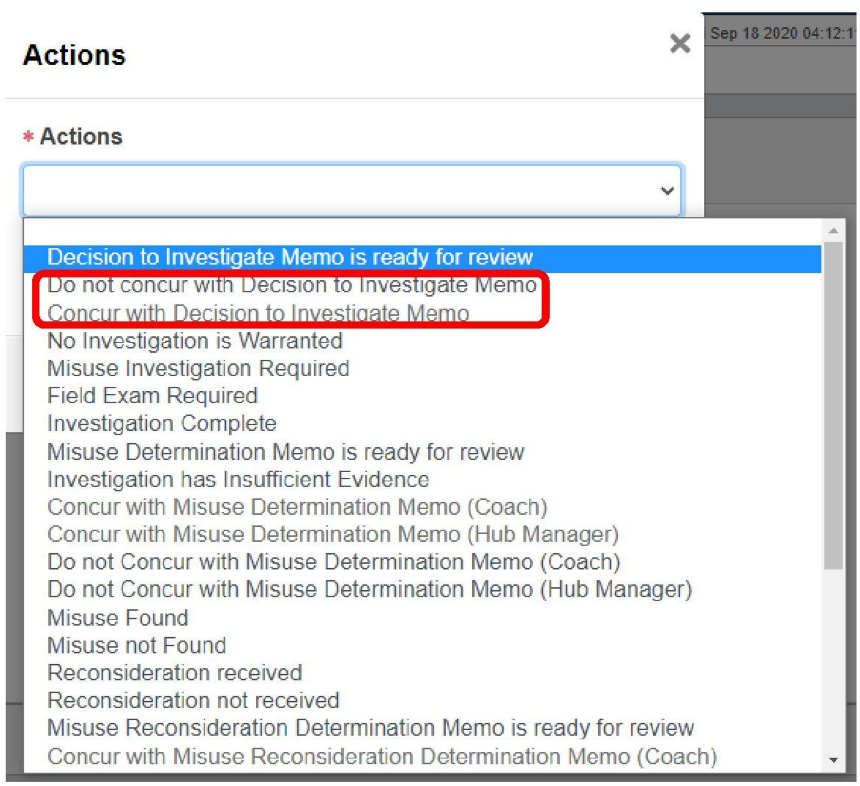
<td>

➢ This will advance the EP290 to **Allegation Pending Concur** suspense

</td>
</tr>
<tr>
<td>2. Non-concurrence actions</td>
<td>

➢ After reviewing the information, the Coach will select **Do not concur with Decision to Investigate Memo**, or **Concur with Decision to Investigate Memo**



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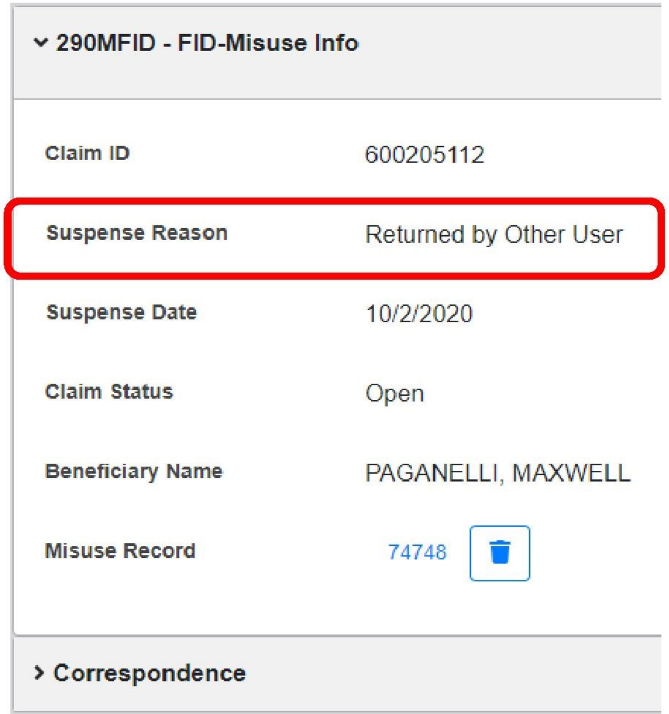
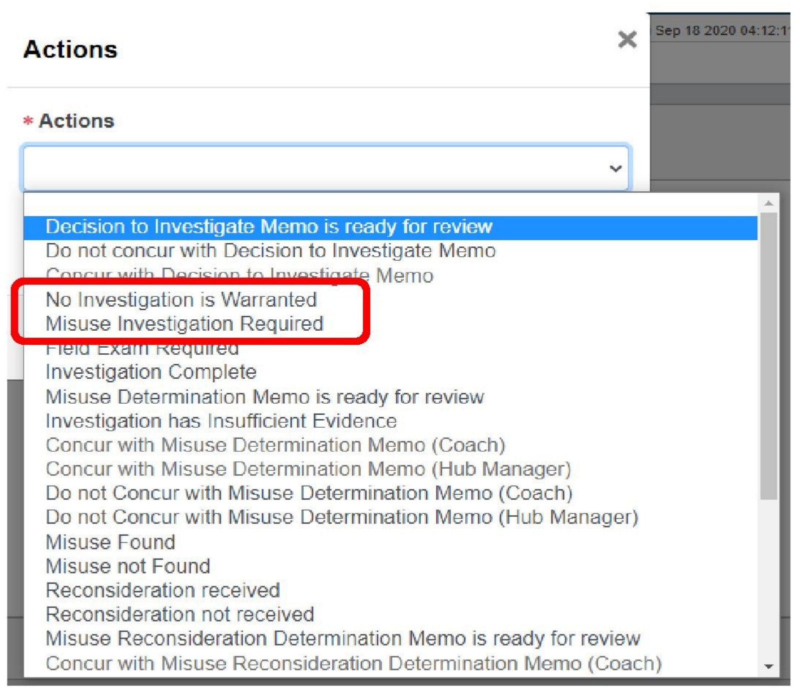
- If the Coach selects **Do Not Concur with Decision to Investigate Memo,** then the EP290 will be returned to the LIE for corrections and the suspense will be updated to **Returned by Other User**



</td>
</tr>
<tr>
<td>3. Concurrence actions</td>
<td>

- If the Coach selects **Concur with Decision to Investigate Memo**, then the EP290 will be returned to the LIE for admin actions
- The LIE selects the Actions dropdown and selects either **No Investigation is Warranted** or **Misuse Investigation Required**



- If the LIE selects **No Investigation is Warranted**, then this is the end of the EP290 Misuse process

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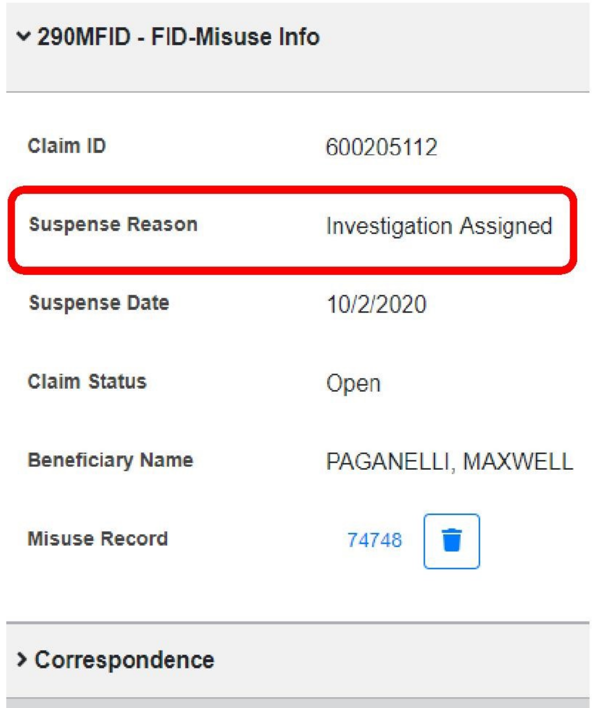
<table>
<tr>
<td>4. Misuse investigation initiated</td>
<td>

➢ If the LIE has selected **Misuse Investigation Required,** then the suspense updates to **Investigation Assigned**



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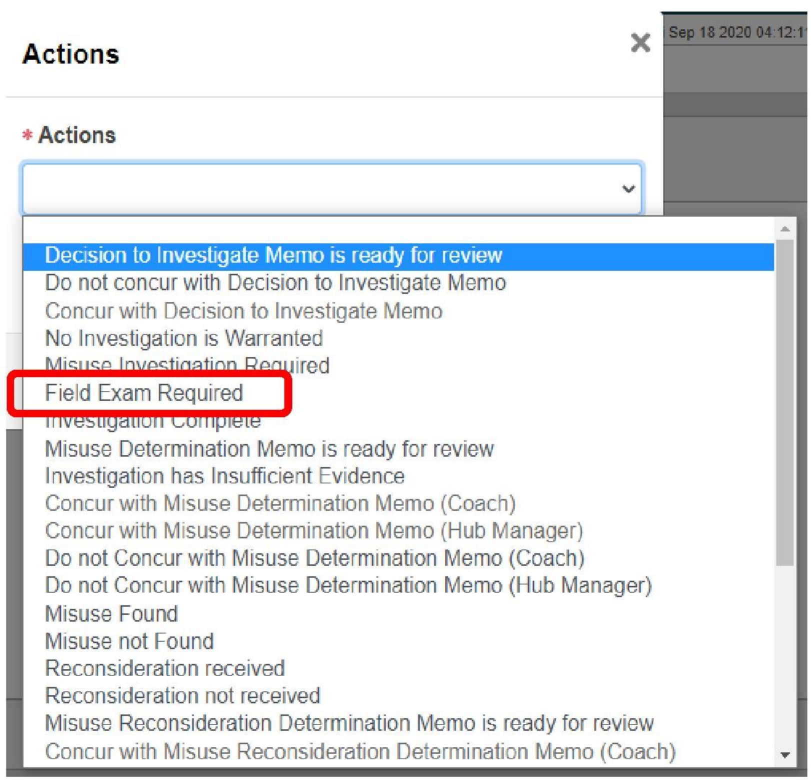
<tr>
<td>5. Field examination required</td>
<td>

➢ If a field exam is required, the LIE will select **Field Exam Required** from the **Actions** dropdown. The EP290 will be assigned to a Field Examiner based on fiduciary zip code



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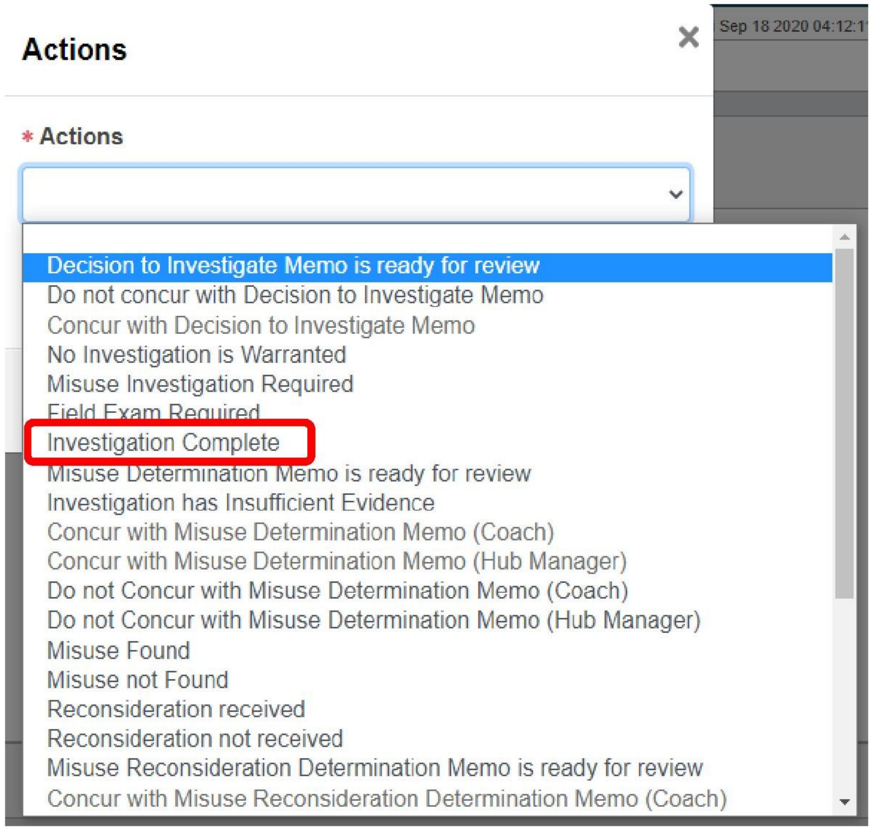
6. Field examination not required

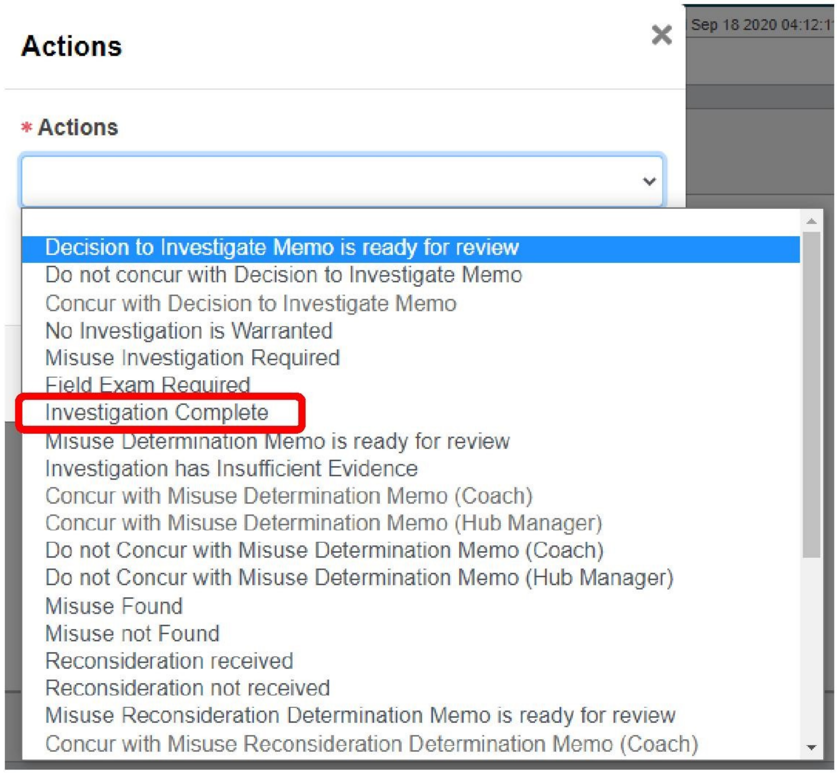
- If a field exam is not required, the LIE will select **Investigation Complete** from the **Actions** dropdown



- This will place the EP290 in **Investigation Complete** suspense. **The following 2 steps would then be skipped**

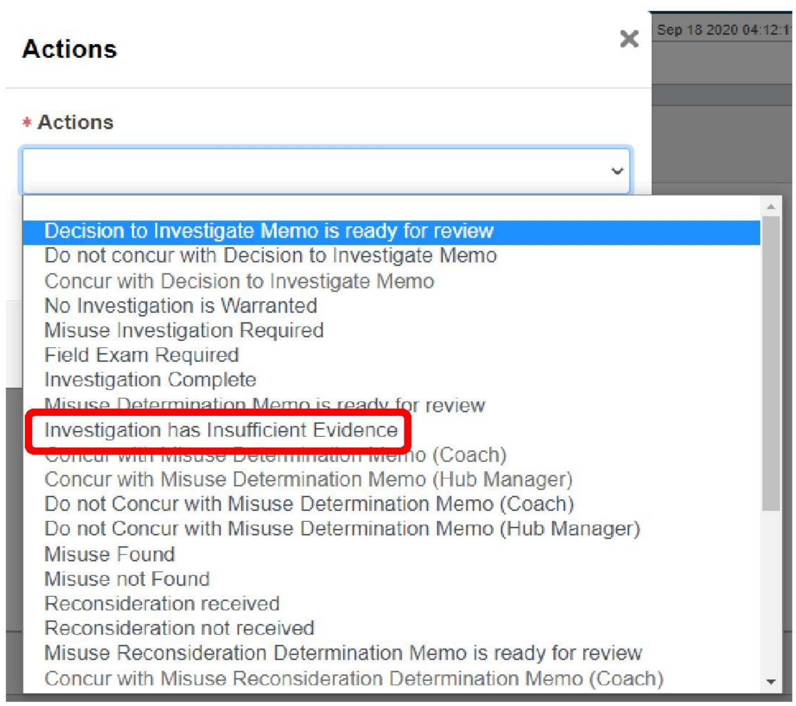
<table>
<tr>
<td>7. Investigation complete</td>
<td>

➢ Once the field exam and all associated actions are completed, the Field Examiner will select **Investigation Complete** from the **Actions** dropdown to advance the EP290 to **Investigation Complete** suspense. The EP290 will then be routed back to the originating LIE



</td>
</tr>
<tr>
<td>8. Investigation with insufficient evidence</td>
<td>

➢ The LIE will review the field exam documents to ensure they have everything they need. If they do not, they will select **Investigation has Insufficient Evidence** from the **Actions** dropdown



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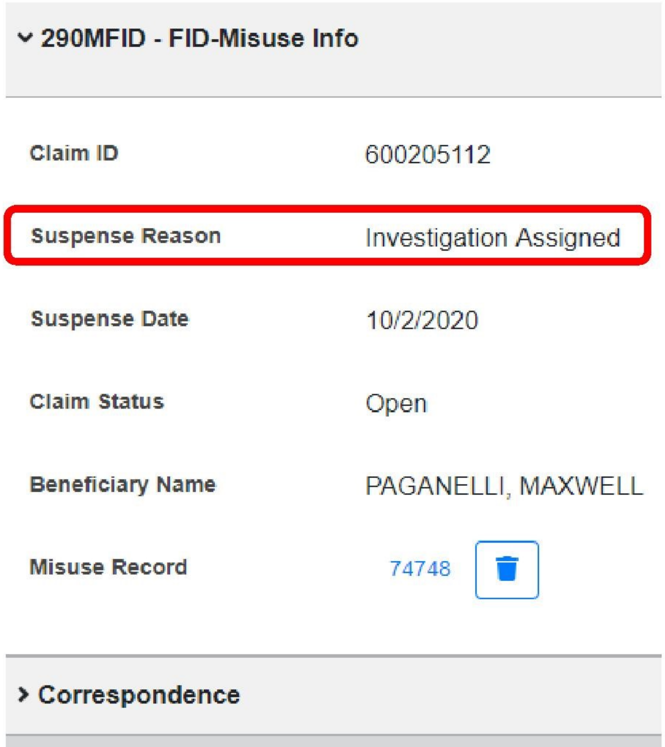
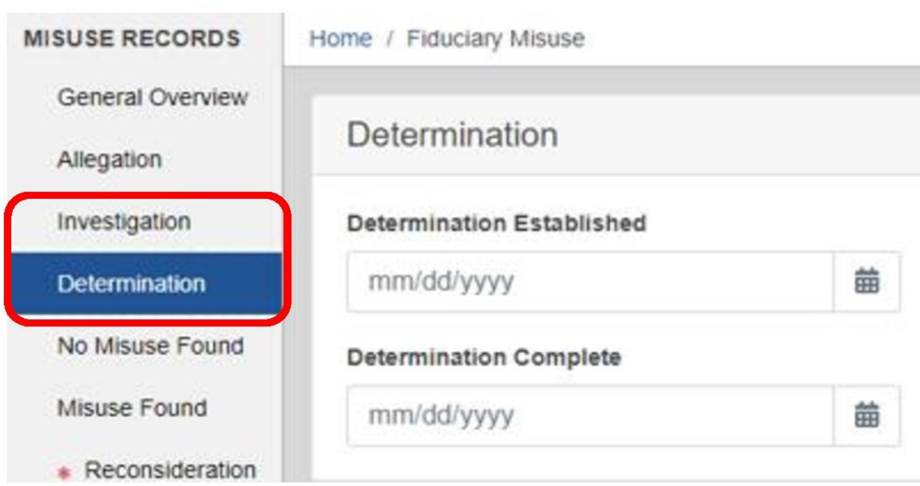
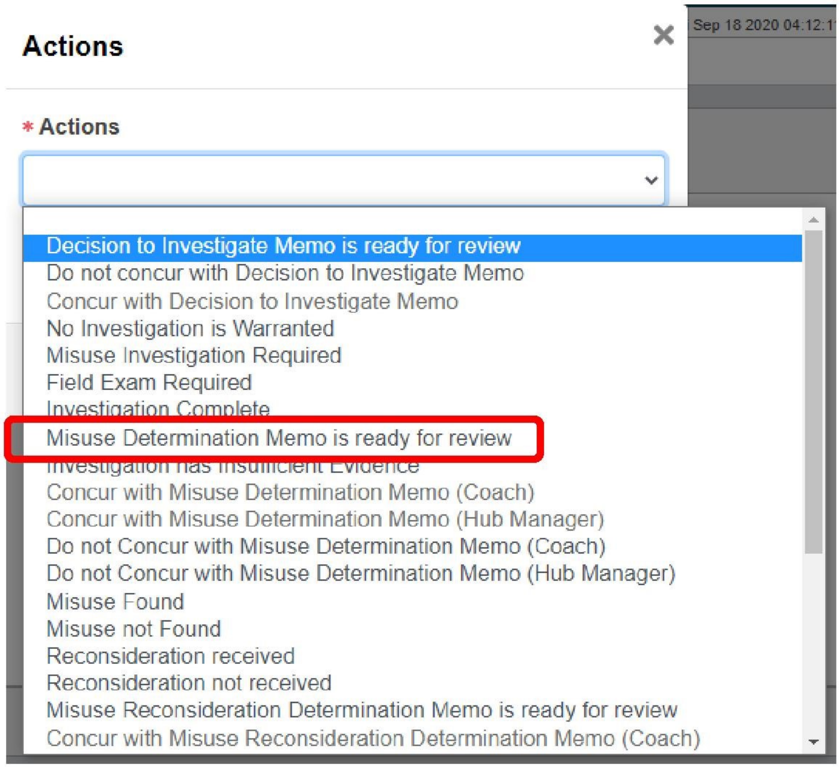
	➢ This will place the EP290 back into **Investigation Assigned** suspense and return the EP290 to the Field Examiner to complete additional actions 
9. Misuse investigation report and misuse determination memo	➢ Once the LIE has everything that they need from the FE, the LIE will complete the **misuse investigation report** and **misuse determination memo** ➢ The LIE will complete the **Investigation** and **Determination** sections of the Misuse Record 

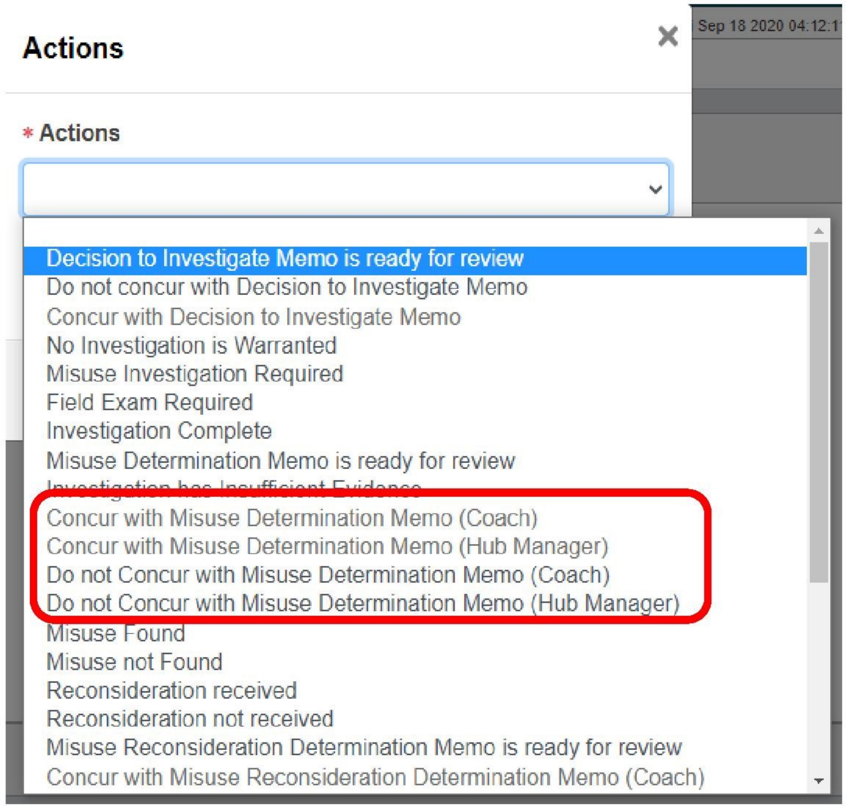
➢ The LIE will select **Misuse Determination Memo is ready for review** from the **Actions** dropdown menu



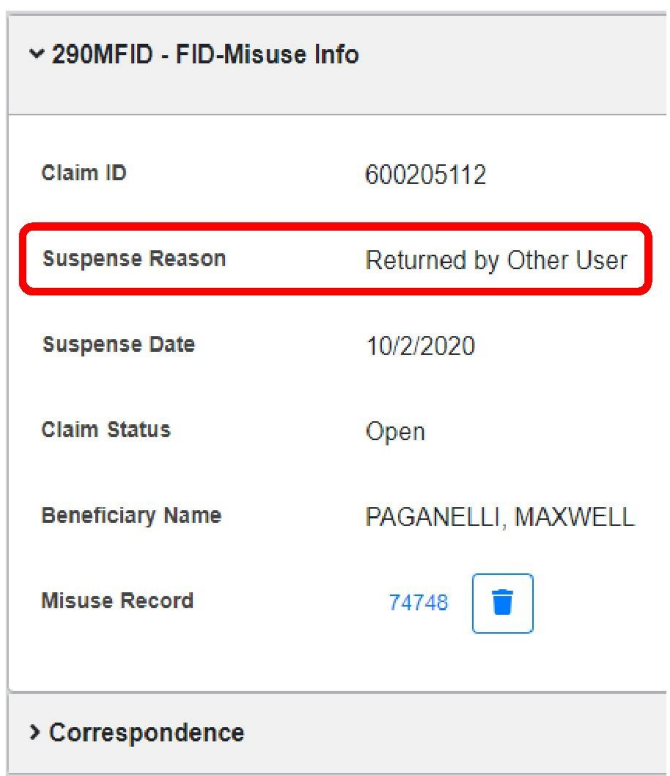
➢ This will advance the EP290 to **Determination Pending Concur** suspense and route the EP290 to the Misuse Coach and Fiduciary Hub Manager (FHM) for review and concurrence

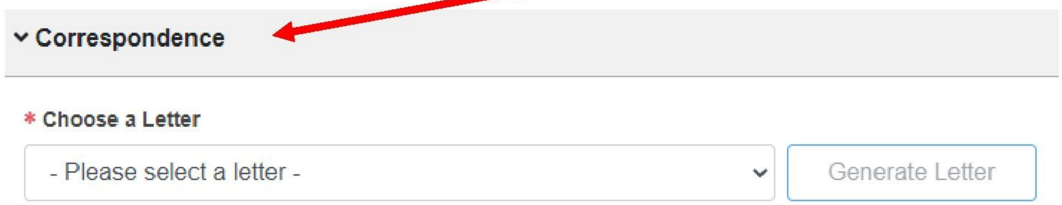
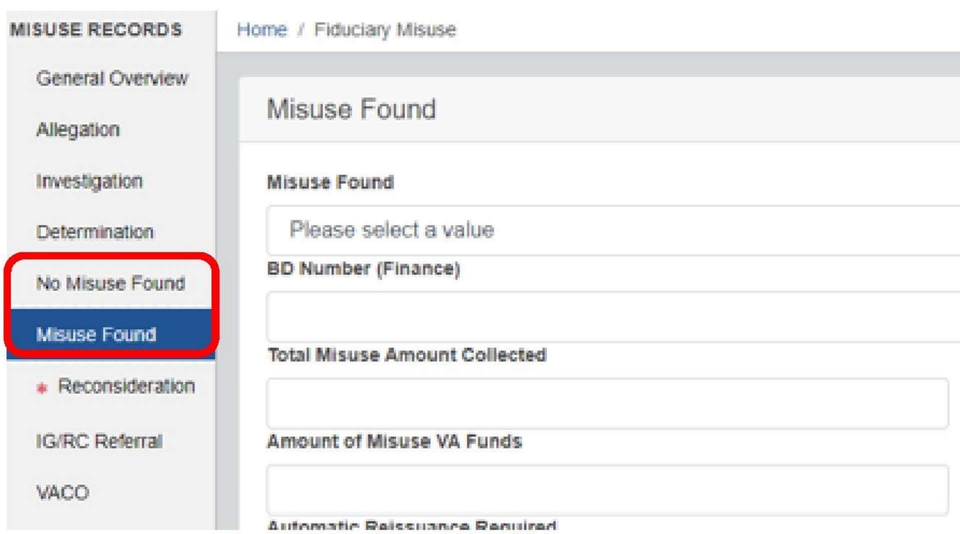
10. Management concurrence

- If either the Coach or FHM **non concur** they will select the appropriate action dropdown and the EP will be routed back to the LIE for correction



- The EP290 will be placed in **Returned by Other User** suspense



	➢ If either the Coach or FHM **concur**, they will select the appropriate action dropdown and the EP will be routed back to the LIE for further administrative actions ➢ This will place the EP290 in **Determination Signed** suspense and return the EP290 to the LIE for admin actions
11. Correspondence	➢ The LIE sends all relevant correspondence using the **Correspondence** tab and dropdown menu 
12. Misuse found/not found	➢ The LIE will populate the **No Misuse Found** or **Misuse Found** sections of the Misuse Record, as applicable 

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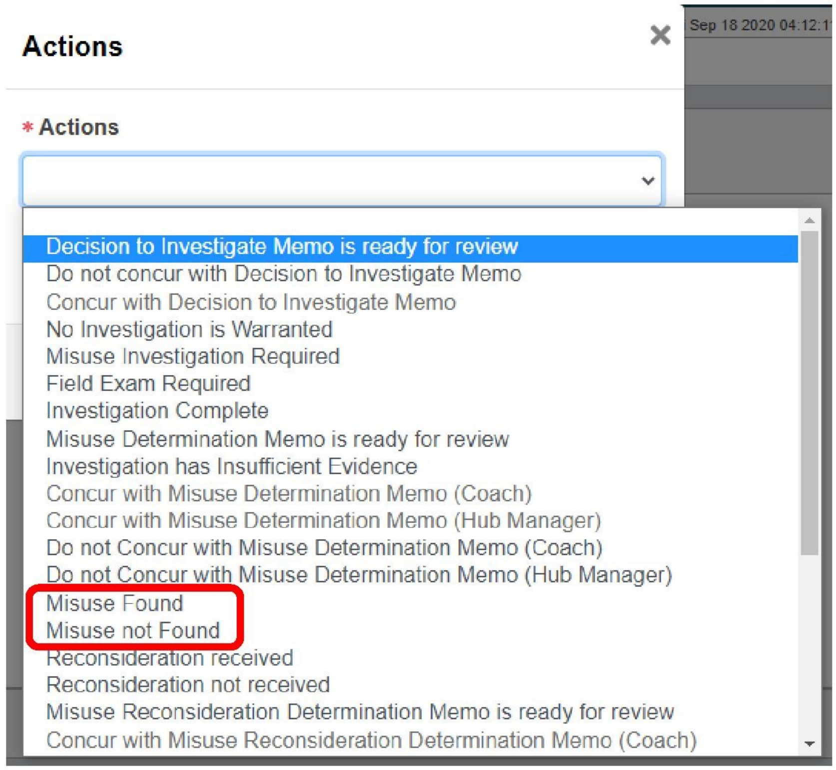
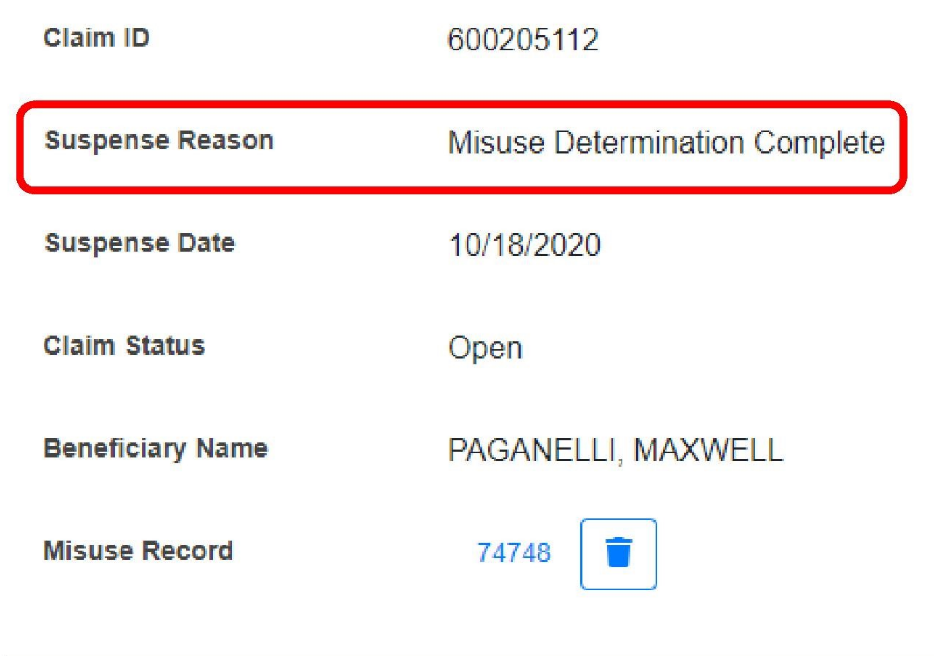
➢ The LIE will select either **Misuse Found** or **Misuse not Found** from the **Actions** dropdown depending on the results of the misuse investigation



➢ If the LIE selects **Misuse not Found**, this is the end of the EP290 Misuse process.

</td>
</tr>
<tr>
<td>13. LIE confirms misuse found</td>
<td>

➢ If the LIE selects **Misuse Found,** then the EP290 stays pending in the **Misuse Determination Complete** suspense while the hub allows 30 days for the reconsideration period



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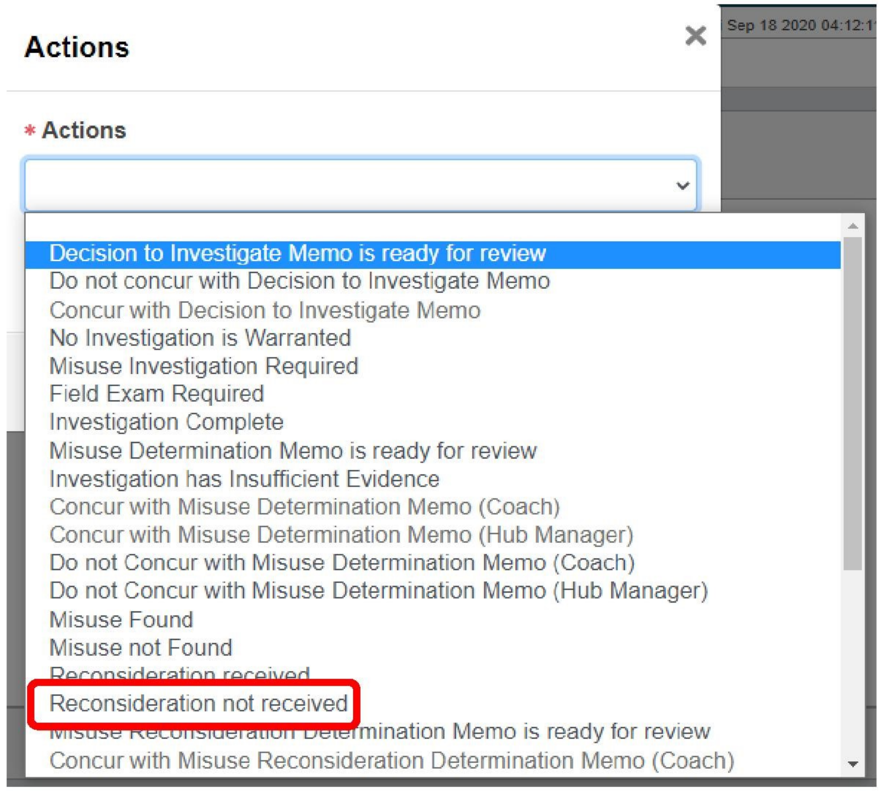
14. No reconsideration received

- If no reconsideration is received, the LIE selects **Reconsideration not received** from **Actions** dropdown



- This places the EP290 in **OIG Referral** suspense

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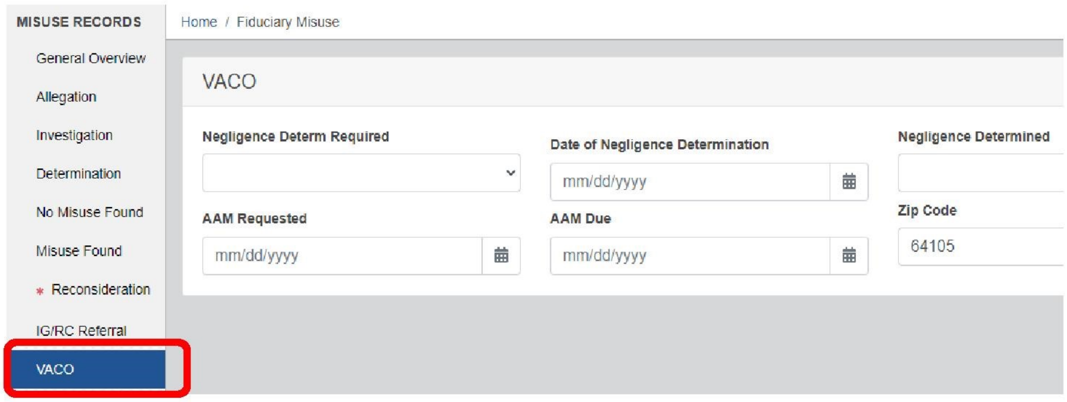
- ➢ VBMS-Fid auto establishes the **EP290 FID-Negligence Determination** and transfers it to P&F Service
- ➢ LIE will populate the **VACO** section of the Misuse Record



- ➢ The EP290 Misuse remains pending. This starts the 14-day OIG period. Please skip to **OIG Referral** step later for the remainder of the **No reconsideration received** workflow
- ➢ If a Reconsideration is received, please proceed to the next step.

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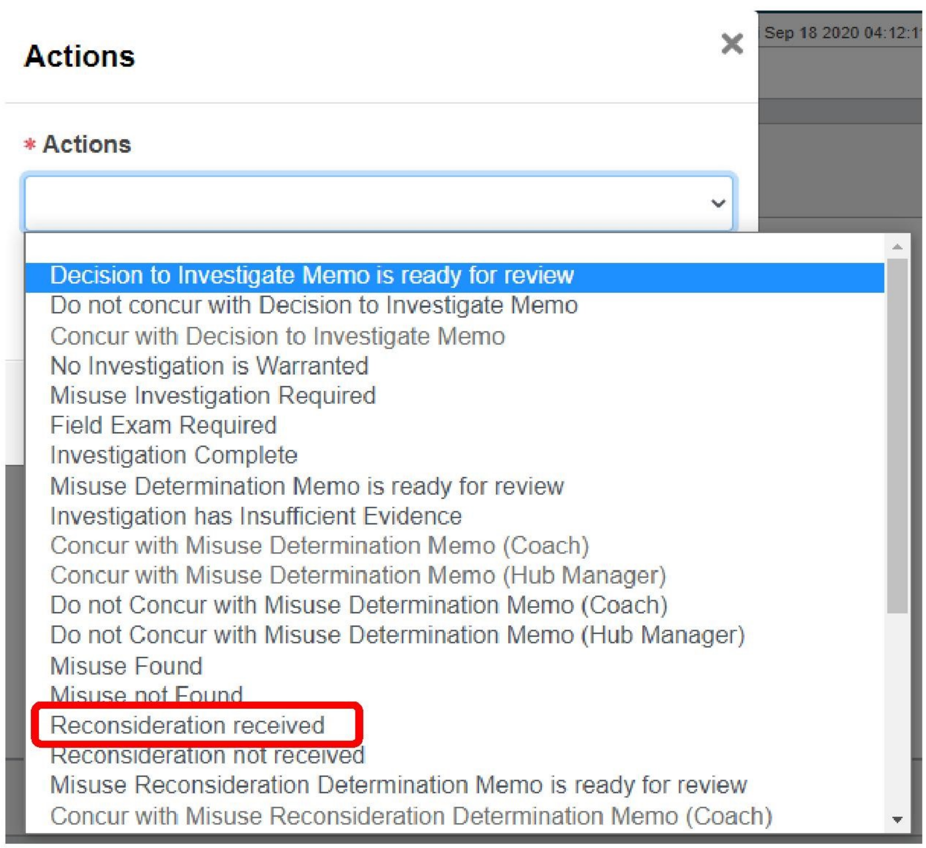
<td>15. Reconsideration received</td>
<td>

- ➢ If a reconsideration is received, LIE selects **Reconsideration received** from the **Actions** dropdown menu



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➢ This places the EP290 Misuse in the **Reconsideration Received** suspense

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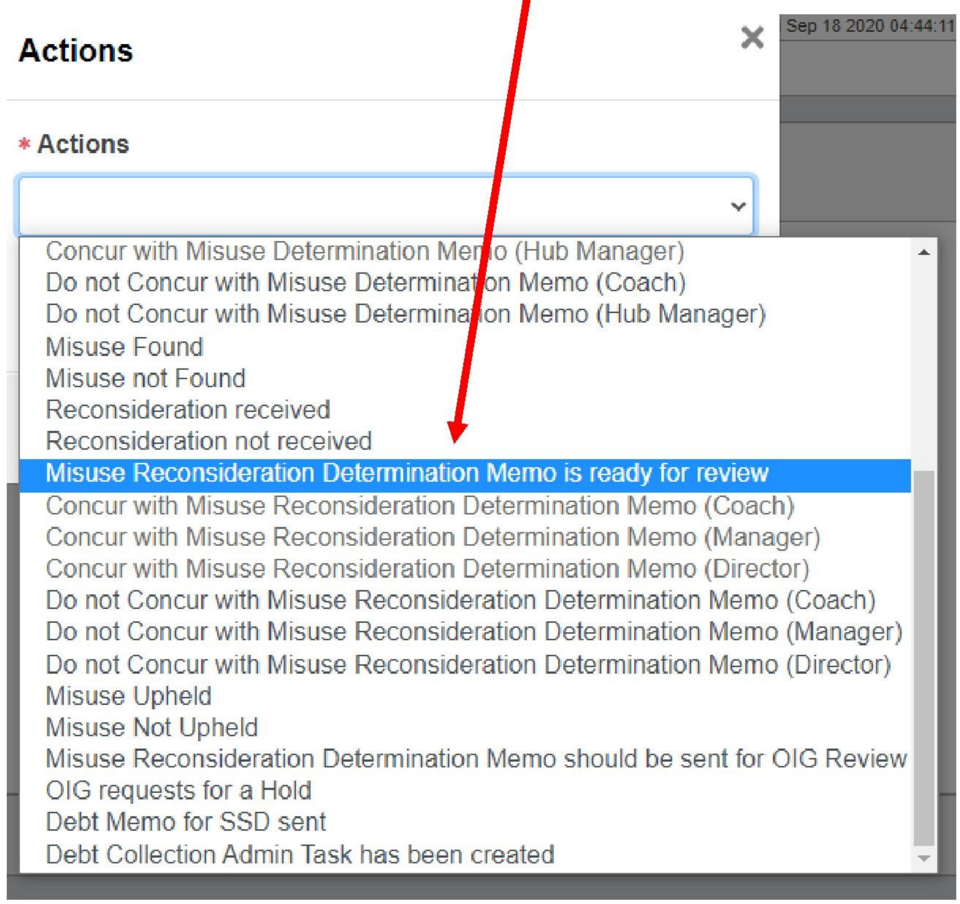
<tr>
<td>16. LIE completes Reconsideration Determination Memo</td>
<td>

➢ LIE completes the **Reconsideration Determination Memo** and selects **Misuse Reconsideration Determination Memo is ready for review** from the **Actions** dropdown



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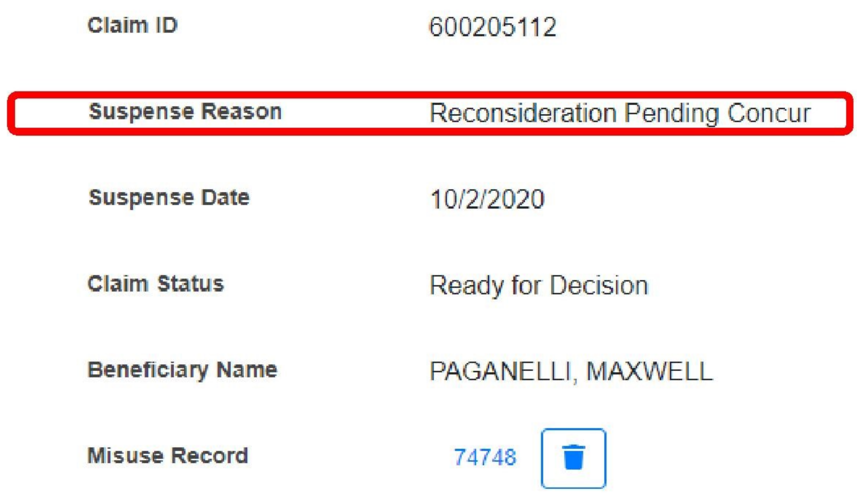
➢ This places the EP290 in **Reconsideration Pending Concur** suspense and assigns it to the misuse Coach for review and concurrence



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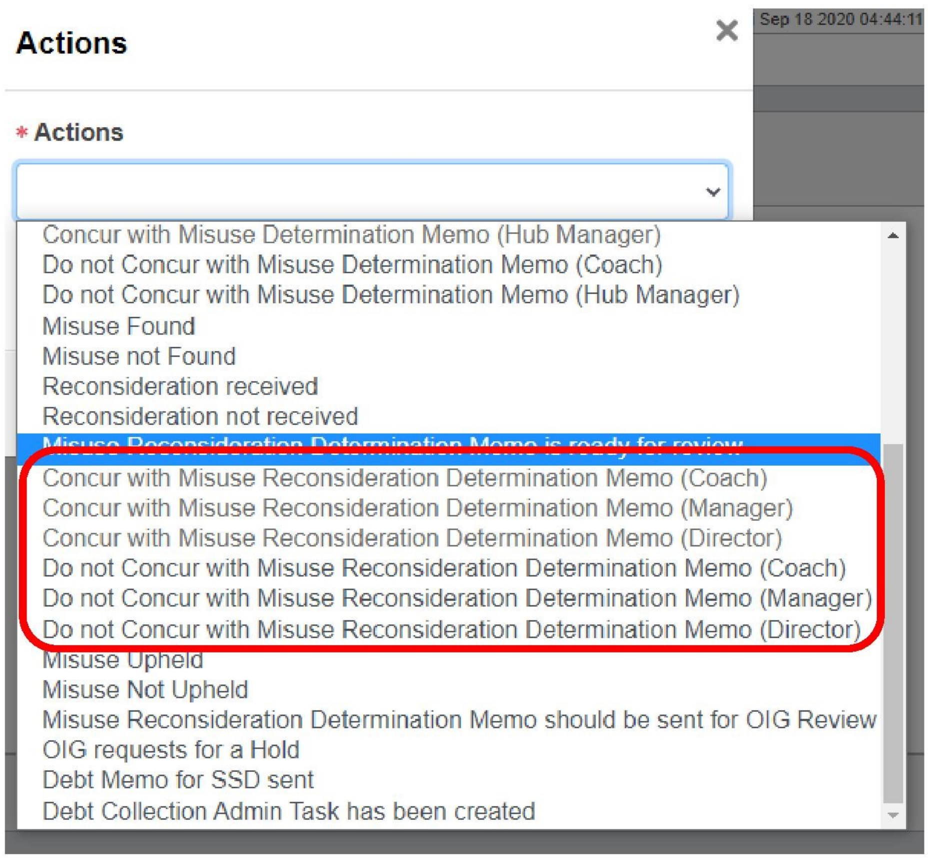
<tr>
<td>17. Management concurrence</td>
<td>

➢ The Coach, FHM, and RO Director must **ALL** concur and select the appropriate option from the **Actions** drop down. If not, the action will be placed in **Returned by Other User** suspense and routed back to the LIE for corrections



➢ Concurrence by all parties will place the suspense reason in the **Reconsideration Signed** status.

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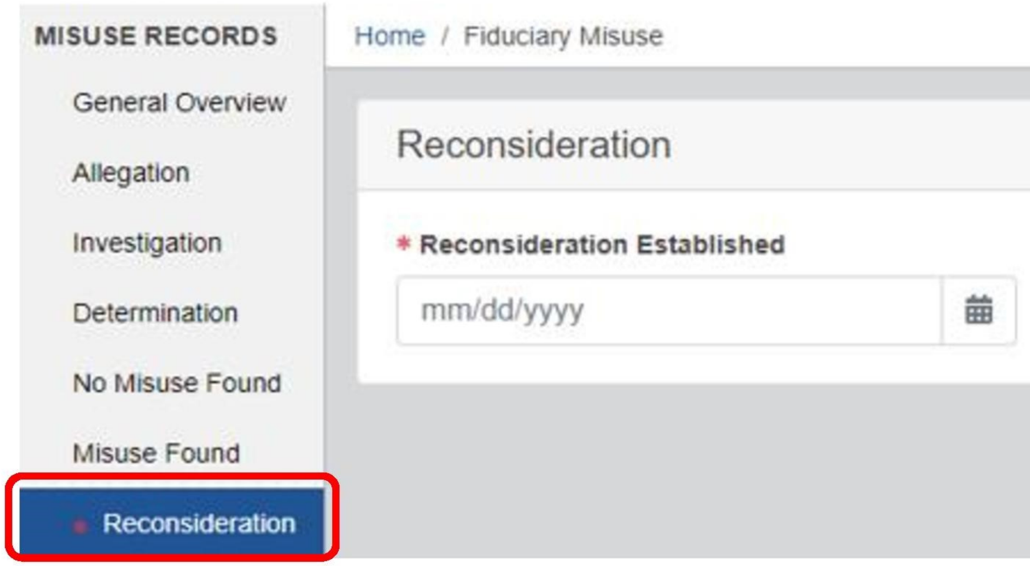
<td>18. Finalizing the reconsideration</td>
<td>

- LIE sends all relevant correspondence using the correspondence drop-down menu
- LIE populates the **Reconsideration** section of the Misuse Record



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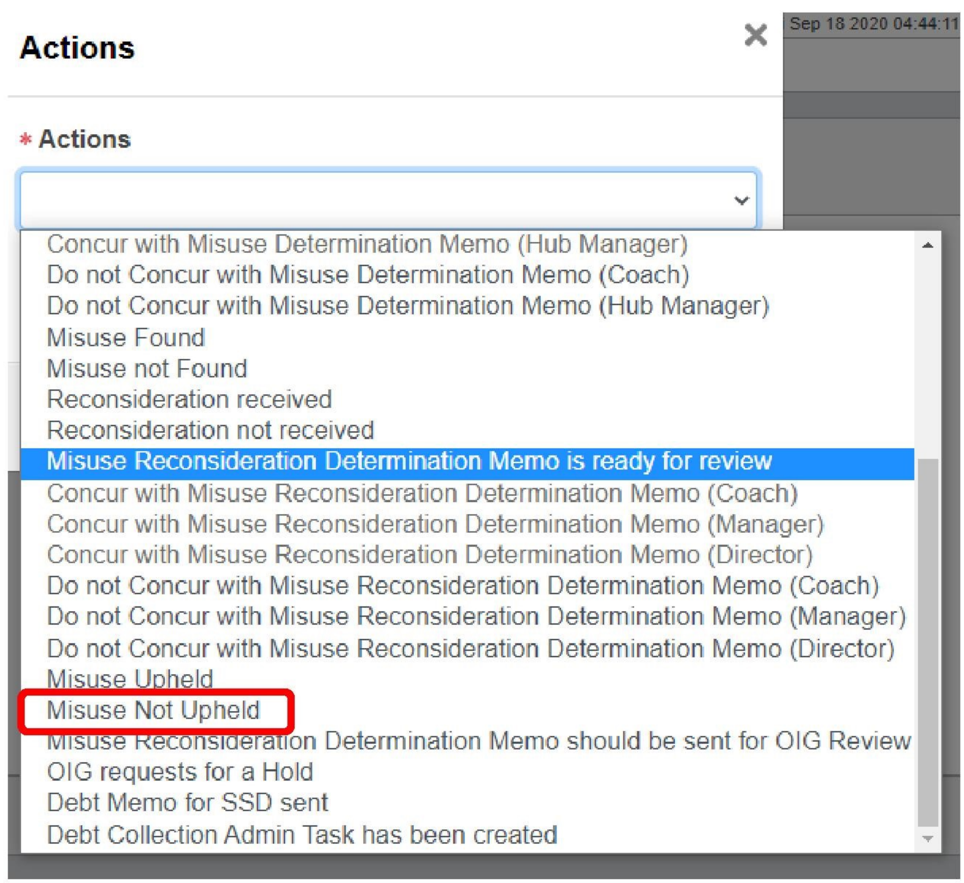
<tr>
<td>19. Misuse not upheld</td>
<td>

- If Misuse was not upheld, then the LIE should select **Misuse Not Upheld** from the **Actions** dropdown menu



- This ends the EP290 Misuse process

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<tr>
<td>20. Misuse upheld</td>
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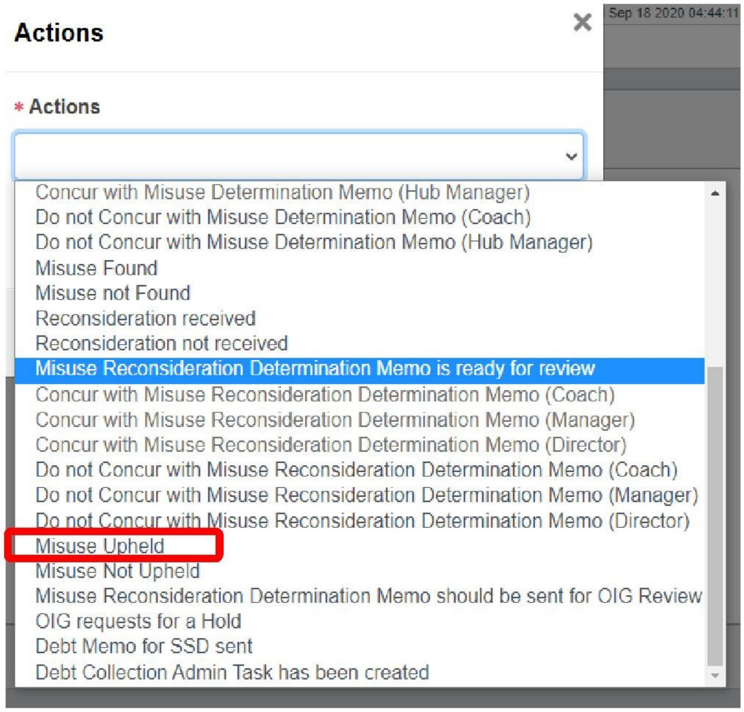
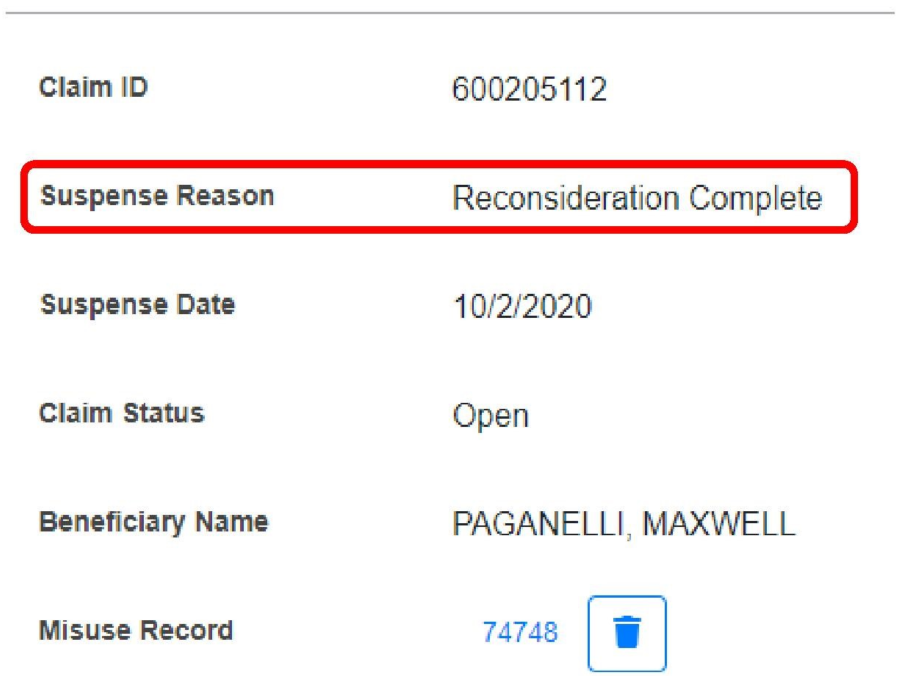
- If Misuse was upheld, the LIE should select **Misuse Upheld** from the **Actions** dropdown



- The suspense will be placed in the **Reconsideration Complete** suspense



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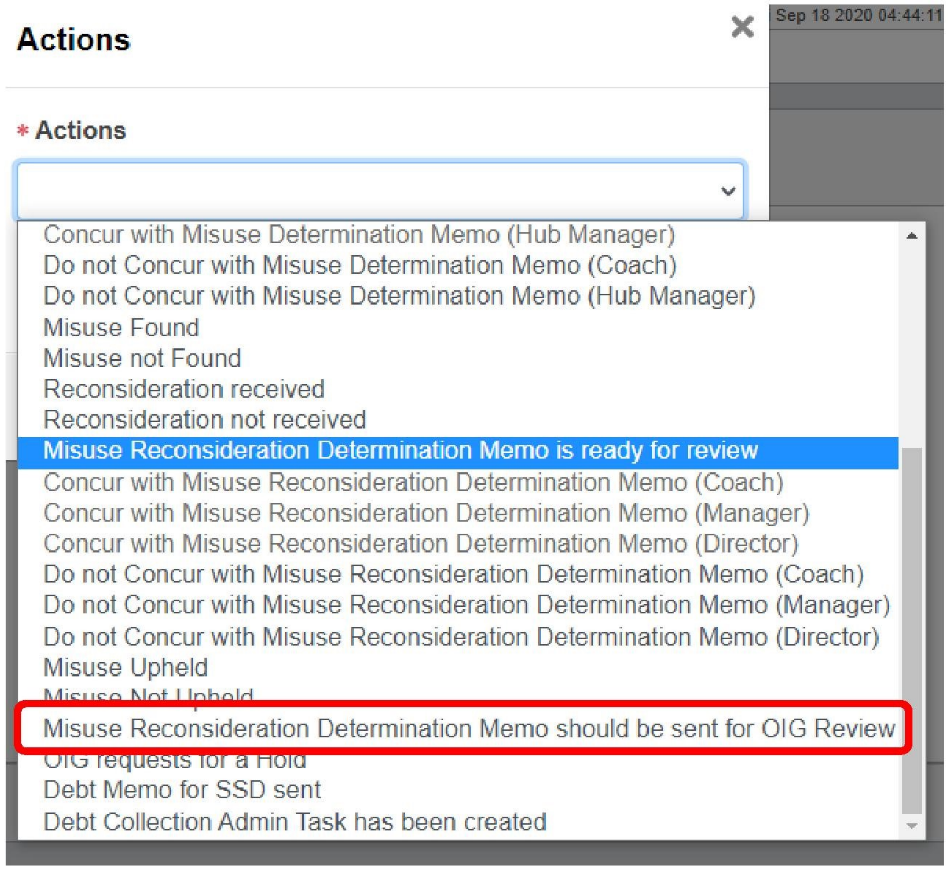
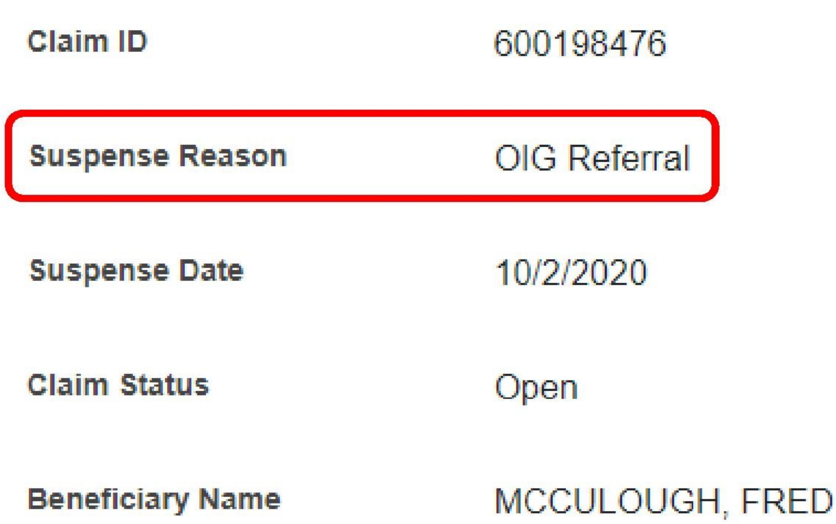
21. Misuse reconsiderations sent for OIG review

- LIE will select **Misuse Reconsideration Determination Memo should be Sent for OIG Review** from the **Actions** dropdown

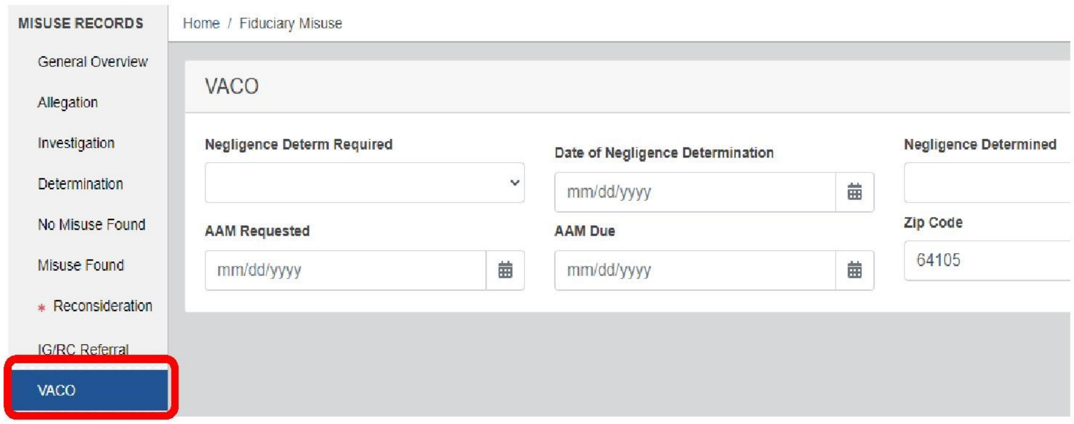


- The suspense will be placed in the **OIG Referral** suspense



- VBMS-Fid will auto establish the **EP290 FID-Negligence Determination** and transfer it to P&F Service

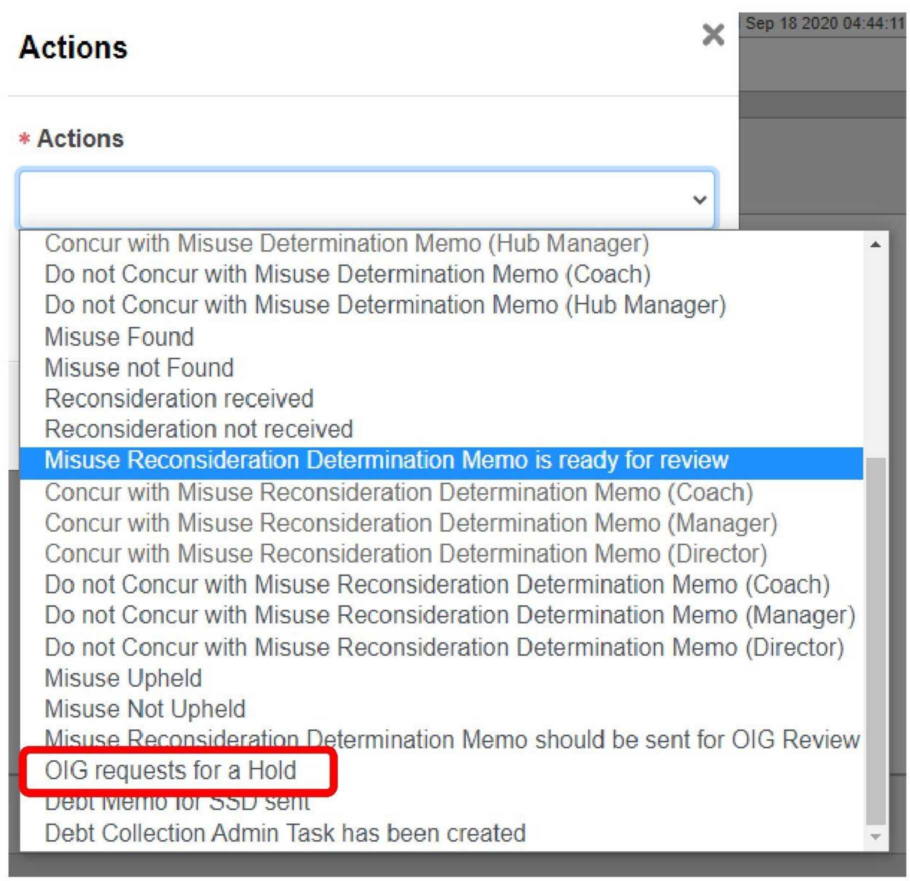
- The LIE will populate the **VACO** section of the Misuse Record



- The EP290 Misuse will remain **pending**. This starts the 14-day OIG period

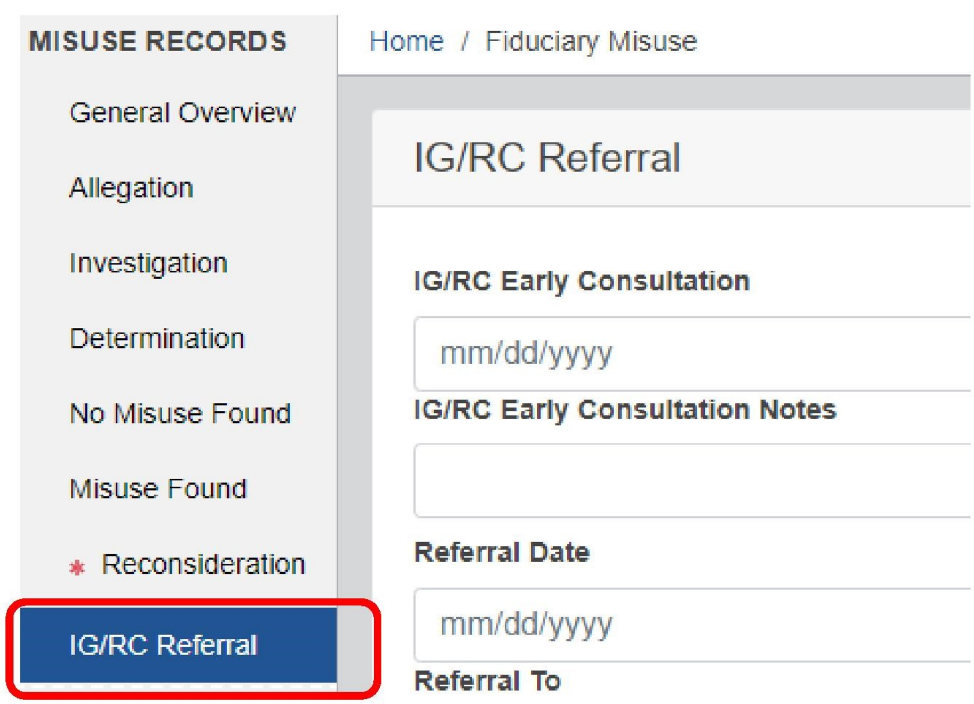
22. OIG referral

- If OIG requests a hold, the LIE should select **OIG requests for a Hold** from the **Actions** dropdown menu



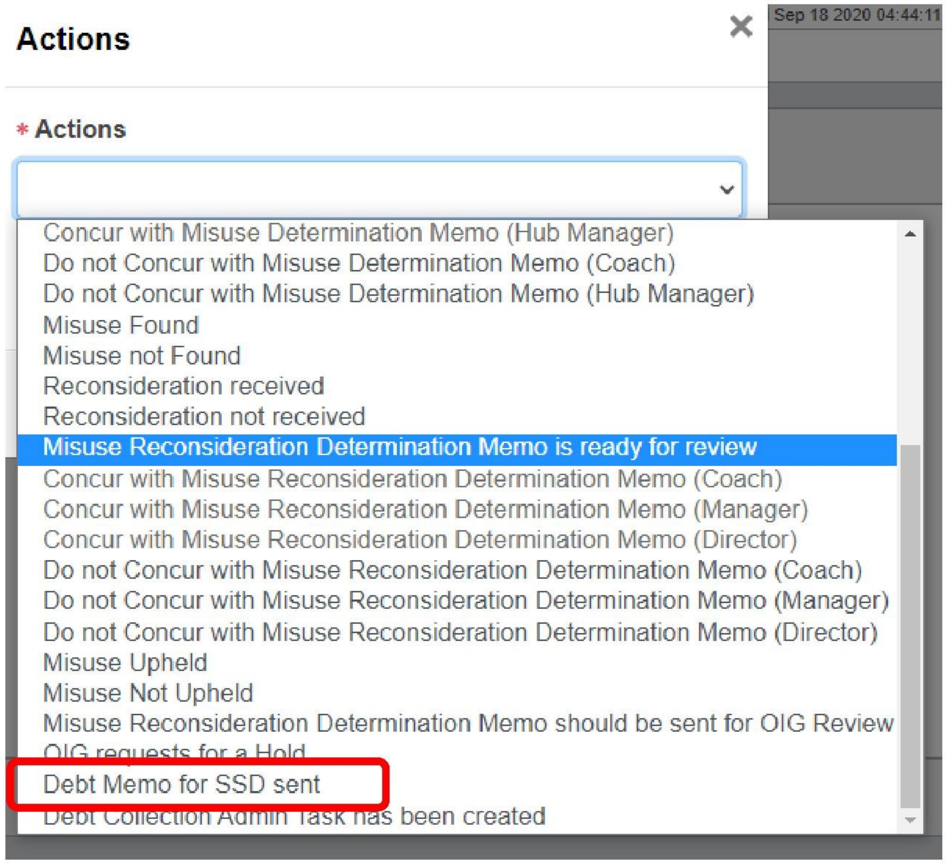
- The EP290 will be placed in the **OIG Hold** suspense. The EP290 Misuse will remain pending in this suspense until further guidance is received from OIG

- Miscellaneous diaries will be established at 30-day intervals to control for OIG responses
- LIE will record all relevant information in **the IG/RC Referral** section of the Misuse Record



<table>
<tr>
<td>23. OIG does not respond</td>
<td>

- If OIG does not respond, does not request a hold, or instructs VA to collect on debt, then LIE will perform debt collection admin actions and send a debt memo to finance to establish a debt. The LIE will select **Debt Memo for SSD sent** from the **Actions** dropdown menu



- The EP290 will be placed in the **Debt Collection** suspense

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<tr>
<td>24. Debt collection</td>
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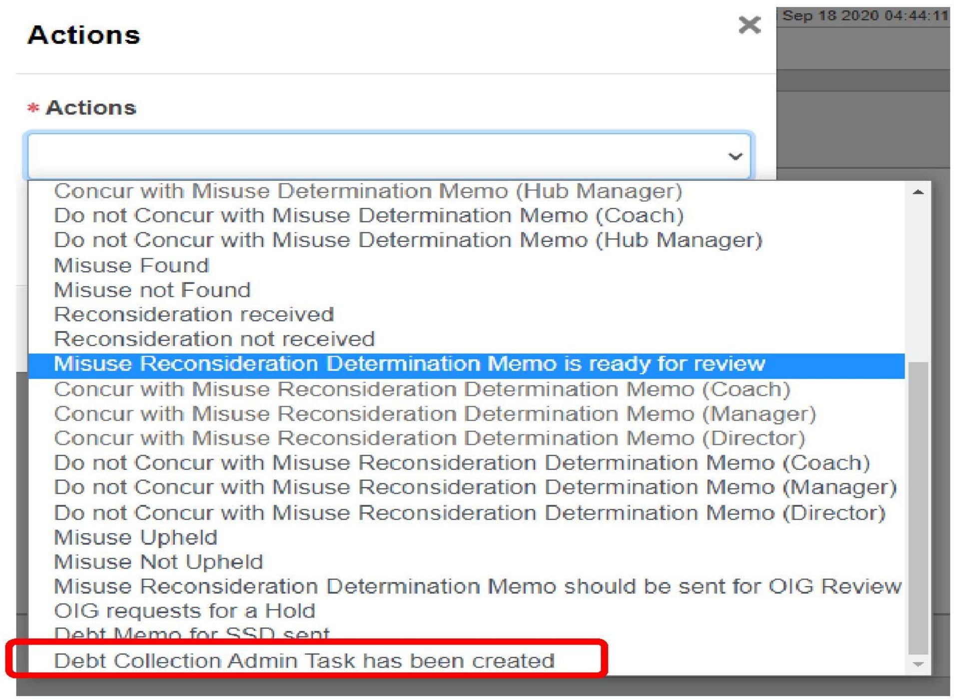
➢ Hub receives notification from finance that the debt has been established. The LIE will create a debt collection task and select **Debt Collection Admin Task has been created** from the **Actions** dropdown menu



➢ This is the end of the EP290 Misuse process

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VBMS-Fiduciary
Updating and Maintaining a Beneficiary Record

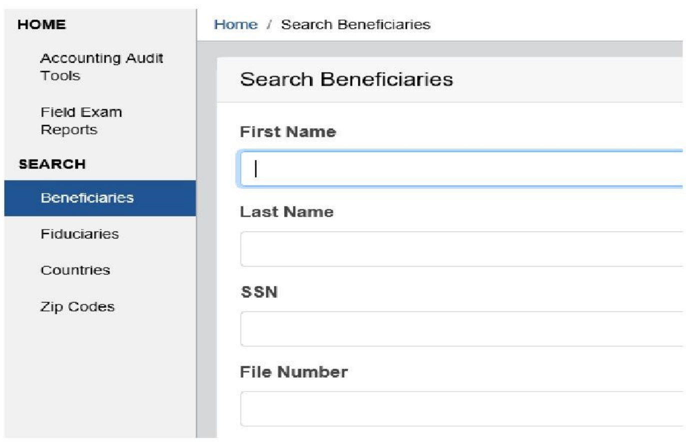
INSTRUCTIONS FOR LEGAL INSTRUMENTS EXAMINERS (LIEs)

PURPOSE: To assist users with updating Beneficiary & Fiduciary Profiles and establishing End Products (EPs).

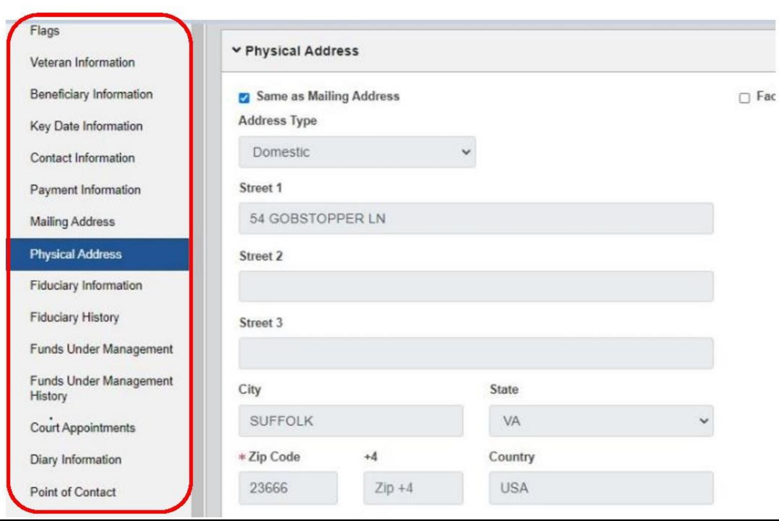
DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

**Ensure user has completed a Beneficiary search from Home screen and selected desired profile prior to onset of instructions below. **



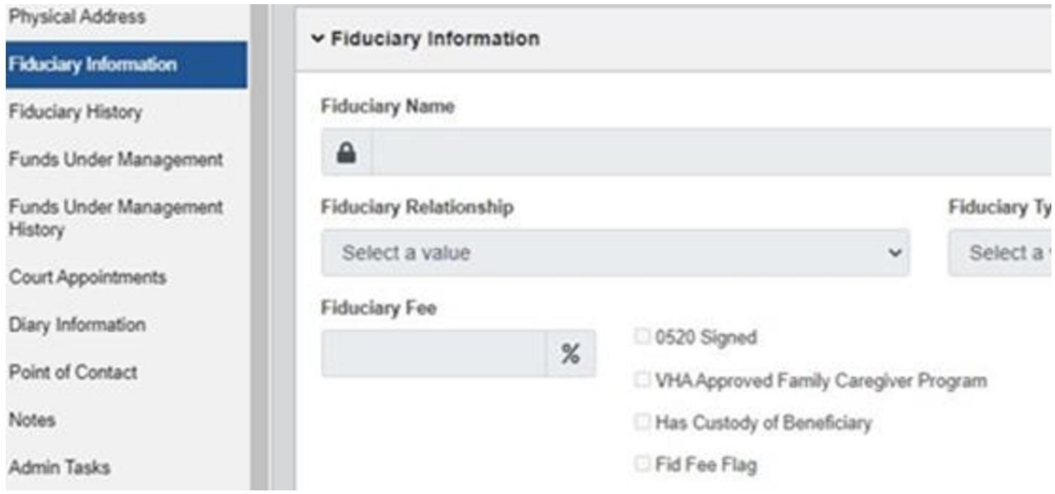
STEPS	ACTIONS
1. Updating a beneficiary profile	➢ To update a Beneficiary Profile, select **View** ✓ Users can edit flags and establish dual payees, edit veteran and beneficiary information, update key dates and contact information, payment information, mailing information and physical address



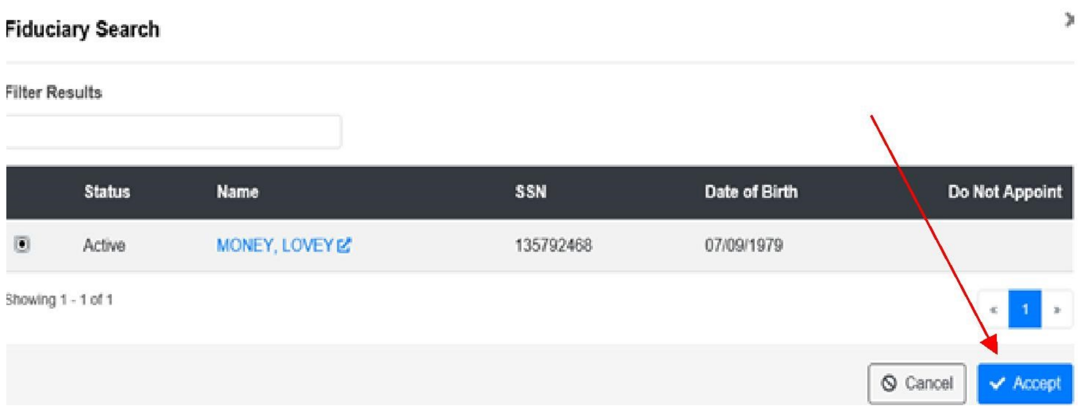
<table>
<tr><td></td><td></td></tr>
<tr><td>2. Associating a fiduciary profile to a beneficiary</td><td>

➢ Within the **View** screen in the left-hand banner, there will be an option to edit **Fiduciary Information**

✓ The **Fiduciary Information** screen will display all information about the Fiduciary associated with a Beneficiary



✓ To associate a Fiduciary, select the **Search** function and choose an active Fiduciary from the list, then select **Accept** to complete the association



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<tr><td>3. Establishing EPs</td><td>

➢ EPs can be established from the **Beneficiary Information** tab of the Beneficiary Profile

✓ On the Fiduciary Manager Home screen users must search for a Beneficiary record

✓ From the results of the search, the **View** option must be selected for the Beneficiary

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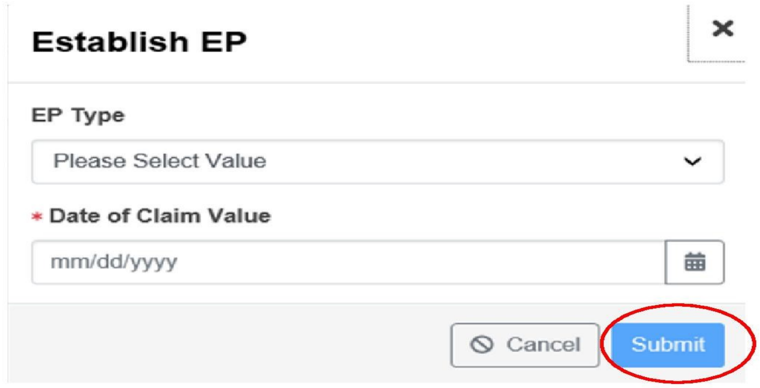
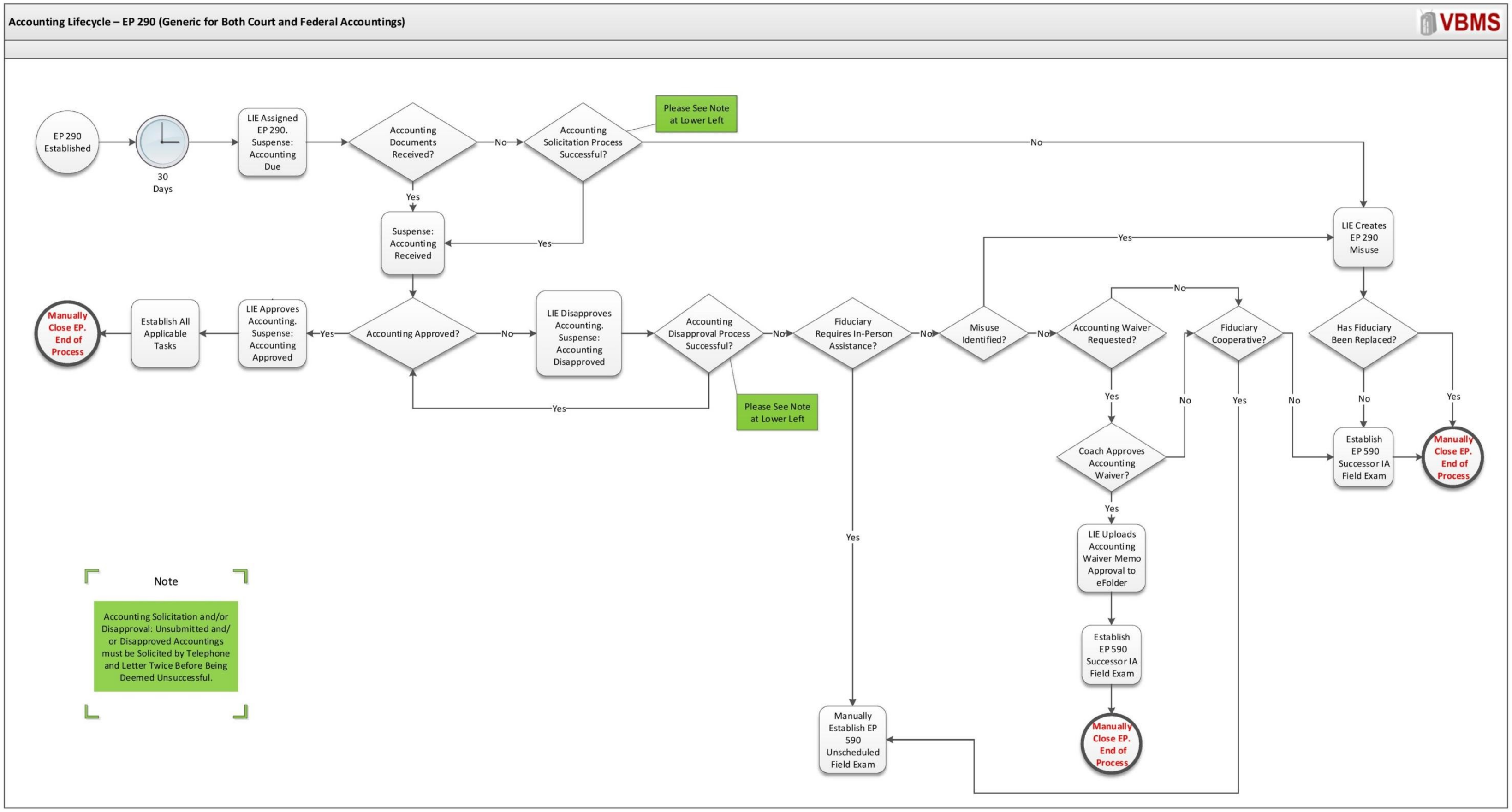
- ✓ On the Beneficiary Information tab, the user must select **Establish EP**

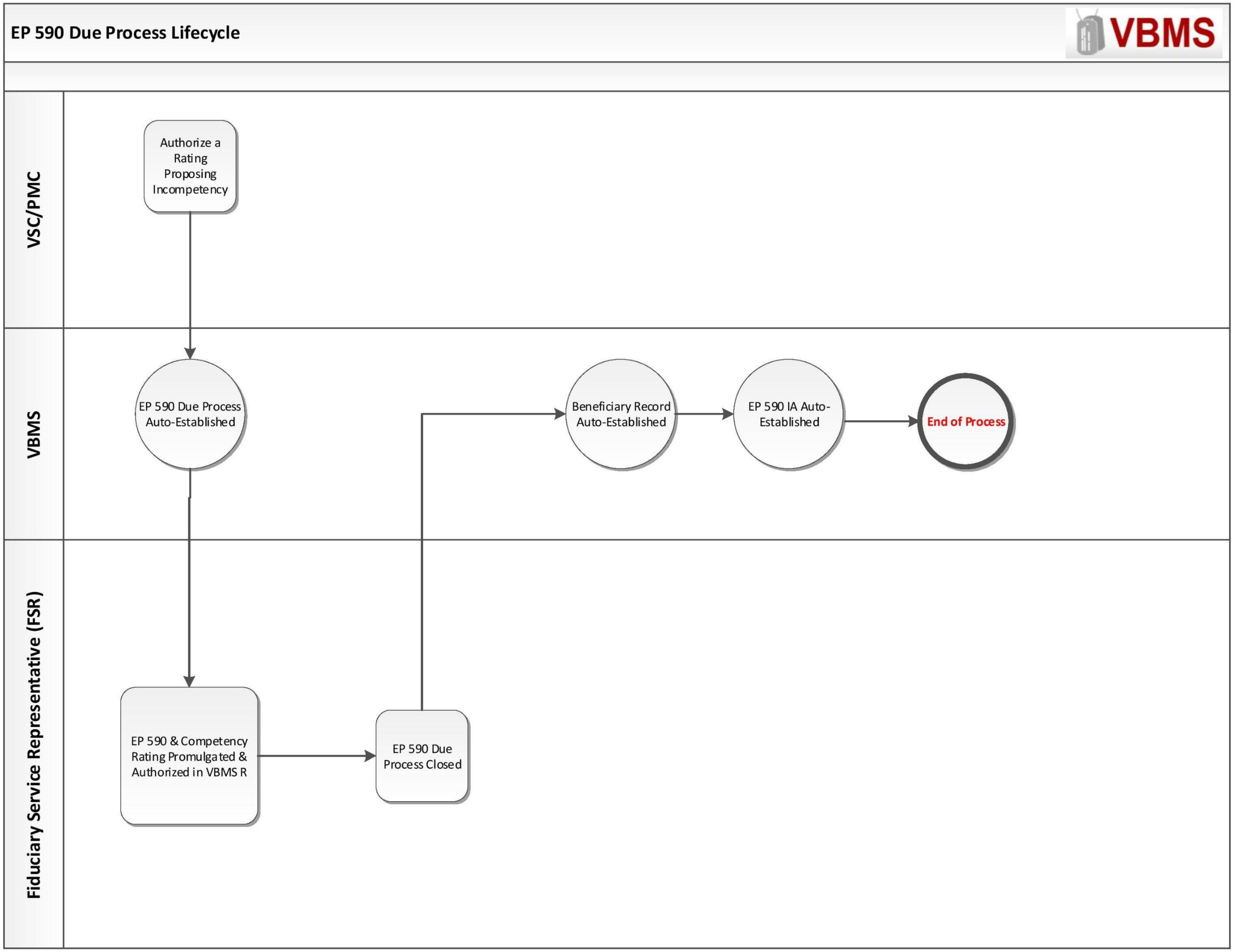
- ✓ The Establish EP window will pop up. Populate fields and hit **Submit**





Accounting Lifecycle – EP 290 (Generic for Both Court and Federal Accountings)
VBMS
EP 290 Established
30 Days
LIE Assigned EP 290. Suspense: Accounting Due
Accounting Documents Received?
No
Accounting Solicitation Process Successful?
Please See Note at Lower Left
No
Yes
Suspense: Accounting Received
Yes
LIE Creates EP 290 Misuse
Yes
Manually Close EP. End of Process
Establish All Applicable Tasks
LIE Approves Accounting. Suspense: Accounting Approved
Yes
Accounting Approved?
No
LIE Disapproves Accounting. Suspense: Accounting Disapproved
Accounting Disapproval Process Successful?
No
Fiduciary Requires In-Person Assistance?
No
Misuse Identified?
No
Accounting Waiver Requested?
No
Fiduciary Cooperative?
Has Fiduciary Been Replaced?
Yes
Please See Note at Lower Left
Yes
No
Yes
No
No
Yes
Coach Approves Accounting Waiver?
Establish EP 590 Successor IA Field Exam
Manually Close EP. End of Process
Yes
LIE Uploads Accounting Waiver Memo Approval to eFolder
Establish EP 590 Successor IA Field Exam
Manually Close EP. End of Process
Yes
Manually Establish EP 590 Unscheduled Field Exam
Note
Accounting Solicitation and/or Disapproval: Unsubmitted and/ or Disapproved Accountings must be Solicited by Telephone and Letter Twice Before Being Deemed Unsuccessful.

>



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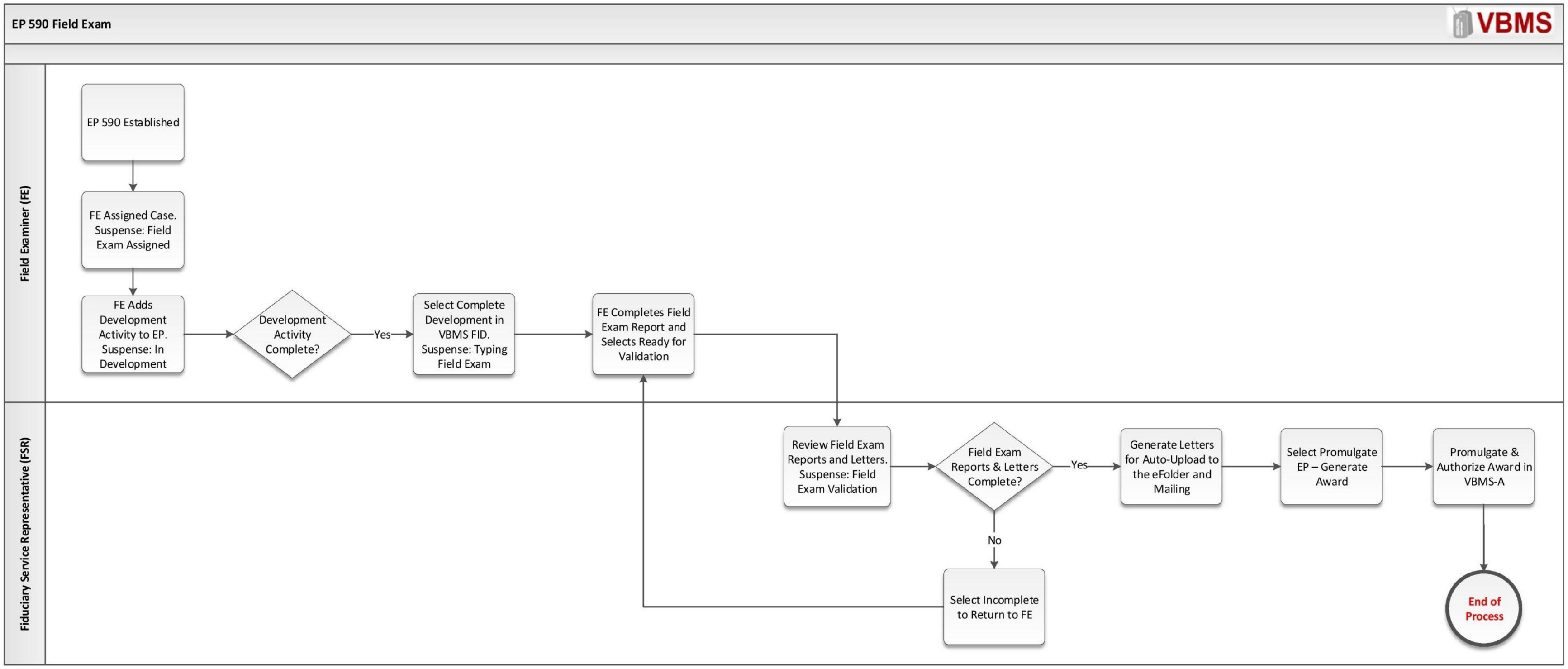

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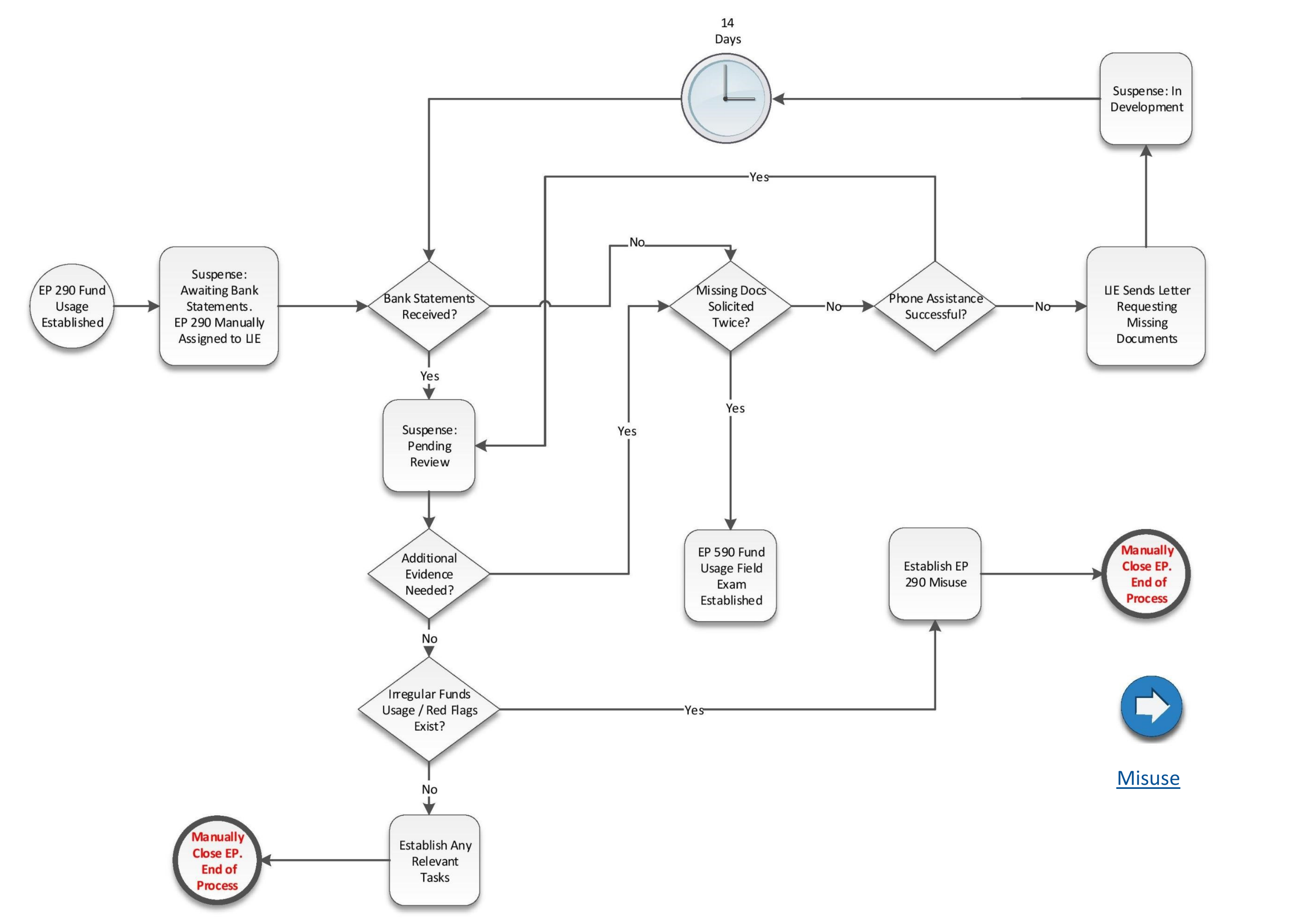
EP 290 Fund Usage Review



Misuse

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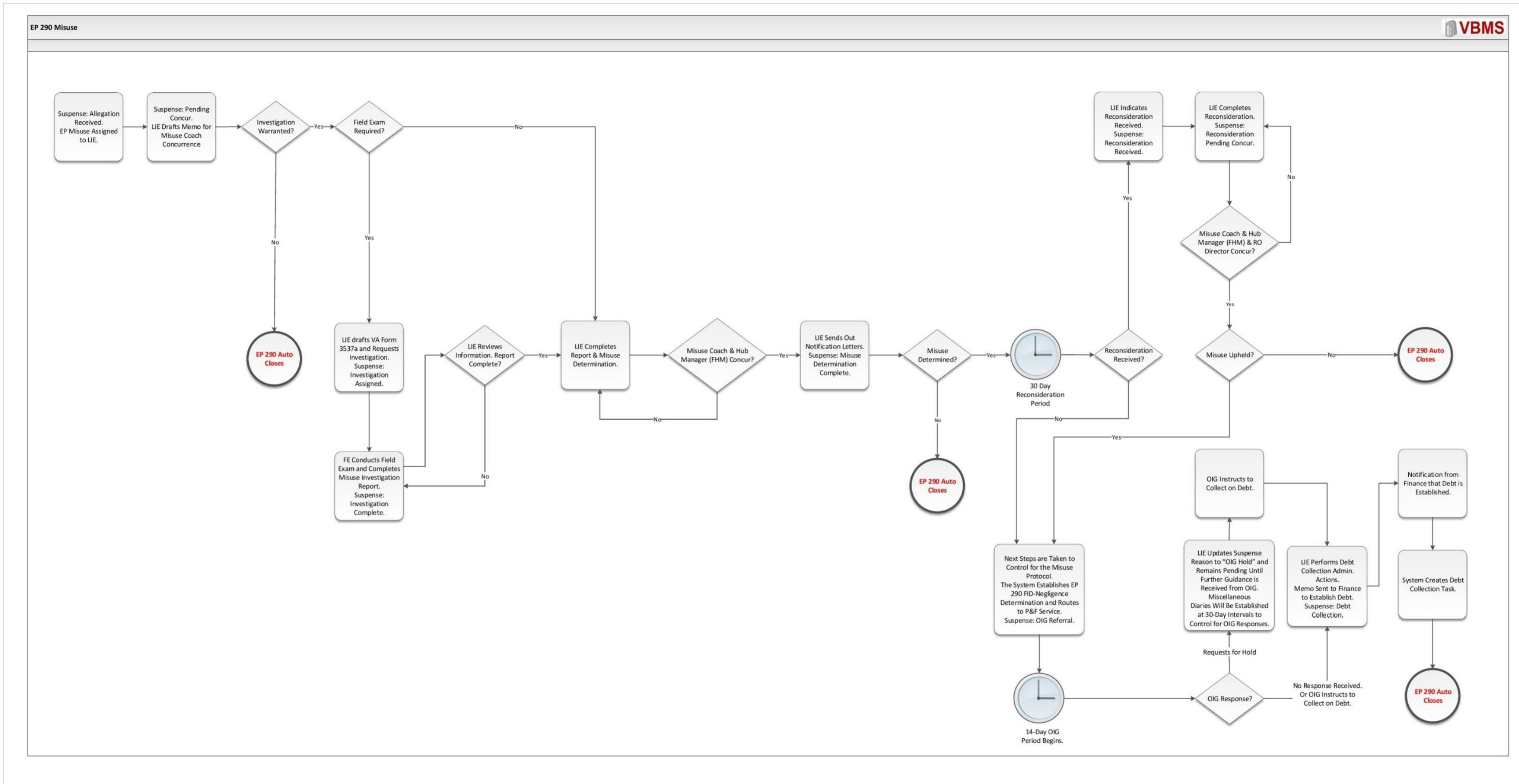

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