Adobe Captivate Training Scripts

LTS Release 7.2 Overview Training Module

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| **Visual** | **Script** |
|  | Welcome. In today’s training you will learn about the Long-Term Solution updates made for the 7.2 release.  Please note the examples were processed in a test system so all names and SSNs you see are fictitious. They do not belong to actual beneficiaries. No personally identifiable information (PII) is contained in this training.  Please click ‘Next’ in the bottom right-hand corner when you are ready to move on to the next page. |
|  | In the LTS Release 7.2 training, a summary of the updates made to the LTS will be demonstrated. The training will highlight how these updates correspond with specific sections of the Harry W. Colmery legislation. This training will walk you through changes to specific LTS screens and provide important steps and reminders to assist in claims processing.  Click next to proceed. |
|  | As of this release, LTS enhancements allow updated processing of claims in accordance with several provisions of the Colmery Act:   * Section 101: Adds 12301(h) of Title 10 * Section 104: Adds Yellow Ribbon for Active Duty * Section 106: Authorizes Post 9/11 Benefits to some former REAP beneficiaries * Section 109: Allows Restoration of Entitlement for certain beneficiaries * Section 110: Allows transfer of entitlement when either the Veteran or dependent dies * Section 111: Implements the STEM Scholarship * Section 401: Adds 12304a and 12304b of Title 10   While you will likely notice changes in LTS, most of them will not greatly impact the way you process claims, but it is important to understand what new features are available, when and how to use them, and when not to use them.  Please click ‘Next’ to learn more about these provisions and the related LTS updates that have been made. |
|  | The first section we will be discussing, Section 101 of the Colmery Act, adds 12301(h) of Title 10 to the list of qualifying service considered for Reservists under the Post 9/11 GI Bill. The time members of the Reserve spend receiving certain kinds of medical care, to include being medically evaluated, and/or completing a required DoD healthcare study; is now viewed as Active Duty and can be used for establishing Post-9/11 GI Bill eligibility. The 12301(h) service must occur on or after September 11, 2001. The ability to use impacted entitlement began on August 1, 2018.  This section of the Colmery Act is similar to Section 401.  Click ‘Next’ to proceed. |
|  | Similar to Section 101, Section 401 of the Colmery Act adds two sections to the list of qualifying service for members of the Reserve/Guard - 12304a and 12304b of Title 10. Time Reservists spend serving in response to major disasters or emergencies, or to pre-planned missions in support of combatant commands, is Active Duty service considered for establishing Post-9/11 GI Bill eligibility. The 12304a or b service must occur on or after June 30, 2008. And as with 12301(h), the ability to use impacted entitlement began on August 1, 2018.  In response to the additions of 12301(h) and 12304a or b, minor LTS updates were implemented.  Click next to learn what updates were made. |
|  | As of this release, a new required field has been added to the Add/Edit Service Period page in LTS, “RNG Activation Statute”. This field appears when a Reserve or National Guard Branch of Service is selected. The field requires the VCE to select from a number of service activation sections to include 12301(h), 12304a and 12304b of Title 10.  The activation statute or code description is available in VIS by clicking on the letter under “Service under Title 10” found under Reserve & National Guard Active Duty Periods on the Education tab. Capture the Education tab from VIS into TIMS.  When selecting the dropdown under “RNG Activation Statute”, an extensive list will appear. Consistent with existing guidance, only enter properly identified potentially qualifying service periods into the LTS. |
|  | If “12301(h)”, “12304a”, or “12304b” is selected as the RNG Activation Statute in LTS, and in conjunction with a qualifying service period, a note is added to the Award 1 and 3 letters.  It’s important to always ensure service info is correct as any misinformation can impact eligibility.  Click ‘Next’ to learn about the next Colmery Section included in this release. |
|  | Section 104 of the Colmery Act expands the Yellow Ribbon program eligibility to Active Duty Service members who are attending school at a rate of pursuit more than 50%. LTS rules have been updated to allow yellow ribbon eligibility for impacted beneficiaries for enrollment terms starting on or after August 1, 2022.  It is important to note this section does not go into effect until August of 2022. More information will be disseminated closer to this date.  Click next to proceed. |
|  | The next section we will be discussing is Section 106 of the Colmery Act. This provision enabled participants under REAP (Chapter 1607) to have their service credited under Post 9/11 GI Bill. This program was sunset in 2015 and as of November 25, 2019, all remaining REAP beneficiaries who were eligible for Post 9/11 GI bill were transferred over.  This update has migrated this section into LTS verse the manual process which had previously been adjudicated by the Buffalo RPO.  Click ‘Next’ to proceed. |
|  | In the rare instance a chapter 1607 beneficiary has not had their remaining entitlement transferred over to Chapter 33, VCEs can now process the transfer in the LTS.  On the Add/Edit Benefit Relinquished page, there is a new “Colmery Section 106” checkbox that will appear when chapter 1607 is selected as the benefit relinquished type. By selecting this checkbox, LTS will convert the beneficiary’s remaining Chapter 1607 entitlement to Chapter 33 entitlement, awarding no more than 36 months of entitlement. |
|  | When the entitlement is transferred in LTS, an Award 1 letter will be sent to the beneficiary indicating that they have received Chapter 33 entitlement because they lost eligibility to REAP.  Click ‘Next’ to proceed. |
|  | Before we move on to discuss the next section, let’s cover a few key takeaways related to the Section 106 LTS updates. As previously mentioned, most, if not all, beneficiaries who lost their Chapter 1607 eligibility have already had their entitlement transferred to Chapter 33 in 2019 by the Buffalo RPO.  Click ‘Next’ to move on to the next section. |
|  | Section 109 of the Colmery Act allows for restoration of entitlement if due to the closure of an educational institution or the disapproval of a program or course due to a change to VA regulations or new law, and did not receive credit or lost training time, toward the completion of the program being pursued. This section also was effective as of August 1, 2018.  Click next to proceed. |
|  | The Muskogee RPO continues to have a specialized team which processes Restoration of Entitlement due to section 109 of the Colmery act. These next few slides explain what the Muskogee RPO ROE team should process with the latest updates in LTS. Other VCEs should not process these ROE claims and should follow current procedures which ensure the ROE claims are handled in Muskogee.  There is a new batch process in LTS to select a list of Chapter 33 beneficiaries reported as potentially affected by a school closure or disapproval of a program. This process will be run by authorized users and will send letters advising each beneficiary they may be eligible for restoration of entitlement and provides the details for submitting an application.  In addition to the batch process, there are a few changes related to restoration of entitlement that all VCEs will see when processing amendments. There are two new checkboxes on the IHL and NCD amendment screen, “School Closure/Program Disapproval” and “Continue Monthly Housing Allowance through Enrollment End Date”.  You must not select these checkboxes unless you are a Muskogee VCE processing a Restoration of Entitlement claim.  Once the VA Form 22-0989, Department of Veterans Affairs Education Benefit Entitlement Restoration Request Due to School Closure or Withdrawal, is returned to VA by the student, it is referred to the Muskogee Restoration of Entitlement team to determine if entitlement can be restored and appropriate action is then taken. If the claimant is eligible and restoration is restored by the ROE team, a note is now added to the amendment record on the enrollment page and on the Work Product summary page stating “Restore Entitlement for Enrollment Period School Closure/Program Disapproval”, and the Award 3 letter is sent out.  Lastly, with this release, a new School Closure and ROE approval letter is generated in LTS and there have been minor updates made to the School Debt Letter.  Click next to review the takeaways for Section 109. |
|  | It is important to know that the Muskogee RPO is responsible for processing Restoration of Entitlement claims. If you are not authorized to process ROE claims, please do not select the related checkboxes on the amendment screen. If you receive a ROE claim in your queue, please route to the RESTORATION queue in TIMS.  If you are a Muskogee VCE specialized in processing ROE claims, there is an additional training you must take on this topic. Please refer to the Section 109: Restoration of Entitlement training assigned to you in TMS for more instruction.  Click next to proceed. |
|  | Section 110 of the Harry W. Colmery Act authorizes a dependent who has received transfer of entitlement under the Post-9/11 GI Bill to transfer such entitlement to another eligible dependent if the Service member or Veteran who made the original transfer dies on or after August 1, 2009.  This provision went into effect on August 1, 2018. Since then, there have been very few Transfer of Entitlement claims between beneficiaries, and they are processed by Regional Processing Office Service Representatives.  Click next to proceed. |
|  | In order to process Transfer of Entitlement claims between beneficiaries, several updates have been made in LTS.  First, a Date of Death field has been added to the beneficiary’s bio page. When the beneficiary has passed away and this field is populated, LTS will then allow any dependent in receipt of entitlement from the deceased beneficiary to transfer their entitlement to another eligible dependent.  Second, an “Add Transferee” button appears on the Entitlement and Kickers page to allow dependent to dependent transfer. While it is important to be aware of these new fields, they should not be utilized by any VCE other than the RPO Service Representatives.  Click next to proceed. |
|  | Finally, a new field has been added to the Eligibility and Entitlement banner and a warning banner to the Work Product Summary page.  An “Entitlement Transferred Out” field will appear in the Eligibility and Entitlement banner as an indicator of a Section 110 TOE claim. You should continue with normal processing by reviewing the Original, Used and Remaining Entitlement.  If upon entering a newly created TOE work product, you are immediately directed to the Work Product Summary page, the “Entitlement Transferred Out” field is populated and the new warning banner appears “Authorization Error- The Entitlement transferred to dependent is less than the amount transferred out by the dependent”, do NOT proceed. Instead follow local procedures to route the claim to a RPO Service Representative.  Click next to proceed. |
|  | As previously stated, only select VCEs will be authorized to process Section 110 related claims. If you are not authorized to do so, please do not populate the Date of Death field, or select “Add Transferee” on TOE records.  VCEs specialized in these specific claims, please refer to the Section 110: Transfer of Entitlement training in TMS for more instruction.  Click next to proceed. |
|  | As a reminder, in August 2020, LTS was updated to allow the processing of the Edith Rogers Nourse STEM Scholarship, which is section 111 of the Harry W. Colmery Act. In release 7.2 of LTS, additional enhancements have been included. Specialized VCEs at the Buffalo RPO handle all STEM scholarship claims.    Click next to proceed. |
|  | The enhancements for STEM Scholarship include:   * A new “days used” column was added to the STEM entitlement table * A new warning banner will appear when there is an existing student debt management offset * STEM debt management rules designed to follow chapter 33 Student Debt Management rules with the addition of housing and books and supplies * The ability to view the STEM Application information in a pop-up window on the work product summary screen * Text Message Opt-In" section and field added to the Biography page for STEM eligible beneficiary's and on the STEM Application page. * STEMText is a text message service powered by Twilio and is being piloted for STEM scholarship beneficiaries. * Minor letter updates to the STEM Scholarship selection, Award 1, and Award 3 letters.   Click next for the takeaways related to the STEM enhancements. |
|  | Remember, while you may see these new fields in the LTS, if you are not a VCE from Buffalo that is specialized in STEM Scholarship claims, do not use the STEM fields. If you receive a STEM claim in your queue, please follow current routing procedures.  Buffalo VCEs specialized in STEM Scholarship claims, please refer to the Section 111: STEM Scholarship Enhancements training in TMS for more instruction.  Click next to move on to Next Steps and Reminders. |
|  | Please remember to take any additional training required for this release if it applies to you. You can find these training modules on TMS.    Remember, many new fields were provided in this update to LTS and it is extremely important if you are not trained in a specific area, do not input in any new fields. Contact your supervisor if you have specific questions on any of the new fields.  Click next to proceed to the course summary. |
|  | You have reached the end of this training module. In this training, you learned about all of the Colmery sections that were included in the 7.2 LTS release. You should now understand what new fields you will see in the LTS and how they apply to you. Also, if you are part of a specific group that required additional training you now know where to find further instruction.  Thank you for attending this training.    Click next to proceed. |
|  | The assessment and survey have been assigned to you in TMS.  The assessment is comprised of multiple choice or true and false questions.  The questions are based on the information you learned today.  You should be able to complete the assessment and survey within a half hour.  Be sure to complete both the assessment and the survey in TMS to receive credit for this training.    Click exit to leave this training. |