

DEFERRAL CHECKLIST JOB AID

Table of Contents

Initial Deferral Checklist Creation and Upload	2
Updating Deferral Checklist from Efolder	6
Completing the Deferral Checklist	11

DEFERRAL CHECKLIST JOB AID

In the last half of 2018 there were 270,063 Rating Decision errors. These errors do not consider over 200,000 more for Non-Rating deferrals. Deferrals cost much more than money. Deferrals prevent the timely notification of a decision that we owe Veterans. Below is a Job Aid designed to help claim processors better understand the “Checklist” that will be used to not only help prevent deferrals from occurring, but also aid in building trust within our National Work Force.

Initial Deferral Checklist Creation and Upload

Step 1: Open: Deferral Checklist.PDF from your desktop. If you not have a copy of the checklist saved on your desktop you will be able to download one from the [VBMS Job Aids](#) website in the Compensation Service Intranet.

Steps to complete:

- A: Upload the checklist into VBMS document file upon initial development. One checklist will be used throughout the life of the claim. The development activity will be able to see exactly what stage the claim is in and what has been done.
- B: If the checklist is already uploaded into VBMS, download it to your desktop by selecting download tool on right side of VBMS document screen.
- C: Initial the tasks that you have completed by clicking on the **fill and sign icon** on the right side of downloaded form.
- D: Save the document back into the VBMS Documents. Do not upload another version. **Use the same name:** You should get a message that says that two documents with same name can not exist. **Select Overwrite.**
- E: VSR requesting documents should initial “Requestor” section. VSR making claim RFD initial “Verified”.

Development Activity	Requestor Initials	Verified Initials
Application complete and verified, Name, Contentions, Service, Signature, Benefit,		
Is 5103 needed		
Service Verified and Updated (Share, POA and Participant Profile)		
Date of Claim, EP and Claim Label Correct		

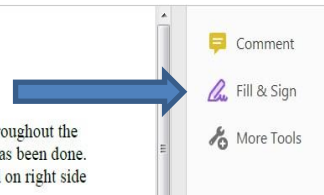


Step 2: Once the checklist is opened save it with the naming convention “VETERAN’S LAST NAME_CHECKLIST. Example (SMITH_CHECKLIST). *Use Capital letters only.* You are saving now to allow for easy saving and preventing accidental saving of another checklist.

Step 3: Click on the “Fill and Sign” of the PDF document.

Steps to complete:

- A: Upload the checklist into VBMS document file upon initial development. One checklist will be used throughout the life of the claim. The development activity will be able to see exactly what stage the claim is in and what has been done.
- B: If the checklist is already uploaded into VBMS, download it to your desktop by selecting download tool on right side of VBMS document screen.



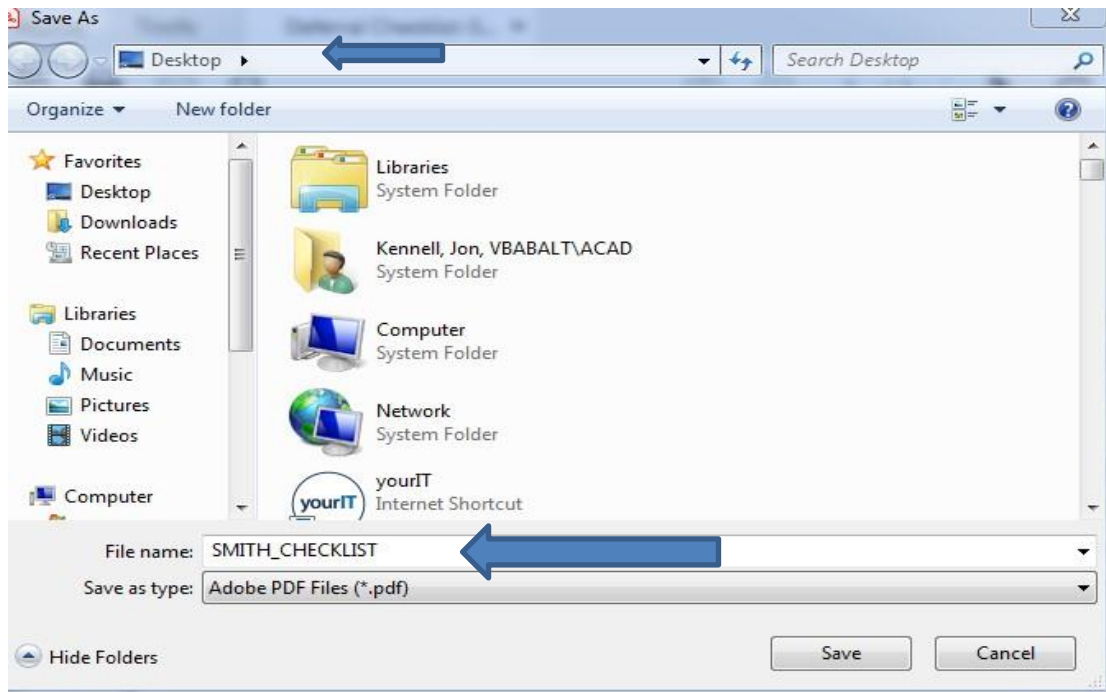
Step 4: Once the “Fill and Sign” is clicked a dialog box will open. Place your initials in the opened dialog box which indicates that you have taken or reviewed the action. There are two empty locations for your initials. The first location is “requestor”. Requestor is for the person who has completed the action initially. The second location for initials is “Verified”. Verified

DEFERRAL CHECKLIST JOB AID

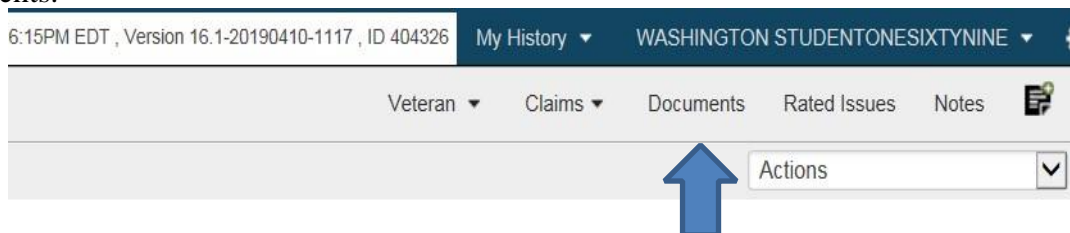
is to be completed by the person who has made the claim *Ready For Decision*. *It is important your initials are used and not any other mark*. The claim processor who has taken the action is responsible for placing their initials on the checklist. The initials will aid future claim processors knowing that the actions have been completed.

Development Activity	Processor	Verified Initials
Application complete and verified, Name, Contentions, Service, Signature, Ben		
Is 5103 needed		
Service Verified and Updated (Share, POA and Participant Profile)		
Date of Claim FEP and Claim Label Correct		

Step 5: Once the development actions have been initialed save the document by clicking “Save As”. The “Save As” box should show up and the file name should be the VETERAN’S LAST NAME_CHECKLIST. The completed checklist is now on your desktop.



Step 6: Once the checklist has been completed it can be uploaded into the VBMS Efolder. Click on documents.



DEFERRAL CHECKLIST JOB AID

Step 7: Once in documents click on “Actions”. Then “Upload Document”.



Step 8: Click on Browse and navigate to the file that you just saved on your desktop “VETERAN LAST NAME_CHECKLIST”.

Step 9: In the Subject line: VETERANS LAST NAME_CHECKLIST. The same name as the file. (Example: SMITH_CHECKLIST).

Step 10: Category Type: Checklist: Compensation Checklist

Step 11: Content Source: USER

Step 12: Associate to: Claims

Step 13: Actionable: No

Step 14: New Mail: Yes

Step 15: Date of Receipt: The date of upload

Step 16: Category-Type Alternate-Do not use unless appeals case

Step 17: Click “Upload”. You have finished uploading the “Initial Checklist”.

DEFERRAL CHECKLIST JOB AID

* File: Browse... 8

Subject: 9

* Category - Type: 10

* Content Source: 11

Associate To:
(Select all that apply) 12

Actionable: Yes No 13

New Mail: Yes No 14

* Date of Receipt: MM/DD/YYYY 15

Category - Type: 16
Alternate

DEFERRAL CHECKLIST JOB AID

Updating Deferral Checklist from Efolder

Initial development is often more than simply review for records and set up an exam. The checklist is designed to prevent redundancy as well as prevent deferrals from occurring. Both goals help to ensure that we are meeting our obligation to notify the Veteran in a timely manner.

The first section of the job aid was designed to demonstrate how to begin and upload a deferral checklist from the first time the claim has been developed. This section of the job aid will demonstrate how to download a partially completed checklist from Efolder, onto your desktop, complete additional actions and then upload the checklist back into the Efolder, without creating duplicate checklists.

The actions that are taken from a subsequent development aspect are almost identical to the initial development upload, however there are small variances.

**Instead of uploading the deferral checklist from your desktop you will be downloading it from the Efolder in documents.

WARNING: Do not download the subsequent checklist until you are ready to complete it. You only have 1 hour from the time of download to upload the document back into the file to prevent duplication of files.

Step 1: Navigate to the document section of the Veteran's Claim. In the Efolder you will see the document titled VETERANS LAST NAME_CHECKLIST (SMITH_CHECKLIST).

Step 2: Click on the download button under tools for the document.

ite	Document Type	Subject	System Source	Source Comment	Uploading User Role	POA Organization	Originator First Name	Originator Last Name	Tools
	Compensation Checklist	SMITH_CHECKLIST	VBMS-JI		Awards Supervisor, Developer VSR, Development Supervisor, Super Supervisor		WASHINGTON	STUDENTONESIXTYNINE	📄 ⚙️

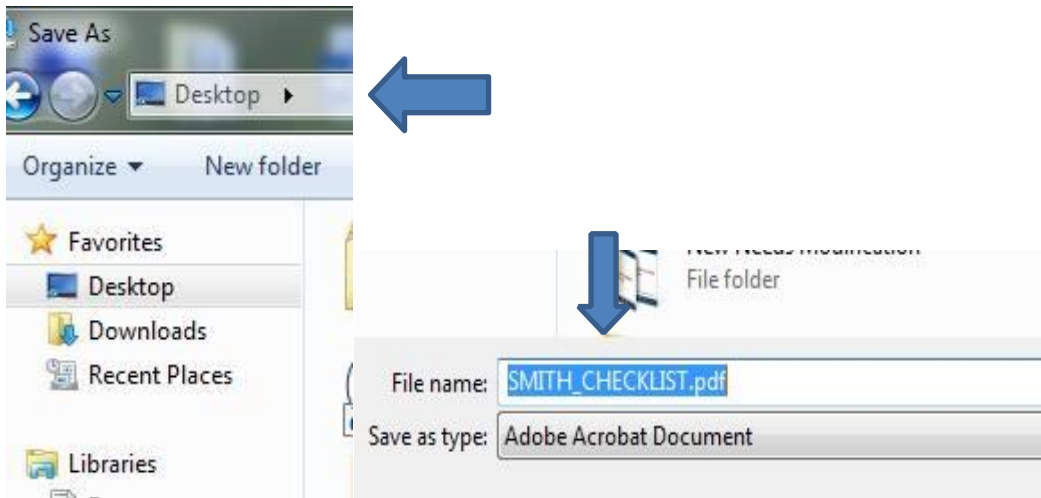
Step 3: After you click the download button Click the Save as arrow at the bottom of the page.

Do you want to open or save Deferral-Checklist-SMITH_CHECKLIST.pdf (84.8 KB) from efolder-demo.s3-us-gov-west-1.amazonaws.com?

Save Cancel

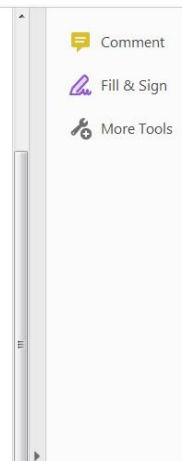
DEFERRAL CHECKLIST JOB AID

Step 4: When you click on “Save As” you will be asked where to save the document. Make sure that the document is being saved to your desktop and then ensure that the file name is the SAME as the one you are downloading. The file *should* be named “VETERANS LAST NAME_CHECKLIST”, but if it is not, ensure that you name it the same as what is labeled on the “Subject line” of the document. If you do not name it the same, then there will be two checklists in the file.



Step 5: Open the file that you just downloaded. You will see that it already has initials on it. These initials are from the previous development activities. You can see here that the previous claim processor made it through “Service Verified and Updated”. At this point you can see that there is further development that needs done, but you also know what development has been done. You can also see that this case is obviously not RFD because no further development was done. If you were to make this claim RFD you would ensure that the actions were completed and place your initials in the “Verified by” box.

by clicking on the **fill and sign icon** on the right side of downloaded form. Documents. Do not upload another version. **Use the same name:** You should with same name can not exist. **Select Overwrite.** “Requestor” section. VSR making claim RFD initial “Verified”.



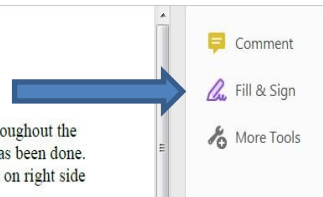
Development Activity	Requestor Initials	Verified Initials
Contentions, Service, Signature, Benefit,	JK	
	JK	
and Participant Profile)	JK	
Issues Noted M21-4. 6.A.e		
(Noted from Veteran if needed)		
(Social Security and M21-111.1.b)		

Step 6: Click on the “Fill and Sign” of the PDF document.

DEFERRAL CHECKLIST JOB AID

Steps to complete:

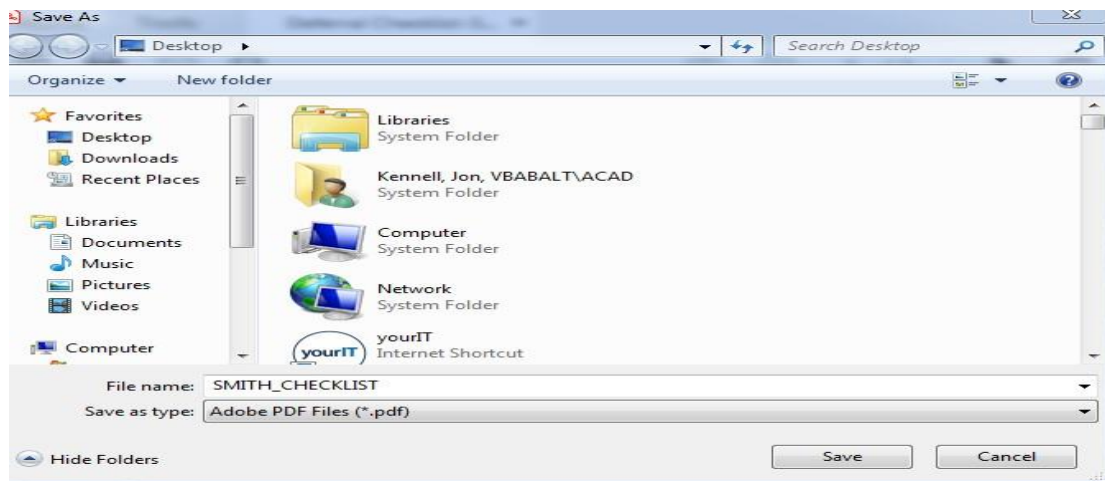
1. Upload the checklist into VBMS document file upon initial development. One checklist will be used throughout the life of the claim. The development activity will be able to see exactly what stage the claim is in and what has been done.
2. If the checklist is already uploaded into VBMS, download it to your desktop by selecting download tool on right side of VBMS document screen.



Step 7: Once the “*Fill and Sign*” is clicked a dialog box will open. Place your initials in the opened dialog box which indicates that you have taken or reviewed the action. There are two empty locations for your initials. The first location is “requestor”. Requestor is for the person who has completed the action initially. The second location for initials is “Verified”. Verified is to be completed by the person who has made the claim **Ready For Decision**. *It is important your initials are used and not any other mark*. The claim processor who has taken the action is responsible for placing their initials on the checklist. The initials will aid future claim processors knowing that the actions have been completed.

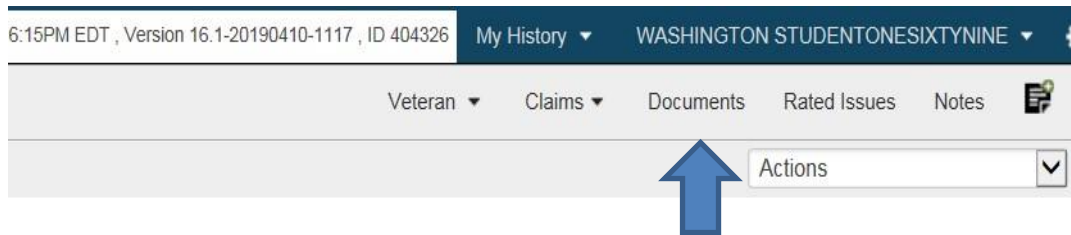
Development Activity	Requestor	Verified Initials
Application complete and verified, Name, Contentions, Service, Signature, Beneficiary Is 5103 needed		
Service Verified and Updated (Share, POA and Participant Profile)		
Date of Claim F.P and Claim Label Correct		

Step 8: Once the development actions have been initialed save the document by clicking “Save As”. The “Save As” box should show up and the file name should be the VETERAN’s LAST NAME_CHECKLIST. The completed checklist is now on your desktop.



Step 9: Once the checklist has been completed it can be uploaded into the VBMS Efolder. Click on documents.

DEFERRAL CHECKLIST JOB AID



Step 10: Once in documents click on “Actions”. Then “Upload Document”.



Step 11: Click on Browse and navigate to the file that you just saved on your desktop “VETERAN LAST NAME_CHECKLIST”.

Step 12: In the Subject line: VETERANS LAST NAME_CHECKLIST. The same name as the file. (Example: SMITH_CHECKLIST).

Step 13: Category Type: Checklist: Compensation Checklist

Step 14: Content Source: USER

Step 15: Associate to: Claims

Step 16: Actionable: No

Step 17: New Mail: Yes

Step 18: Date of Receipt: The date of upload

Step 19: Category-Type Alternate-Do not use unless appeals case

Step 20: Click “Upload”. (This is where it gets different). *You must have downloaded the document within the last hour* to prevent the system from allowing duplicates.

DEFERRAL CHECKLIST JOB AID

* File: 11

Subject: 12

* Category - Type: 13

* Content Source: 14

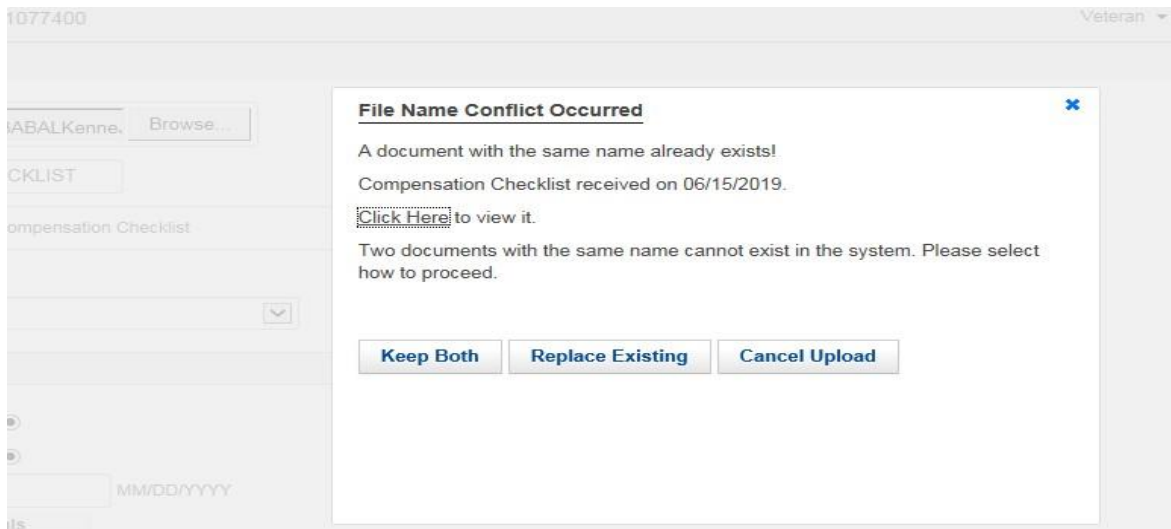
Associate To:
(Select all that apply) Claims 15

Actionable: Yes No 16

New Mail: Yes No 17

* Date of Receipt: MM/DD/YYYY 18

Category - Type: 19
Alternate



Step 21: Click Replace Existing

DEFERRAL CHECKLIST JOB AID

Completing the Deferral Checklist

The deferral checklist is designed for efficiency as well as to ensure quality control and trust among co-workers. The deferral checklist can be done in minutes and helps to ensure that Veterans are notified of their rating decision days, weeks and even months earlier than they would have been if their case had been deferred. The job aids above demonstrate how to complete and upload the deferral checklist. The steps below explain why each of these steps are being done.

The checklist is broken down into three distinct sections. The first is the *Development* section. In the development section, it is the primary function of the claim processor to ensure that everything that can affect the potential payment to the Veteran as well as ensure that the Duty to Assist is completed. The review component is designed to help gather evidence that is necessary for the claim processor to adequately complete the second component.

Development Activity

Development Activity	Requestor Initials	Verified Initials
Application complete and verified, Name, Contentions, Service, Signature, Benefit, Is 5103 needed		
Service Verified and Updated (Share, POA and Participant Profile)		
Date of Claim, EP and Claim Label Correct		
Contentions classified correctly, Special Issues Noted M21-4. 6.A.e		
Non-Federal Records (DOMA, 4142 requested from Veteran if needed)		
Federal Records (STRS, Personnel, VAMC, Social Security ect.) M21-1 I.1.C.1.b		
Additional or Special Issue Development needed M21-1 I.1.B.1.f		
If I/U-Social Security (4192 and 8940) and Vocational Rehabilitation records M21-1 IV.ii.2.F.2.j		
Tracked Items, Secondary Action Required (to prevent auto RFD), exam note		
Examinations Requested Decision Justification		

Examinations Requested Decision Justification

Examinations Requested Decision Justification		
Element One: Current Disability, diagnosis or symptoms M21-1 I.1.C.3.d		
Element Two: Event, injury or disease in service or Presumptive M21-1 I.1.C.3.e		
Element Three: Diagnosis or symptoms may be associated with element one or is secondary to SC. M21-1 I.1.C.3.f.		
If element not met Explain: (examination warranted if three elements met)		

The second section of the

checklist is designed to reflect the decision that is being made because of the evidence accumulated during development. In the *Examinations Requested Decisions Justification*. In the Examinations Requested Decision Justification section, the claim processor will indicate if an exam is warranted and if it is not, provide a justification as to why it has not by indicating which element(s) has not been met.

Explain when not scheduling an exam. What element was not met?

DEFERRAL CHECKLIST JOB AID

When you place the reasons for why the decision not to schedule an examination was made, the same verbiage can be copy and pasted into the required VBMS note. There is no need to double your work. Additionally, by indicating which element was not met, if there is a deferral action or a quality control issue that differs from your decision, you will be able to see exactly what your decision process was and why you made it. It also allows the rating activity to have a starting point when reviewing the Veterans records because the rating activity will have to demonstrate the meeting of the element, by a deeper dive into the records to effectively schedule an examination.

Exam Scheduling

The third section of the checklist is designed to aid the examination scheduling process.

Complete this section when scheduling an examination		
Verify Veteran's Name, Mailing Address (temporary if needed), Phone		
Verify ERRA location has been placed into the Documents		
Verify necessary ERB language placed into exam request for CAPRI		
Verify all contentions warranting an exam have been indicated on one exam request		
Verify correct contention classification and correct DBQ have been selected		
Verify appropriate, clear and concise language for Medical Opinion used		
Verify appropriate specialty language is selected/added as needed, when requesting exam through EMS		
Verify additional Medical Opinion-Examiner DBQ used when requesting exam through EMS and the exam and the exam (except Hearing Loss/Tinnitus or PTSD combat)		
Verify pertinent evidence has been bookmarked, described and tabbed in examiner review in EMS and in ERB (M21-1 III.iv.3.A.8.d)		
Verify ACE option has been selected in EMS		
Exceptions to ACE exams: IDES, BDD, GEN MED, BVA, FSAD, MENTAL HEALTH (M21-1 III.iv.3.A.4.b)		

Many claims are deferred because requested examinations did not meet the requirements necessary to complete the examination in the manner that it must be completed. For instance, the medical examiner will not complete a medical opinion unless there is an additional medical opinion DBQ attached for each opinion. This section helps to ensure efficiency in the process.