Vbms-r TipMaster Prompts for Addressing Chap 35

and

SMC HB Entitlement

Instructor Lesson Plan

Time Required: 2.25 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 # | | 4560412 |
| Prerequisites | | Prior to this lesson, the Rating Veteran Service Representatives (RVSRs) should have completed VIP (Challenge) training. |
| target audience | | The target audience for VBMS-R Prompts for Addressing Chap 35 and Special Monthly Compensation (SMC) Housebound (HB) is RVSR, Entry, Intermediate or Journey Level and RQRS.  Although this lesson is targeted to teach the RVSR, Entry, Intermediate or Journey employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | | 2.25 hours |
| Materials/ TRAINING AIDS | | Lesson materials:   * VBMS-R TipMaster Prompts for Addressing Chap 35 and SMC HB PowerPoint Presentation * VBMS-R TipMaster Prompts for Addressing Chap 35 and SMC HB Trainee Handouts |
| 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 * Computer to access the live manual |
| END OF COURSE ASSESSMENT | | **Important:** Inform students there will be an end of course assessment. The students will be required to achieve a passing score of 80% or greater in order to receive credit for the training. The trainee may use any available resource to complete the assessment. This includes but not limited to lesson handout, internet/intranet web sites, job aides, PowerPoint and any applicable reference materials. |
| 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. |
| Introduction to Vbms-r TipMaster prompts for Addresing Chap 35 and SMC HB Entitlement | | | |
| INSTRUCTOR INTRODUCTION  Slide 3 | | | 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:  Slide 4 | | | This lesson is intended to remind the RVSR of the functionality of the TipMaster in VBMS-R with regards to Chapter 35 and SMC HB entitlements and the appropriate action required in order to address these ancillary issues. This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * Purpose of VBMS-R TipMaster * TipMaster Prompts for 38 U.S.C. Chapter 35 * TipMaster Prompts for SMC HB |
| Motivation  Slide 5 | | Additional entitlements such as 38 USC Chap 35 and SMC HB must be granted to a Veteran when criteria are met. As a RVSR reducing benefit entitlement (BE) errors nationwide will be achieved by complying with the rules and regulations set in place for addressing these issues. As RVSR’s it remains important that we ensure the Veteran receives all ancillary entitlements due to them. | |
| Lesson Objectives  Discuss the following:  Slide 6  Handout 2 | | In order to accomplish the purpose of this lesson, the RVSR will be required to accomplish the following lesson objectives.  TheRVSRwill be able to:   * Explain the purpose of the VBMS-R TipMaster prompts. * Identify the action required when the VBMS-R TipMaster prompts entitlements for consideration. * Identify when to address 38 U.S.C. Chapter 35 entitlement. * Identify when to address SMC HB. | |
| Explain the following: | | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| STAR Error code(s) | | A2 | |
| References  Slide 7  Handout 3 | | Explain where these references are located in the workplace.  *All M21-1 references are found in the* [Adjudication](https://vaww.compensation.pension.km.va.gov/) Procedures Manual*.*   * [38 CFR 3.350](https://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.3&rgn=div58) * [38 CFR 3.807](https://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.3&rgn=div58) * [M21-1 Part IV, Subpart ii, 2.H: Special Monthly Compensation](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014571/M21-1-Part-IV-Subpart-ii-Chapter-2-Section-H-Special-Monthly-Compensation-SMC?articleViewContext=article_view_browse_tree&isFeatured=undefined&topic=undefined) * [M21-1 Part III, Subpart iii.6.c: Department of Veterans Affairs Educational Benefits under 38 U.S.C. Chapter 35](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014182/M21-1-Part-III-Subpart-iii-Chapter-6-Section-C-Department-of-Veterans-Affairs-VA-Education-Benefits-Under-38-USC-Chapter-35?articleViewContext=article_view_browse_tree&isFeatured=undefined&topic=undefined) * [M21-1 Part III, Subpart iv.6.D-Codesheet Section](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014207/M21-1-Part-III-Subpart-iv-Chapter-6-Section-D-Codesheet-Section?articleViewContext=article_view_browse_tree&isFeatured=undefined&topic=undefined) * [M21-1 Part III, Subpart iv.5.A Principals of Reviewing Evidence and Decision Making](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/topic/554400000003097/Chapter-05-Evaluating-Evidence-and-Making-a-Decision) * [VBMS Rating User Guide](https://vbaw.vba.va.gov/VBMS/docs/VBMS_Rating_User_Guide_Release_19_0_4.pdf) | |

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| Topic 1: Purpose of Vbms-r TipMaster | |
| Introduction  Slide 8 | This topic will provide a brief overview of the VBMS-R TipMaster prompts and how it can ensure ancillary entitlements are addressed in a rating decision. |
| Time Required | 0.25 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Explain the purpose of the VBMS-R TipMaster prompts. * Identify the action required when the VBMS-R TipMaster prompts entitlements for consideration.   The following topic teaching points support the topic objectives:   * Identify what action to take when VBMS-R TipMaster prompts are generated in the rating decision. |
| Purpose of TipMaster  Slide 9-10  Handout 4 | The TipMaster is an embedded “help-aid” that provides prompts for the RVSR to consider during the rating process. In this training we will discuss the prompts as how they relate to entitlements SMC, and Chapter 35 benefits.  The TipMaster will open based on the decision being managed and the entries made on the Issue Management tab.  **Reminder:** See M21-1 Part III, Subpart iv.5.A.1.e- Attitude When Evaluating Evidence.  **Reminder: It remains the RVSR responsibility to review the prompts and determine if the suggested ancillary entitlements are warranted.**  **Refer to screen shot of slide 9 to further explain the TipMaster prompts.** |
| Using TipMaster  Slide 11-12  Handout 4-5 | When the TipMaster prompt is activated follow the steps to ensure proper attention is given to the identified issue. The TipMaster will open based on the decision being managed and the entries made on the Issue Management tab.   * Issues are listed in TipMaster indicate that an issue (s) should be addressed as suggested within the prompt box (see slide 9). * Select the issue you want to review. You can highlight any issue in the list, but the first issue will be automatically highlighted. * The tip text that applies to the highlighted issue is shown in the tip for box on the right. * Citations are listed in the citations box. * Select the citation you want to review. you can highlight any citation in the list, but the first citation will be automatically highlighted. * She law that applies to this citation is shown in the pertinent law for box on the right. * Select ok to return to the issue summary screen |
| Knowledge Check  Slide 13 | **Question:** What is the purpose of TipMaster?  **Answer:** The TipMaster is an embedded “help-aid” that provides prompts for the RVSR to consider during the rating process.  **Question:** List the information that TipMaster Prompts provide?  **Answer:** TipMaster provides a prompt for the RVSR to consider certain entitlements the Veteran is entitled to receive, citations and pertinent laws that support consideration of the entitlement being prompted to consider. |

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| Topic 2: TipMaster Prompts For 38 USC Chapter 35 | |
| Introduction  Slide 14 | This topic will provide an overview of the VBMS-R TipMaster prompt and its purpose in making sure Chapter 35 is addressed in a rating decision. |
| Time Required | 0.5 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Identify when to address 38 USC Chapter 35 entitlement.   The following topic teaching points support the topic objectives:   * Identify what action to take when VBMS-R TipMaster prompt is generated in the rating decision. |
| Scenario 1: Establishing DEA/Chapter 35  Slide 15-24  Handout 6-10 | Communicate to the class the following scenario:   * Veteran is service-connected at 100 percent disabling for posttraumatic stress disorder (PTSD), September 11, 2018. * Medical evidence of Record supports no future examination is warranted, as the total disability will continue for the remainder of the Veteran’s life.   **Reminder:** Ancillary Benefits are secondary benefits that are to be considered when evaluating claims for compensation, pension or Dependency and Indemnity Compensation (DIC)  **Notify the class that** **the following noted scenario will be demonstrated through the next 8 slides.** |
| Knowledge Check  Slide 25 | Question: What are the criteria the veteran must meet to be entitled to 38 U.S.C. Chapter 35 benefits?  Answer: Veteran must have a signal SC issue at 100% or have a combined 100% SC rating with no routine future exams.  Question: Does the Veteran need to have dependents to be entitled to Chapter 35 benefits?  Answer: No  Question: What TipMaster prompt is created that will require the RVSR to determine if Chapter 35 benefits need to be addressed?  Answer: “Other-Ancillary Decisions”. |

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| Topic 3: TipMaster Prompts for SMC HB | |
| Introduction  Slide 26 | This topic will provide an overview of the VBMS-R TipMaster prompt and how it can ensure SMC HB is addressed in a rating decision. |
| Time Required | 0.5 hours |
| OBJECTIVES/ Teaching Points | Learning Objective for this topic:   * Identify when to address SMC HB.   The following topic teaching points support the topic objectives:   * Identify what actions to take in a rating decision when TipMaster prompts are generated. |
| Prompts for SMC Housebound (HB)  Slide 27-33  Handout 11-14 | In the case where the RVSR has granted a Veteran a single issue at 100% and other service-connected issues add up to 60%, VBMS-R will prompt the RVSR after clicking on the **“document tab”** to review the rating decision for additional entitlements, specifically SMC HB entitlement.  **Notify the class that the following screen shots demonstrate the steps the RVSR is to take.** |
| Knowledge Check  Slide 34 | **Question:** What criteria must the Veteran meet to be entitled to SMC HB benefits?  **Answer:** Have one SC issue granted at 100% and other SC issues be rated a single 60% or combined 60%.  **Question:** Is the Veteran entitled to SMC HB benefits if he/she meets the criteria yet has a routine future exam?  **Answer:** Yes  **Question:** What stage of the rating decision process will VBMS-R provide a “Tip” for the RVSR to address SMC HB?  **Answer:** After clicking on the **“document tab”** |

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| Practical Exercise | |
| Time Required | 0.5 hours |
| EXERCISE  Handout 15-16 | Review the following questions, and provide the correct answer to each one. Use of the PowerPoint slides, student handout, M21-1 Adjudication Procedures Manual, or any other reference and regulation can be used.  Ask if there are any questions about the information presented in the exercise, and then proceed to the review. |

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| Lesson Review and Wrap-up | |
| Introduction  Discuss the following: | The VBMS-R TipMaster Prompts for Addressing Chap 35 and SMC HB Entitlement 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 VBMS-R Prompts for Chapter 35 and Special Monthly Compensation (SMC) lesson.  The trainee should be able to:   * Explain the purpose of the VBMS-R TipMaster prompts. * Identify the action required when the VBMS-R TipMaster prompts entitlements for consideration. * Identify when to address 38 USC Chapter 35 entitlement. * Identify when to address SMC HB. |