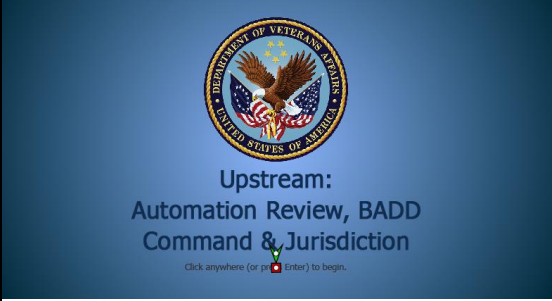


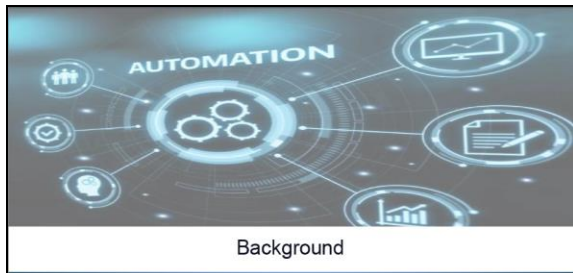


UPSTREAM: Automation Review, BADD Command & Jurisdiction Script

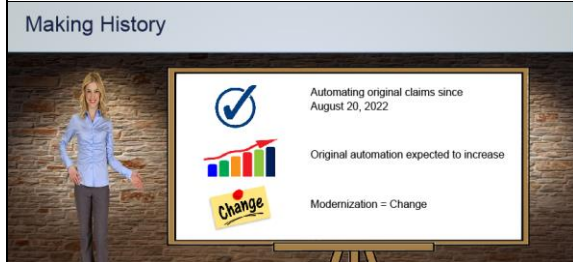
 The slide features the Department of Veterans Affairs seal at the top center. Below the seal, the text reads "Upstream: Automation Review, BADD Command & Jurisdiction". At the bottom, there is a small instruction: "Click anywhere (or press Enter) to begin."	<p>Welcome</p> <p>Welcome to Upstream: Automation Review, BADD Command & Jurisdiction training! This training presentation is intended to provide you with guidance for some common issues seen in Upstream as a result of modernization and automation.</p>
 The slide has a black background with a woman in a blue shirt and grey pants standing on a stage with red curtains. The text "Navigation Controls" is at the top. Below it, it says: "You can use the navigation buttons at the bottom of the screen to move forward and backward throughout this module."	<p>Navigation</p> <p>You can use the buttons at the bottom of the screen to move forward and backward throughout the presentation.</p>
 The slide shows a woman in a blue shirt and grey pants standing on a stage with red curtains. To her left is a whiteboard on a stand. The whiteboard has the heading "On the agenda today..." and a list of items: "Background", "BFLD Command Review", "BADD Command", "Demo of BADD", and "Jurisdiction Review".	<p>Agenda</p> <p>On the agenda today, we will take another look at what brings us here. Then, we'll do a short review of the BFLD command before we introduce the BADD command and provide you with a demo. Finally, we will be discussing jurisdiction and the role you play.</p> <p>Let's get started.</p>



Background

Background

What brings us here today is the successful automation of original chapter 33 claims. This change in how VA provides decisions is truly groundbreaking and has also changed the way some claims are reviewed and indexed. When a claim has been fully automated, the process is a bit different.



Making History

Making History

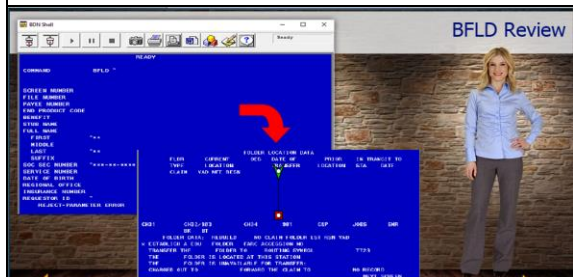
VA has been automating claims since August 20, 2022, and with developers working to increase our audience, this upward trend in automated original claims is likely to increase over the months and years to come. Additional applicants will be accessing their decisions online leaving only an application in their file. With modernization – changes are happening and as they happen, we sometimes find our processes need to change, as well.



BFLD Review

BFLD Review

BFLD was one of those processes we had to bring to the forefront. We recently began using the BFLD process to set up folders for these newly automated originals. The BFLD command allows us to create a folder without using the CEST command, eliminating the establishment of an end product.



BFLD Review

BFLD Review 2

BFLD is a simple two screen process as shown here, beginning with the F8 command to get you to the Ready screen where you can enter the BFLD command and four-digit password. You then input the full name and social security number before you click 'enter' which takes you to the next screen. On the next screen, the folder location data screen or also called LOC screen, you simply place an 'x' in front of the words "Establish A EDU Folder". Then using your F10 shortcut, enter "UPD" in the Next Screen Field. This creates the education folder without and end product or master record present.

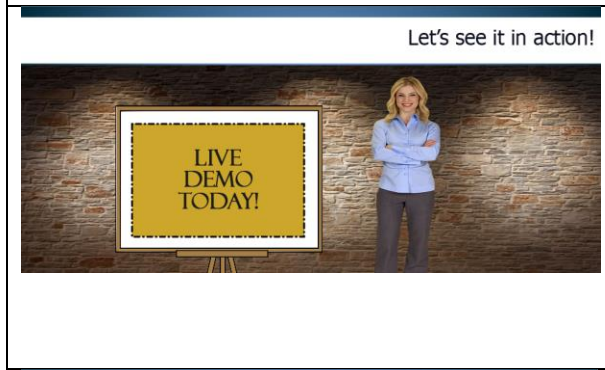
<p style="text-align: right;">BFLD Command Issue</p>	<p>BFLD Command ISSUE:</p> <p>There are times when BDN will not allow you to use the BFLD command. This happens whenever a VID screen is not present. Sometimes this is just an oversight and can easily be remedied, but how?</p> <p>What is the next step?</p>
	<p>BADD Command</p> <p>Your next step is to create the VID screen by using the BADD command. This is also known as the BIRLS ADD command because it allows you to add the BIRLS data to the BDN record and create the VID screen without creating an EP or using the CEST command. Let's take a look at the step by step.</p>
<p>Step 1: Search & Verify</p> <ul style="list-style-type: none"> No other file exists Not a typo Verify all other systems 	<p>STEP 1: Search & Verify</p> <p>Step one includes checking to see there are no other existing files, verify it's not a typo and search all other systems to verify the VID screen (a.k.a the BIRLS data screen) is really needed.</p> <p>Once verified the VID screen is truly needed, proceed to step TWO.</p>
<p>Step 2: BADD</p> <p>F8 Ready Screen. BADD + Password Payee Number Full Name SSN Enter</p> <p>VID / BIRLS ADD DATA Screen. Enter the file number (SSN) Enter Date of Birth Enter Sex Enter POA (000 if none) "UPD" in Next Screen Enter</p>	<p>STEP 2: BADD</p> <p>Step two is to actually use the BADD command and create the VID screen which is missing.</p> <p>To perform the BADD command, you simply start with the F8 Ready screen, enter B-A-D-D and your four-digit password, payee number, full name and social security number, then click enter. From the BIRLS Add Data screen, you will enter the file number, which is the social security number, followed by the date of birth. Then enter the sex and the POA (power of attorney) if known before using the F10 key to reach the "next screen". There, you'll enter "UPD" and click enter. This creates the VID screen. Once your VID screen is available, proceed to step 3 – the BFLD command.</p>



STEP 3: BFLD

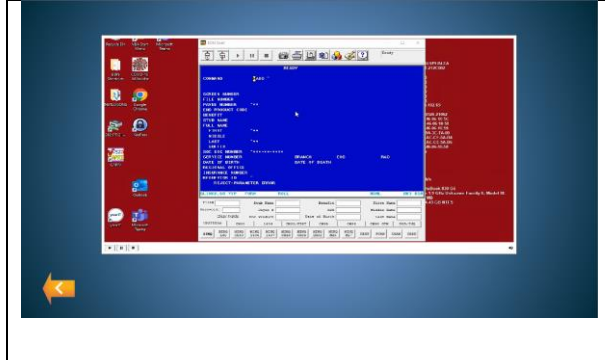
In step three, you simply perform the BFLD command to build the folder as originally planned before you found out the VID screen was missing.

Once you've created the VID and the folder, you're done!



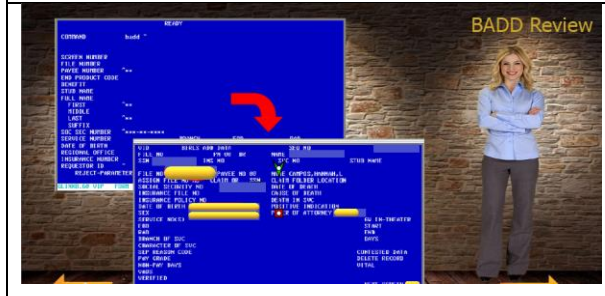
Let's see it in action...

Now, we've talked about it and you know what it is, let's take a look at a quick demo of the BADD command.



BADD DEMO


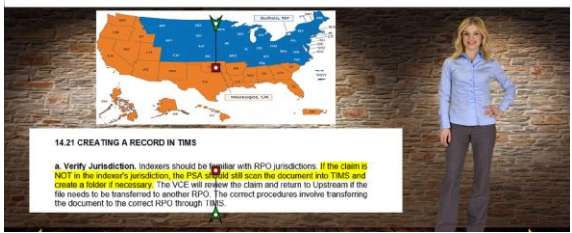
(Recorded 2-minute demonstration of the BADD command.)

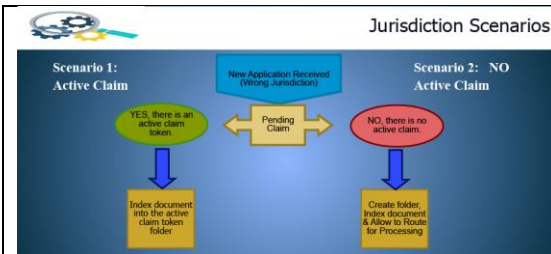


BADD Review

Okay – let's review...For the BADD command, we get to the ready screen by using the F8 function key. Then we enter B-A-D-D and the password. Then, we'll enter the Payee number, Full name & SSN before we click 'Enter' again.

That takes us to the next screen which is the BIRLS ADD DATA screen we'll enter the file number, date of birth, sex and power of attorney if known. If not known, we'll enter '000'. Then using the F10 shortcut key, we get to the 'next screen' field and type "UPD" then ENTER. This creates our VID screen – or BIRLS DATA screen. Then, you can build the folder using the BFLD command. Great information! Up next, let's check your knowledge.

<p style="text-align: center;">True/False</p> <p>The BADD command is used to change an address in BDN.</p> <p>A) True B) False</p>	<p>Knowledge Check 1</p> <p>The BADD command is used to change an address in BDN – True or False.</p>
<p style="text-align: center;">Fill-In-The-Blank</p> <p>Complete the sentence below by filling in the blank.</p> <p>The BADD command can be used to add the BIRLS record when the <u>VID</u> screen does not exist.</p>	<p>Knowledge Check 2</p> <p>Fill in the blank:</p> <p>The BADD command can be used to add the BIRLS record when the _____ screen does not exist.</p>
 <p style="text-align: center;">Jurisdiction Review</p>	<p>Transition Slide</p> <p>Great job on your knowledge checks!</p> <p>Up next, we'll discuss Jurisdiction and the role you play in upstream.</p>
<p style="text-align: center;">Jurisdiction Review</p>  <p>14.21 CREATING A RECORD IN TIMS</p> <p>Verify Jurisdiction. Indexers should be familiar with RPO jurisdictions. If the claim is NOT in the indexer's jurisdiction, the PSA should scan the document into TIMS and create a folder if necessary. The VCE will review the claim and return to Upstream if the file needs to be transferred to another RPO. The correct procedures involve transferring the document to the correct RPO through TIMS.</p>	<p>Jurisdiction Review</p> <p>As you are all well aware, indexers should be familiar with the RPO jurisdictions. However, if the jurisdiction is incorrect, the PSA (Program Support Assistant) should not worry about moving the folder to the RPO of jurisdiction UNLESS they have an open and active claim token.</p> <p>This advice follows the guidance provided in the M22-4, Part 3, Chapter 14.21 which instructs the PSA to route for processing review. If processing requests the folder be moved after processing, then perform the folder transfer, at that time.</p> <p>Let's take a look at some specific scenarios.</p>

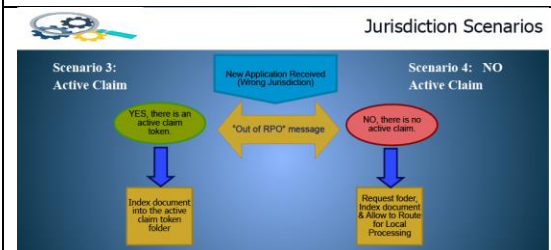


Jurisdiction Scenarios 1 & 2

In our first scenario, a new application is received, and you notice it is the wrong jurisdiction AND there is an active pending claim token – what do you do? You should index the document into the claim token where the active claim token is located and allow processing to review for jurisdiction.

Let's look at scenario 2 – a new application is received and it's the wrong jurisdiction, but this time there is no open claim token. Even though you know it's not in the right jurisdiction, you should create the folder as needed and index the document into the file where the application was received then allow the claim to route for local processing and review of the jurisdiction issue.

Let's discuss two more scenarios next.



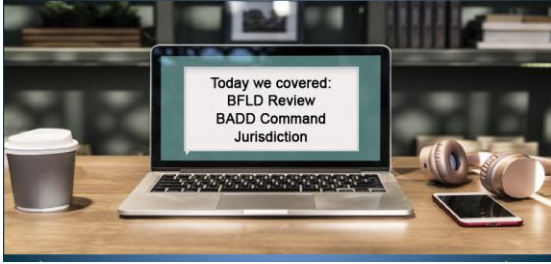
Jurisdiction Scenarios 3 & 4

In scenario 3, a new application is received, it's the wrong jurisdiction AND you also notice the out of RPO message. When you search, you find an active claim token in the other office – what do you do? You should index the document into the active claim token where it is located.

Let's look at the fourth scenario – a new application is received and it's the wrong jurisdiction plus you noticed the 'Out of RPO message'. But this time, there is no open claim token. Since there appears to be a file in the other office, request the file then continue to index the document and allow the claim to be routed for local processing in the office received. Even though you know it's not in the right jurisdiction, you should index the document into the file where it was received and allow processing to review for the jurisdiction issue.

We have two more scenarios to look at next.

<p style="text-align: center;">Jurisdiction Scenarios</p> <pre> graph TD Start[New Application Received (Correct Jurisdiction)] --> Decision{YES, there is an active claim token} Start --> Decision Start --> Decision2{NO, there is no active claim} Decision --> Action1[Index document into the active claim token folder] Decision2 --> Action2[Request folder, index document & Allow to Route for Local Processing] Start --> Message["Out of RPO" message] </pre>	<h3>Jurisdiction Scenario 5 & 6</h3> <p>In scenario 5, a new application is received. This time it's the correct jurisdiction. You notice the out of RPO message. When you search, you find an active claim token in the other office – what do you do? Again, you should index the document into the active claim token wherever it is located and allow processing to determine where the file should be worked.</p> <p>Let's take a look at the final scenario – scenario 6. A new application is received and it's the correct jurisdiction and you notice the 'Out of RPO message'. This time, there is no open claim token. But, since there appears to be a file in the other office, request the file then continue to index the document and allow the claim to be routed for local processing. The document is in the right jurisdiction this time.</p> <p>Procedures have determined the best action is to allow the claim to be worked in the office received to not only reduce processing times, but also allow the claim to be reviewed and potentially processed by a VCE BEFORE transferring the file to the RPO of jurisdiction.</p>
<p style="text-align: center;">Multiple Choice</p> <p>As you are indexing a 1990G, you notice it's in the wrong jurisdiction and there is an open and active claim token there, in the office of jurisdiction. What is the correct action to take?</p> <ul style="list-style-type: none"> <input type="radio"/> A) Close the claim token and transfer to the other office. <input checked="" type="radio"/> B) Index the document into the active TIMS folder. 	<h3>Knowledge Check 3</h3> <p>As you are working a 1990G, you notice the jurisdiction is for another office and there is an open claim token there already. What is the correct action to take?</p>
<p style="text-align: center;">Multiple Choice</p> <p>The next 1990G you are indexing is also in the wrong jurisdiction but there is NO active claim token. As a Program Support Assistant (PSA), what is the correct action to take? (Select all that apply)</p> <ul style="list-style-type: none"> <input type="radio"/> A) Close the claim token and transfer to the other office. <input checked="" type="checkbox"/> B) Create the folder (if needed) and index the document into TIMS. <input checked="" type="checkbox"/> C) Allow claim to be routed for local processing. 	<h3>Knowledge Check 4</h3> <p>The next 1990G you are working is also in the wrong jurisdiction and should have gone to another office but there is NO active claim token. As a PSA, what is the correct action to take? (Select all that apply)</p>



Summary / Wrap up

You did such a great job on your knowledge checks, today! We've covered a lot of information including a BFLD review and refresher. We also introduced and discussed the BADD command and provided a short demo for you. Lastly, we talked about the jurisdiction review process and how to handle these mis-routed original claims.



Post Training Requirements

An assessment and survey have been assigned to you in TMS. Once you complete this training, please complete the assessment and survey as soon as possible to receive credit for completing this training. You should be able to complete the training, assessment and survey within one hour.



Thank you

Thank you for your time and attention today!