Workload Management in VBMS for VSOs

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Following Veterans Benefits Management System (VBMS) Release 9.1, the transition to a National Work Queue (NWQ) will allow VA to optimize claims processing capability, quality, and consistency across all Regional Offices. This document was developed to highlight the workload management functionality and tools available in VBMS to Veteran Service Officers (VSOs) in order to efficiently track claims throughout the entire claims process.

Tracking, Sorting, and Filtering Claims in the VSO All Claims Queue

- Utilizing the VBMS VSO My Claims Queue
  - VSOs can create and maintain a customized work list to track claims throughout the entire claims process by adding claims to the VSO My Claims Queue

Key VBMS Information for VSOs

- Additional information is demonstrated in a step-by-step VBMS Minute Video titled, "VBMS VSO My Claims Queue," located on the VBMS Intranet Site

VSO My Claims Queue

The VSO My Claims Queue video demonstrates how VSOs can add and review claims in the My Claims Queue. It also demonstrates the VSO review clock and provides examples of how the VSO review clock functions.

View Video »
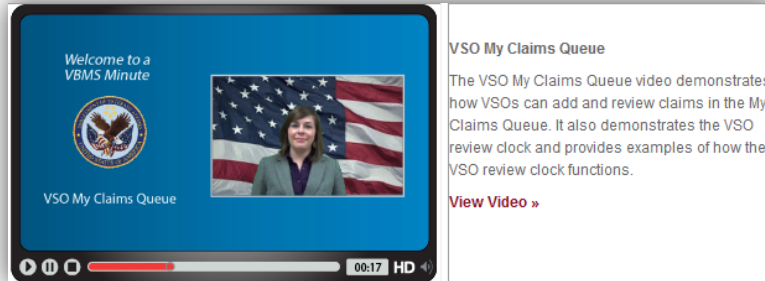
- Sorting the VSO All Claims Queue and the My Claims Queue by Station of Jurisdiction (SOJ)
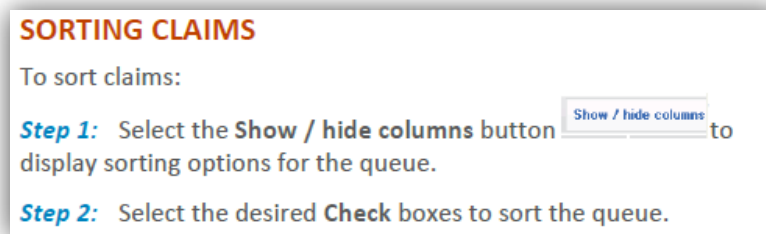 - VSOs can sort the All Claims Queue and the My Claims Queue by the SOJ number to accurately track claims that are routed to different ROs for any action in support of the National Work Queue

SORTING CLAIMS

To sort claims:

Step 1: Select the **Show / hide columns** button [Show / hide columns] to display sorting options for the queue.

Step 2: Select the desired **Check** boxes to sort the queue.

- A demonstration is available in the Minute Video titled, **"VSO All Claims Queue Overview,"** located on the VBMS Intranet Site

VBMS Minute Videos

VBMS Minute videos provide step-by-step instructions to teach end-users about VBMS functionality.

VSO All Claims Queue Overview

The VSO All Claims Queue video demonstrates how VSOs can customize the All Claims Queue view and how to identify new documents added to the eFolder. It also demonstrates how to filter all claims within the Queue.

**View Video »**

- Sorting the All Claims Queue and the My Claims Queue by the New Document column
  - VSOs can identify whether there are new claimant correspondence letters or new documents, such as Rating Narratives and Rating Codesheets, associated with a claim by the New Mail Indicator icon that appears in the New Document column

  - The All Claims Queue can be sorted by "New Document" by selecting the ⇕ icon located next to the New Document column
  - Utilizing this sorting option will allow all claims with a New Mail Indicator displayed in the New Document column to appear at the top of the VSO All Claims Queue

- Filtering the All Claims Queue
  - VSOs can use the Narrow Results panel on the left to filter the All Claims Queue screen by Power of Attorney, Station of Jurisdiction, EP Codes, New Documents, Claim Status, and Claim Date Range
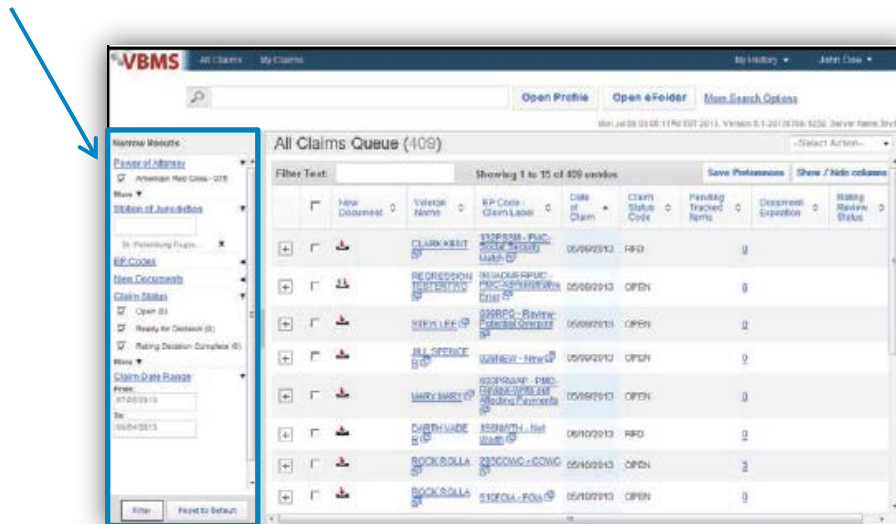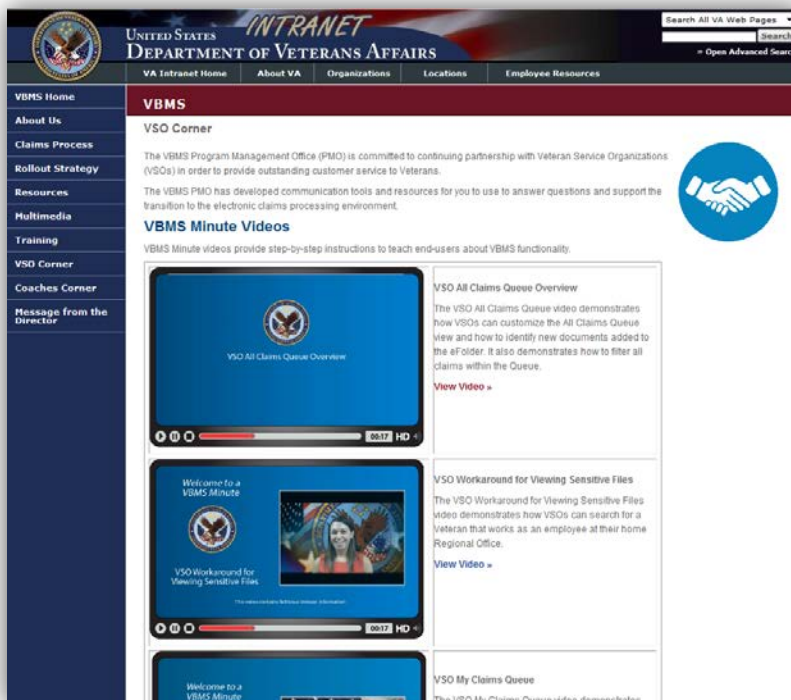

Key VBMS Information for VSOs

Planned Future Functionality

- VSO Zip Code Filter
  - The addition of the VSO Zip Code Filter to the VSO All Claims Queue will provide VSOs the ability to sort the work queue by zip code to more immediately locate records for claimants represented
  - This enhancement is undergoing prioritization and additional information regarding the date of implementation will be provided when it is received

Additional Resources

- The **VSO Corner**, located on the VBMS Intranet site, showcases most up-to-date resource materials developed by the VBMS PMO to assist VSOs in learning and using the system
- It is a "one-stop-shop" for VSOs so they can easily find all VSO related VBMS training materials in one place
  - Training materials include VBMS Minute Videos, Job Aids, Job Instruction Sheets, User Guides, and more

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