(VSR VIP Pre-D)

Tour of the Compensation Service Intranet Home Page

Trainee Handout

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Objectives

* Demonstrate the ability to navigate the Compensation Service Intranet Home Page
* Demonstrate the ability to access and navigate the M21-1 Adjudication Procedures Manual and other resources on the Compensation Service Intranet Home Page

References

* <https://vbaw.vba.va.gov/bl/21/index.htm>

# Topic 1: Navigating the Home Page of the Compensation Service Intranet Home Page

Nearly every reference document you need can be found and retrieved from the Compensation Service Intranet Home Page, including documents that are not found in printed, bound manuals. Learning what is available on the Compensation Service Intranet Home Page can be an important resource. Our tour starts at the Compensation Service Home Page.

Please Note: Information from the Compensation Service Intranet Home Page is continually being incorporated into the M21-1 Adjudication Procedures Manual.

 **Compensation Service Intranet Home Page**

There are at least two ways to access the Compensation Service home page:

1. Type the address: <https://vbaw.vba.va.gov/bl/21/index.htm>
2. Use the Favorites menu. To do this, open Internet Explorer, go to Favorites and select the *Government* folder. Select the “*VBA Intranet Site”*. Under *Forms and Publications*, select “Compensation Service Publications”. Once at this page, you can then access the Compensation Service home page by selecting “Compensation Service Intranet Home Page” on the left side.

**The Calendar**

The Calendar section of the Compensation Service Intranet Home Page can be used to find out what is new in Compensation Service. The calendar:

* Provides weekly “What’s New in Compensation Service”
* Lists past, present, and future events that are important to employees
* Lists any new or changed references as they occur

You can subscribe to the Calendar to ensure you receive emails on changes that may affect you. To subscribe to the Calendar, take the following steps:

* Go to the Compensation Service Intranet Home Page
* On the left hand side, select “Calendar”
* Select “Calendar – Subscribe”
* Type in your E-mail and your Organization and select submit

**Publications**

References for nearly everything you will need are found in the M21-1 Adjudication Procedures Manual listed under “Publications”.

Tips to remember:

M21-1 Adjudication Procedures Manual Website has a great search feature entitled *Search Knowledge Base* that allows you to immediately access any regulation for which you already know the citation. Using this feature you can get the most updated information. For more specific results limited to manual references, you can use the *Search within this topic* feature.

Please note: The manual is a living document that is constantly being updated. Updates are published daily/weekly. You are responsible for all updates that occur.

Using the M21-1 Adjudication Procedures Manual please note the topics that populate once the mouse is located over “Browse Topics”. The topics include: *38 CFRs, Compensation Service Bulletin (CSB), Fast Letter (FL), Frequently Asked Questions (FAQs), M21-1 Adjudication Procedures Manual, M21-4 Manual, Personal Records Management, Rate Tables, Security & Privacy, TIP Sheets, Training Letters, VA Facility Contacts.*

Please Note: The *Compensation Service Bulletin* provides notification regarding procedural updates. It also provides notices to upcoming quality calls, dates of VSR VIP Pre-D, Certification tests and Leadership classes.

**Job Aids**

This material is commonly intended to assist in the rating function. However, there are items that can be useful to you in your VSR job.

Links available on this site include:

* Medical Dictionary
* Medical EPSS
* ERRA
* Index of DBQ By Disability
* Letter Creator
* Exam Request Builder (ERB)
* Stressor Verification Site
* Vietnam Era Navy Ship Agent Orange Exposure Development Site

**Training Home Page**

The Training Home Page contains training curriculum for VSR and RVSR positions. It also contains quick links to the VBA Learning Catalog, Medical EPSS, VSR Assistant, and the VSR Training Curriculum.

**Other References on the Home Page**

*Court Related Info* contains information on the Judicial/Advisory Staff within Compensation Service, including a link to CAVC (Court of Appeals for Veterans’ Claims) and DADs (Decision Assessment Documents) as well as an index of General Counsel Opinions and DADs

*Court & DAD cases* contains and index of court cases, along with the DAD file link and a summary of the issue discussed.

*PIES/DPRIS –* Information concerning the Personnel Information Exchange System (PIES) and the Defense Personnel Records Information Retrieval System (DPRIS)

*Quality Assurance Home Page –* Contains information concerning program Operations & Site Visits, Quality Review Team, and Systematic Technical Accuracy Review (STAR).

*STAR –* contains information about Systematic Technical Accuracy Review (STAR), including STAR Reports and STAR Quality Calls.

*Veterans Information Solution (VIS)* – an inquiry tool that provides a consolidated view of comprehensive eligibility and benefits utilization data from across VBA and DoD. This page contains information about how to access VIS and a user guide.

*User Guides* – Provides user guides for the VETSNET suite of applications, such as Share and COVERS.

*VBMS Exam Management System Information* – Information page about the Exam Management System (EMS). Contains training materials, User Guides and Job Aids for EMS.

*Medical Disability Examination Program Office Home page –* has quick access links to the ERRA Tool and other information about vender exams and customer service portals.

*CAPRI* – contains information about Compensation and Pension (C&P) Examination process, requesting CAPRI access, User and Help Guides for the program and links to CAPRI training.

*ERRA* – Examination Request Routing Assistant is a tool designed to assist in the routing of Compensation and Pension (C&P) examination requests and provides the ten nearest VA routing locations. The tool also makes a determination on whether exams should be scheduled at a Veterans Administration Medical Center (VAMC) or a contractor via Veteran Benefits Management System Core (VBMS Core).

Practical Exercise: VBA Scavenger Hunt

Directions: Provide an answer to the following questions using the Compensation Service Intranet Home Page.

1. List the Web Address for the Compensation Service Intranet Home Page:
2. What nine main sections are listed under the heading “Miscellaneous” on the Compensation Service Intranet Home Page? (Hint: Right column)
3. How do you access the M21-1 Adjudication Procedures Manual website?
4. Within the M21-1 Adjudication Procedures Manual, what are the 18 topics listed within “Browse Topics”?
5. What Code of Federal Regulation (CFR) governs [presumptive service connection for chronic, tropical or prisoner-of-war related disease, or disease associated with exposure to certain herbicide agents; wartime and service on or after January 1, 1947](http://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/#!agent/portal/554400000001034/article/554400000018832/05-3307-Presumptive-service-connection-for-chronic-tropical-or-prisoner-of-war-related-disease-or-disease-associated-with-exposure-to-certain-herbicide-agents-wartime-and-service-on-or-after-January-1-)?
6. What CFR addresses Character of Discharge?
7. What is the M21-1 manual reference that provides guidance for Processing Fully Developed Claims?
8. Under what section of the Compensation Service Intranet Home Page can you find the Letter Creator tool?
9. What are two ways to access the Examination Request Routing Assistant (ERRA) tool?
10. What M21-4 manual reference provides an Index of Current Special Issues?
11. What CFR addresses the definition of a Veteran?
12. What M21-1 manual reference is used for Claims for Service Connection (SC) for Post-Traumatic Stress Disorder (PTSD)?
13. Using the Rate Tables, what is the basic rate of Compensation pay effective December 1, 2016, for a Veteran with a spouse and child who is rated at 60% disabled?
14. Under what section from the Compensation Service Intranet Home Page can you find the User Guide for SHARE?
15. Using the M21-1 Adjudication Procedures Manual search feature, what does STAR stand for and what do they measure?
16. Who is the Under Secretary for Benefits?
17. What is the M21-1 manual reference that provides the criteria for substantially complete applications?
18. What is the 3-digit number that identifies the Roanoke Regional Office?
19. Under which CFR will you find a list of presumptive diseases due to exposure to herbicides (Agent Orange)?
20. List five diseases that are presumptive to Agent Orange exposure.
21. Using the M21-1 Adjudication Procedures Manual, what is the reference for Establishing Claims in VBMS and Share?
22. Under what section of the Compensation Service Intranet Home Page can you find the VSR Assistant?
23. What was the monthly rate for a 90% service connected (SC) Veteran with a spouse as of December 1, 2017?

1. Which Regional Office (RO) is responsible for processing claims based on radiation exposure where the existence of a radiogenic disease has been verified?
2. Under what page can you find the Index of Disability Benefits Questionnaire DBQ by Disability?