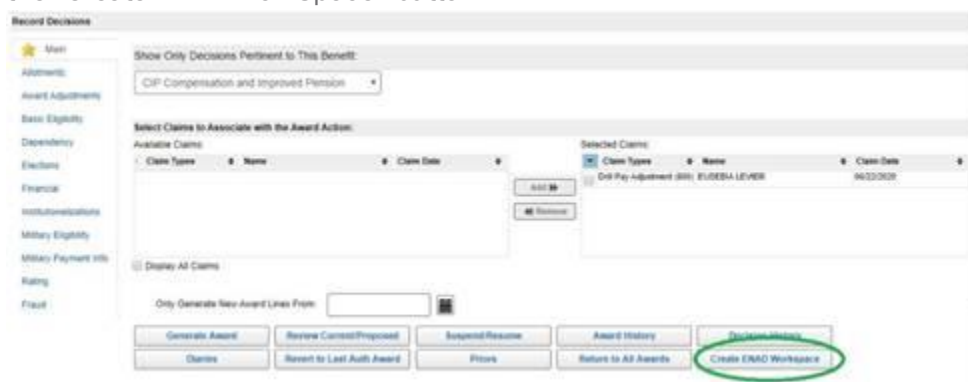# Enhanced Non-Permanent Award Display (ENAD) Fact Sheet

Purpose

The Enhanced Non-Permanent Award Display (ENAD) is the functionality internal to VBMS-A for users to issue due process for rating and non rating claims, in a style very similar to the creation of the RADL letter.

With the ENAD space in VBMS-A, users can propose modifications to the running award, having the system automatically determine the correct rates with the same logic used in VBMS-A award generation. An automated letter will also be created as a result of ENAD finalization, automatically providing accurate and up to date language and rates. After finalization, appropriate tracked items will automatically be added to the end products. As this is a separate workspace in VBMS-A, specifically designed to facilitate creating due process, the changes made in the ENAD workspace do not impact the running award. Therefore, users do not have to return the award and delete out decisions after ENAD finalization and letter generation.

How to Use the ENAD Workspace

The user can create a new ENAD workspace from the "Record Decision" screen in VBMS-A by clicking the "Create ENAD Workspace" button.

(Note: Above screenshot is from a test environment and does not contain any PII.)

Within the ENAD workspace, the user can enter all the decisions that are normally available in the Production workspace (including rating and non rating), and then generate a proposed award.

Once the award is generated in the ENAD workspace, the user can generate a due process letter by clicking the "Gen Letter" button on the proposed award screen. Much like the ADL letter, the user is presented the letter interview screen where they can enter/import evidence, modify recipients, add enclosures, and add free text. Free text provides greater flexibility to the end user to modify the letter and communicate due process issues that don't currently have generated language. Free text is allowed in the Introduction (immediately after the greeting), What We Propose, and Payment sections of the letter.

In order to generate the letter, the user clicks the "Approve Letter" button, which will automatically finalize the letter, upload it to the eFolder, send it through Package Manager to the identified recipients, set the required tracked items, and update the claim suspense.

When the due process period expires and the awards user comes back into VBMS-A to process the final award, they can use the "Merge Decisions" button to pull all of the decisions entered in the ENAD workspace into the award adjustment. Users should review to make sure that the decisions are still accurate and adjust based on any additional new information that has been received and needs to be part of the final award.

What Do Specific Buttons Mean?

There are several buttons in both the ENAD workspace and the "regular" Production space of VBMS-A that relate to the ENAD process.

Within Production Workspace When No ENAD Exists:

1. Create ENAD workspace: Creates the ENAD workspace

Within ENAD workspace:

1. Delete ENAD Workspace: Will delete the ENAD workspace and all associated decisions.
2. Exit ENAD Workspace: Saves all decisions in the ENAD workspace and exit to the Production workspace.
3. Merge Decisions from ENAD: Will copy all the decisions entered into ENAD into the Production workspace, for when it is time for final award generation at expiration of due process.

Within Production workspace when ENAD workspace exists:

1. Load ENAD workspace: Loads the ENAD workspace to allow entry of awards decisions within this workspace
2. Unlock Production: Saves the ENAD workspace but "unlocks" the production workspace to allow the generation of an award action

What Cannot Be Done in ENAD?

ENAD can work for a wide variety of claims, due to the ability to use free text in the letters for unique or edge scenarios.   However, there are a few scenarios where ENAD does not currently work for either award or letter generation and should not be used:

1. CPD claims
2. Non-payee 00 claims, including apportionments
3. Pension claims
4. Severance of service connection via Rating Decision
5. CUEs via Rating Decision

Rating ENAD Order of Operations

Prior to ENAD, the order of operations between promulgating the rating and issuing the due process did not matter. Since both are now happening internal to VBMS, the order of operations does matter for Rating ENAD claims. The below order of operations is to be followed for proposed rating reductions in ENAD:

1. Rating finalized by RVSR.
2. Awards VSR establishes appropriate EP600 to control the due process.
3. Awards VSR follows ENAD predetermination process internal to VBMS-A, pulling over into the award **both** the rating EP (which allows the proposed rating data to be included in the proposed award/letter) and the newly established EP600 (which allows automatic tracked item creation at ENAD finalization).
4. Awards VSR completes ENAD process in VBMS-A by selecting "Finalize Letter," which automatically sends the due process letter to the Veteran (and POA, if applicable).
    a. A tracked item controlling the due process is automatically created on both the rating EP and the EP600.
5. Awards VSR closes out the system generated tracked item on the rating EP (as the due process is controlled by the EP600).
6. Awards VSR completes promulgation on the rating EP in VBMS-A.
7. Authorizer reviews rating EP promulgation and letter, as appropriate.

VBMS-A does provide warning message to end user if user attempts to generate the rating EP prior to ENAD finalization.

Please refer to the "What Cannot Be Done in ENAD?" section for specifics around which rating claims cannot be completed in ENAD and should be completed via other processes.

Non-Rating ENAD

For non-rating ENADs, the order of operations matters significantly less than with the rating ENADs. Users should first establish an EP600 to control the due process. While in the ENAD workspace for non-rating EPs, users should only use the EP600.

If an unpromulgated finalized rating exists in addition to the non-rating ENAD, please make sure to consider the impact of that rating on your due process proposal.

Language will automatically populate in the ENAD specific to return to active duty, dependency and drill pay non rating due process, based on the decisions made in the ENAD workspace.

In order for return to active duty language to populate correctly, the service in the ENAD workspace and in VBMS-Core/Corporate must match. This could require awards users to enter the service into VBMS-Core temporarily for ENAD award and letter generation, and then later delete it out of VBMS-Core.

For other non-rating issues, ENAD can still be used to generate the correct rates and letters, and free text can be used to provide additional data for the letter.

Frequently Asked Questions

Q1. As an authorizer, what is my role in this process? The authorizer is responsible for reviewing the generation of the rating EP. The ENAD letter is released automatically through the ENAD generation process prior to the authorizer review.

Q2. Should a rating decision be included with the ENAD letter? No, it is not expected to have a rating decision included with the ENAD letter, even for rating EPs. All of the required information from the rating decision is automatically populated in the ENAD letter, including the combined evaluation language from the VBMS-R process.

Q3. Is it a problem that overpayment language is automatically included in the ENAD letter? No, this is expected to be automatically attached and should be released as generated.

Q4. When can the merge functionality be utilized? The merge functionality can only be used when a letter is being finalized. It is not required to use the merge functionality when returning to process adjustments after the due process period has expired.

Q5. When can I use the production workspace versus the ENAD workspace in VBMS-A? Both the ENAD and the production workspaces cannot be used to make adjustments at the same time. While the ENAD workspace is in use, the production workspace is locked. To unlock the production workspace, finalize or delete the ENAD workspace that is in progress.

Q6. Can I use the ENAD proposed workspace and generate a letter outside of VBMS? No, any time an ENAD workspace is finalized, a letter will be finalized. This finalized letter will automatically upload to the eFolder and send to the Veteran (and POA) through Package Manager. There is no way to suppress the letter part of the process.

Q7. What happens with my claims at ENAD finalization?   At finalization of the ENAD, the letter will automatically release to the Veteran and POA, if applicable. No EPs will be closed out throughout the ENAD process, though the claims that were part of the ENAD finalization will receive the applicable tracked items automatically added. There will be no claim status or claim lifecycle status changes as the result of ENAD actions; however, suspense date and reason changes could occur for claims in open status with the automatic addition of the tracked item. (Tracked item updates do not cause updates to suspense date and reasons for claims that are not in an open claim status.)

Q8. Why do I have more than one tracked item at ENAD finalization? Multiple tracked items may be created if there are multiple proposals to reduce. For example, if you proposing drill pay adjustments for multiple years, there will be an individual tracked item for each year. Users do not have to correct the tracked items that are automatically added as a result of ENAD finalization.

Q9. Can I still use ENAD for a decision for which ENAD does not generate adequate language? Yes, free text can be used to customize the letter you intend to generate. Please be aware that when free text is used, the tracked item will need to be manually added under the controlling EP600, since it will not automatically create.