



GENERAL

Erroneous Debts

- When processing a new Work Product (WP) in the Long Term Solution (LTS), if you encounter an erroneous housing debt, first check for a previous 12/1 WP, “2019 One-Time Retroactive.” If there is a 12/1 WP, review to see if a matching payment is listed. If so, return to the WP, authorize without payments, and open a new WP.

Delimiting Date

- For claimants beyond their delimiting date, the Eligibility banner in LTS will display a Benefit Level percentage and allow a Certificate of Eligibility (COE) for Supplemental claims. Review the claim and proceed with proper processing, to include but not limited to:
 - A COE: Claimant applying with a payable retroactive enrollment
 - A Disallowance (DIS) Letter: Supplemental application and not yet informed of delimiting date
 - An Informational (INF) letter: A request not requiring a decision within due process window (1 year from delimiting date)

The screenshot shows the LTS system interface. On the left, there is a sidebar with 'chapter 33' and a 'TASKLIST' menu containing 'SEARCH' and 'CLAIMANT BIO'. The main content area displays a 'File Number' field with a redacted value and '6X Availability: Available'. Below this is a table with the following data:

Eligibility Date:	Benefit Level:	Delimiting Date:	Original Entitlement:	Used Entitlement:	Remaining Entitlement:
08/01/2009	40%	05/30/2019	36-00	00-00	36-00

Below the table, a bold notification reads: **DISALLOWANCE 17 LETTER - BENEFIT NOT INDICATED**. A sub-note states: 'Work Product will generate a Disallowance 17 Letter, which does not require additional information.'

SECTION 102 | PURPLE HEART (PH)

Functionality to manually add the Purple Heart Award date for all Purple Heart recipients is available in LTS.

- PH must have been received for a Period of Service on or after September 11, 2001.
- The 100% benefit level cannot be paid specifically for PH while in the middle of an active term.
- Pays 100% for first term beginning on/after August 1, 2018, or first day of first term after PH awarded, whichever is later.
- PH workarounds adjusting service to attain the 100% benefit level processed prior to April 11, 2020, must be corrected to actual service. Remove any new award actions pending, then add PH and authorize in LTS without payments, to prevent adjustments erroneous payments or debts.



April 11, 2020, LTS Release

Quick Reference Guide

SECTION 103 | YELLOW RIBBON (YR) FOR FRY SCHOLARS & PURPLE HEART RECIPIENTS

Yellow Ribbon and Out of State Tuition and Fees can be entered in LTS.

SECTION 107 | ENROLLMENT RECERTIFICATION

The purpose of the Section 107 recertification process is to adjust enrollments for terms starting on or after August 1, 2018, but before December 1, 2019, where the claim was originally certified at the main or branch campus when, in fact, attendance was at an extension campus.

- If processing a Transfer of Entitlement (TOE), advance to the WP Summary page after selecting “Add WP 107”. If there are any lump sum adjustments which are not related to the 107 WP adjustments, exit and delete the 107 WP. To correct any transfer issues, create a regular WP and update or adjust as needed prior to regenerating a 107 WP.
- If you open a 107 WP and receive an “Application Failed” message,
 - Select the back button to return to the Work Product History page
 - Open the last WP and review the claimant type, whether Veteran or TOE Dependent.
 - If the claimant is attached to a TOE award (i.e., Veteran with dependents or TOE Dependent), review the other LTS records attached to the claimant through TOE

NOTE: The application failure was likely the result of another WP already open under one of the related TOE records.

Process and authorize the open WP and then continue the 107 WP for the original claimant.
- 107 WP: Before deleting an enrollment period in the 107 WP, make sure to fully open the original enrollment and take a screenshot so that you are sure to enter the replacement correctly.
 - This is especially crucial if there are amendments to the term as well – open each amendment and screen shot each so the correct effective dates, hours, charges, reasons, and checkboxes are used in the replacement.
- If, after several attempts (corrections), you are unable to match the original enrollment with the recertification, delete the 107 Work Product and begin again by adding a new WP 107.
- When adding an enrollment/amendment from the VA-Once mailbox on a 107 WP, pay close attention to the type training and type hours. If the enrollment is for a graduate, non-standard term, be sure to use the appropriate workaround. If the enrollment is for an NCD-only facility code, be sure Clock (non-standard) hours are used.
 - If you determine the graduate non-standard term workaround was not applied, or the correct type hours were not used, when the original term was input, delete the 107 WP and create a regular WP to make the correction (review admin procedures if necessary). Once the correction is made, complete the 107 WP.



Quick Reference Guide

- On the Work Product Summary page, the amount of tuition paid and offset may not be exact when the claimant has a protected reduction/termination and/or has been granted the 6-credit hour exclusion for the period being re-certified.
- The letter will not list “Corrected Housing” rates if there are no current or future housing payments (i.e., the term corrected has already been completed and there are no current or future terms in LTS).

SECTION 108 | LICENSING AND CERTIFICATION (LAC)

Entitlement can be prorated based on the cost of the Test or Exam rather than charging a full month of entitlement.

- Tests or Exams processed using the Section 108 Job Aid prior to April 11, 2020, will need to be remediated. An action to “charge entitlement” will need to be processed to reverse the previous action to “add entitlement”.
- LTS does not include a section to enter the amount requested IF the amount requested exceeds the amount payable (i.e., claimant requests \$500 reimbursement, but WEAMS shows the amount approved is \$420). VCEs must still edit the award letter in these instances to show the correct amount requested vs. the amount paid. (Not a new procedure, just a reminder of a continued practice we must observe.)
 - Edited letters must be suppressed in LTS, captured to TIMS, and the comments section of LTS updated to reflect the reason.

SECTION 113 | ACTIVE DUTY MHA PRORATION

Monthly Housing Allowance will be stopped when a claimant enters Active Duty and restarted the day after released from Active Duty.

- All months are calculated as a 30-day month (even February). When a claimant is released from active duty, the period payable will be calculated according to the day after the release from active duty.
 - Be cautious of awards previously paid manually which did not calculate the amount payable correctly, as this could result in an inaccurate over- or under-payment.
- **Reminder:** Section 113 is only effective for enrollments beginning on or after August 1, 2018. Do not attempt to apply these rules to periods prior to this date.

COLMERY SUBJECT MATTER EXPERTS

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