(VSR VIP Pre-D)

Introduction to End Product (EP) Controls and Claims Establishment (CEST)

Instructor Lesson Plan

Time Required: 2.5 Hours

**Table of Contents**

[Lesson Description 2](#_Toc50535501)

[Introduction to Introduction to End Product Controls and Claims Establishment 4](#_Toc50535502)

[Topic 1: End Products 6](#_Toc50535503)

[Topic 2: Claims Establishment (CEST) in VBMS Core 8](#_Toc50535504)

[Practical Exercise 17](#_Toc50535505)

[Lesson Review, Survey, and Wrap-up 18](#_Toc50535506)

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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 # | 61975 |
| Prerequisites | None |
| target audience | The target audience for Introduction to End Product Controls and Claims Establishment is VSR Entry Level.  Although this lesson is targeted to teach the VSR Entry Levelemployee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 2.5 hours |
| Materials/ TRAINING AIDS | Lesson materials:   * Introduction to End Product Controls and Claims Establishment PowerPoint Presentation * Introduction to End Product Controls and Claims Establishment Trainee Handout * Introduction to End Product Controls and Claims Establishment Practical Exercise |
| 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:   * Compensation Service Intranet Homepage * VBMS Core demo environment * VBA Virtual Schoolhouse |
| 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. |

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| Introduction to Introduction to End Product Controls and Claims Establishment | | |
| INSTRUCTOR INTRODUCTION | | 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: | | This lesson is intended to provide information to employees in order to understand how end products (EPs) affect claim management, productivity, and staffing, as well as how to establish a claim in VBMS Core. This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * End Products * Claims Establishment in VBMS Core |
| Lesson Objectives  Discuss the following:  Slide 2  Handout p.2 | In order to accomplish the purpose of this lesson, the VSR will be required to accomplish the following lesson objectives.  TheVSR will be able to:   * Identify how End Product (EP) controls affect claim management, productivity, and staffing * Demonstrate how to establish a claim using Veteran Benefits Management System Core (VBMS Core) * Describe procedures for adding contentions and special issues into VBMS Core * Define procedures for creating Corporate Flashes (RO Flashes and VACO Flashes) | |
| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| Motivation | Selecting the correct EP is the first step in establishing a claim and is essential for controlling and monitoring a claim as well as evaluating station productivity. Failure to establish a claim under the correct EP could result in delaying the Veteran’s claim. | |
| STAR Error code(s) | Task 11 – Systems Compliance | |

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| References  Slide 3  Handout p.3 | Explain where these references are located in the workplace.  All M21-1 references are found in the [Compensation Pension Knowledge Management Portal](https://vaww.compensation.pension.km.va.gov/).   * [M21-1, Part III, Subpart ii.1.C](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014112/M21-1-Part-III-Subpart-ii-Chapter-1-Section-C-Initial-Screening-Policies), Initial Screening Policies * [M21-1, Part III, Subpart ii.3.B](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000031819/M21-1-Part-III-Subpart-ii-Chapter-3-Section-D-Claims-Establishment), Claims Establishment * [M21-1, Part III, Subpart iii.1.F](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000071983/M21-1-Part-III-Subpart-iii-Chapter-1-Section-F-Record-Maintenance-During-the-Development-Process#2), Record Maintenance During the Development Process * [M21-1, Part III, Subpart iii.5](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/topic/554400000003089/Chapter-05-Relationship-and-Dependency).L, Adjusting Awards for Dependents * [M21-4, Appendix B](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000011474/Appendix%20B.%20End%20Product%20Codes%20and%20Work-Rate%20Standards%20for%20Quantitative%20Measurements), End Product Codes and Work-Rate Standards for Quantitative Measurements  * [M21-4, Appendix C](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000036570/Appendix%20C.%20Index%20of%20Claim%20Attributes), Index of Claim Attributes * [Share User’s Guide](http://css.vba.va.gov/SHARE/) * [VBMS Core User Guide](http://vbaw.vba.va.gov/VBMS/Resources_Technical_Information.asp) * [VBMS Core Online Help](https://www.vbms.vba.va.gov/vbmsp2/resources_p4/webhelp/index.htm) |

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| Topic 1: End Products | |
| Introduction | This topic will introduce the trainee to end products (EP). |
| Time Required | 0.5 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Identify how end product (EP) controls affect claim management, productivity, and staffing   The following topic teaching points support the topic objectives:   * End products * Productivity and staffing |
| End Products  Slide 4  Handout p. 4 | *Explain to trainees that* the End Product (EP) system is the primary Service Center workload monitoring and management tool.   * Correct use of the EP system facilitates proper control of pending workloads and appropriate work measurement credit. * Correct work measurement is essential to substantiate proper staffing requirements and determine productive capacity. * Received and completed EPs are also used to formulate the annual budget submission to the Secretary, Office of Management and Budget (OMB), the President, and Congress. |
| Establishing and Maintaining EP Controls  Slide 5  Handout p. 4 | *Explain the following:*  A claim should be promptly placed under EP control when received.   * *There can only be one original initial claim (EP 010/110/180 (pension)), in the Veteran’s life time.*   The EP should remain pending until all required actions on that claim have been completed. |
| Examples of EPs  Slide 6  Handout p. 4 | *Provide the following common EP examples:*   * EP 010 Initial disability compensation claim containing 8 issues or more * EP 110 Initial disability compensation claim containing 7 issues or less * EP 010 and 110 are original claims only, the claimant will only have one ever. * EP code 020 is used for **non-original initial rating claims** regardless of the number of contentions * EP code 030 is used for higher level review claims * EP 040 is used for supplemental claims * EP code 130 is used for dependency claims (not accompanying an original claim) * EP 400 is used when the action is independent and involves correspondence action on a letter, e-mail, inquiry, form, document, official notice, etc., which can usually be handled on the basis of existing records and decisions, and a rating or authorization determination is not required for final disposition of the issue created |
| EP Controls – General Policies  Slide 7  Handout p.4 | *Discuss with the trainees, the following general policies regarding EP controls:*  Generally, multiple EPs of the same type should not be pending at the same time, even though the casework may involve multiple actions that could have resulted in separate EPs had they been received and/or worked at different times. The EP should not be cleared until all issues have been adjudicated.  Explain that use of third digit modifiers is very limited. Unless otherwise noted, an incremental (or sequential EP) is not authorized on rating claims.  Exception: Incremental (or sequential) Appeals Modernization Act (AMA) EPs (e.g. 031, 032, 033) are used to process multiple distinct copies of decision review requests when they are received on different dates and list different contentions.  An original claimmay not have an accompanying EP 130. If a claim for dependents accompanies an original claim (010 or 110) *do not* establish an EP 130. Instead, add the dependency contentions to the original claim. If the claim is an original claim and a decision was rendered granting, at a minimum, 30% service connection, and we receive a dependency claim after notifying the claimant of our decision, an EP 130 can simultaneously be established while the original claim is pending. See M21-1, III.iii.5.L.1.e, for additional details. If the claim *is not* an original claim, then establish a separate EP 130 for tracking and control purposes. |

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| Topic 2: Claims Establishment (CEST) in VBMS Core | |
| Introduction | This topic will introduce the trainee to claims establishment (CEST). |
| Time Required | 1 hour |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Establish a claim using Veteran Benefits Management System Core (VBMS Core) * Describe procedures for adding contentions and special issues into VBMS Core * Define procedures for creating Corporate Flashes (RO Flashes and VACO Flashes)   The following topic teaching points support the topic objectives:   * Claim establishment procedures in VBMS Core * Identifying and entering contentions * Creating flashes in Share |
| Establishing Claims in VBMS Core  Slide 8  Handout p. 6 | Veterans Benefits Management System Core (VBMS Core) is the system used to review the Veteran’s profile, establish claims, add contentions to include dependents and develop claims. VBMS Core is the primary system used to establish:   * All initial compensation claims both original and non-original, * Pension and survivor claims * Claim or Work Item for which the claimant has a Department of Veterans Affairs (VA) appointed fiduciary * Most claim types for which a VBMS record already exists   VBMS Core is used to establish almost all claims however Share is still used in some cases for Claims Establishment and for adding flashes.  *Explain to trainees that although Share will be discussed for supplemental purposes, claims establishment in Share will not be a topic of this class.* |
| Establishing Claims in Share  Slide 9  *Handout p. 6* | Share is a legacy system. VA is moving the functionality to establish or CEST claims to either VBMS Core or Caseflow. The following are the only claims that should be established in Share:   * Any claim where the claimant is an organization, unless the organization is a state cemetery. * Discovered legacy appeals where the applicant is not a child, spouse or parent of the Veteran * Accrued claims upon the death of a surviving spouse or child   Explain to the trainees that they will not be processing any of these exception claims as part of VIP training. All CEST work will be accomplished in VBMS Core Demo and VBMS Core. |
| Establishing Claims in Caseflow  Slide 10  *Handout p. 6* | The Veterans Appeals Improvement and Modernization Act of 2017 (AMA) provided three choices for claimants dissatisfied with VA’s decision, including:   * Higher level review (HLR) submitted on VA Form 20-0996 * Supplemental claims submitted on VA Form 20-0997 * Created new appeals options, or reviews withing the Board of Veterans’ Appeals   VA receives HLRs and supplemental claims for compensation and pension through the centralized mail portal. Intake personnel assigned to the DROCs put the HLRs and supplemental claims under EP control using the Caseflow system. See M21-1 I.7.2.e for specific details.  Explain to the trainees that HLRs, EP 030, are worked at the DROC. Although supplemental claims must be established in Caseflow, they will be worked at regional offices. A Veteran or claimant can have multiple EP 030’s pending at one time. |
| Preparing for Claims Establishment (CEST)  Slide 11  Handout p. 7 | *Describe the steps that should be taken prior to establishing a claim:*   * Check for a previously established claims folder number * Determine the current claims folder format and request scanning of paper claims folder * Review the VBMS exclusions to determine the system in which to place the claim under control * Place EP under control using the appropriate system   *Remind the trainees,* *SSNs were not always used as the Veteran’s file number for VA purposes. VA used to use separately established claims file numbers. Therefore, checking for a previously established claims folder number, per* [*M21-1, Part III, Subpart ii, 3.A.1.d*](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014122/M21-1-Part-III-Subpart-ii-Chapter-3-Section-A-Assignment-of-Claims-Folder-Numbers#1d)*, is extremely important in avoiding duplicate claims files (DUPCs).* |
| Establishing a New EP In VBMS Core  Slide 12  Handout p. 7 – 8 | Inform the trainees that you will now discuss the new claims procedure process for VBMS Core.  What is done during New Claim Establishment in VBMS Core:   * Navigate to the Veteran’s Profile and select New Claim from the ACTIONS drop-down menu. * On the NEW CLAIM screen verify the claimant’s name, address, phone number, email and check for open claims in the EXISTING CLAIMS field * Complete the required CLAIM INFORMATION fields (indicated by red asterisk), all applicable optional fields and hit SUBMIT. * Enter the claimant’s contention(s) * Select the ‘Save’ or ‘Save and Add’ button |
| Veterans Profile Screen  Slide 13  *Handout p. 8* | *Explain how to pull up a Veteran’s profile and the information which must be verified and/or updated.*  Prior to establishing a new claim, verification of the Veterans profile must be completed. Pull up the Veteran’s profile by entering the Veteran’s claim number or Social Security number and clicking “Open Profile”  The Veteran Profile includes the following information:   * Demographic information: SSN, birth date, birth place, gender, death date, and station * Contact information: mailing address, payment address, home phone, work phone, and email address * Flashes: Veteran flashes and systems of update   Ensure all information is current and correct. Make any necessary changes. |
| Date of Claim (DOC)  Slide 14  Handout p. 8 | **The Date of Claim** is a required entry when establishing a claim and serves as the basis for determining processing timeliness. For CEST purposes, it is the earliest date the claim was received by a VA facility. The term “VA facility” includes, but is not limited to:   * eBenefits * VA Regional Office * VA Centralized Mail Facility * VA employee at an outreach event * VA Public Contact team * VA Call Center * VA Medical Center   VA requires a manual or electronic date stamp on all incoming documents received at a VA facility. The “received date” on a fax is an acceptable date stamp for documents faxed and directly indexed into the electronic claims folder (eFolder). |
| Establishing a New Claim  Slide 15  Handout p. 9 | *In conjunction with the screen shots in the PowerPoint presentation, discuss the first actions necessary in establishing a new claim in VBMS Core.*  After verifying the Veteran’s personal information and ensuring this is the Veteran for which the claim is being established. Click **Actions** and then select **New Claim**. The Claim Establishment page opens to the New Claim Information section. |
| New Claim Information Screen  Slide 16  Handout p. 9  *The trainee handout and PowerPoint include a screenshot from the VBMS Core New Claim Screen, to demonstrate new claim procedures.* | Once all pertinent information has been verified, proceed to the New Claim Information Screen.   1. Complete all claim information (the entries required are noted by the red asterisk in VBMS Core).  * Payee code * EP & Claim Label * Modifier (on demo environment this function is not operational) * Date of Claim * Segmented Lane * Station |
| Claimant Contact Information  Slide 17  Handout p. 10  *The trainee handout and PowerPoint include a screenshot from the VBMS Core Claimant Contact Information Screen, to demonstrate new claim procedures.* | 1. Verify Veteran’s Contact Information and update the information as needed. 2. Choose appropriate Power of Attorney selection, then choose the appropriate “General POA Code”  * None: The claimant has not identified a POA or POA information is not available * VSO: The Veterans Service organization or Officer acts as POA for the claimant  1. Private: The claimant retains a private attorney to act as POA Select “Assign a limited POA for this claim” check box to indicate if the claimant has authorized the VSO or other POA limited access to eFolder only. 2. If not limited access, check both “Allow eFolder Access” and “Chg of Addr Auth”. 3. Select **Submit**   *Explain that the process of establishing a New EP in VBMS Core is complete. The system will now direct the VSR automatically to the Development Plan task bar and should default to the Contentions list.* |
| New Contentions at Claims Establishment  Slide 18  Handout p. 11 | *Discuss the following:*  Use of contentions for each claim is mandatory and should be entered as soon as they are identified. All claimed issues must be entered as contentions **as they are claimed** by the Veteran on the application for benefits. Each claimed issue, including non-rating issues, must be entered as a separate contention. Non-rating contentions must relate to the specific benefit being sought. |
| Adding Contentions  Slide 19  Handout p. 11  *The trainee handout and PowerPoint include a screenshot from the VBMS Core Contentions Screen, to demonstrate adding new contentions.* | *Discuss steps 1-8 of adding contentions:*   1. If not already there, click **Contentions** list 2. Click **Add Contention** 3. Click the **Contention** box and enter the contention as it is claimed by the Veteran/claimant 4. Click the **Classification** box and choose from the classification list. You can narrow down the results by typing in the box, but ensure you choose the appropriate one from the list. 5. The contentions date is set to the date of claim by default. If needed (in the case of additional claims after the first is established), click **Date of Contention** and select date from calendar. The contentions date cannot be before the date of claim. 6. The **Verified box** is automatically populated with a yes or no value, once you save the contention. The Verified box indicates that the contention has been reviewed and it is correct.    1. Scanned contentions will show *No* until a classification and type are entered.    2. Contentions that have been manually entered will always show *Yes*. 7. Click **Type** and choose the type from the list: New; Reopen, Increase, Secondary or Request for Examination (RFE). 8. Click **Medical** and select *Yes* or *No.* |
| Examples of Appropriate Naming  Slide 20  Handout p. 12 | *Discuss the following scenario. Inform the trainees that they need to create separate contentions for the spouse and child, as well as each medical contention as shown below.*  *Be sure to explain the requirement of contentions per* [M21-1, Part III, Subpart ii, 3.D.2.c, step](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000031819/M21-1-Part-III-Subpart-ii-Chapter-3-Section-D-Claims-Establishment#2) 5*; and in the Veteran’s own words per* [M21-1, Part III, Subpart iii, 1.F.2.a](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000071983/M21-1,-Part-III,-Subpart-iii,-Chapter-1,-Section-F---Record-Maintenance-During-the-Development-Process#2)*. Also explain, the importance of entering the contentions in lowercase letters* ***(although not specifically stated in the M21-1, it is a best practice to enter all contentions in lowercase letters. Doing so will assist with proper rating decision formatting*)**. *Elaborate on the items in bold next to the medical contentions.*  A Veteran submits an *initial claim* for service connected compensation for hearing loss due to acoustic trauma and ringing in the ears, along with a claim to add a spouse and a child.   * dependency claim for **[name of spouse]** * dependency claim for **[name of child]** * hearing loss due to acoustic trauma ***(exactly how Veteran stated)*** * ringing in the ears ***(although the medical term for this is tinnitus, we list the contention as it was claimed)*** |
| Special Issues  Slide 21  Handout p. 12  *The trainee handout and PowerPoint include a screenshot from the VBMS Core Contentions Screen, to demonstrate adding and removing special issues.* | *Discuss how to add special issues:*  If applicable, click in the **Special Issue** boxand select an issue from the drop-down list; or typing in the box will narrow down the list of items to choose from. *Note:* Not every claim/contention will require a special issue.  Special issues are **claim**-specific indicators and can represent a certain claim type, disability or disease, or other special notation that is only relevant to a particular claim. Special issues must be identified and inputted when applicable. If a special issue exists and applies to the claim, it is required. Multiple special issues may be added to a contention but the same special issue cannot be added more than once.   * When each special issue is identified, it appears in the area below the Special Issue box. Click the [X] to remove a special issue from the contention, if necessary.   Note the difference between claim-based and contention- based special issues.  Examples of claim-based special issues (add to only one contention):   * Fully developed claim * FDC excluded * Local mentor review   Examples of contention-based special issues (add to all applicable contentions):   * Agent Orange – Vietnam * PTSD – Combat |

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| Rated Issues  Slide 22  Handout pgs. 12 – 13  *The trainee handout and PowerPoint include a screenshot from the VBMS Core Contentions Screen, to demonstrate associating rated issues.* | *Inform the trainees of the following:*  Contentions with a claim type of secondary or increase are often associated with issues that have been previously determined. When working with these types of contentions review previously rated issues and associate them to the contention, if appropriate. If there are no rated issues that apply to the specific claim being worked, no action is needed.  Contentions with a type of *Increase* or *RFE* ***must*** be associated to a rated issue before you can add them to an exam scheduling request.  *Discuss the following steps for associating rated issues (you may want to pull up the trainee handout as it has additional screen shots):*   * Click the green add Icon next to the Rated Issues. The Associate Rated Issues dialog opens. * Select the check boxes next to the Associate Rated Issues you want to associate to the contention and click the **Add** button. * The issues that have been selected to associate are listed in the **Rated Issues** list. * Click **Save** to save the contention entered or click **Save and Add t**o save the contention and add another. |
| Reviewing Established Contentions  Slide 23  Handout pgs. 13 – 14 | Contentions that have been entered electronically (eBenefits, SEP, etc.) or have not yet been verified in the system by a VSR will be marked with a yellow alert icon in the contentions list. For the contentions to be accurate and complete, the VSR must take appropriate action to review and correct the contention. After it is completed and verified the yellow alert icon will disappear.   * If a yellow alert icon  is indicated or the contention is incorrect/unverified, have the VSR click the plus sign [+] next to the contention to view and/or edit the contentions. * To add additional contentions, follow **New Contentions at Claims Establishment** procedures. |
| Adding Flashes in Share  Slide 24  Handout pgs. 14 | *Explain to the trainees:*  For the purposes of this training Share will only be utilized to add flashes to the record. If more detail is required, please refer to the Share User’s Guide. As we discussed earlier, you will not be CEST claim in Share during VIP training.  *Discuss the following regarding claimant flashes:*  Claimant flashes are claimant-specific indicators that represent an attribute, fact, or status that may occasionally change (e.g. Former Prisoner of War (FPOW), blind Veteran, homeless, etc.). Regional offices (ROs) are responsible for:   * identifying claimant’s records that require flashes * inputting the flashes when required, and * promptly removing the flash when it no longer applies   Claimant flashes must be entered in the corporate record once the need is identified. Most flashes are added by the end user, but some are generated by the system. Flashes will exist on a claimant’s record until the flash is manually removed.    ***Note:*** Claimant flashes may be reviewed on the VBMS Core profile screen; however, they cannot be added in VBMS Core. They must be added and updated in Share. |
| How to Add a Flash in Share  Slide 25 – 26  Handout pgs. 14 – 15  The trainee handout and PowerPoint include screenshots from the Share Ready screen and Corporate Flashes screen, to demonstrate how to add a claimant flash. | *Cover the following steps on how to add flashes in Share:*   1. Open Share from your Start menu 2. Select *Corporate Flashes* from the *Available Processes* list 3. Under *Search Criteria*, enter the File Number 4. Select the **Submit** button 5. If flash already present, select cancel 6. Select desired flashes from the Available RO Flashes or Available VACO Flashes. Use the **>** button to add the flashes to the Selected boxes. When all flashes are selected, click the **Submit** button. A message will be displayed stating the updates are complete.   *Inform the trainees that additional guidance on the use of Share can be found in the Share User’s Guide.* |

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| Review Exercise | Allow 15 minutes for the trainees to complete the review exercise on p. 16 of the Trainee Handout; then review the answers. |
| Regional Office Specific Topics | At this time, add any information pertaining to:   * Station quality issues with this lesson * Additional State specific programs/guidance on this lesson |

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| Practical Exercise | |
| Time Required | 0.5 hours |
| EXERCISE | This practical exercise is an opportunity for the trainees to use the information learned in this lesson using e-cases and the academy database/demo environment. This exercise will help the trainees become comfortable with “doing” the work.   1. Refer trainees to the Practical Exercise on p. 17 of the Trainee Handout. 2. Explain where to find the demo eCase for which they are supposed to establish a claim 3. Allow 15-20 minutes to complete the exercise 4. Review the exercise by demonstrating the actions in VBMS Core demo that the trainees should have taken (they will check their own work) 5. Ask if there are any questions about the information presented in the exercise |

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| Lesson Review, Survey, and Wrap-up | |
| Introduction  Discuss the following: | The Introduction to End Product Control and Claims Establishment 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 Introduction to End Product Control and Claims Establishment lesson.  The trainee should be able to:   * Identify how end product (EP) controls affect claim management, productivity, and staffing * Establish a claim using Veteran Benefits Management System Core (VBMS Core) * Describe procedures for adding contentions and special issues into VBMS Core * Define procedures for creating Corporate Flashes (RO Flashes and VACO Flashes) |
| Survey | Remind the trainees to complete the on-line survey in TMS to receive credit for completion of the course, *if applicable*.  The assessment will allow the participants to demonstrate their understanding of the information presented in this lesson. |