

Section 107 501 End User Q&A

1. Will Veterans Claims Examiners be processing December 1st through December 9th?

Regional Processing Office (RPO) leadership will let you know what work can be processed during the batch validation.

2. Do Sections 107 and 501 apply only to CH33 (Post-9/11 GI Bill) or is it for Non-33 as well?

Sections 107 and 501 only apply to CH33 benefits. Those who process Non-33 claims may now see extension campus locations being certified under Non-33. These certifications should be processed the same as current processing for multiple locations.

3. Do we determine first payment date by the day it was authorized in LTS (Long Term Solution), or by the date it shows as paid in Share?

First payment date is based upon the begin date of the first enrollment paid under CH33. It is not based upon when it is processed.

4. How are gaps in housing, due to being placed on active duty, handled or processed?

Periods of active duty are not counted towards the 6-month period. The 6-month period starts after the claimant returns from active duty.

If a claimant goes off active duty for a period less than six months and then returns to active duty, the 6-month grace period restarts. There is no maximum number of times an individual can be grandfathered due to active duty.

Potentially, given they return to the same facility code - active duty time is not counted towards the 6-month interval required to maintain rate protection. The 6-month period starts after the claimant returns from active duty.

5. If a reservist is receiving a Monthly Housing Allowance (MHA) and is called up for a full year, will their rate be protected?

Yes, rates will be protected when the student has a break in schooling for active duty service.

6. Are special pop claimants those who have received MHA between January 1, 2018, and July 31, 2018, or ANY benefits between those two dates?

Special Population claimants must have first used CH33 between January 1, 2018, through July 31, 2018, and received MHA during this period to have MHA rate protection (continue receiving the Academic Year [AY] 2017 VA rate until the Department of Defense (DoD) rate is greater).

7. How will 99bs impact rate protection, if the rate of pursuit changes below 50 percent?

50 percent or less = no MHA. The 6-month period to maintain rate protection will start on the day after the effective date of the change (actual date for termination, end of month or end of term whichever is sooner for reduction) until the beginning of the next enrollment with MHA payable. A period longer than 6-months will break rate protection.

Note: On the 12/1 retroactive WP, there should be no updating or processing of any enrollment changes. This WP will only update claimants BAH (Basic Allowance for Housing) Rate to the DoD Rate or continue being paid at the VA Rate, based on the current enrollments in LTS.

8. Are those who use MHA prior to 01-01-18 always eligible for the VA rate, even if they change schools?

Yes, those who have used benefits prior to January 1, 2018, will receive the VA rate as long as they use benefits or “for life”.

9. When considering who falls under special pop, do we include retro claims not yet processed?

Yes, if a claim has yet to be processed, it falls within the one-year claim rules, and would pay housing between January 1, 2018 and July 31, 2018; special population would apply.

Note: Retro Claims processing will be discussed in the next phase. During the 12/1 Retro batch process, no new information should be introduced.

10. Special population only goes up to next highest rate, but does not continue to increase?

Correct. Special Population claimants are paid the higher (VA) rate until DoD exceeds the protected VA rate or they break rate protection.

The AY2017 VA rate is paid until the DoD rate (associated with the academic year of the training) is higher or rate protection ends.

11. When will the LTS be able to process Section 113 claims?

A date has not yet been determined; however, Section 113 claims are included as a part of the Colmery Implementation.

12. How will LTS generate and process housing for Section 113 cases?

During the 12/1 Retro Batch Process, Section 113 cases will follow the same rules. Only positive housing payments will be sent to BDN. Debts will not be sent and will be waived for the student.

After running the 12/1 Batch process, continue to process Section 113 cases with established workaround procedures

13. Once the Colmery letter has been sent, would a future reduction have to be based on a percentage of the housing rate the claimant was promised?

The claimant will get notified in the Section 501 letter, of any changes to future scheduled housing periods. The future housing enrollments will adjust to DoD or remain VA, depending on enrollment history.

14. Is the 12/1 retro stop automation message going to OVERWRITE other stop auto messages?

No, it will populate only if the Bio page does not contain a Stop Automation flag.

15. Are we capturing anything from the 12/1 Retro Batch Process into The Image Management System (TIMS), M01 screen?

As of today, users should not capture unless there is an address update to the Benefits Delivery Network (BDN) or Fry Spouse manual fiscals.

16. Will the 501 debts show on the M01 screen- charged, recouped or not at all?

Debts do not show on the M01 screen in BDN because they are not released to BDN by LTS. The 12/1 process only releases positive payments to BDN and any debts are waived by the 501 COWC letter released to the beneficiary.

17. If there is a Power of Attorney (POA), will a second letter automatically generate?

The POA copies for automated letters are printed, boxed-up by the contractor and distributed by the RPOs manually. No additional action is required by a VCE, for any automated letter.

As all 12/1 Batch letters are automated, the same functionality with letters currently automated to print queue is being used. Manually printed letters (suppressed letters), must be printed by the VCE and distributed using the current process.

18. Will the Colmery letters need to be printed into TIMS?

Only edited letters will need to be captured into TIMS

19. How do we proceed if a school displays a P.O. Box as their physical address in the Web Enabled Approval Management System (WEAMS)?

Housing would be paid off the P.O. Box address. Schools have been instructed to use physical addresses in WEAMS, any other address would be considered a Compliance issue. Members of the Compliance team would work to report and correct the error.

20. The OJT award letter insert is outdated, with Atlanta on the map. Will that insert be replaced with the current one?

The Colmery Implementation Team has added this as an action item, to update the OJT Award 3 letter with updated VA FORM 22-6553d-1.

21. Can users start sending all claims to the auto print and not local printers?

Yes, with few exceptions (referenced in module 4 of this training). The default is unchecked and not suppressed (i.e. automated).

22. Do users send both letters-COWC and AWD?

When claimant has a debt, the COWC and Section 501 letters will be sent. If the claimant is receiving a payment or there is no change, only the 501 letter will be sent.

23. Will users have to manually print if there are erroneous MITC letters generated? Will users have to manually print if there is a POA?

Manual printing is required for the MITC 1 letter, since it is missing an attachment, and the MITC 4 - when generated with an Adverse Action letter. No manual printing is needed for a POA.

24. Why is a VA Form 21-4138 needed with a MITC 1 letter? MITCs are not required to be submitted on a VA Form 21-4138.

This is a required form that VA provides to a claimant.

25. Will the MITC-1 letter be updated to include a VA Form 21-4138 in LTS?

There are no additional updates to the MITC-1 letter, prior to the 12/1 Batch Process; however, Education Service is working to improve the overall letter process.

26. Letter automation...is that for this batch update only or it is the new process from now on?

The letter process introduced is the new process MITC going forward.

27. Is there any concern about auditing, for Section 113 adjustments related to 501?

There is no requirement to audit during the 12/1 Retro Process.

28. Claimant was receiving the VA rate under the first TOE entitlement source. The second source starts after August 1, 2018. Will they receive the DoD rate or the VA rate?

If a claimant begins using an entitlement source under Chapter 33, prior to August 1, 2018, a work around procedure must be followed to allow LTS to calculate "first use". Procedures should be reviewed and modified whenever necessary on a case by case basis. Follow your local RPO Dual Source guidance.

Scenarios:

First source: term 1/12/18- 5/12/18 (VA rate) and entitlement exhausted = If the initial use is on or after January 1, 2018, this individual would be "special population", therefore the VA rate table will be used. Any terms after August 1, 2018, would fall under rate protection and would be based on comparison of the DoD and VA rate table. Remember, if the initial use occurred prior to January 1, 2018, the VA rate table will always apply.

Second source: term 8/12/18- 12/12/18 as a new source= Because first use is after both January 1, 2018, and August 1, 2018, this claimant would be paid based on the DoD rate table always.

Note: Each source is considered a new and separate benefit under the CH33 program. Although allowed, switching sources should be discouraged whenever there is no difference in eligibility to allow one source to exhaust before beginning another source.

29. While processing the 12/1 Retro Work Product (WP) for Strayer University Online (21912146), debts are being created due to a change in the max payable per credit hour for the period 2009-2011. As with all debts during this process, they were not sent to BDN. Should we “flash” this claim for future processing? What if a claim for this facility is received to be processed without a Retro WP?

Yes, FLASH the TIMS file and add a note when processing the 12/1 Retro WP. Annotate both with the following: *On the 12/1 Colmery WP, 2009 -2011 T/F awards for Strayer University Online 21912146 were adjusted and debts created. The debts were not sent to BDN nor charged to the claimant. For future reference, refer to the WP prior to the 12/1 Colmery WP for most accurate TF paid.*

For future processing, if during review a tuition and fee debt or payment is created for Strayer University Online (21912146) based on the 2009-2011 terms, process the claim as follows:

- Do not add any new enrollment(s) to the affected WP
- Suppress the letter(s) and Authorize Without Payments
- Open a 2nd Work Product and process the new claim information

Note: This process relates to tuition and fee debts for this specific facility for terms 2009-2011. Valid debts should be created and authorized. VCEs must always review the Work Product Summary and ensure payments and/or debts generated are expected and reasonable.