

Procedural Advisory: Processing Guidance for New Long Term Solution Functionality

April 8, 2020

What Changed: As of April 11, 2020, Education Service has updated the Long Term Solution (LTS) with several enhancements to implement several sections of the Harry W. Colmery Veterans Educational Assistance Act of 2017 (Public Law 115-48, August 16, 2017). The enhancements eliminate workarounds previously required for processing certain Fry Scholarship claims, Purple Heart claims, Yellow Ribbon payments, License and Certification or National tests, and to correctly process Monthly Housing Allowance (MHA) payments affected by the entry or release from active duty during an enrollment period.

RPO Impact: Currently, Veteran Claims Examiners (VCEs) manually process the claims with workarounds for training beginning on or after August 1, 2018, prior to this updated functionality.

RPO Benefit: Improved claims processing timeliness by eliminating the need to use manual workarounds on most claims.

What RPO Action is Needed:

1. **Fry Scholarship claims.** All Fry Scholarship beneficiaries, child or spouse, will be identified as “Fry Scholar” on the banner under their name. The LTS contains only one “Fry” source button for all Fry Scholarship beneficiaries. When creating an original Work Product (WP), the VCE must select “Child” or “Spouse” in the “**Type**” field drop down. Supplemental WPs will default to the type last authorized.
 - a. Search for a claimant and associate with VADIR, if not associated.
 - b. Navigate to the **Bio page**, update as necessary.
 - c. Review and remove unnecessary **Stop Automation** flags.
 - d. Navigate to the **WP history page** and click the **Add Work Product** button to create a new WP.
 - e. Enter the “**Date Received**” date and description.
 - f. In the “**Relationship**” field drop down select “Child” or “Spouse”.
NOTE: Spouse only – Remarriage date is now available. When updated, eligibility ends on this date.
 - g. Update “**Veteran Date of Death**” with actual date if workaround date “1/1/13” was used. (NOTE: See “**Known Defect**” section below for child under 18)
 - h. Click the “**Create Work Product**” button
 - i. Navigate to the **WP summary page** and review to ensure the claim updated correctly. (Remediate as necessary)
 - j. Process any additional adjudicative actions within this WP.

NOTE: New functionality includes updated cost codes for a Fry Scholarship spouse. As such, all Fry Scholarship claims may be authorized with automatic payments unless there are other issues which require manual or no payments.

2. **Purple Heart Recipients (Section 102).** VCEs will:
 - a. Create a WP.
 - b. Navigate to the “**Service Data page**” and locate the Purple Heart section
 - c. Select “**Add PH**” to add the Purple Heart Award Data
 - d. Enter the **Award** date which must be on or after September 11, 2001
 - e. Select the appropriate “**Branch of Service**” and
 - f. Select the “**Save**” button which will update Purple Heart eligibility

NOTE: In many instances, the separation reason “disability” was used to pay at the 100% benefit level. The separation reason **must** be corrected during normal review and processing.

As always, verified creditable service must be updated or added to the LTS. Do not unnecessarily develop to verify service periods which do not impact payment or eligibility. Annotate in the LTS WP comments section “service verified” and include any additional justification when updating service data to denote service was properly verified.

3. **Yellow Ribbon payments for Fry Scholarship spouse or Purple Heart recipients (Section 103).** New fields are available on the Enrollment page of the LTS for entering Yellow Ribbon and Out of State Tuition and Fee amounts on IHL enrollments. VCEs will enter Yellow Ribbon information provided on the enrollment certification in the appropriate LTS fields. Payments will be calculated and displayed on the WP summary page and Payment Instructions page once authorized. Payments should be authorized with automatic payments **unless** there are other reasons which require manual or no payments.

Generally, no remediation will be required for enrollments processed per the [Procedural Advisory: Processing Guidance Regarding Section 103 of the Colmery Act](#) unless a change is reported. When a change in enrollment is reported and the enrollment included Yellow Ribbon, which had been previously processed manually, remediation is required before processing the change. In these instances, VCEs should do the following:

- a. Ensure no other pending actions are being processed, if so, delete the current WP or **decline items in the VA-ONCE Inbox**, as applicable.
 - b. Navigate to the **Enrollment page** and enter the Yellow Ribbon amount previously reported.
 - c. Navigate to the **WP summary page** and review Net Awards.
 - d. Suppress the LTS generated letters and **authorize with NO payments**.
 - e. Resume normal claims processing upon completion of these steps.
4. **License and Certification or National tests (Section 108).** When properly claimed on a [VA Form 22-0803](#) or [VA Form 22-0810](#) and supported by evidence of completion, VCEs should review and capture the Web Enabled Approval Management System (WEAMS) approval for the License and Certification or

National tests requested into the beneficiary's TIMS file before issuing payment. Under Miscellaneous Benefit select the appropriate option "License and Certification" or "National Exam" and fill in the following required information:

- Amount claimed (not to exceed the amount approved in WEAMS),
- Date (when test was taken), and
- Description (name of approved test), then press the "Save" button.

The LTS will calculate the correct payment amount and entitlement charge based on the date of the test.

Section 108 Workaround Remediation. Tests taken August 1, 2018, or later processed using the Section 108 Job Aid may need remediation if entitlement was added to the LTS with a manual award. If so, create an offsetting manual award to "charge entitlement" to correctly update entitlement in the LTS prior to any supplemental processing actions.

5. **MHA Payments for Veterans (Section 113) while not on active duty during an enrollment period.** VCEs should ensure all creditable service is verified and updated in LTS. When MHA is otherwise payable, updated LTS functionality will terminate MHA on the date a member enters on active duty and start MHA payments on the day after released from active duty during an enrollment period beginning on or after August 1, 2018. LTS letters will generate and include the following language when a claimant is due a prorated MHA payment due to a change in active duty status during an enrollment period.

"Because you entered onto active duty and/or were released from active duty during your enrollment period(s), you will receive a prorated MHA payment. (38 USC 3313(j))

*Note: Section 113 of the Forever GI Bill, and Public Law 115-62, requires VA to prorate the monthly housing allowance under the Post-9/11 GI Bill for everyone who enters or is released from Active Duty (AD) during an enrollment period beginning on or after August 1, 2018."

NOTE: This language will not be included if MHA is not prorated. No additional action to modify the letter is required by a VCE.

Section 113 Workaround Remediation. All service changes are updated manually in the LTS. [Interim Procedures for processing Section 113 prior to LTS Release 6.8](#) required manual adjustments to system generated payments. These adjusted claims will require remediation prior to any supplemental processing actions.

- a. Ensure no other pending actions are being processed, if so, delete the current Work Product (WP) and in new WP decline items in the VA-ONCE Inbox.
- b. Navigate to the Work Product Summary Page and review Net Awards.
- c. Suppress the LTS generated letters and authorize with NO payments.

d. Resume normal claims processing upon completion of these steps.

NOTE: VCEs may be granted excluded time at their supervisor's discretion, for remediation of any claims for which no other end product credit can be claimed. VCEs should coordinate with their immediate supervisor to request excluded time. Supervisors should consider and approve in accordance with local guidelines.

Questions: If you have any additional questions, please direct them to the Procedures Team at POLPROC.VBACO@va.gov.

V/R

Procedures Team
Education Service

Attachment A – Limited Functionality Reminder

- A Purple Heart recipient on active duty is entitled to Yellow Ribbon payments for training beginning on or after August 1, 2018, however, current LTS functionality will not allow payment of Yellow Ribbon to any beneficiary on active duty. Continue to follow the [Procedural Advisory: Processing Guidance Regarding Section 103 of the Colmery Act and use the job aid](#) to process manual Yellow Ribbon payments for Purple Heart recipients on active duty until LTS functionality is updated.
- A Fry Scholarship child may begin using chapter 33 benefits prior to age 18 if they have completed high school, however, current LTS functionality will not allow benefit payments prior to age 18. Continue to follow the [Procedural Advisory: Awarding Benefits for Fry Scholarship Recipients Under 18 Years Old](#) which requires disassociating the record with VADIR and manipulation of the beneficiary's date of birth to start benefit payments appropriately.
- The LTS does not have data elements to identify service under Sections 101 and 401 (12301(h), 12304a, and 12304b under title 10 U.S.C.) and prevent improper payments for training beginning prior to August 1, 2018, for service. Continue to follow the guidance provided in the [Procedural Advisory: Processing Guidance for Sections 101, 401, and 102 of the Harry W. Colmery Veterans Educational Assistance Act](#) when a claimant has service under 12301(h), 12304a, or 12304b under title 10 U.S.C and enrollments beginning prior to August 1, 2018.
- The LTS will not generate a payment for License and Certification or National tests when the amount of remaining entitlement is insufficient to cover the full reimbursement of fees. This scenario is extremely rare since LTS has been updated to prorate entitlement charges. When it does occur, do not deny payment. Manually calculate the amount payable by dividing the number of days remaining by the number of days required to fully cover fee reimbursement. Multiply this ratio by the cost of the test. Create a manual award in the LTS charging entitlement to exhaust entitlement. Enter "Prorated Test Award" for the description. Manually FIST/FAUT a 06P for the prorated amount due. Do not use LTS Manual Awards for payment. Generate an award letter advising entitlement has exhausted and a partial payment was issued based on the amount of remaining entitlement available. Cite "38 USC 3315 and 3315a" in the award letter. The authorizing VCE shall clear supplemental end product (EP 350) credit when all actions are completed.