



# **Compensation Service FY25 Pre-development Veteran Service Representative Program of Instruction (POI)**

**Veteran Benefit Administration  
1800 G Street, NW  
Washington, DC 20006**

**November 2024**

**VA**



**U.S. Department  
of Veterans Affairs**



# FY25 VSR Pre-D CBTS Program of Instruction



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## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Supplemental Claims	4626215	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson you will learn about supplemental claims and the requirement that the claim be for the same or similar benefit on the same or similar basis. The lesson also covers the prescribed form required for supplemental claims and the unique claims establishment requirements. Finally, the lesson covers the requirement for potentially new evidence necessary for the claim.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Define a supplemental claim.</li><li>• Define the same or similar benefit on the same or similar basis.</li><li>• Identify the prescribed form for a supplemental claim.</li><li>• Describe the claims establishment requirements for supplemental claims.</li><li>• Define potentially new evidence as it applies to supplemental claims.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Theories of Service Connection SC	4626217	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn the four theories of service connection:</p> <ul style="list-style-type: none"><li>• Direct</li><li>• Presumptive</li><li>• Presumption of Aggravation</li><li>• Secondary, including by aggravation</li></ul> <p>This course is designed for self-paced remediation following the appropriate VSR/RVSR Competency Based Training System (CBTS) diagnostic assessment. This training is intended to be a guide through the topic. It is not intended to make you an expert in this subject.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Explain direct SC.</li><li>• Describe presumptive SC.</li><li>• Define SC based on aggravation.</li><li>• Explain secondary SC.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Procedures for Obtaining STRs	4626218	0.75	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn about the various procedures for obtaining STRs, depending on the Veteran’s period of service. The unique requirements for obtaining STRs for members of the Reserve and National Guard. This lesson also covers the Healthcare Artifacts and Image Management Solution (HAIMS) and the automated interaction with the Veterans Benefits Management System (VBMS). The lesson also reviews obtaining STRs from the Joint Legacy Viewer (JLV) and National Personnel Records Center (NPRC).</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Explain automated STR requests based on claims establishment.</li><li>• Identify the steps for obtaining STRs for members of the Reserve and National Guard (NG).</li><li>• Describe the interaction between VBMS and HAIMS.</li><li>• Explain the suspense dates generated by VBMS for STR requests to HAIMS.</li><li>• Interpret the status message generated by VBMS for STR requests to HAIMS.</li><li>• Distinguish how STRs from HAIMS are grouped and displayed in VBMS.</li><li>• Explain late-flowing STR documentation in HAIMS.</li><li>• Describe how to access electronic copies of health records through JLV.</li><li>• Explain associating health records located in JLV with the claims folder.</li><li>• Explain the procedures for requesting STRs from NPRC.</li><li>• Describe the procedures for requesting STRs for Veterans discharged during the transition from paper to electronic STRs.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – PMR Retrieval Program	4626220	0.75	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn the purpose of the PMR program and the responsibilities of the PMR contractor and the claims processor.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Explain the purpose of the PMR program.</li><li>• Describe the PMR contractor responsibilities.</li><li>• Give examples of medical releases not processed by the PMR contractor.</li><li>• Identify the Regional Office (RO) leadership responsibilities.</li><li>• Describe the roles of the PMR Super Users.</li><li>• Determine when to upload a VA Form 21-4142, <i>Authorization to Disclose Information to the Department of Veterans Affairs (VA)</i> and VA Form 21-4142a, <i>General Release for Medical Provider Information to the Department of Veterans Affairs (VA)</i>.</li><li>• Explain how to enter a PMR Veterans Benefits Management System (VBMS) tracked item, and</li><li>• Describe the procedures for a rejected or returned request from a Private Healthcare Provider (PHP) or the PMR contractor.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Notification Requirements for Complete Claims	4626221	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn about providing notice under 38 U.S.C. 5103, including Department of Veterans Affairs' (VA's) duty to notify claimants of necessary information or evidence, exceptions to the notification requirement, section 5103 notice requirements for subsequent claims, cases that require issuance of a standard Section 5103 notice letter, and notification requirements for special issues.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Describe the Department of Veterans Affairs' (VA's) duty to notify claimants of necessary information or evidence.</li><li>• Indicate exceptions to the notification requirement.</li><li>• Explain Section 5103 notice requirements for subsequent claims.</li><li>• Identify cases that require issuance of a standard Section 5103 notice letter.</li><li>• Describe notification requirements for special issues.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Intent to File ITF	4626222	0.75	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn information regarding the identification and processing of ITFs, including communication of an ITF, required elements of a communication of and ITF, why communication is important, determining active status of an ITF, identification of the benefit sought on the ITF, ITFs for multiple benefits, duplicate ITFs, applying an ITF to multiple claims received on the same day, ITFs and non-final decisions, ITFs and withdrawn claims, ITFs submitted during active duty, and acknowledging receipt of a communication of an ITF.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Identify how a Veteran can communicate an ITF.</li><li>• Determine the required elements of a communication of an ITF.</li><li>• Explain why communication of an ITF is important.</li><li>• Determine the active status of an ITF.</li><li>• Identify the benefit sought on the ITF.</li><li>• Describe when an ITF applies to multiple benefits.</li><li>• Explain duplicate ITFs.</li><li>• Apply an ITF to multiple claims received on the same day.</li><li>• Explain ITFs and non-final decisions.</li><li>• Explain the impact on an ITF when the claim is withdrawn.</li><li>• Describe the impact of ITFs submitted during active duty.</li><li>• Identify the benefits ITFs do not affect.</li><li>• Describe how VA acknowledges receipt of an ITF.</li></ul>





## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Entitlement to Individual Unemployability (IU)	4626224	1.00	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn information on Individual Unemployability (IU) claims development.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Explain IU claims review and development.</li><li>• Identify employment-related development in IU claims.</li><li>• Give examples of other IU development procedures.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Processing of Herbicide Claims	4626225	1.00	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn about developing claims based on Southwest Asia (SWA) service, examinations for claims based on SWA service, and developing claims for service connection (SC) of brain cancer based on SWA service.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Identify the initial development actions on a new SWA service claim.</li><li>• Explain how to verify SWA service using the DD 214, Certificate of Release or Discharge from Active Duty.</li><li>• Indicate when to request service department records and medical evidence in a SWA claim.</li><li>• Cite procedures to take when the Veteran alleges exposure to environmental hazards but claims no disability.</li><li>• Give examples when an examination is/is not necessary in SWA claims.</li><li>• Explain the required language and the need to include the notice and definitions to examiners in SWA claims.</li><li>• Identify the impact of known clinical diagnoses on whether an examination is necessary for a SWA claim.</li><li>• Discuss the general development principles for claims for SC of brain cancer based on SWA service.</li><li>• Identify when to request an examination in claims for SC of brain cancer and to add specific medical opinion language.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Developing Claims for PTSD	4626227	1.25	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn general information concerning the processing of posttraumatic stress disorder (PTSD) claims for service connection (SC).</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Describe development requirements for PTSD claims.</li><li>• Explain the information required to concede an in-service stressor.</li><li>• Identify when an examination is necessary to support a claim for PTSD.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Developing Claims Based on Southwest Asia Service	4626228	1.00	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn about developing claims based on Southwest Asia (SWA) service, examinations for claims based on SWA service, and developing claims for service connection (SC) of brain cancer based on SWA service.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Identify the initial development actions on a new SWA service claim.</li><li>• Explain how to verify SWA service using the DD 214, Certificate of Release or Discharge from Active Duty.</li><li>• Indicate when to request service department records and medical evidence in a SWA claim.</li><li>• Cite procedures to take when the Veteran alleges exposure to environmental hazards but claims no disability.</li><li>• Give examples when an examination is/is not necessary in SWA claims.</li><li>• Explain the required language and the need to include the notice and definitions to examiners in SWA claims.</li><li>• Identify the impact of known clinical diagnoses on whether an examination is necessary for a SWA claim.</li><li>• Discuss the general development principles for claims for SC of brain cancer based on SWA service.</li><li>• Identify when to request an examination in claims for SC of brain cancer and to add specific medical opinion language.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Military Records Specialist MRS	4626231	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn about assignment of and qualifications for an MRS, duties of an MRS, requesting assistance to contact a separation point, when to contact the Compensation Service (CS) corporate mailbox, and information the CS corporate mailbox might need from an MRS.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Describe the duties and responsibilities of an MRS.</li><li>• Identify when a MRS should request records from the separation point.</li><li>• Explain when to contact the CS corporate mailbox.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Requests for Federal Records	4626232	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn general information on requests for Federal records, including Department of Veterans Affairs' (VA's) responsibility to assist claimants in obtaining evidence, standard procedure for requesting records from a Federal entity, situation in which the standard procedure for requesting records from a Federal entity is not applicable, requests for medical records from the Social Security Administration (SSA), and final notification to claimants when VA is unable to obtain relevant Federal records.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Describe the VA's responsibility to assist claimants in obtaining evidence.</li><li>• Identify standard procedure for requesting records from a federal entity.</li><li>• Express a situation in which the standard procedure for requesting records from a federal entity is not applicable.</li><li>• Explain when a request for medical records from the SSA is necessary.</li><li>• Describe VA's obligation to provide final notification to claimants when VA is unable to obtain relevant Federal records.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D — Verification of Service and Character of Discharge (COD)	4626233	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn information on verifying service and the Veteran’s COD, including verify service and COD, determine former prisoner of war (FPOW) status, consider travel time when verifying length of service, request certification of travel time, and determine travel time for Public Health Service (PHS) claimants.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Describe the importance of verifying service and COD.</li><li>• Discuss the need to determining former prisoner of war (FPOW) status.</li><li>• Interpret the need to consider travel time when verifying length of service.</li><li>• Describe when to request certification of travel time.</li><li>• Discuss travel time computations for PHS claimants.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Dependency During Pre-Determination	4626234	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn information about dependency claims during the Pre-Determination claims processing.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Indicate what forms claimants must use to initiate the process of adding a dependent to their award.</li><li>• Illustrate how to control claims for additional compensation for a dependent.</li><li>• Explain the process when a request to add a dependent was not on a prescribed form.</li><li>• Explain the removal of a dependents from a beneficiary’s award.</li><li>• Discuss the acceptability of prescribed dependency forms from a VA-recognized representative.</li><li>• Discuss the acceptability of prescribed dependency forms that a Regional Office (RO) or call center employee can complete and sign.</li></ul>





## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
<p>VSR CBTS Pre-D – Willful Misconduct Determinations</p>	<p>4626236</p>	<p>0.75</p>	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn about general information on willful misconduct determinations, willful misconduct determinations and alcohol consumption, willful misconduct determinations and vehicular accidents, and development of claims involving accidental injuries.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Cite the definition of willful misconduct.</li> <li>• Identify when and when not to make a willful misconduct determination.</li> <li>• Explain willful misconduct determinations with regards to alcohol consumption.</li> <li>• Explain willful misconduct determinations with regards to vehicular accidents.</li> <li>• Determine whether an administrative decision is necessary for claims involving accidental injuries.</li> </ul>
<p>VSR CBTS Pre-D – Fully Developed Claim FDC Program</p>	<p>4626244</p>	<p>0.75</p>	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn about the overview of the FDC Program and forms the claimants must use when submitting an FDC.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>• Explain the purpose of the FDC Program.</li> <li>• Identify the benefits of and criteria for participation in the FDC Program.</li> <li>• Give examples of forms claimants must use to participate in the FDC Program.</li> <li>• Illustrate the use of EZ form by claimants who do not want to participate in the FDC program.</li> <li>• Explain the unique characteristics of the EZ form.</li> <li>• Discuss the handling an incomplete EZ form.</li> </ul> <p>Discuss the handling an unsigned EZ form.</p>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Determining Date of Claim and End Product EP Control	4626245	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn information about claims for Department of Veterans Affairs (VA) benefits, including what constitutes a substantially complete application, when to place an application for benefits under EP control, determining the proper DOC for claims establishment purposes, identifying an incomplete application including an unsigned application for benefits, and requests for benefits that are not filed on a prescribed form.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Identify a substantially complete application.</li><li>• Cite the correct EP for proper control.</li><li>• Determine the proper DOC for claims establishment purposes.</li><li>• Identify incomplete applications, including unsigned application for benefits.</li><li>• Recognize requests for benefits that are not filed on a prescribed form.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – VA Representation and Appointing Representation	4626247	0.75	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn information on the distinction between VA representation, Power of Attorney (POA) under State law, and information on appointing a representative.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Recognize a claimant’s right to representation.</li><li>• Articulate the definition of VA representation.</li><li>• Explain that a POA under State law does not create VA representation.</li><li>• Explain the requirements to represent claimants.</li><li>• Articulate the definition of declaration of representation.</li><li>• Describe the declaration of representation requirements.</li><li>• Distinguish between unlimited versus limited representation.</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
VSR CBTS Pre-D – Hospital Adjustments	4626253	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> In this lesson, you will learn information on the initial actions to take upon receipt of notice from a VA medical facility of a Veteran’s hospitalization at VA expense, including Hospital Adjustment Coordinator (HAC) responsibilities, determining whether an award adjustment is necessary, actions to take upon receipt of Department of Veterans Affairs (VA) report of hospitalization, and requesting documents/reports from Compensation and Pension Record Interchange (CAPRI).</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Identify HAC responsibilities.</li><li>• Determine whether an award adjustment is necessary.</li><li>• Identify actions to take upon receipt of VA report of hospitalization.</li><li>• Identify documents/reports you can request under the 7131 REQUEST tab in CAPRI.</li></ul>
VSR CBTS Pre-D – Examinations Overview	4629100	1.00	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> Information concerning examination requests.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Determine who is responsible for ordering examinations and/or medical opinions</li><li>• Identify when it is most advantageous to order a VA examination</li><li>• Explain how to order a sufficient examination utilizing software resources</li></ul>



## FY25 VSR Pre-D CBTS Program of Instruction



Title	TMS ID	Hours	Description
CBTS POST VSR - Making, Documenting, and Issuing Administrative Decisions	4648164	0.50	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> Information on making, documenting, and issuing Administrative Decisions.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"><li>• Identifying the general guidelines for making and documenting administrative decisions.</li><li>• Selecting the proper format for administrative decisions</li><li>• Describing the required elements of administrative decisions</li><li>• Explaining addressing favorable findings</li><li>• Selecting the proper template for an administrative decision</li><li>• Describing the process for electronically signing administrative decisions in the Veterans Benefits Management System (VBMS)</li><li>• Explaining the process to notify claimants of an unfavorable administrative decision</li></ul>
CBTS POST VSR - Applications for Accrued and Requests for Substitution	4648167	0.40	<p><b>Delivery:</b> Self-Study/Online</p> <p><b>Description:</b> This course contains information on the application for accrued benefits.</p> <p><b>Objective:</b></p> <ul style="list-style-type: none"><li>• Identify applications for accrued benefits, and request a substitute</li><li>• Determine action to take when accrued benefits exist but not claim is filed</li><li>• Identify information to include on the notification letter with VA Form 21P-601, <i>Application for Accrued Amount Due a Deceased Beneficiary</i></li><li>• Establish request for substitution time limits</li><li>• Identify language to include on request for substitution letters when there is no evidence of record</li></ul>