



Compensation Service

Claims Processor Competency-Based Training System Diagnostic Assessment

Employee/Supervisor/Training Manager Readiness Guide

Veterans Benefits Administration
1800 G Street, NW
Washington, DC 20006

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VA



U.S. Department
of Veterans Affairs



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1 Revision History

| Revision History | | |
|------------------|--------------------------|--|
| Date of Revision | Individual Making Update | Update Information and Reason |
| 7/12/2021 | Johnson, Christofer | 1 st Draft edits |
| 7/30/2021 | Charity Glardon | Edits |
| 8/6/2021 | Jon Kennell | Review |
| 8/19/2021 | Johnson, Christofer | Format and grammar edits |
| 9/11/2021 | Jon Kennell | Update with Field Suggestions, added BLUF |
| 12/21/2021 | Jon Kennell | Update with Field Suggestions, Section 3.1.12 |
| 12/27/2021 | Jon C. Kennell | Updated “How to” for changing due dates if already entered. |
| 1/3/2022 | Jon C. Kennell | Updated references to time associated with diagnostic assessment 3.3.1 and 3.1.9. |
| 1/3/2022 | Jon Kennell | Addendum added to “how to change dates” |
| 1/12/2022 | Jon Kennell | Additional clarification on awarding badges EOY evaluation required.v.5 |
| 1/20/2022 | Jon Kennell | Added Section for Training Manager report retrieval 3.1.15 (Version 6) |
| 2/8/2022 | Jon Kennell | Removed reference to VR&E and made it more concise for the audience on page 47 (reports) v.7 |
| 3/24/2022 | Angelic Bell | Alteration of due dates for remediation. OFO Provides 90 days to complete the entire process. Extensions beyond 90 days would go through the District but not exceed 120 days. |
| 3/24/2022 | Angelic Bell | Change to 3.12, 3.1.13 |
| 3/24/2022 | Jon Kennell | Change RVSR to a claims processor |



2 Overview

The Compensation Service (CS) Rating/Non-Rating Veterans Service Representative (CLAIMS PROCESSOR) Competency-Based Training System (CBTS) Diagnostic Assessment Readiness Guide (Readiness Guide) will help you gain a better understanding of the assessment and its requirements. CBTS is a fluid and is trend and analysis-based.

This Readiness Guide contains:

- CLAIMS PROCESSOR Position Summary
- VBA CLAIMS PROCESSOR Diagnostic Assessment
- VBA Diagnostic Assessment Preparation
- VBA CLAIMS PROCESSOR Badging Process
- Frequently Asked Questions (FAQs)
- Appendices
- Customer Support-support@vbatraining.org

2.1 Bottom Line Up Front

There are many questions about what CBTS is and how it will affect how VBA trains. Hopefully the following information will assist in creating a better understanding of the CBTS process.

- **CBTS is an assessment to help employees discover where there are remediation opportunities.**
- **CBTS Assessment is not a Pass/Fail test.**
- CBTS is meant to assure efficient training every year with individualized training needs rather than bulk 40 hours of mandated training. Training will still be provided beyond what is identified in CBTS assessments from various sources.
- An employee ~~simply~~ takes the assessment and is provided with a suggested training plan by CBTS.
- There is no study required. Practice would be detrimental because it is an assessment, not a test.
- Training Managers and Supervisors can override the training that the assessment results have identified.
- **CBTS** is in TMS, not in a separate program.
- Training managers and supervisors access TMS to access CBTS workbenches.
- Employees can use all references or tools they would typically use to process a claim, with the exception that employees must not use other employees (past or present) to assist.
- CBTS is not a certification program; however the badging program can be used to indicate proficiency.
- Employees will still have to take other forms of mandated training as the need arises or trends are identified.
- CBTS is very much like a “Consistency Study”.
- CBTS is for everyone who would have normally been subject to 40 hours of Claims Processor training. If a person is in ,anan RSVR training cohort, they remain in the CBTS cohort.
- CBTS does not cover special missions at this time; thus, special mission training is still required.
- CBTS has a 30-day notification requirement. Employees must be notified 30-days prior to taking the assessment.
- Claims processors will be assigned the CBTS diagnostic upon their one year anniversary in their position.
- CBTS is intended to identify processing deficiencies and provide remediation, if necessary, to ensure Veterans



receive the service that they deserve.

- CBTS uses information from the CBTS assessments and quality control, deferral analysis, leadership requests, and national trends to determine and assign training needs.
- CBTS does not preclude Regional Offices from prescribing training to employees.
- Regional Offices should develop Regional Office specific training plans.
- Badges are awarded after EOY evaluation for the FY that the diagnostic assessment is being completed.
- Employees, Regional Offices, and Supervisors have 90 days to complete the assessment through the remediation process.
- Extensions beyond 90 days will need to be requested through appropriate District but cannot exceed 120 days. Extensions would be the result of workload impact, extended leave, or other unforeseen circumstances.
- The last CBTS diagnostic assessment for the FY will be held in August of each FY. Claims processors who become experienced claims processors after August will be assigned the CBTS diagnostic on the first of the following FY.

2.2 Introduction/Background

Until CBTS, claims processors were required to take 40 hours of mandated training every year regardless of their proficiency. CBTS provides an opportunity to individualize training needs and eliminate training that may not be needed. The Compensation Service (CS) Rating/Non-Ratings Veterans Service Representative (claims processor) Competency-Based Training System (CBTS) links training and assessments to the technical competencies identified for the claims processor position. Linking technical competencies to training helps to ensure CS employees receive targeted training that meets their specific needs. The CS Claims Processor CBTS is designed to assess technical competence, identify training based on assessment scores, and, upon review and approval, automatically populate employee Talent Management System (TMS 2.0) “My Learning” lists. This systematic approach to training helps to ensure a competent workforce that possesses the knowledge, skills, and abilities (KSAs) required for responsive, timely, and appropriate benefits service delivery to Veterans, Servicemembers, and their families. **The CBTS assessment is not a test. However, it must still be accomplished individually and without the assistance of anyone else.** CBTS is like a consistency study that identifies training needs for claims processors.

CS will use the results from the RVSR CBTS to obtain national proficiency trends and to assign refresher training each fiscal year (FY) according to the CS Claims Processor Badging Program. See the Badging Program section located within this guide for details.

CBTS is designed to identify individual training needs. CBTS is not intended to replace Regional Office training plans or individual needs identified because of quality control deficiencies. Regional Offices must still ensure that employees are adequately trained to perform their job functions and provide remediation when necessary (see RACI below). Training hours used by stations are not the result of CS mandated requirements. Instead Regional Office training needs as identified by the leadership of the Regional Office and in coordination with OFO.



3 VBA Claims Processing Diagnostic CBTS Assessment Structure

3.1 Claims Processor Diagnostic Assessment

CS Claims Processor Diagnostic Assessment contains multiple-choice single-answer questions that sample the KSAs required for successful job proficiency. These KSAs are linked to one or more of four technical claims processing competencies. The CS Claims Processing Diagnostic Assessment contains two, and each of these assessments contains over twenty-five questions. These questions are linked to the technical competencies, associated KSAs and refresher training. The KSAs are detailed in Appendix A. Examples of the types of questions that are included in the assessment are in Appendix B. Proficiency range descriptions are detailed in Appendix D. The four assessments cover the following technical competencies:

- Claims Processing
- Health and Medical Processes
- VBA Applications
- Veterans Benefits and Eligibility

3.1.1 CBTS and Module Assessment Structure

Claims processors can complete the annually assigned CS Diagnostic Assessment as a whole or complete each of the individual assessments separately over time during the allotted administration period.

Module assessments directed as a result of the CBTS assessment will be required to demonstrate remediation of the identified competency deficiency. Scores for each attempt for module assessments are recorded and reported to District and Regional Office leadership. A minimum score of 80% will be required to earn competency badges. However, the score should not, and is not intended to, affect employee evaluations. Supervisors are permitted to mitigate the requirement to take the module assessment. Mitigations of module assessments are reported to OFO, District, and Regional Office leadership. Training time for subsequent attempts for any assessment is not provided. The supervisor may also select to award the badge by mitigating scores less than 80% from the assessments.

Employee assessment results will be available upon the employee submitting the assessment for review. All Level II assessments will require a minimum score of 80% for the employee to earn the badge. The employee may take the course and assessment multiple times; however, training time will only be provided for the first attempt.

Example: The employee may take the remediation module and assessment. The employee may score less than 80%. The score cannot be used for annual, summary, mid-year evaluations; however 80% is necessary to earn the badge (the badge demonstrates proficiency). The employee may decide to take the module and remediation until 80% is achieved; however, additional training time is not provided.



3.1.2 CBTS Assessment Access

The CBTS Assessment will be directed through TMS as assigned training. This one course will contain the links needed for any CBTS diagnostic assessments. Once assigned, the link will appear on your TMS 2.0 “My Learning” list. Employees will only be able to access the assessments that have been assigned. They will not be able to self-assign. If you do not have a TMS Course associated with the Diagnostic Assessment assigned to you during the beginning of the first quarter, and you are an experienced claims processor (after one year) inform your coach/TM so they can assign it.

To begin the assessments, employees will access TMS 2.0, and navigate to the assigned course. The course names and numbers will vary based on the assessment cycle.

Claims processors will be informed of the CBTS assessment at least 30 days before the start of the Diagnostic Assessment, the assigned assessments course names and numbers will be available to the claim processor. The Diagnostic Assessment and remediation process must be completed within 90 days. This includes the assessment through supervisor adjudication of the tasks identified by the diagnostic assessment through remediation of identified needs. Extension of the 90 days can be made only with the endorsement of District Offices and cannot exceed 120 days.

3.1.3 CBTS Eligibility

Claims processors currently in the claim processor NTC 40-hour mandate are eligible for the diagnostic assessment and any remediation assessments. CBTS currently does not include any special missions.

3.1.4 Role of the Training Manager

The role of the training manager is the same as it has been for the previous CSNTC program. Training Managers are responsible for ensuring compliance issues are completed. To access the supervisor workbench please enter through the [VBA Family Applications Portal](#). To request a password and user ID, please send an email to support@vbatraining.org. Once signed in, the manager would go to the Live Assessment Portal. Click on the “menu” tab and select “Student Workbench.”

3.1.5 Role of the Supervisor

The supervisor’s role, as it relates to CBTS, is to review the courses identified for remediation, accept, or reject the training plan outlined for the employee. Supervisors may add or remove courses for the employee, as can leadership, Regional Offices, VACO, or training staff. To access the supervisor workbench please enter through the [VBA Family Applications Portal](#). To request a password and user ID, please send an email to support@vbatraining.org. Once signed in, the manager would go to the Live Assessment Portal. Click on the “menu” tab and select “Student Workbench.”



3.1.6 Gaining Access to the Student Workbench as a Supervisor or Training Manager.

To access the supervisor workbench please enter through the [VBA Family Applications Portal](#). To request a password, user ID, or customer support, please send an email to support@vbatraining.org. Once signed in, the manager would go to the Live Assessment Portal. Click on the “menu” tab and select “Student Workbench.”



3.1.7 Special Missions

CBTS currently pertains only to Claims processors, regardless of role, who have one year or more in the respective claim processor position. This includes anyone currently assigned to the NTC Cohort previously mandated 40 hours of training.

3.1.8 Regional Offices

Regional Offices may still assign training that is approved by Compensation Services. Compensation Services does not limit the amount of training that an RO can provide, nor does Compensation Services mandate a specific number of hours.



RVSR Diagnostic Assessment Portal 2021

Welcome

Compensation Service and the Office of Talent Management (OTM) developed a series of diagnostic assessments designed to help Rating Veteran Service Representatives (RVSRs) determine their proficiency with respect to job-related competencies. Its purpose is to help each employee determine their individual training needs (recommends tailored training), eliminating redundant instruction and providing additional time for serving Veterans and professional development.

RVSR Diagnostic Assessment - Click Here

Refresher training is prescribed based on your performance on the assessment and will vary according to your job-related needs. If your feedback report contains recommended training, the training items will be added to your TMS "My Learning" list after meeting with your supervisor and training manager (TM). If you require assistance locating training items or have questions about your feedback report, please consult your TM or supervisor. If your feedback report does not identify any refresher training, consider consulting with your supervisor or manager to create a plan for completing any professional development, or other training items, identified on your annual Individual Development Plan (IDP).

You have completed all of the requirements for RVSR Diagnostic Assessment Portal 2021. If you need technical support, contact. Support@vbatraining.org

Overall Feedback Report

Contains a summary of proficiency ranges with suggested changes.

[RVSR Diagnostic Assessment Feedback](#)

Claims Processing 1

Details

Welcome to the **Claims Processing 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Claims Processing competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

Health and Medical Processes 1

Details

Welcome to the **Health and Medical Processes 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Health and Medical Processes competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

3.1.9 Assessment Completion

It should take approximately 45 minutes to one hour to complete each assessment. After completing each assessment, the employee's score will be calculated, and the Individual Feedback Report will be generated. Completion credit will be awarded in TMS upon completing the assigned assessments. The employee must complete the assigned assessments within one month of the assessment being assigned. Assessment results are stored, and an Individual Feedback Report is generated after completing each assessment. After the assigned assessments are completed, the employee's completion credit is awarded in [TMS 2.0](#). Results are accessible to the employee by logging into [TMS 2.0](#). The employee will receive a total of 1.25 hours of TMS credit for completing each assessment. The feedback report is available to the employee and to the supervisor immediately upon completion of the assessment.

Note: It is recommended that each employee print and/or save the Individual Feedback Report after each assessment for future reference. Refer to the FAQ section of this document for instructions on how an employee may access results in TMS post-completion.

Suppose an employee is on leave and is not able to complete the CBTS assessment within the 30-day administration period. In that case, cannot the employee will need to work with the TM and their Coach to ensure the assessment is completed upon their return. OFO, Regional Offices, and Districts will be notified of the incomplete assessments.



3.1.10 Assessment Results

When the employee selects “Submit” on the last assessment question, the system will display a link to download the results. When the employee selects an assessment feedback button from within the assessment portal, a new window opens to display a feedback report. The employee will always have access to the results through TMS 2.0 from the “My History” section. Refer to the FAQ section of this document on how an employee may access results in TMS post-completion. Please refer to the claims processor CBTS Assessment Report Portal Job Aid in Appendix C for additional guidance.

The screenshot displays the 'RVSr Diagnostic Assessment Portal 2021' interface. On the left, a dark blue 'Welcome' box contains text about the assessment's purpose and a link to 'RVSr Diagnostic Assessment - Click Here'. Below this, a blue box indicates '33 day(s) left to complete RVSr Diagnostic Assessment Portal 2021'. On the right, a 'Getting Started' section explains the assessment's content, and an 'Instructions' section provides details on practice questions and credit earned upon completion.



RVSR Diagnostic Assessment Portal 2021

Welcome

Compensation Service and the Office of Talent Management (OTM) developed a series of diagnostic assessments designed to help Rating Veteran Service Representatives (RVSRs) determine their proficiency with respect to job-related competencies. Its purpose is to help each employee determine their individual training needs (recommends tailored training), eliminating redundant instruction and providing additional time for serving Veterans and professional development.

RVSR Diagnostic Assessment - Click Here

Refresher training is prescribed based on your performance on the assessment and will vary according to your job-related needs. If your feedback report contains recommended training, the training items will be added to your TMS "My Learning" list after meeting with your supervisor and training manager (TM). If you require assistance locating training items or have questions about your feedback report, please consult your TM or supervisor. If your feedback report does not identify any refresher training, consider consulting with your supervisor or manager to create a plan for completing any professional development, or other training items, identified on your annual Individual Development Plan (IDP).

You have completed all of the requirements for RVSR Diagnostic Assessment Portal 2021. If you need technical support, contact Support@vbatraining.org

Overall Feedback Report

Contains a summary of proficiency ranges with suggested changes.

[RVSR Diagnostic Assessment Feedback](#)

Claims Processing 1

[Feedback](#)

Welcome to the Claims Processing 1 Diagnostic Assessment

This assessment evaluates your technical proficiency with respect to the Claims Processing competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

Health and Medical Processes 1

[Feedback](#)

Welcome to the Health and Medical Processes 1 Diagnostic Assessment

This assessment evaluates your technical proficiency with respect to the Health and Medical Processes competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

3.1.11 Feedback Report

| Title | Description |
|---------------------------------|---|
| 1. Title | This field displays the assessment title and the completion date and time. |
| 2. Proficiency Indicator | This field indicates the overall score placed along a continuum of performance indicators ranging from Entry to Advanced. |
| 3. KSAs | This field lists the KSAs used to measure the proficiency range for each assessment. Also noted is the number of correct items/total number of items for each KSA (shown in parenthesis). |
| 4. Suggested Training | This field lists the suggested training (lesson title and TMS ID) for each KSA in which the proficiency reaches the Advanced range. |
| 5. Required Training | This field lists the required training (lesson title and TMS ID) for each KSA in which the proficiency did not reach the Advanced range. |



Claims Processor CBTS Diagnostic Assessment Employee Readiness Guide



The purpose of the feedback report is to present a snapshot of an employee’s technical competency at the KSA level and, offer refresher training recommendations to address competency deficiencies. There are seven Individual Feedback Reports for the seven assessments and one Overall Feedback Report that summarizes the seven assessments. See a sample Individual Feedback Report below. It is recommended that each employee print and/or save the Individual Feedback Report after each assessment. Refer to the FAQ section of this document on how an employee may access results in TMS post-completion.

| Overall Feedback Report | | |
|--------------------------------|--|--------------|
| Student: Doe, Jane | | |
| Assessment | Completed | Proficiency |
| Claims Processing I | 07/25/2021 09:38 | Intermediate |
| Health and Medical Processes I | 07/25/2021 03:39 | Entry |
| Required Training | | |
| TMS# | Title | Hours |
| VA 4075786 | OSR Challenge Due Process | 2.50 |
| VA 4078966 | Mental Disorders | 2.50 |
| VA 4078976 | The Musculoskeletal System (Upper Body) | 6.00 |
| VA 4030387 | Amputation Role Play and Muscle Injury | 4.50 |
| VA 4407240 | Musculoskeletal System - Lower Extremities (Prone) | 2.00 |
| VA 4580584 | Rating Reductions | 1.75 |
| Total Training Hours | | 19.25 |

3.1.12 CBTS Assessment Portal Student Workbench & TMS Assignment

The CBTS Assessment Portal Student Workbench is a platform to assign CBTS refresher training to TMS. It allows the Coach and employee to engage and agree upon a training plan based on an employee’s assessment results and the year’s centrally assigned badge(s).

The refresher training items available for an employee’s learning plans are displayed in the Student Workbench after the employee completes the assessments. For each training item, the list includes actions to take, the status of each list item, the TMS ID number, the training title, and the number of hours associated with each training item. Each item can be dismissed or added to TMS. Dismissing an item means to dismiss that item from view, and it will not be included in the queue of items to be added to the employee’s TMS Learning Plan. Dismissed items can be viewed using the sorting functions at the bottom of the Workbench. A report indicating dismissed items is provided to OFO Regional Office leadership, and Districts.

View the training items associated with each assessment by clicking the drop-down arrow next to the title. Some training items may be associated with several assessments. Several details from the employee’s Individual Feedback





Report are provided in the expanded section. These include the status of the training item, whether the training items are required or suggested based upon the assessment outcome, and the date and time each assessment was completed. If courses are suggested, the employee scored at a level that the system determined to be proficient, but additional training could help make that employee more efficient. If the system indicates that the employee has required training, the training is required unless mitigated by the supervisor. Suppose the supervisor chooses to mitigate training requirements that were required by the diagnostic assessment. In that case, it should be based on and justified by “observable” behaviors and quality assessment by the supervisor.






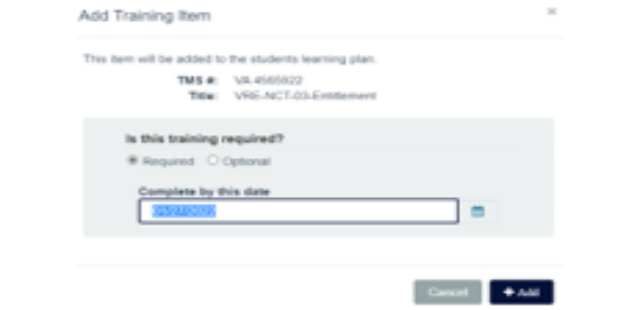
See Appendix C.2 – C.4 for detailed instructions on all the features of the Student Training Workbench and on how to process the diagnostic assessment results.

3.1.13 Due Dates for Required Remediation and Changing Due Dates Once Created

Note: The TMS system currently automatically provides a due date option for training to the end of the FY. The supervisor must manually alter this to reflect NLT 90 days from the date of the diagnostic assessment being assigned. All required training must be completed within 90 days of diagnostic assessment being assigned. The reason for this is that the assessment identified deficiencies in the claims processor’s knowledge base that may impact how the claims processor evaluates claims. Thus, it is essential that said remediation take place to ensure claims processing quality.

| <p>3</p> <p>After pressing Select next to an employee’s name in the employee list, the workbench for that employee is displayed with a list of required or suggested training items. This list is constructed based upon assessment results. For each training item, the list includes actions to take, the status of each list item, when and if the training has been completed, the TMS ID number, the training title, and number of hours associated with each training item.</p> <p>Two actions are available for each training item: Dismiss – Allows the supervisor to dismiss the training item from the current view. Add to TMS – Submits the training item to the employee’s TMS Learning Plan.</p> <p>Once you have added an item to an employee’s TMS Learning Plan and want to modify the required date, you must first remove it from the employee’s TMS Learning Plan.</p> <p>Warning: If the employee has already started the item, the steps below will not impact the item.</p> | | <table border="1"> <thead> <tr> <th>Training Items</th> <th>Badge</th> <th>Status</th> <th>Completed On</th> <th>TMS #</th> <th>Title</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> Dismiss <input type="radio"/> Add to TMS</td> <td></td> <td>New</td> <td></td> <td>VA 367049</td> <td>VRE MGR PART VI Employment Services (Revised)</td> <td>1</td> </tr> <tr> <td><input type="radio"/> Dismiss <input type="radio"/> Add to TMS</td> <td></td> <td>New</td> <td></td> <td>VA 367006</td> <td>VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31</td> <td>1</td> </tr> <tr> <td><input type="radio"/> Dismiss <input type="radio"/> Add to TMS</td> <td></td> <td>New</td> <td></td> <td>VA 411833</td> <td>VRE_L Refresher-01-Understanding the S. Program</td> <td>0.5</td> </tr> </tbody> </table> | Training Items | Badge | Status | Completed On | TMS # | Title | Hours | <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | | New | | VA 367049 | VRE MGR PART VI Employment Services (Revised) | 1 | <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | | New | | VA 367006 | VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31 | 1 | <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | | New | | VA 411833 | VRE_L Refresher-01-Understanding the S. Program | 0.5 |
|---|-------|---|----------------|-----------|---|--------------|-------|-------|-------|---|--|-----|--|-----------|---|---|---|--|-----|--|-----------|---|---|---|--|-----|--|-----------|---|-----|
| Training Items | Badge | Status | Completed On | TMS # | Title | Hours | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | | New | | VA 367049 | VRE MGR PART VI Employment Services (Revised) | 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | | New | | VA 367006 | VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31 | 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | | New | | VA 411833 | VRE_L Refresher-01-Understanding the S. Program | 0.5 | | | | | | | | | | | | | | | | | | | | | | | | |



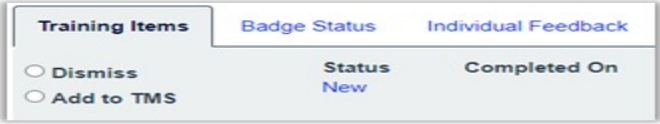
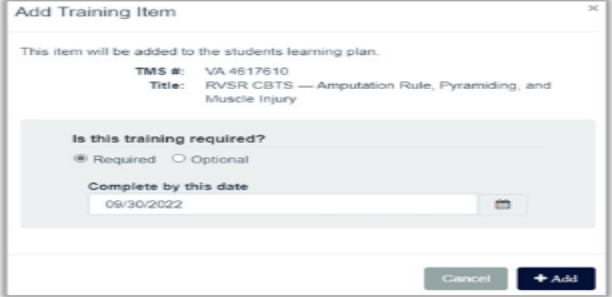
| | |
|---|--|
| <p>3a</p> <p>To change the Required Date after a TMS item has already been added to an employee's TMS Learning Plan, perform these steps within the employee's record in the Student Training Workbench.</p> <ol style="list-style-type: none"> Change Status filter to Added Locate the item to be modified and click the green Complete By date. Then click the X Remove button. The item disappears from the list. Change Status filter to Removed. Click on the orange Removed On date, then select the Change Status button. Change Status filter to New or All. Locate the item and follow the steps to add with a completion date of 30 days after the day assigned. |       |
|---|--|

If these steps are not successful, please follow the steps below.



Claims Processor CBTS Diagnostic Assessment Employee Readiness Guide



| YOUR ACTIONS | SYSTEM / SUPPORT DESK RESPONSE |
|--|---|
| Remove training items | The training items' Status changes to "Removed" |
| Email Support@VBATraining.org with the individuals' names and training items (e.g., list, Removed On dates, the number of training items for each person) | Support Desk changes each training item's status back to "New" then sends an email back to you when complete |
| <p>On a person's Training Items tab, filter by Status = "New", select the "Add to TMS" radio button for an item</p>  | <p>The Add Training Item pop-up window is displayed:</p>  |
| Enter / select the Complete by this date for the training item then select the Add button | The Add Training Item window is closed and the re-added training item is no longer in the list of "New" training items |

3.1.14 Student Training Workbench (For Coach)

Home / Student Training Workbench

Student * Doe, John

Cumulative Hours
 Current FY: 2019 = 5.5 hours Next FY: 2020 = 1.0 hours No due date: = 1.0 hours

Training Items All Completion Feedback Track Summary

| Actions | Status | TMS #: | Title: | Hours |
|---|--------|----------------------------|--|-------|
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | New | VA 3857049 | ▼ VRE M28R PART VI ? Employment Services (Revised) | 1 |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | New | VA 3881805 | ▼ VRE Non-Paid Work Experience (NPWE) Training | 1 |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | New | VA 4315831 | ▼ VRE-IL-Refresher-01-Understanding the IL Program | 0.5 |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | New | VA 4315836 | ▼ VRE-IL-Refresher-06-Understanding the Criteria for the IL Plan | 1 |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | New | VA 4318799 | ▼ VRE-NCT-Refresher-02-Initial Orientation | 0.5 |
| <input type="radio"/> Dismiss <input type="radio"/> Add to TMS | New | VA 4318800 | ▼ VRE-NCT-Refresher-03-Entitlement | 3 |

Sort By: Status / Title Status: New Assessment: All



3.1.15 Training Manager/Supervisor Scoring Reports

A training manager and/or supervisor can access reporting programs that provide diagnostic assessment scores for their Regional Office. These reports can be accessed through the student workbench. A job aid is also available to demonstrate how to retrieve these reports on the student workbench.

| <p>Access the student workbench</p> | <p>Home / Report Categories</p> <p>Workbenches Detailed Reports</p> <p>Student Training Workbench Manage training and badges for individuals that have completed the required diagnostic assessments for the current fiscal year.</p> <p>Student Training Workbench</p> | | | | | | | | | | | | |
|--|---|-----------|------------|-----------|------------|---------|----------|--------------------------|--|--|--|--|--|
| <p>Click on Group Reports</p> | <p>TMS Required Actions Customize Refresh Group Reports Job Aid</p> <table border="1"> <thead> <tr> <th>Select</th> <th>Reports</th> <th>Last Name</th> <th>First Name</th> <th>Actions</th> <th>To Award</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | Select | Reports | Last Name | First Name | Actions | To Award | <input type="checkbox"/> | | | | | |
| Select | Reports | Last Name | First Name | Actions | To Award | | | | | | | | |
| <input type="checkbox"/> | | | | | | | | | | | | | |
| <p>Select the report that you would like to view</p> | <p>Badge Progress Details Display the statuses of all training items and badges that are assigned to each employee for the current period. The original hours that were suggested for training are compared to the actual assigned hours for the current period.</p> <p>Diagnostic assessments with reports</p> <p>Assessment: RVSR Diagnostic Assessment</p> <p>Report: Student Assessment Matrix Go!</p> | | | | | | | | | | | | |
| <p>Note:</p> | <p>Further directions can be found on the job aid.</p> | | | | | | | | | | | | |



3.2 Claims Processor Badging Program

The CS claims processor Badging Program uses digital credentials, also known as badges, as a visual representation of an employee's achievements and skills. Badges are tangible proof of an employee's career development and proficiency level.

CS has incorporated a badge program into the claims processor CBTS. RVSRs will have a clearly defined career path, empowering them to take a leading role in their own development. The claims processor Badging Program encourages collaboration between employees and Coaches by adding clarity to the employee's development process. The current release of CBTS will have two badges that may be earned over the FY. Additional badges will become available as special missions and additional competencies are added.

To earn the badge for the FY, the employee must have supervisor endorsement, a score of 80% or higher for each remediation assessment that has been assigned, a score of 80% or higher on the CBTS diagnostic assessment, a fully successful Rating/Non-Rating overall on their end of year performance review, a fully successful Rating/Non-Rating for quality and production. The badge is awarded annually.

3.2.1 Refresher/Remediation Training Recommendations

Remediation training is assigned based on the employee's competency as determined by the assessment and will vary according to their job needs.

If the employee's feedback report contains refresher training recommendations, those items will be automatically sent to the assessment portal. The TM, Coach, and employee will consult to identify, prioritize, and assign the refresher training in the Student Workbench. The selected refresher items will automatically be added to their TMS "MyLearning" list. The entire diagnostic assessment through remediation training must be completed within 90 days of the assigned diagnostic assessment. If employees require assistance locating training items or have questions about their feedback report, they may consult with the coach and/or the TM.

Suppose the employee's feedback report does not identify any refresher training. In that case, the employee will consult with their Coach to create a plan for completing any professional development or other training items identified on their annual Individual Development Plan (IDP). Suggested training "optional" does not have to be completed by the end of the diagnostic assessment period (90 days).

Remediation training is provided as the result of the CBTS diagnostic assessment, leadership recommendations, quality control review, IQR data, and national trends.

Employees may take the assessment after a one-week waiting period. However, a passing score of 80% is not required to indicate completion. An 80% score is required for badging purposes. The additional score is recorded and reported. Additional training time for the assessment is not provided. Additionally, additional training time for the remediation training is not provided. The employee may also retake the assessment and module without supervisor assignment by accessing the module/assessment through their history in TMS.



The employee may have until the end of the FY to complete optional training that has been assigned by the employee's supervisor.

3.2.2 Mandated Training Requirements

In addition to refresher training, the employee may be required to complete other training as mandated by VA, VBA, and/or CS (, i.e., VBA Privacy and Security training).

There is no identified need for exempting employees from the CBTS assessment. Employees who have extenuating circumstances, such as extended leave (etc..) and are unable to complete the CBTS for the FY, must take their diagnostic assessment upon their return. In certain, rare circumstances, there may be a need for the employee to miss the diagnostic assessment for the FY. In such cases the employee is required to take the newest version of the diagnostic assessment upon their return

3.2.3 Deadline for Completion

Claims processors will be informed of the CBTS assessment at least 30 days before the start of the Diagnostic Assessment, the assigned assessments course names and numbers will be available to the claims processor. The Diagnostic Assessment and the remediation process must be completed within 90 days. This includes the assessment through supervisor adjudication of the tasks identified by the diagnostic assessment through remediation of identified needs.



There is no identified need for exempting employees from the CBTS assessment. Employees who have extenuating circumstances, such as extended leave (etc..) and are unable to complete the CBTS for the FY, must take their diagnostic assessment upon their return. In certain, rare circumstances, there may be a need for the employee to miss the diagnostic assessment for the FY. In such cases the employee is required to take the newest version of the diagnostic assessment upon their return.

Note: The TMS system currently automatically assigns a due date for training reflecting the end of the FY. This must be manually altered by the supervisor to reflect 90 days from the date of the diagnostic assessment being assigned.

The reason for this is that the assessment identified deficiencies in the claims processors knowledge base that may impact how the claims processor evaluates claims, thus it is essential that said remediation take place to ensure claims processing quality.

3.2.4 Assessment Credit

The total amount of TMS credit that the claim processor will receive for completing the CBTS assessment is 2.5 hours for the initial CBTS diagnostic assessment (this does not equal the approximate 45 minutes that it should take the employee to complete the diagnostic assessment). **The assessment can be done over one month as it saves progress.** Additional remediation assessment credits are awarded based on industry best standards and outlined for the microlesson,



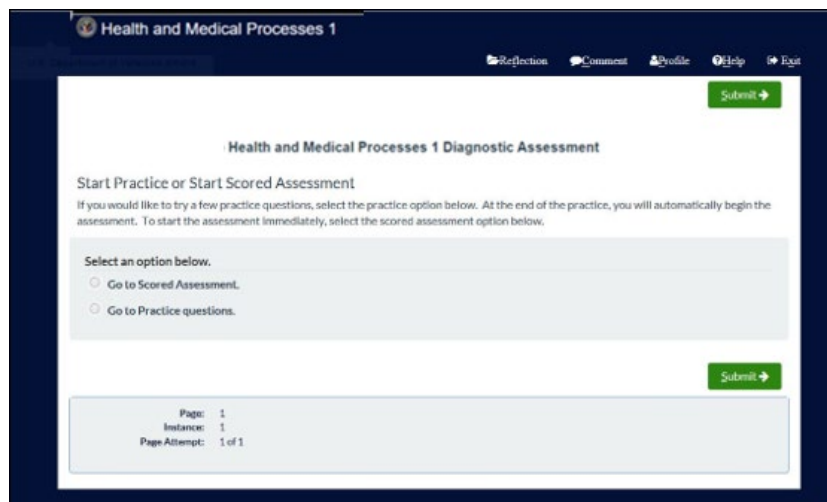
module, and/or evaluation. Multiple attempts are not authorized for the CBTS assessment. However, multiple attempts without additional excluded time is permitted for remedial assessments following the completion of the microlearning or module being completed.

3.3 Scoring

The claim processor Diagnostic Assessment is not a pass/fail assessment. The number of questions answered correctly determines the claims processor’s proficiency score. Refresher training is recommended when a claims processor performs below the “Advanced” range on a specific KSA. The assessment automatically identifies the refresher training topics and sends the claims processor’s proficiency scores to the assessment portal within 24 hours of completing the assessment. The TM, coach and claims processor will then consult to select the refresher training topics to be assigned to the claims processor’s TMS “My Learning” list. Refresher training items will be automatically assigned in TMS within 24 hours of the consultation.

Employees must score a minimum of 80% within 3 attempts or the supervisor must mitigate the score for employees to earn the annual badge. Additional attempts are **not** permitted for the CBTS diagnostic assessment. However, multiple attempts are permitted for the microlearning, assigned remedial assessments and quality assessments.

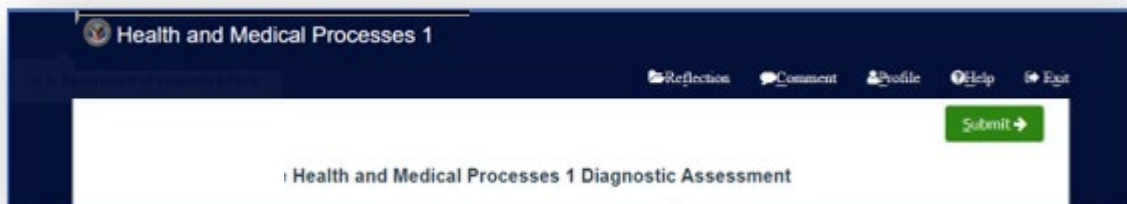
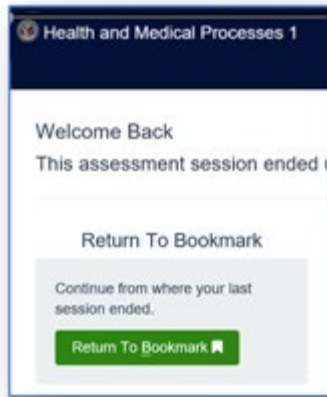
Excluded time will only be permitted for one attempt.



3.3.1 Diagnostic Assessment Bookmarking

It is estimated that each diagnostic assessment should take approximately 45 minutes to complete. If the employee needs to stop during an assessment, the employee will need to exit out of the assessment, and the last location will be bookmarked. When the employee returns, the last location will be loaded, and the employee will resume where they left off. The employee must be sure to properly exit the assessment by clicking the upper right corner “Exit” button.

Micro assessments or quality control assessments are assigned to modules or microlearning and excluded time is established according to industry best practices.



3.3.2 Assessment Locations

The employee can take the assessment from their workstation or any convenient location with a VA network connection. The assessment is not accessible outside of the VA network. Be sure the employee has access to job aids and references.

3.3.3 Special Accommodations

In accordance with the Americans with Disabilities Act (ADA), special accommodations are available when required. The employee should discuss individual requirements with their Coach or TM to determine appropriate accommodations.

3.3.4 References and Job Aids

The claims processor can access work-required references and job aids during the assessment. Claims Processors should make sure that these relevant references and job aids are available on the desktop or via the Intranet prior to beginning the assessment. The instructions below provide information on how the claims processor can personalize their desktop by identifying frequently used resources. The claims processor is not limited to the information in the module and should consult all references or resources available for both the module assessment and the CBTS diagnostic assessment.



| Application Shortcuts | Website Shortcuts |
|---|---|
| <p>To create an application shortcut:</p> <ul style="list-style-type: none"> • Minimize all programs • From the PC desktop, <ul style="list-style-type: none"> ○ Select Start ○ Select Explore (on some Rating/Non-Rating systems or screen setups, this may be All Programs) • On right side of screen <ul style="list-style-type: none"> ○ Double click VBAPPS | <p>To create a website shortcut:</p> <ul style="list-style-type: none"> • Minimize all programs • From the PC desktop, <ul style="list-style-type: none"> ○ Right-click and point to New ○ and then Shortcut |
| <ul style="list-style-type: none"> • Right click on the program that needs a shortcut • Select Copy • Right click on an empty space on the desktop • Select Paste | <ul style="list-style-type: none"> • Select Next • Give the icon a name, such as M21 Manual Page • Select Finish |

3.4 Technical Difficulties

3.4.1 Active Files

When completing the assessment, remember to close any files that are not actively in use to avoid referencing an incorrect document.

3.4.2 Requesting Help

If a computer/internet malfunction occurs during the assessment, you should notify your Coach or the designated person within the RO.

3.4.3 Computer Problems

If your computer unexpectedly shuts down or you experience any other computer-related problem, the system will save your place in the assessment, and you can return after restarting your computer.

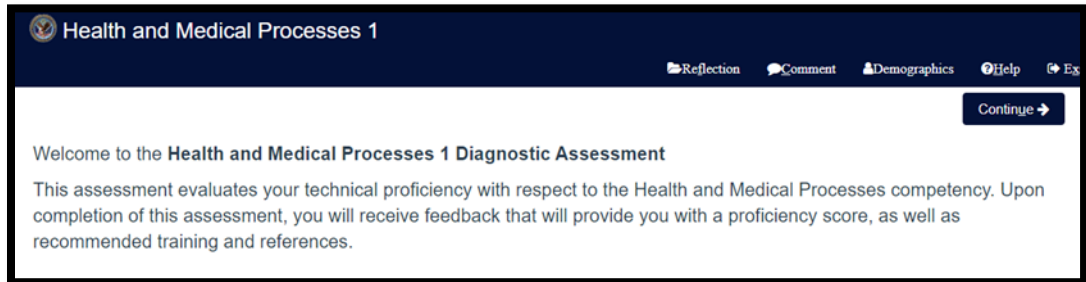
3.5 Resources and References

During the CBTS assessment or the remediation module assessments the claims processor can/should use any reference materials available.



3.6 Assessment Updates

CS will use feedback from you and the results of periodic analyses to make updates to the assessment. You may provide real-time feedback on every page of the assessment via the **Comment** button in the top dark blue-ribbon menu.



4 Claims Processing Badge Program

The CS Claims Processing Badging Program uses digital credentials, also known as badges, as a visual representation of an employee's achievements and skills. Badges are tangible proof of an employee's development and proficiency level.

By incorporating rating/Non-Rating a badge program into the CBTS, claims processors will have a clearly defined career path (including leadership), empowering them to take a leading role in their own development. Career roadmaps encourage collaboration between employees and their Coach by adding clarity to the individual development process (e.g., I want to earn my...badge this year). Goals are easy to articulate and track.

Benefits of using badges include:

- Workload management efficiency: Badges depicted in TMS allow Coaches to be aware of which employees are prepared to receive specific assignments.
- Certification: Badges allow the organization to develop and certify employees utilizing well-defined, objective criteria that are more defensible and less intimidating than a one-size-fits-all certification test.
- Planning: The organization is always aware of the developmental progress of each employee, making succession planning, promotions, transfers, etc., much easier to forecast.
- Employee development: Badges and career roadmaps make the employee development process simple.
- Facilitate a sustain-and-build culture: Some badges will have expiration dates and will need recertification. This process ensures that employees will revisit topics periodically to minimize skill degradation and stay updated on policy changes.

Qualifications for Earning a Badge

1 Core Badge Requirements:

To earn each core badge, claims processors are required to:



Claims Processor CBTS Diagnostic Assessment Employee Readiness Guide



- Show completion of training that has been identified as remedial, supervisor, training manager or nationally directed for fiscal year (FY) whether mandated training at the station or national level
- Requirements identified in the “Additional Requirements”
- Acquired at least a “Fully Successful” for the FY in which the badge is being awarded (the year prior).


2 Completion Tracking:

Each claims processor’s progress and completion will be tracked in:

- Badge Database
- TMS
- Prime

3 Certification/Recertification:


- As assigned
- Annually
- Upon return from Performance Improvement Plan (PIP)
- Assessment scores of <80% will require the claims processor to complete all associated training identified by the CBTS assessment
- Assessment scores of <80% on remediation modules will require supervisor to add course into TMS.
- Items correlating to missed questions on the assessment will produce a “suggested” training regimen

| Core Badges | Assessment | Additional Requirements |
|--|---------------------|---|
| CLAIMS PROCESSOR Challenge  | Post Challenge Exam | <ul style="list-style-type: none"> • Challenge curricula • Minimum 0–6 months in the position • Ability to rate a case without error for 3 consecutive months. • Recertification is not required |



Claims Processor CBTS Diagnostic Assessment Employee Readiness Guide



| Core Badges | Assessment | Additional Requirements |
|---|--|--|
| <p>Health and Medical Processes</p>  | <p>Initial CLAIMS PROCESSOR CBTS assessment with a minimum score of at least 80%</p> | <ul style="list-style-type: none"> • CLAIMS PROCESSOR Challenge Badge • Minimum 6 months in a Rating/Non-Rating responsible position during reporting period for which the badge is awarded • Requires the completion of all Health and Medical Processes assessments and necessary remediation or, coach/TM exemption/mitigation or completion of remedial training with 80% or above score on final remediation module assessment. Multiple attempts are permitted with supervisor assignment of assessment in TMS. Write off time is not permitted for additional attempts. • Demonstrate ability to rate claims, regardless of the number of contentions, with a quality Rating/Non-Rating required at the fully successful level for at least 6 months (annual assessment) • Requires Coach/TM submission for approval • Badge is awarded annually and can be revoked by supervisor for failure to meet performance expectations for said competency. • The awarding of the badge should have no bearing on the performance beyond that or less than that of fully successful evaluation of the claims processor. • Badges are awarded annually upon satisfaction of the above requirements and supervisory endorsement. • Recertification: One year |





Compensation Claims Processing



Initial CLAIMS PROCESSOR CBTS assessment with a minimum score of at least 80%

- Earn the CLAIMS PROCESSOR Challenge Badge
- Demonstrate ability to rate a claim, regardless of the number of contentions, with a quality Rating/Non-Rating required at the full successful level for 6 months.
- Requires the completion of all Compensation Claims Processing assessments and necessary remediation or, coach/TM exemption/mitigation or completion of remedial training with 80% or above score on final remediation module assessment. Multiple attempts are permitted with supervisor assignment of assessment in TMS. Write off time is not permitted for additional attempts.
- Demonstrate ability to rate claims, regardless of the number of contentions, with a quality Rating/Non-Rating required at the fully successful level for at least 6 months (annual assessment)
- Requires Coach/TM submission for approval
- Badge is awarded annually and can be revoked by supervisor for failure to meet performance expectations for said competency.
- The awarding of the badge should have no bearing in determining performance beyond that or less than that of fully successful evaluation of the claims processor.
- Badges are awarded annually upon satisfaction of the above requirements and supervisory endorsement
- **Recertification: One year**



5 Frequently Asked Questions (FAQs)

5.1 The Assessment

How many questions are on the assessment and how much time do I have to complete it?

The number of questions varies based on the competency and what third-party assessment creators indicate. There is no time limit for the assessments, but employees will be provided up to 2.5 hours of training time to complete all assessments. The number 2.5 may be increased or decreased based on cohorts but will be identified prior to the assessment. Upon the assignment the Diagnostic Assessment employees, the remediation process must be completed within 90 days. This includes the assessment through supervisor adjudication of the tasks identified by the diagnostic assessment through remediation of identified needs.

What types of questions are on the assessment?

The assessment contains only multiple-choice questions.

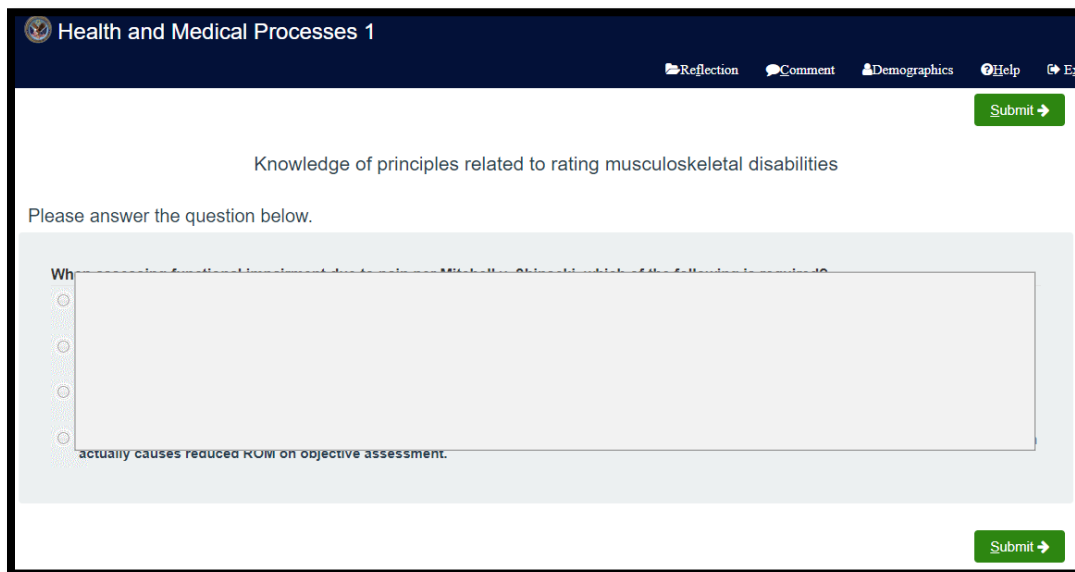
What resources/references can the employee use during the assessment?

You can use any reference materials that they think will be helpful.

What does the assessment look like?

In addition to displaying the assessment question, the screen contains the following information:

- Instructions for answering the question.
- **Submit** to record the answer and move on to the next question.



Where can I find additional information about the assessment?

Additional information about the KSAs contained in each assessment is in Appendix A.



Can I skip assessment questions and return to them later?

No. When taking the assessment, you must select an answer and click **Submit** before the system will display the next question. **Do not** use the **Back** or **Reload** buttons during the assessment. Doing so may result in loss of responses.

Can I leave the assessment open on my desktop while performing other tasks?

Yes. However, it is best to exit properly. When you are required to perform another task, select **Exit** in the upper right corner. The system will bookmark your location in the assessment, and you can return to the assessment/question at any time within the assigned 30-day window.

What if something happens and I get bumped out of the assessment before I finish?

The system will bookmark the assessment and the employee can return to the same assessment and location at any time within the assessment administration window.

How often are the assessment questions updated?

CS uses employee feedback and their results for a periodic analysis to review and update the assessment as needed.

Does everyone get the same assessment questions?

No. The assessment utilizes the competencies and related KSAs required for the job. Some competencies have more KSAs, and therefore there are more questions in the assessment tool. Each time you log in to complete the assessment, some of the questions will be different.

Can I ask someone else for help for the diagnostic assessment?

No. You can use all other resources except for another person for assistance for any assessment associated with CBTS. Using any other person for assistance would be considered an issue of integrity and may result in disciplinary action, up to and including termination.

What if I am on leave and cannot complete the assessment on time?

There is no identified need for exempting employees from the CBTS assessment. Employees who have extenuating circumstances, such as extended leave (etc.) and are unable to complete the CBTS for the FY, must take their diagnostic assessment upon their return. In certain, rare circumstances, there may be a need for the employee to miss the diagnostic assessment for the FY. In such cases the employee is required to take the newest version of the diagnostic assessment upon their return.

Because of the rolling nature of the diagnostic assessment this would be a very rare occurrence, however the CBTS diagnostic stays on the employee's TMS requirements until taken. Monthly compliance reports will provide a list of those in non-compliance. The report is generated monthly and distributed through the training manager SharePoint as well as through OFO to Districts.

Can I take the assessment for practice?

No

What happens when you select "Go to Scored Assessment?"



Selecting this option begins the scored assessment for TMS credit. Once all your assessments are completed, refresher training is identified and sent to the assessment portal. The TM and Coach will review and assign. Then the refresher training will appear on your TMS “My Learning” list.

How many times can I take the diagnostic assessment for credit each fiscal year?

You can take the specific assigned assessment once each fiscal year. You can take the module or microlearning assessments as many times as you wish, however additional training credit is not provided beyond the first attempt.

What happens when an employee becomes an experienced claims processor after the CBTS administration time?

The employee will be required to take the assessment within 30 days of becoming an experienced VSR.

How much credit will I receive for completing the assessment?

The total amount of credit for completing the assessment and evaluation is 2.5 hours per combined competency CBTS diagnostic assessment. Module assessments are part of the established training time for the courses.

How will I get credit for completing the claims processor Diagnostic Assessment?

On the Welcome screen, select the **check box** next to “Go to Scored Assessment.” Once you complete all of your assessments for credit and the Feedback Survey in TMS, TMS will then record your completion. **NOTE: It may take up to 24 hours for the information to record in TMS.**

Do I have the entire fiscal year to complete the assessment?

No, you will have 30 days to complete the diagnostic assessment. The assessment helps to identify your job-related strengths and weaknesses, so it may recommend refresher training. A report is generated and provided to OFO, Regional Offices and Districts for any outstanding remediation modules or non-compliant diagnostic assessments.

Do I have the entire fiscal year to complete remediation needs?

No. You are required to complete the assessment, and all “required” remediation within a 90-day period once the assessment period begins. Training that is suggested can be completed over the course of the year.

After I take the assessment for credit, will I ever have to take it again?

Yes. Within 30 days of the new FY, or if there is a need to alter the assessment assignment due to work requirements the claims processor will receive notification that the assessment is on their “My Learning” list and the due date of the item.

When will I get notification of my badge being earned?

Badges are awarded at the end of the FY for which the assessment is being completed and after the other requirements, including a EOY evaluation of at least “fully successful” are met. For more specific information on the requirements for badges please review the badge section of this document.

5.2 Scoring and Results

How is the CBTS assessment scored?

Calculation of your proficiency range derives from the number of questions answered correctly. The proficiency levels were determined through collaboration with third-party test creation experts and SMEs from the field.



What if I do not pass the CBTS assessment?

This is not a pass/fail assessment. This assessment identifies areas of your competence and where additional training is required. If you require refresher training as identified on the Individual Feedback Report, you, your coach, and the TM will identify and approve the refresher training topics associated with the badge assignment. The refresher training topics will then appear on your TMS “My Learning” list within 24 hours of the selection of the refresher training.

Will I see my proficiency range/level immediately after I finish the assessment?

Yes. When you select **Submit** on the last assessment question, the system will display the “Assessment Results” screen.

What does an Individual Feedback Report look like?

A sample of an individual feedback report is below.

What does the Overall Feedback Report look like?

This report presents performance on the assessments and provides refresher training. The display includes the most recently completed assessments, proficiency range and refresher training. A sample of the overall feedback report follows.

| Overall Feedback Report | | |
|--------------------------------|--|--------------|
| Student: Doe, Jane | | |
| Assessment | Completed | Proficiency |
| Claims Processing I | 07/29/2021 09:38 | Intermediate |
| Health and Medical Processes I | 07/29/2021 13:39 | Entry |
| Required Training | | |
| TMS# | Title | Hours |
| VA 4175786 | (VSR Challenge) Due Process | 2.50 |
| VA 4178966 | Mental Disorders | 2.50 |
| VA 4178976 | The Musculoskeletal System (Upper Body) | 6.00 |
| VA 4193687 | Amputation Rule Pyramiding and Muscle Injury | 4.50 |
| VA 4410240 | Musculoskeletal System - Lower Extremities (Prime) | 2.00 |
| VA 4500984 | Rating Reductions | 1.75 |
| Total Training Hours | | 19.25 |

How do I access my assessment results if I forgot to print them before I completed the assessment?

You may access the completed assessment results through TMS. Go to your “My Learning” page, navigate to the “My History” pod on the page and click on “View All.” If the assessment appears within this pod before clicking “View All,” you will not be able to access the results. Once in your Completed Work history list, locate the assessment: Claims Processor Competency Based Training System (CBTS) Diagnostic Assessment. Hover your mouse over the title and wait for a menu to appear. Then click on “Review Content.” Next, click on “Launch Claims Processing CBTS Diagnostic Assessment” which will take you to the assessment portal.

You may view and save the Overall Feedback Report, as well as the Individual Feedback Reports by selecting the “Feedback” button from within the assessment portal. A new window appears with the results.



Claims Processor CBTS Diagnostic Assessment Employee Readiness Guide



Show Completions: All

| Completion Date * | Title | Learning Hours: 5.00 Completion Date: 1/16/2019 02:15 PM | View Details Print Certificate Review Content |
|---------------------|---|---|---|
| 1/16/2019 02:15 PM | VRE VRC Competency Based Training System (CBTS) Diagnostic Assessment | | |
| 1/10/2019 10:50 AM | VRE VA Video Connect Tele-counseling | | |
| 12/28/2018 08:17 AM | VRE Inactive Folder Shipping and Tracking | VA-Complete | Review Content: VRE VRC Competency Based Training System (CBTS) Diagnostic Assessment |
| 12/26/2018 09:21 AM | VBA Continuity of Operations | VA-Complete | |

RVSR Diagnostic Assessment Portal 2021

Welcome

Compensation Service and the Office of Talent Management (OTM) developed a series of diagnostic assessments designed to help Rating Veteran Service Representatives (RVSRs) determine their proficiency with respect to job-related competencies. Its purpose is to help each employee determine their individual training needs (recommends tailored training), eliminating redundant instruction and providing additional time for serving Veterans and professional development.

RVSR Diagnostic Assessment - Click Here

Refresher training is prescribed based on your performance on the assessment and will vary according to your job-related needs. If your feedback report contains recommended training, the training items will be added to your TMS "My Learning" list after meeting with your supervisor and training manager (TM). If you require assistance locating training items or have questions about your feedback report, please consult your TM or supervisor. If your feedback report does not identify any refresher training, consider consulting with your supervisor or manager to create a plan for completing any professional development, or other training items, identified on your annual Individual Development Plan (IDP).

You have completed all of the requirements for RVSR Diagnostic Assessment Portal 2021. If you need technical support, contact: Support@vbatraining.org

Overall Feedback Report

Contains a summary of proficiency ranges with suggested changes.

[RVSR Diagnostic Assessment Feedback](#)

Combined Feedback for all completed assessments. Report opens in new window.

Claims Processing 1

[Details](#)

Welcome to the **Claims Processing 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Claims Processing competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

Health and Medical Processes 1

[Details](#)

Welcome to the **Health and Medical Processes 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Health and Medical Processes competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

How does the TM and my Coach access my results?

The TMs and Coaches will always have access to the completed assessments and results through the CBTS Assessment Portal. All TMs and Coaches have been given access to the CBTS assessment portal. Contact your Coach and/or TM if you need a missing feedback report.





5.3 Refresher Training

How much training will I have to take each year?

Refresher training is prescribed based on performance on the assessment and will vary based on the needs of each claims processor diagnostic assessment, national quality control, IQR data, quality control data, leadership direction and national analysis. The claims processor will still be required to complete other centrally assigned training or specialty training.

Will the recommended refresher training replace the yearly NTC?

Yes, however you will still be required to complete centrally assigned training as the need arises based on quality, trending pattern, supervisor, or leadership request.

How long do I have to complete the recommended refresher training?

The entire cycle from diagnostic assessment being available to be taken through identified remediation needs should take no more than 90 days. Extensions must be requested through District offices.

What if the claims processor cannot complete the recommended refresher training before the end of the fiscal year?

Sometimes, situations arise that will prevent the claims processor from completing the refresher training on their TMS “My Learning” list in the allotted time. Employees who do not finish their remediation training prior to the end of the year will not be eligible for a competency badge. Any remediation training that is not completed will continue to be required until completed. Stations will be required to update OFO on reasons for non-compliance.

Also, if a claims processor is on leave and is not able to complete the CBTS assessment within the 30-day administration period, the claims processor will work with the TM and supervisor to identify, prioritize and prorate the training that is associated with the Badge Program schedule. OFO and TMs must also notify CS with the name(s) of the experienced claims processor (s) by the fourth quarter of the current fiscal year but before the next new fiscal year. The experienced claim processor(s) will then be scheduled to take the CBTS assessment within the first quarter of the following FY.



6 Appendices

A Claims Processing Technical Competencies

| Technical Competency | Description/Definition |
|--------------------------------------|------------------------|
| 1. Claims Processing for Raters | Phase I FY 22 |
| 2. Health and Medical Processes | Phase 1 FY 22 |
| 3. VBA Applications | Phase 2 FY 23 |
| 4. Veterans Benefits and Eligibility | Phase 2 FY 23 |

B Sample Questions

The questions below are examples of the type and format used in the assessment:

- What is the most appropriate next step to take when overhearing a claims processor discuss protected personal information about a Veterans claim in a public setting?
 - Immediately remind the claims processor that they should not discuss cases in public.
 - Inform the Veteran of the situation and steps to request a new VRC.
 - Join in on the conversation to network and staff the case.
 - Provide a copy of the M21-1 to the claims processor.
- When processing a first-time Rating/Non-Rating decision granting a combined evaluation of 30% or higher, what additional information should be included in the notification letter?
 - Veteran Readiness and Employment Benefits
 - Medical Care
 - Dependency Benefits
 - Power of Attorney Assistance
- Which VA system records a Dependent as a family member of a Veteran?
 - Share
 - Awards
 - MAP-D
 - PCGL
- Award adjustments of compensation benefits paid to Veterans who are in receipt of military retired pay are automatically transmitted to Defense Finance Accounting Service (DFAS). When is the VA required to provide written notification to DFAS of the dates and amounts of any compensation adjustments for Veterans receiving military retired pay?
 - When the adjustment covers one prior period
 - When the adjustment covers two prior periods
 - When the adjustment covers more than three prior periods
 - Anytime you adjust compensation benefits





5. To be eligible for Veteran Readiness and Employment (CS) services, a Veteran must have a VA-established service-connected disability of at least:
 - A. 0% with a serious handicap, or 10% with an employment handicap
 - B. 10% with a serious handicap, or 20% with an employment handicap.
 - C. 20% with a serious handicap, or 20% with an employment handicap.
 - D. 30% with a serious handicap, or 20% with an employment handicap.



C CS Claims Processor Assessment Report Portal Job Aid


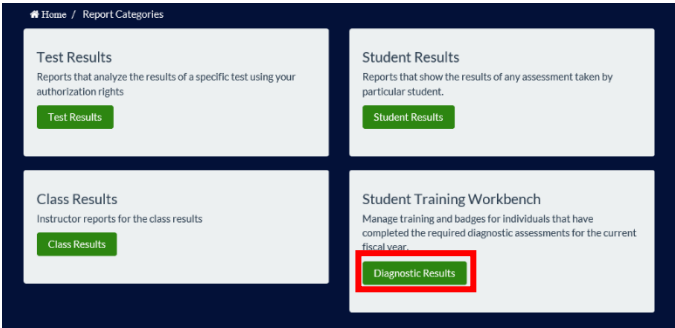
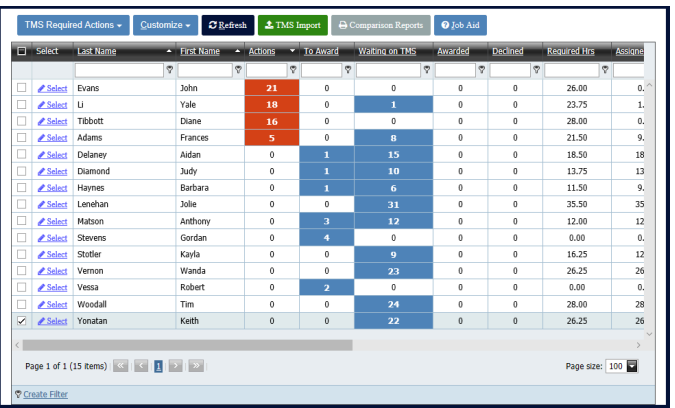
IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS

| # | Step | Window |
|---|---|---|
| 1 | Navigate your browser to the LIVE Assessment Portal: https://vba-tpss.vbatraining.org/assess . |  |
| 2 | Enter your login credentials into the User name and Password fields. Then, select the Log in button. |  |

C.1 Technical Difficulties-support@vbatraining.org



IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS

| # | Step | Window | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------------|--|---|---------|-----------|--------------|---------|----------|--------------|---------|----------|--------------|--------|--------------------------|-------|------|----|---|---|---|---|-------|----|--------------------------|------|----|----|---|---|---|---|-------|----|--------------------------|---------|-------|----|---|---|---|---|-------|----|--------------------------|-------|---------|---|---|---|---|---|-------|----|--------------------------|---------|-------|---|---|----|---|---|-------|----|--------------------------|---------|------|---|---|----|---|---|-------|----|--------------------------|--------|---------|---|---|---|---|---|-------|----|--------------------------|---------|-------|---|---|----|---|---|-------|----|--------------------------|--------|---------|---|---|----|---|---|-------|----|--------------------------|---------|--------|---|---|---|---|---|------|----|--------------------------|---------|-------|---|---|---|---|---|-------|----|--------------------------|--------|-------|---|---|----|---|---|-------|----|--------------------------|-------|--------|---|---|---|---|---|------|----|--------------------------|---------|-----|---|---|----|---|---|-------|----|-------------------------------------|---------|-------|---|---|----|---|---|-------|----|
| 1 | <p>Click Diagnostic Results on the Student Training Workbench box.</p> <p>Note: You can also select Student Training Workbench from the Menu drop down button at the top right side of the window.</p>  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | <p>The Student Training Workbench claims processor list grid depicts all claims processors in your location who completed at least one of the Year 1 badge assessments. The grid enables you to access claims processor assessment results and provides some additional grid features explained below.</p> <p>Click Select next to the Claims processor's name to access a training workbench for that claim processor.</p> |  <table border="1"> <thead> <tr> <th>Select</th> <th>Last Name</th> <th>First Name</th> <th>Actions</th> <th>To Award</th> <th>Value of TMS</th> <th>Awarded</th> <th>Declined</th> <th>Required Hrs</th> <th>Assign</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td>Evans</td><td>John</td><td>21</td><td>0</td><td>0</td><td>0</td><td>0</td><td>26.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Yale</td><td>Li</td><td>18</td><td>0</td><td>1</td><td>0</td><td>0</td><td>23.75</td><td>1.</td></tr> <tr><td><input type="checkbox"/></td><td>Tibbott</td><td>Diane</td><td>16</td><td>0</td><td>0</td><td>0</td><td>0</td><td>28.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Adams</td><td>Frances</td><td>5</td><td>0</td><td>8</td><td>0</td><td>0</td><td>21.50</td><td>9.</td></tr> <tr><td><input type="checkbox"/></td><td>Delaney</td><td>Aidan</td><td>0</td><td>1</td><td>15</td><td>0</td><td>0</td><td>18.50</td><td>18</td></tr> <tr><td><input type="checkbox"/></td><td>Diamond</td><td>Judy</td><td>0</td><td>1</td><td>10</td><td>0</td><td>0</td><td>13.75</td><td>13</td></tr> <tr><td><input type="checkbox"/></td><td>Haynes</td><td>Barbara</td><td>0</td><td>1</td><td>6</td><td>0</td><td>0</td><td>11.50</td><td>9.</td></tr> <tr><td><input type="checkbox"/></td><td>Lenehan</td><td>Jolie</td><td>0</td><td>0</td><td>31</td><td>0</td><td>0</td><td>35.50</td><td>35</td></tr> <tr><td><input type="checkbox"/></td><td>Matson</td><td>Anthony</td><td>0</td><td>3</td><td>12</td><td>0</td><td>0</td><td>12.00</td><td>12</td></tr> <tr><td><input type="checkbox"/></td><td>Stevens</td><td>Gordan</td><td>0</td><td>4</td><td>0</td><td>0</td><td>0</td><td>0.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Stotler</td><td>Kayla</td><td>0</td><td>0</td><td>9</td><td>0</td><td>0</td><td>16.25</td><td>12</td></tr> <tr><td><input type="checkbox"/></td><td>Vernon</td><td>Wanda</td><td>0</td><td>0</td><td>23</td><td>0</td><td>0</td><td>26.25</td><td>26</td></tr> <tr><td><input type="checkbox"/></td><td>Vessa</td><td>Robert</td><td>0</td><td>2</td><td>0</td><td>0</td><td>0</td><td>0.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Woodall</td><td>Tim</td><td>0</td><td>0</td><td>24</td><td>0</td><td>0</td><td>28.00</td><td>28</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Yonatan</td><td>Keith</td><td>0</td><td>0</td><td>22</td><td>0</td><td>0</td><td>26.25</td><td>26</td></tr> </tbody> </table> | Select | Last Name | First Name | Actions | To Award | Value of TMS | Awarded | Declined | Required Hrs | Assign | <input type="checkbox"/> | Evans | John | 21 | 0 | 0 | 0 | 0 | 26.00 | 0. | <input type="checkbox"/> | Yale | Li | 18 | 0 | 1 | 0 | 0 | 23.75 | 1. | <input type="checkbox"/> | Tibbott | Diane | 16 | 0 | 0 | 0 | 0 | 28.00 | 0. | <input type="checkbox"/> | Adams | Frances | 5 | 0 | 8 | 0 | 0 | 21.50 | 9. | <input type="checkbox"/> | Delaney | Aidan | 0 | 1 | 15 | 0 | 0 | 18.50 | 18 | <input type="checkbox"/> | Diamond | Judy | 0 | 1 | 10 | 0 | 0 | 13.75 | 13 | <input type="checkbox"/> | Haynes | Barbara | 0 | 1 | 6 | 0 | 0 | 11.50 | 9. | <input type="checkbox"/> | Lenehan | Jolie | 0 | 0 | 31 | 0 | 0 | 35.50 | 35 | <input type="checkbox"/> | Matson | Anthony | 0 | 3 | 12 | 0 | 0 | 12.00 | 12 | <input type="checkbox"/> | Stevens | Gordan | 0 | 4 | 0 | 0 | 0 | 0.00 | 0. | <input type="checkbox"/> | Stotler | Kayla | 0 | 0 | 9 | 0 | 0 | 16.25 | 12 | <input type="checkbox"/> | Vernon | Wanda | 0 | 0 | 23 | 0 | 0 | 26.25 | 26 | <input type="checkbox"/> | Vessa | Robert | 0 | 2 | 0 | 0 | 0 | 0.00 | 0. | <input type="checkbox"/> | Woodall | Tim | 0 | 0 | 24 | 0 | 0 | 28.00 | 28 | <input checked="" type="checkbox"/> | Yonatan | Keith | 0 | 0 | 22 | 0 | 0 | 26.25 | 26 |
| Select | Last Name | First Name | Actions | To Award | Value of TMS | Awarded | Declined | Required Hrs | Assign | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Evans | John | 21 | 0 | 0 | 0 | 0 | 26.00 | 0. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Yale | Li | 18 | 0 | 1 | 0 | 0 | 23.75 | 1. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Tibbott | Diane | 16 | 0 | 0 | 0 | 0 | 28.00 | 0. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Adams | Frances | 5 | 0 | 8 | 0 | 0 | 21.50 | 9. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Delaney | Aidan | 0 | 1 | 15 | 0 | 0 | 18.50 | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Diamond | Judy | 0 | 1 | 10 | 0 | 0 | 13.75 | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Haynes | Barbara | 0 | 1 | 6 | 0 | 0 | 11.50 | 9. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Lenehan | Jolie | 0 | 0 | 31 | 0 | 0 | 35.50 | 35 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Matson | Anthony | 0 | 3 | 12 | 0 | 0 | 12.00 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Stevens | Gordan | 0 | 4 | 0 | 0 | 0 | 0.00 | 0. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Stotler | Kayla | 0 | 0 | 9 | 0 | 0 | 16.25 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Vernon | Wanda | 0 | 0 | 23 | 0 | 0 | 26.25 | 26 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Vessa | Robert | 0 | 2 | 0 | 0 | 0 | 0.00 | 0. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Woodall | Tim | 0 | 0 | 24 | 0 | 0 | 28.00 | 28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | Yonatan | Keith | 0 | 0 | 22 | 0 | 0 | 26.25 | 26 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



STUDENT WORKBENCH GRID FEATURES

| Select | Last Name | First Name | Actions | To Award | Waiting on TMS | Awarded |
|--------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

| Declined | Required Hrs | Assigned Hrs | Yr Cycle | Dismissed | Dismissed Hrs | Location |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Column headings can be rearranged by clicking a heading and dragging it to the desired location while the mouse button is held down, then dropping the column in place by releasing the mouse button. The columns can be sorted by clicking on any column heading. In addition to student name and location, the following status columns provide meaningful information to the supervisor:

- **Actions** – The count of TMS items that need to be either assigned to TMS or dismissed. The process to award a badge cannot be started until all items are processed.
- **To Award** – Number of badges that can be awarded. Includes all badges for the 1-year cycle.
- **Waiting on TMS** – Number of TMS items that still need to be completed for the current cycle badges.
- **Awarded** – Number of badges awarded for the whole 1-year cycle.
- **Declined** – Number of badges declined for the whole 1-year cycle.
- **Required Hours** – Sum of the required items provided in the feedback reports for this cycle.
- **Assigned Hours** – Sum of the required items assigned for this cycle.
- **Year Cycle** – badge cycle the user is currently in.
- **Dismissed** – Number of TMS items that were dismissed. This column is accessed using customize columns.
- **Dismissed Hours** – Number of hours that were dismissed. This column is accessed using customize columns.

The **column filter textboxes** below the column headings enable you to search for a claim processor in a variety of ways. Enter a complete or partial string in the textbox beneath the column heading and press the Enter key to filter the list. Selecting the Key icon next to a textbox allows you to apply filter operations to the string you entered, i.e., Begins with, Contains, doesn't contain, Ends with, Equals, or Doesn't equal.

Note: You must press the Enter key after making changes to the search criteria to see filter results.



STUDENT WORKBENCH GRID FEATURES (Continued)

The **button bar** above the column headings offers additional ways to use the grid:

TMS Required Actions ▾

The **View menu** allows the user to save a preferred grid configuration. Some view configurations are preset for you.

- **TMS Required Actions** – Shows the count of TMS items that need to be assigned or dismissed.
- **Badges Awarded** – Shows the count of badges that have been awarded.
- **Badges Declined** – Shows the count of badges that have been declined.
- **Badges Ready for Review** – Shows the count of badges that are ready to be awarded or declined.
- **Waiting for TMS Completions** – Shows the count of TMS items that have been assigned and not yet completed by the claim processor.
- **Save View** – Save the column order, column sort, and applied filters.
- **Save View As** – Update an existing view.
- **Delete View** – Delete a saved view.

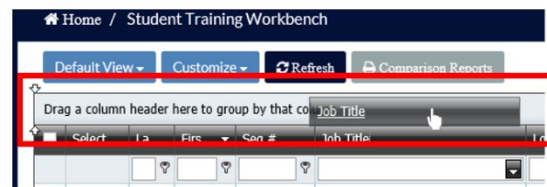
Customize ▾

The **Customize menu** allows the user to configure columns, groups and export the list.

- **Column Filter** – Toggles the appearance of filter textboxes.
- **Columns** – Allows the user to add or remove columns from the view. The column headings can be dragged to and from the Customize list of column headings. Place mouse button in the blank space next to the column heading to add. Drag the column to align with the other Column headings and drop the column by releasing the mouse button. **Note:** Before releasing the column heading, be sure the double arrows appear above and below the column heading.



- **Grouping** – Toggles a grouping area that enables the user to group the list by any column heading, i.e., job title or location. Place mouse button in the blank space of the column heading to use for grouping. Drag the column to the grouping area located above the column headings and drop the column by releasing the mouse button. To remove the grouping, drag the column to align with the other Column headings and drop the column by releasing the mouse button. **Note:** Before releasing the column heading, be sure the double arrows appear above and below the column heading.





STUDENT WORKBENCH GRID FEATURES (Continued)

- **Export** – Opens a dialog box to export the grid list in several formats. XLS and XLSX are Microsoft Office Excel file formats, CS V or Comma-Separated Values produces a text file of data.



The **Refresh button** updates the grid list. This may be needed if you are viewing multiple instances of the grid and external changes are being made in the workbench.



Click this button to download the current version of this job aid.



Group Reports opens a dialog box to quickly access summary reports. Summary reports provide managers with a view of student results across all CS CBTS Assessments and badge progress details. The diagnostic assessment reports are grouped by each fiscal year tracks.

Group Reports

Badge Progress Details
Display the statuses of all training items and badges that are assigned to each employee for the current period. The original hours that were suggested for training are compared to the actual assigned hours for the current period.

Diagnostic assessments with reports

| | | |
|-------------------|---------------------------|-----|
| Assessment | VRC Diagnostic Assessment | |
| Report | Student Assessment Matrix | Go! |

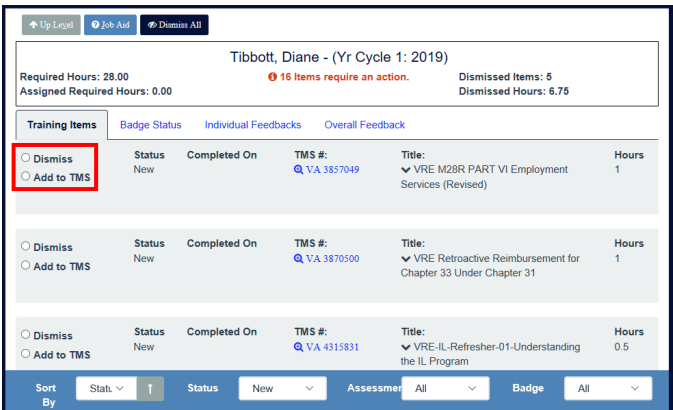
Cancel

See Error! Reference source not found. for a description of these reports.



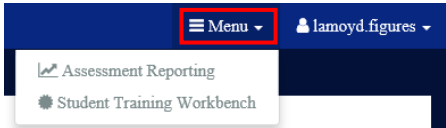
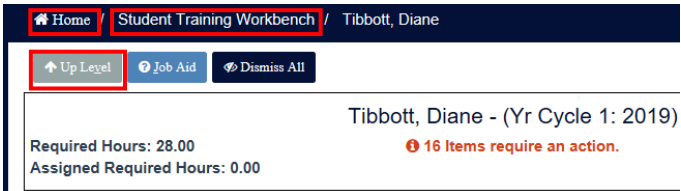
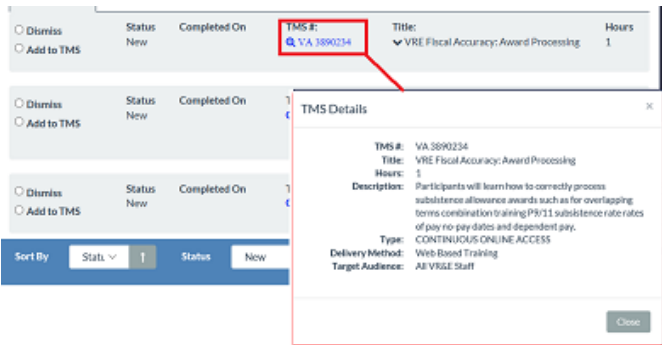
Claims Processor CBTS Diagnostic Assessment Employee Readiness Guide



| # | Step | Window | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------|--|---|--------------|------------|---|--------------|-------|-------|-------|-----------------------|-----------------------|-----|--|------------|--|---|-----------------------|-----------------------|-----|--|------------|---|---|-----------------------|-----------------------|-----|--|------------|--|-----|
| 3 | <p>After pressing Select next to a Claims processor's name in the claims processor list, the workbench for that claim processor is displayed with a list of required or suggested training items. This list is constructed based upon assessment results. For each training item, the list includes actions to take, the status of each list item, when and if the training has been completed, the TMS ID number, the training title, and number of hours associated with each training item.</p> <p>Two actions are available for each training item:</p> <p>Dismiss – Allows the supervisor to dismiss the training item from the current view.</p> <p>Add to TMS – Submits the training item to the claims processor's TMS Learning Plan.</p> |  <p>The screenshot shows a user interface for Tibbott, Diane - (Yr Cycle 1: 2019). It displays training items with columns for Dismiss, Add to TMS, Status, Completed On, TMS #, Title, and Hours. The 'Dismiss' and 'Add to TMS' buttons for the first item are highlighted in red.</p> <table border="1"> <thead> <tr> <th>Dismiss</th> <th>Add to TMS</th> <th>Status</th> <th>Completed On</th> <th>TMS #</th> <th>Title</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 3857049</td> <td>VRE M28R PART VI Employment Services (Revised)</td> <td>1</td> </tr> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 3870500</td> <td>VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31</td> <td>1</td> </tr> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 4315831</td> <td>VRE-IL-Refresher-01-Understanding the IL Program</td> <td>0.5</td> </tr> </tbody> </table> | Dismiss | Add to TMS | Status | Completed On | TMS # | Title | Hours | <input type="radio"/> | <input type="radio"/> | New | | VA 3857049 | VRE M28R PART VI Employment Services (Revised) | 1 | <input type="radio"/> | <input type="radio"/> | New | | VA 3870500 | VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31 | 1 | <input type="radio"/> | <input type="radio"/> | New | | VA 4315831 | VRE-IL-Refresher-01-Understanding the IL Program | 0.5 |
| Dismiss | Add to TMS | Status | Completed On | TMS # | Title | Hours | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="radio"/> | <input type="radio"/> | New | | VA 3857049 | VRE M28R PART VI Employment Services (Revised) | 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="radio"/> | <input type="radio"/> | New | | VA 3870500 | VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31 | 1 | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="radio"/> | <input type="radio"/> | New | | VA 4315831 | VRE-IL-Refresher-01-Understanding the IL Program | 0.5 | | | | | | | | | | | | | | | | | | | | | | | | |





| # | Step | Window |
|---|--|--|
| 4 | <p>Navigation</p> <ol style="list-style-type: none"> Home - Returns to the Assessment Reporting home page. Breadcrumbs – Returns to the Student Training Workbench Employee list to select another claims processor. Up Level – Returns to the Student Training Workbench employee list to select another Employee Job Aid – Downloads the current version of this job aid. Dismiss All – Dismisses all training items from the current view. The button is described more fully in Error! Reference source not found.. <p>Note: Navigation to the Assessment Reporting home page or the Student Training Workbench is also available from the Menu drop down button at the top right side of the window.</p>  |  |
| 5 | <p>Review the TMS training item description by selecting the TMS number link.</p> |  |



| # | Step | Window |
|---|---|--------|
| 6 | <p>View the diagnostic assessments associated with each training item by clicking the drop-down arrow next to the title.</p> <p>Note: Some training items may be associated with several diagnostic assessments. The Type of association indicates if the TMS item is <u>required</u> or <u>optional</u> based upon the assessment results.</p> <p>Clicking on the assessment link will allow you to view the individual feedback report.</p> | |
| 7 | <p>You can sort the list of training items using the Sort By drop-down list at the bottom of the page.</p> <p>Sort by options include:</p> <ul style="list-style-type: none"> Status and Title – Sorts by status plus title. See Step 8 for description of status options. Status – Sorts by status type. Title – Sorts by TMS title. TMS # – Sorts by TMS item ID. Hours – Sorts by number of learning hours associated with each TMS item ID. <p>The directional arrow changes the listing between Ascending and Descending sorts. For example, if you select Sort By Hours, items will be sorted by lowest to highest number of hours per training item. If you select the directional arrow, the items will sort by highest to lowest number of hours per training item.</p> | |



8 The **Status** filter box enables the user to filter the list of training items by status of each item.

Status options include:

All – Displays all training items regardless of status.

New – Displays new training items that have not been dismissed or added to TMS.

Previously Added – TBD.

Dismissed – Displays training items that have been dismissed from the training items list and allows the user to add the training item to the claims processor’s TMS learning plan.

Added – Displays training items that have previously been added to the claims processor’s learning plan. Also allows the user to remove the training item from the claims processor’s learning plan if the item has not been completed.

Removed – Displays a list of training items that were added and subsequently removed from the claims processor’s learning plan.

| Up Level | | Job Add | Dismiss All | | | | | | |
|-------------------------------|----------------------------------|-------------|--------------|------------|--|------------|-----|-------|-----|
| <input type="radio"/> Dismiss | <input type="radio"/> Add to TMS | Status | Completed On | TMS #: | Title: | Hours | | | |
| | | New | | VA 4315840 | VRE-IL-Refresher-09-Concluding IL Case Management | 0.75 | | | |
| <input type="radio"/> Dismiss | <input type="radio"/> Add to TMS | Status | Completed On | TMS #: | Title: | Hours | | | |
| | | New | | VA 4315842 | VRE-IL-Refresher-11-Use of the Home Improvement and Structural Alterations Grant | 1 | | | |
| <input type="radio"/> Dismiss | <input type="radio"/> Add to TMS | Status | Completed On | TMS #: | Title: | Hours | | | |
| | | New | | VA 4318798 | VRE-NCT-Refresher-01-Pre-Evaluation Activities | 0.75 | | | |
| <input type="radio"/> Dismiss | <input type="radio"/> Add to TMS | Status | Completed On | TMS #: | Title: | Hours | | | |
| | | New | | VA 4318800 | VRE-NCT-Refresher-03-Entitlement | 3 | | | |
| Sort By | | Status / T: | 1 | Status | New | Assessment | All | Badge | All |

9 The **Assessment** filter box enables the user to filter the list of training items based upon the diagnostic assessment outcome.

The **Badge** filter box enables the user to filter the list of training items based upon the type of badge.

IMPORTANT: These drop downs will only list assessments and badges per the badge schedule. For example, only two badges are available to be awarded in FY2021.

Note: Some training items may be associated with several diagnostic assessments and/or badges.

| Up Level | | Job Add | Dismiss All | | | | | | |
|-------------------------------|----------------------------------|-------------|--------------|------------|--|------------|-----|-------|-----|
| <input type="radio"/> Dismiss | <input type="radio"/> Add to TMS | Status | Completed On | TMS #: | Title: | Hours | | | |
| | | New | | VA 4315840 | VRE-IL-Refresher-09-Concluding IL Case Management | 0.75 | | | |
| <input type="radio"/> Dismiss | <input type="radio"/> Add to TMS | Status | Completed On | TMS #: | Title: | Hours | | | |
| | | New | | VA 4315842 | VRE-IL-Refresher-11-Use of the Home Improvement and Structural Alterations Grant | 1 | | | |
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| Sort By | | Status / T: | 1 | Status | New | Assessment | All | Badge | All |


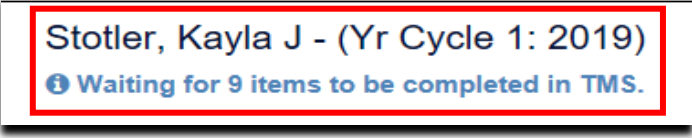
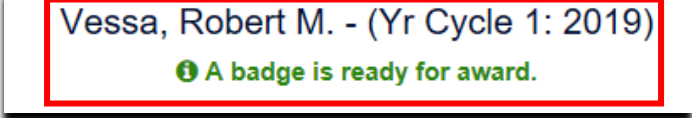
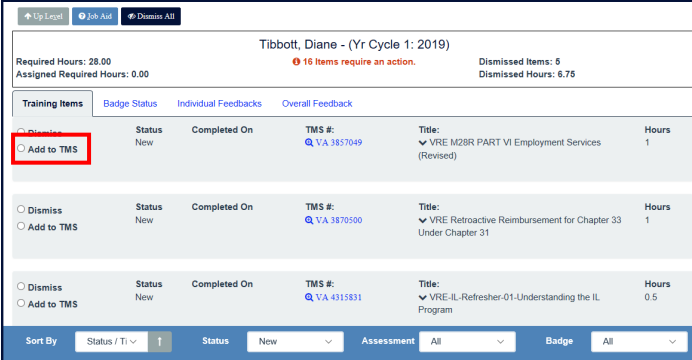
C.2 How to Process Diagnostic Assessment Results

IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS

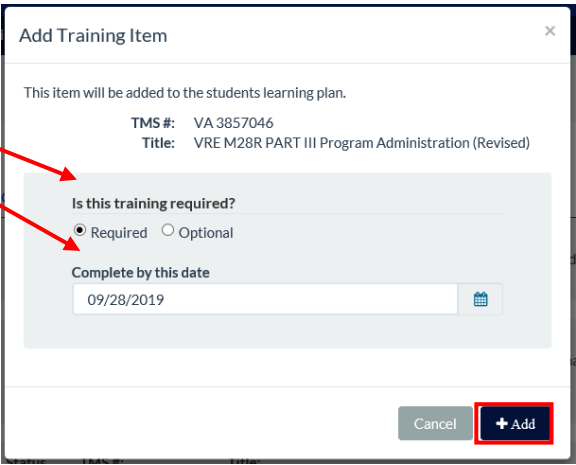


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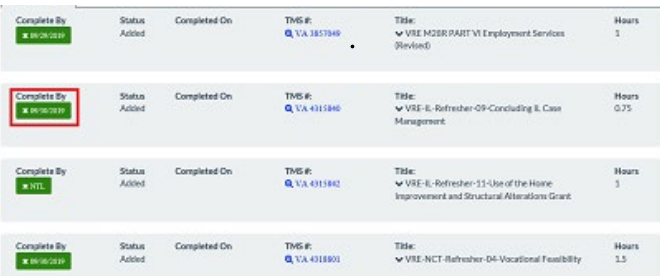
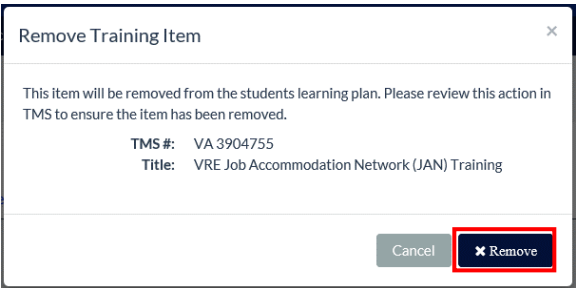


| # | Step | Window |
|---|---|--|
| 1 | <p>Workbench Status</p> <p>A claims processor cannot be awarded a badge until you have dispositioned each TMS item listed in the workbench. The claim processor's name includes the current year cycle for the current fiscal year.</p> <ul style="list-style-type: none"> • [##] Items require an action. This lets you know that you still have items that must be added or dismissed before the claim processor can become eligible for a badge. This number is reduced by Add to TMS and Dismiss actions described below. • Waiting for [##] items to be completed in TMS. You are waiting for this many TMS items to be completed that were assigned for the current FY badges. • A badge is ready for award. The claims processor has completed the requirements for one of more badges to be awarded. |    |
| 2 | <p>From the claims processor's results page in the Student Training Workbench, add training items to the claims processor's TMS Learning Plan by selecting Add to TMS. When this radio button is selected, the Add Training Item dialog box is displayed.</p> <p>IMPORTANT: When a training item needs to be added to a claims processor's TMS 2.0 To Do list, it is important to <u>use the Student Training Workbench to perform this action.</u></p> |  |



| # | Step | Window |
|---|--|--|
| 3 | <p>In the Add Training Item dialog box, provide the following answers for the TMS item:</p> <ul style="list-style-type: none">• Is this training required?• Complete by this date (choose optional field if training is optional, aka suggested). Complete by this date can be customized by clicking either the calendar widget or typing it in the mm/dd/yyyy format or leaving it blank. <p>This data will be used when the item is added to your claims processor’s learning plan. Note: Optional training with or without a date is not trackable for compliance.</p> <p>Select Add to send the information to TMS. The item will be added to the claims processor’s learning plan within 30 minutes.</p> <p>Select Cancel to return to the list.</p> |  |



| # | Step | Window |
|---|---|--|
| 3 | <p>Once the item has been added, the Status is changed to “Added” (with the Required By date), the hours value is incremented (<u>Current FY hours</u> or <u>No due date hours</u>) to provide the user with the total number of training hours assigned through the Student Training Workbench, and the total number of actions is reduced. The claims processor’s TMS learning plan will be populated.</p> <p>Only Optional items will allow the date field to be empty, i.e. No due date (Complete by NTL). Note: Optional training with or without a date is not trackable for compliance.</p> <p>To remove the item from the claims processor’s learning plan in TMS after it has already been added, click the X next to the date within the green button. The Remove Training Item dialog box is displayed.</p> <p>Confirm the action by clicking the Remove button. This action is usually completed in 30 minutes within TMS.</p> <p>IMPORTANT: When a training item needs to be removed from a claims processor’s TMS 2.0 To Do list, it is important to <u>use the Student Training Workbench to perform this action.</u></p> <p>Also note that you will not be able to re-add the item if it has been removed. Please notify the help desk if you need to re-add the item.</p> |   |



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| # | Step | Window |
|---|---|--------|
| 4 | <p>As the user considers each training item based upon the diagnostic assessment performance and CS guidance, training items may be removed from the list view by selecting Dismiss. The Dismiss Training Item dialog box is displayed.</p> <p>To complete the action, select the Dismiss button.</p> | |
| 5 | <p>Once the item has been dismissed, the status changes to Dismissed and the total number of actions is reduced. This action does not affect the claims processor's TMS 2.0 To Do list.</p> <p>If the user later decides to add the training item to a claims processor's learning plan, the item is accessible by changing the Status filter to All or Dismissed.</p> | |
| 6 | <p>Dismiss All</p> <p>This button will dismiss all remaining items where the status is New or Previously Added. If the assessment and / or Badge filters are applied, then only those items will be dismissed.</p> <p>Select the Dismiss All button to complete the action.</p> <p>Note that the badge award-or-decline function will be available after all items have been dismissed. The claims processor, supervisor, and training manager will need to agree if all items are being dismissed.</p> | |



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| # | Step | Window |
|---|--|--|
| 7 | The workbench user has access to individual feedback reports by accessing the Individual Feedbacks tab. | <p>The screenshot shows the 'Individual Feedbacks' window for Tibbott, Diane (Yr Cycle 1: 2019). It displays a list of assessments with 'Feedback' icons. A detailed view of the 'Case Management 1' assessment is shown, including a proficiency scale and a list of required training items.</p> |
| 7 | The workbench user has access to the student's overall feedback report by accessing the Overall Feedback tab. | <p>The screenshot shows the 'Overall Feedback' window for Tibbott, Diane (Yr Cycle 1: 2019). It provides a summary of the student's performance across various assessments, including Case Management 1, Case Management 2, Disability Awareness and Assistance, Essential Evaluation Resources, and Job Development and Planning. A table of required training items is also displayed.</p> |

C.3 How to Generate Student Results (Alternate Method from the Student Training Workbench)

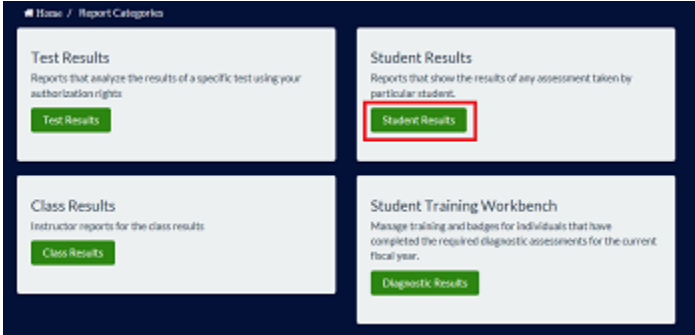

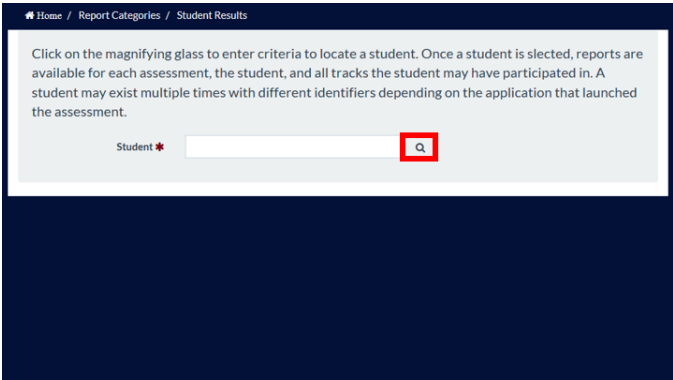


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Claims Processor CBTS Diagnostic Assessment Employee Readiness Guide

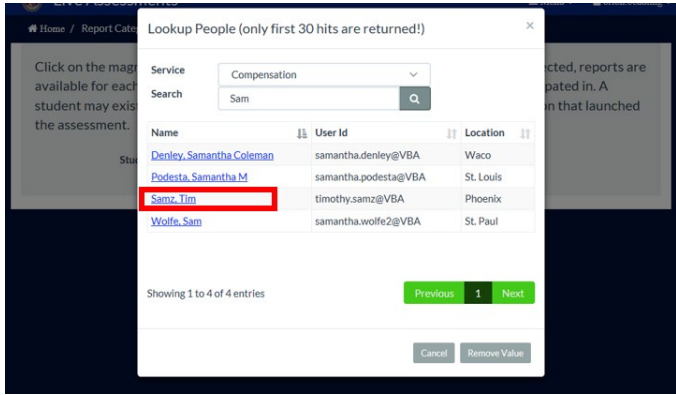
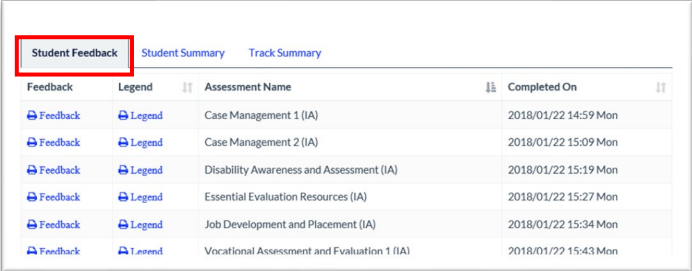
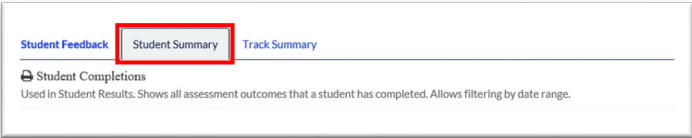


| # | Step | Window |
|---|--|--|
| 1 | Select the Student Results button on the Report Categories window. |  |
| 2 | Select the search icon () to display the <i>Lookup People</i> window. |  |
| 3 | <p>Enter your search parameters and select the Search icon or press the Enter key. A list of users who match the search criteria will be presented below the search icon.</p> <ul style="list-style-type: none"> • Select the Service in the drop-down list. • (Optional) Enter a name segment in the Search textbox. This can be last name or first name or any portion of the name. • Select the search icon (). <p>Note: if you only select a service, the search will provide all available names in that service for your location.</p> |  |



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| # | Step | Window |
|---|---|--|
| 4 | <p>Select the appropriate name (link) in the list. The Lookup People window closes, and the Student Results window is re-displayed with tabs below the name.</p> |  |
| 5 | <p>Student Feedback tab: The <i>Student Feedback</i> tab displays a list of that student's completed assessments. Select the appropriate Report name and the report is generated and opened in a new window. Below is additional information about the student's reports:</p> <p><i>Feedback</i> Displays the feedback report which was delivered to the student at the end of their assessment.</p> <p><i>Legend</i> Displays the legend key that is assigned to each question for the selected assessment.</p> |  |
| 6 | <p>Student Summary tab: This tab provides summary report of all assessments completed by a student.</p> <p><i>Student Completions</i> Displays summary results for every assessment this student has completed.</p> |  |



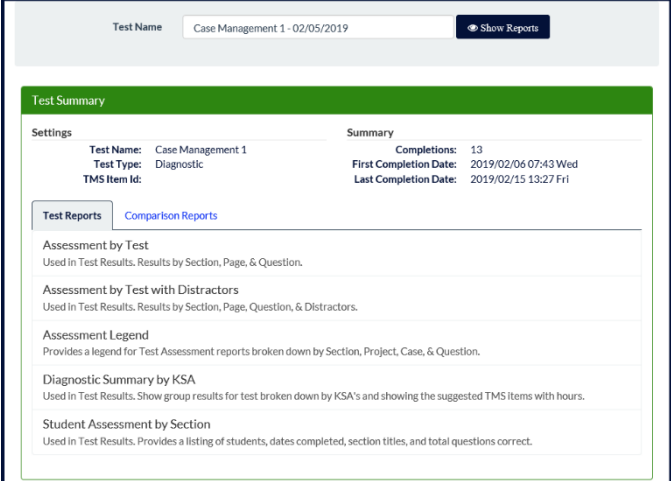
| # | Step | Window |
|---|---|--------|
| 7 | <p>Track Summary tab: This tab displays student track summary reports.</p> <p><i>Claims Processor Diagnostic Assessment Portal</i> Displays the student’s proficiency in each completed assessment and a compiled list of recommended training items across all Claims Processor CBTS assessments. This was available to the student after completing at least two diagnostic assessments.</p> | |

C.4 How to Generate Assessment Results (Alternate Method from the Student Training Workbench-For Supervisor and Training Managers)

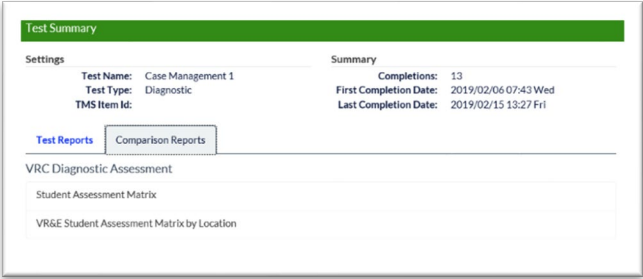
IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS

| # | Step | Window |
|---|--|--------|
| 1 | Select the Assessment Results button on the Report Categories window. | |
| 2 | <p>Begin typing the name of the assessment, a list will appear below the field with assessments containing the text you have typed. Next to the assessment name is the date the assessment was published.</p> <p>Note: The Claim Processor CBTS assessment names are:</p> <ul style="list-style-type: none"> • Claims Processing • Health and Medical Processes • VBA Applications • Veterans Benefits and Eligibility <p>Finish typing the assessment name or select the assessment/date from the list. Then, select the Show Reports button.</p> | |



| # | Step | Window |
|---|--|--|
| 3 | <p>The Assessment Results window is updated with one or more tabs below the selection.</p> <p><i>Assessment Reports tab:</i> Select the appropriate Report name and the report is generated and opened in a new window. Below is additional information about the available assessment reports:</p> <p><i>Assessment by Assessment</i> Displays the overall results (summarized) for the selected Assessment by Section, Page, and Questions.</p> <p><i>Assessment by Assessment with Distractors</i> Displays the overall results (summarized) for the selected Assessment by Section, Page, Questions, and Distractors.</p> <p><i>Assessment Legend</i> Displays the legend key that is assigned to each question for the selected assessment.</p> <p><i>Diagnostic Summary by KSA</i> Displays a summary report with an overall proficiency Rating/Non-Rating, overall results for each KSA, and a combined list of training items for claims processors in the Student Training Workbench.</p> <p><i>Student Assessment by Section</i> Displays a list of students with the date the student completed each section and the number of correct questions.</p> |  |



| # | Step | Window | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------|--|--|----------|----------|----------|----------|----------|----------|----------|----|----|----|----|---|----------|----------|----------|----------|----------|----------|----------|----------|--|--|--|--------------|----------|----------|----------|----------|----------|----------|----------|--|--|--|-------|----------|----------|----------|----------|----------|----------|----------|--|--|--|
| 4 | <p>Comparison Reports Tab: The Claim Processor CBTS assessments are grouped into an assessment group. When an assessment is part of an assessment group, the <i>Comparison Reports tab</i> becomes available to provide assessment group reports.</p> <p>Student Assessment Matrix Lists all participants of that track and their status for each completed assessment. Their average score across all completed assessments is in the final column of each row. The average assessment score across all claims processors is in the first row of the table. The assessment with the lowest average score is highlighted in yellow.</p> <p>CS Student Assessment Matrix by Location Lists all participants of that track grouped by location and their status for each completed assessment. In addition to the Student Assessment Matrix information, Assigned Hours and Reduction Hours are provided for each CLAIMS PROCESSOR, and the overall average number of hours and number of reduced training hours appear in the top row. The assessment with the lowest average score is highlighted in yellow. At the end of the table, a grid provides the number of claim processors who fell into each range per assessment.</p> |  <table border="1" data-bbox="461 1104 1222 1241"> <tr> <td rowspan="4">Overall</td> <td>Average%</td> <td>76</td> <td>72</td> <td>75</td> <td>68</td> <td>67</td> <td>73</td> <td>69</td> <td>72</td> <td>36</td> <td>9</td> </tr> <tr> <td>Advanced</td> <td>3 33%</td> <td>3 33%</td> <td>4 44%</td> <td>2 22%</td> <td>2 22%</td> <td>4 44%</td> <td>2 22%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Intermediate</td> <td>5 56%</td> <td>4 44%</td> <td>3 44%</td> <td>3 56%</td> <td>3 44%</td> <td>3 33%</td> <td>5 56%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Entry</td> <td>1 11%</td> <td>2 22%</td> <td>2 22%</td> <td>4 44%</td> <td>4 44%</td> <td>2 22%</td> <td>2 22%</td> <td></td> <td></td> <td></td> </tr> </table> | Overall | Average% | 76 | 72 | 75 | 68 | 67 | 73 | 69 | 72 | 36 | 9 | Advanced | 3 33% | 3 33% | 4 44% | 2 22% | 2 22% | 4 44% | 2 22% | | | | Intermediate | 5 56% | 4 44% | 3 44% | 3 56% | 3 44% | 3 33% | 5 56% | | | | Entry | 1 11% | 2 22% | 2 22% | 4 44% | 4 44% | 2 22% | 2 22% | | | |
| Overall | Average% | 76 | | 72 | 75 | 68 | 67 | 73 | 69 | 72 | 36 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Advanced | 3 33% | | 3 33% | 4 44% | 2 22% | 2 22% | 4 44% | 2 22% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Intermediate | 5 56% | | 4 44% | 3 44% | 3 56% | 3 44% | 3 33% | 5 56% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Entry | 1 11% | 2 22% | 2 22% | 4 44% | 4 44% | 2 22% | 2 22% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



D Proficiency Range Descriptions

The objective for all employees is to attain the advanced level of proficiency.

| Proficiency | Description |
|------------------------|---|
| Entry 0-69% | <ul style="list-style-type: none">• Applies competency in simple to somewhat difficult situations• Demonstrates awareness and familiarity with concepts and processes• Will require close to frequent guidance/supervision• Requires refresher training (no more than 40 hours) |
| Intermediate 70-79% | <ul style="list-style-type: none">• Applies competency in difficult situations• Demonstrates understanding of concepts and processes• Will require occasional guidance• Requires refresher training (no more than 40 hours) |
| Advanced 80-100% | <ul style="list-style-type: none">• Applies competency in considerably difficult situations• Demonstrates broad understanding of concepts and processes• Will require little to no guidance and generally can serve as a key resource and advise/train others• Station discretionary training on the National Training Curriculum (NTC): Professional and personal development training (optional) |