

Slide 1



Greetings and welcome to today's ACE training for the ECC. This training module will focus on the topic of Enrollment Verification and the goal of this training is to provide you with tools to help you achieve call excellence.

Slide 2

Navigation Controls

You can use the navigation buttons at the bottom to move forward and backward throughout this module.

You can also use the following keyboard shortcuts:

- Next Slide: Right Arrow (→)
- Previous Slide: Left Arrow (←)

Navigation icons: back, forward, search, refresh

Before we begin our lesson, take a moment to familiarize yourself with the navigation panel at the bottom of your screen and the navigation buttons in the lower right corner. You can also use the following keyboard shortcuts to move backwards and forwards throughout the presentation. Please select the forward button to continue.

Slide 3



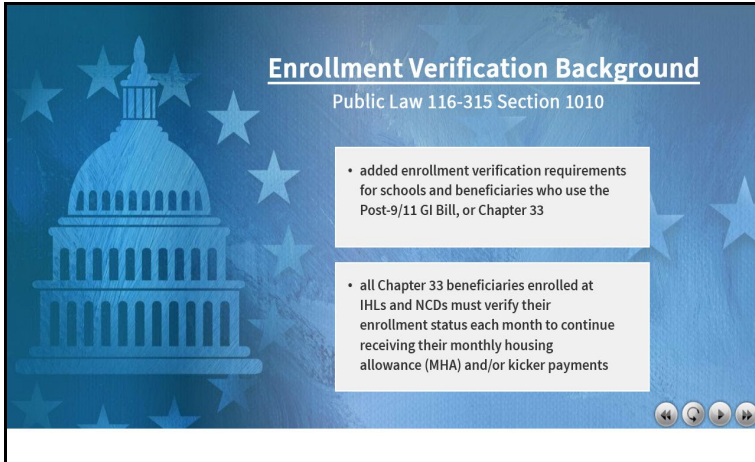
The slide features a blue background with a faint image of a woman. On the left, there is a diagram with a central blue hexagon labeled 'TRAINING'. Surrounding it are other hexagons labeled 'KNOWLEDGE', 'EXPERIENCE', 'LEARN', 'TEACHING', and 'SKILLS'. The word 'Agenda' is written in a large, white, sans-serif font at the top left. To the right of the diagram is a bulleted list of four items. At the bottom right of the slide, there are four small navigation icons: a double left arrow, a single left arrow, a single right arrow, and a double right arrow.

Agenda

- Why enrollment verification is needed
- Methods beneficiaries use
- Opt-In Method
- Manual updates and rescinded policies

During today's lesson, we will provide you with information related to enrollment verification and updates you need to know. The agenda will include background information as to why enrollment verification is needed and changes to the process. We will also review the methods beneficiaries may use for verification of enrollment and the Opt-In Method, as well as discuss manual updates and rescinded policies. Please select the forward button to continue.

Slide 4



The slide has a dark blue background with a faint image of the US Capitol building and several white stars. The title 'Enrollment Verification Background' is centered at the top in a white, sans-serif font. Below the title is the text 'Public Law 116-315 Section 1010'. There are two white rectangular boxes containing bulleted text. At the bottom right of the slide, there are four small navigation icons: a double left arrow, a single left arrow, a single right arrow, and a double right arrow.

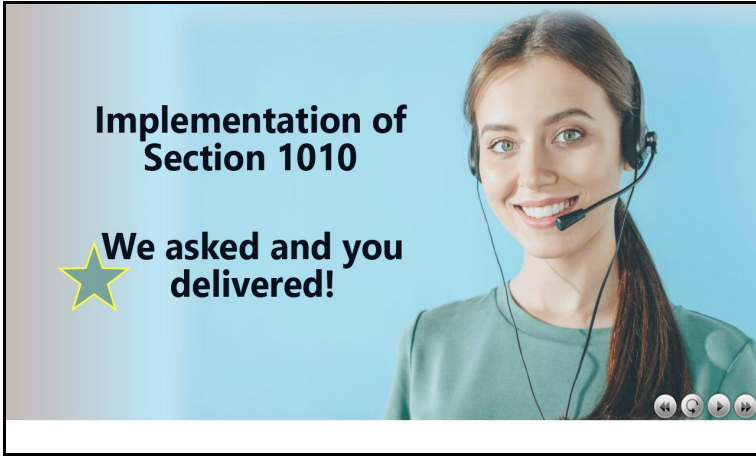
Enrollment Verification Background

Public Law 116-315 Section 1010

- added enrollment verification requirements for schools and beneficiaries who use the Post-9/11 GI Bill, or Chapter 33
- all Chapter 33 beneficiaries enrolled at IHLs and NCDs must verify their enrollment status each month to continue receiving their monthly housing allowance (MHA) and/or kicker payments

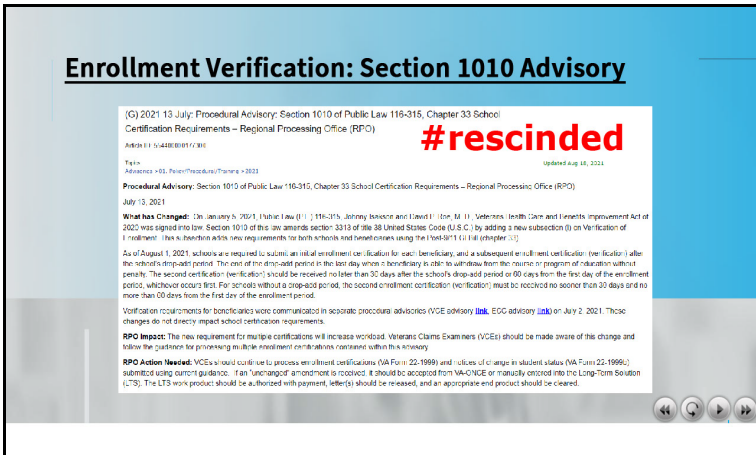
First, why is enrollment verification needed? Let's start with some background information on this. Public Law 116-315 section 1010 added enrollment verification requirements for schools and beneficiaries who use the Post-9/11 GI Bill, or chapter 33. This means all chapter 33 beneficiaries enrolled at Institutions of Higher Learning (IHLs) and Non-College Degree programs (NCDs) must verify their enrollment status each month to continue receiving their monthly housing allowance (MHA) and kicker payments if applicable.

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With the implementation of section 1010, the ECC assisted callers with their text messaging options since this was a major change and we needed our beneficiaries to have the best experience possible. The ECC played a huge role and did a phenomenal job!

Slide 6



Well, we have good news for you, these section 1010 procedures were rescinded in February 2023. Keep in mind beneficiaries must still verify their enrollment, but some of the additional steps you were taking in the ECC are no longer necessary.

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EDU CALL CENTER IMPACT

SUBCHAPTER II. ENROLLMENT VERIFICATION AND EDUCATION CALL CENTER IMPACT

11.05 Overview of Enrollment Verification

Monthly enrollment verification is the responsibility of the beneficiary, no one other than the beneficiary can do the monthly enrollment verification. Chapter 33 beneficiaries must verify their enrollment status each month to continue to receive their monthly housing allowance (MHA) and/or kicker payments. Enrollment verification can be done on the last day of each month. If a beneficiary fails to verify for two consecutive months, VA will withhold any additional MHA and/or kicker payments until verified by the beneficiary. This requirement applies to all chapter 33 beneficiaries enrolled at IHLs and NCDs, including the Edith Nourse Rogers STEM Scholarship and VET TEC. The monthly enrollment verification does **NOT** apply to OJT/Apprenticeship, Flight (at a non-IHL facility) or correspondence programs.

So you may be wondering, what is my role in enrollment verification? Let's talk about what the procedures now say about the call agent's role, the beneficiary's role and how these changes affect you.

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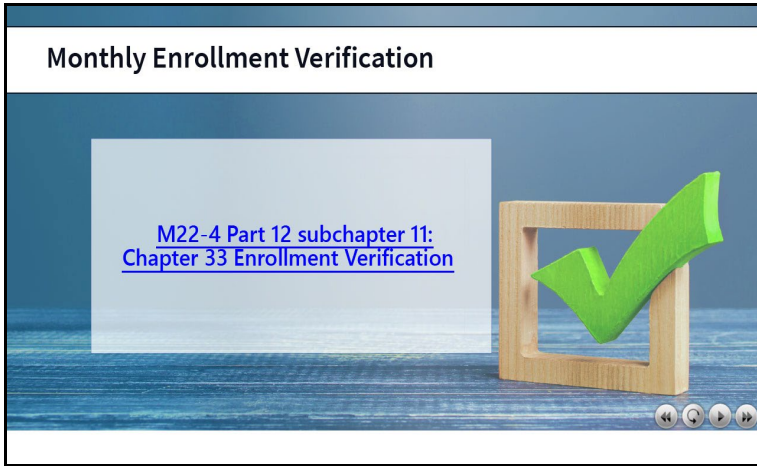
Monthly Enrollment Verification

CH33 unverified status:

- After two consecutive months, MHA and/or kicker payments held
- Beneficiary must verify enrollment to resume payments

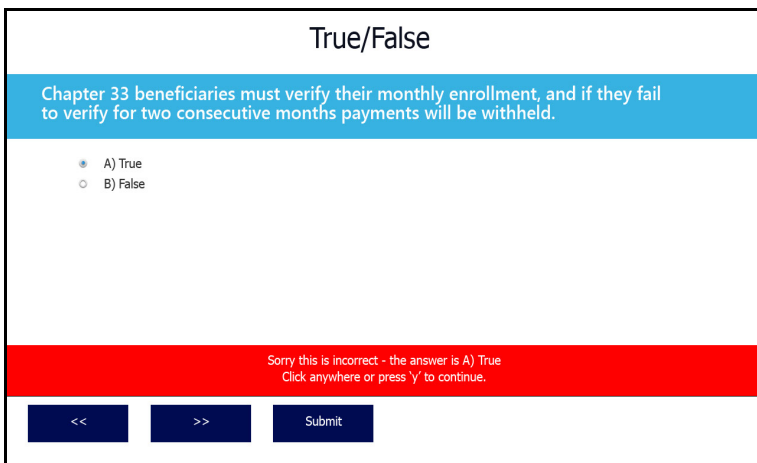
Did you know monthly enrollment verification is the responsibility of the beneficiary? As we discussed earlier, chapter 33 beneficiaries are required to verify their enrollment status each month in order to continue receiving their MHA and kicker payments if applicable. As we discussed earlier, chapter 33 beneficiaries are required to verify their enrollment status each month in order to continue receiving their MHA and kicker payments if applicable. However, if a beneficiary fails to verify their enrollment for two consecutive months, VA will withhold any additional payments until the enrollment is verified by the beneficiary. This requirement applies to all chapter 33 beneficiaries enrolled at IHLs and NCDs. However, the monthly enrollment verification requirement does **NOT** apply to OJT/Apprenticeship, Flight (non-IHL facility) or correspondence programs.

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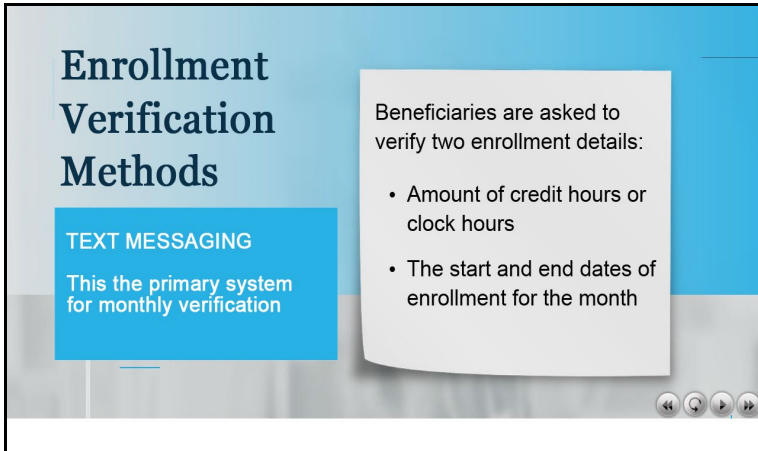
The M22-4, Part 12 details the procedures for chapter 33 enrollment verification. You can select the hyperlink on the screen and it will take you directly to this section. When you are ready, select the forward button to continue.

Slide 10 Knowledge Check



The correct answer is A) True

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Now let's explain the methods beneficiaries can use to verify their enrollment. Text messaging is the primary method for monthly verification. Email is an alternative, and if a beneficiary opts-out of text messages, they will automatically be enrolled into the email system, as long as there is a valid email address in the Chapter 33 Processing System, also known as DGI. They may also use Ask VA (AVA), a secure platform to submit inquiries online. Telephone is another way a beneficiary can verify their enrollment status and they can do this by contacting the ECC.

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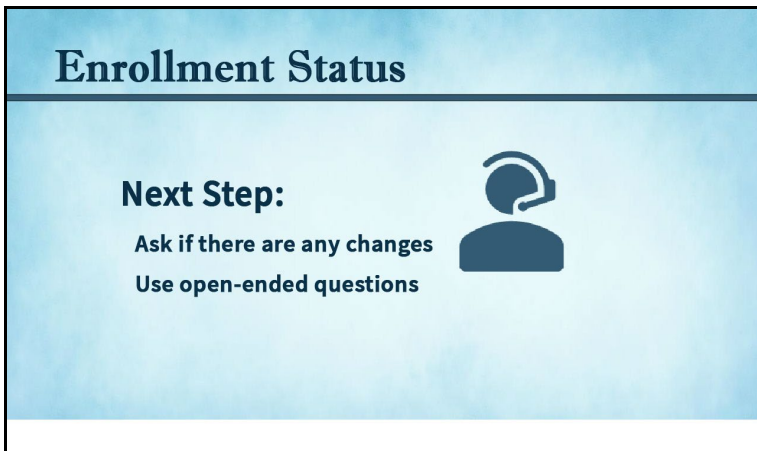
We've discussed the methods our callers may use to verify their enrollment. Now let's focus on the ECC role in the enrollment verification process. Please select the forward button to continue.

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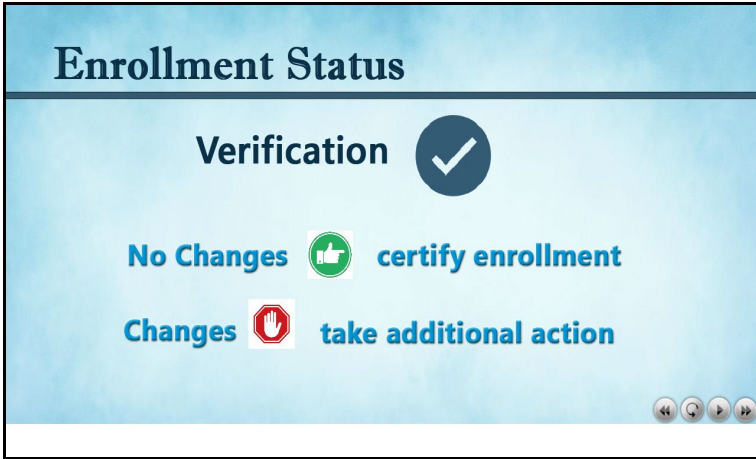
When a caller indicates they need to verify their chapter 33 enrollment status by phone, first make sure you have verified the caller's identity using standard proper identification protocol.

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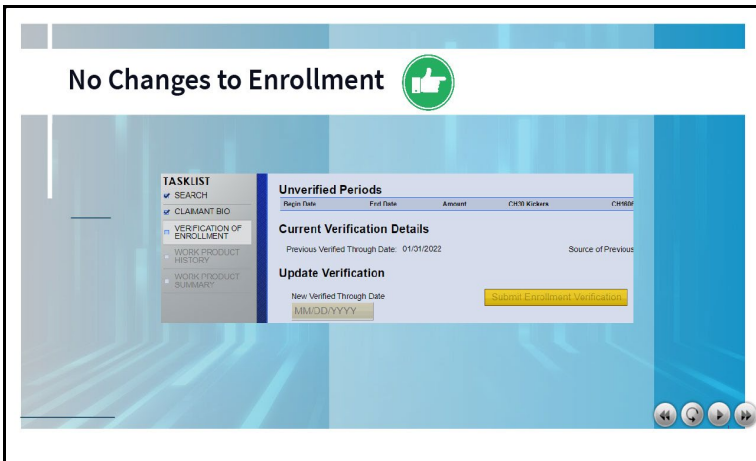
Next, we need to know if there are any changes to the beneficiary's enrollment. As a call agent, you have freedom to ask your caller open-ended questions. Local policy may indicate there are specific scripts for you to follow, so keep this in mind. However, for the purpose of this module, the M22-4 requires the ECC agent to ask if there are any changes to the enrollment the caller is verifying. Here are some examples of open-ended questions you could use: "Are there any changes to your enrollment which began on (begin date) and ends on (end date)?" Perhaps you could ask the question: "Do you have any changes to your course load in this current semester?"

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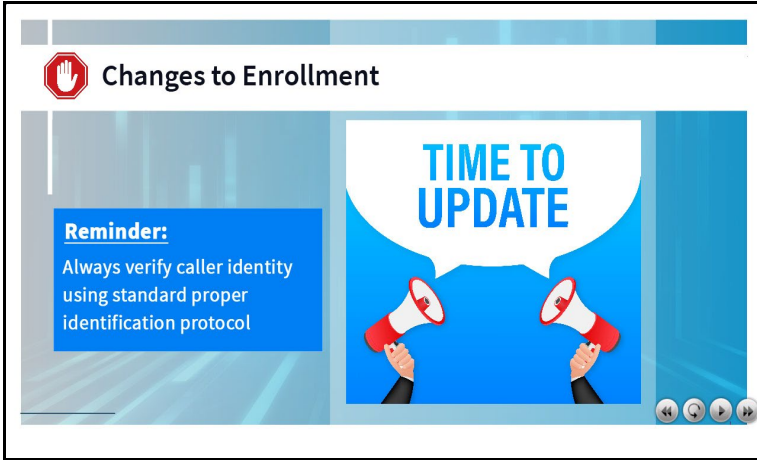
Your caller will verify if their enrollment is the same or if the enrollment information has changed. The action you take next will depend upon the response you receive from the beneficiary.

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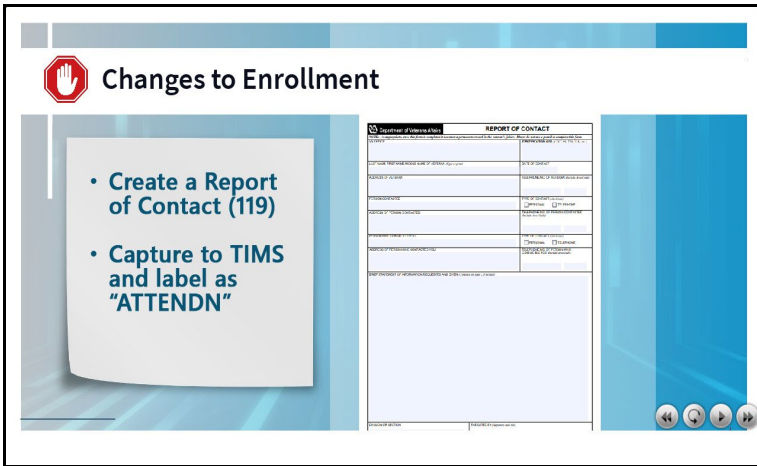
First, let's talk about what to do when the caller verifies there are no changes to their enrollment, meaning their enrollment is the same. When your caller informs you there are no changes, you will review and update the Enrollment Verification screen, which is accessed through the DGI task bar as shown on screen. Once the Enrollment Verification tab is selected, update verification in the 'New Verified Through Date' field as shown. Enter the most recent end date from the list of unverified periods and click the 'Submit Enrollment Verification' button as shown. If any payments had been in a paused status, this action should release any payments due. Please note: A TIMS note is not required for this standard enrollment verification process.

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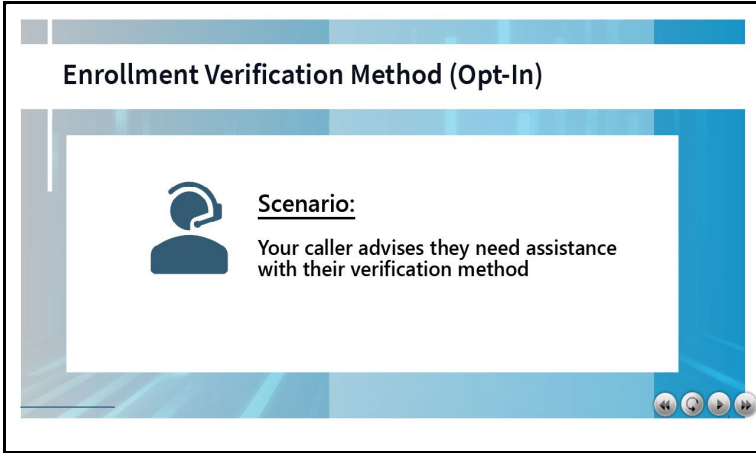
The second scenario is when the caller tells you there is a change to their enrollment. This could be a change in the number of hours they are enrolled in or in the dates they are attending. When this happens, Stop, do not perform enrollment verification. As a call agent you will take the following actions:

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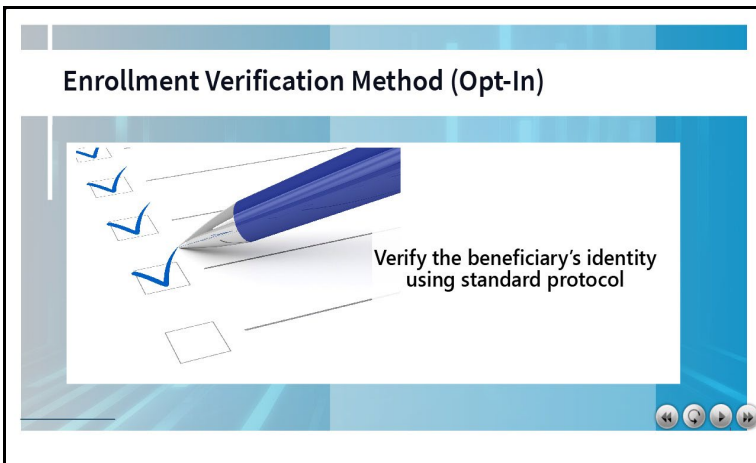
Create a Report of Contact (119) describing any changes to the enrollment. The 119 must be captured to TIMS. Use the document type "ATTENDN" which will create the claim token. You will then advise the beneficiary to contact their School Certifying Official (SCO) to notify of the enrollment status change if a 1999b has not been received from the school yet. Finally route the claim, following local guidance, to the appropriate chapter 33 supplemental queue for processing.

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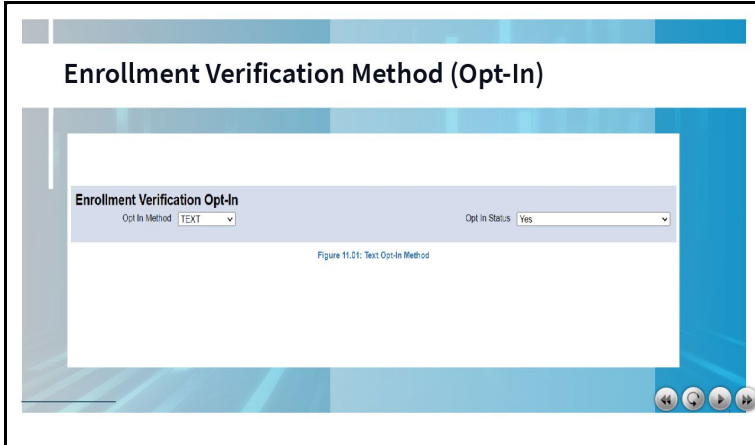
You may encounter a scenario when your caller advises they need assistance with their verification method, or the Opt-in Method. When assistance is requested by the caller, you will take action to update a beneficiary's preferred method of their enrollment verification by performing the following steps:

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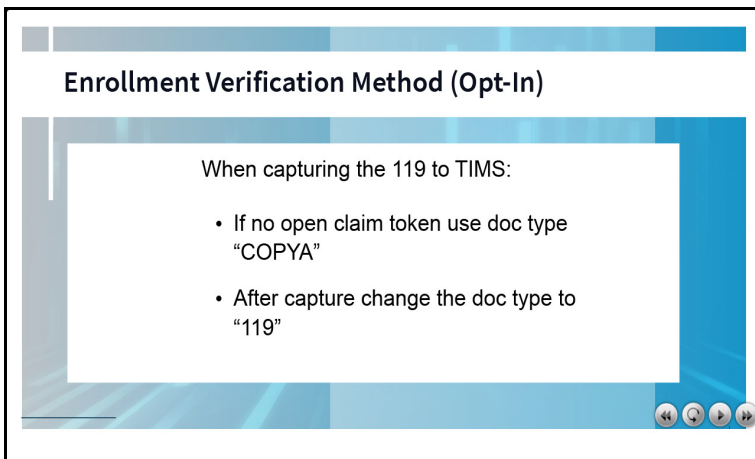
First verify the beneficiary's identity using standard protocol. Then ensure the mobile phone number field on the BIO screen in DGI reflects a valid mobile number. If email is selected as their preferred method, verify and update the email address on the BIO screen. Next, review the current Opt-In Method on the BIO screen. If the setting reflects the current preferred method of the beneficiary, no additional action is required.

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There are three manual update settings for the Opt-In Method. Opt-in Text, Opt-out of Text which by default is enrollment verification by email, and Opt-out of Text and Email. If the beneficiary opts out of both text and email, advise they must call the ECC to verify their monthly enrollment.

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When the current Opt-In Method requires a change, document the opt-in or opt-out request with either a Note in TIMS or you can use a Report of Contact form (119) to document the changes. If there is no open claim token and you are capturing the Report of Contact 119, in order to prevent activating a claim token, you need to use the document type "COPYA". Then after capture of the 119 is complete, the document type needs to be changed from "COPYA" to "119" and properly labeled before you close the TIMS folder.

Slide 23 Knowledge Check

Multiple Choice

Which of the following is not a method beneficiaries may use to verify their enrollment?

- A) Telephone call to the ECC
- B) Ask the school to verify
- C) Text messaging
- D) Ask VA (AVA)

Sorry, the correct answer is B) Ask the school to verify.
Click anywhere or press 'Y' to continue.

The correct answer is B) Ask the school to verify

Slide 24 Knowledge Check

True/False

If there are changes to the enrollment status, you can verify the enrollment in DGI on the enrollment verification tab.

- A) True
- B) False

Sorry, this is incorrect - the answer is B) False
Click anywhere or press 'Y' to continue.

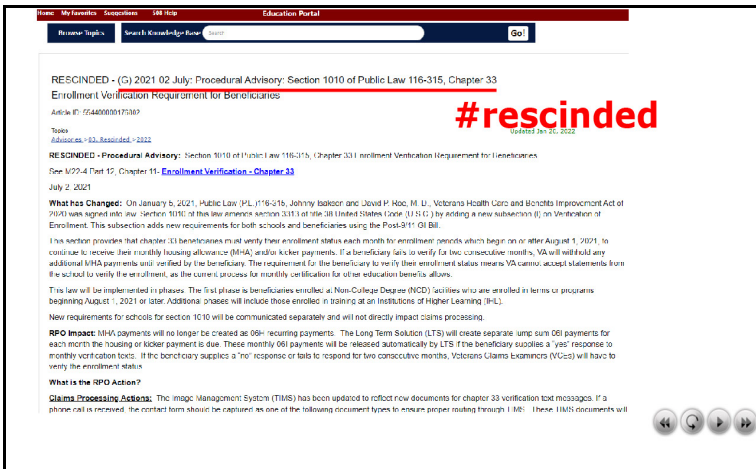
The correct answer is B) False

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Earlier in this training we mentioned manual updates and rescinded policies. Let's take a look at these changes now.

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As previously stated, the original July 2021 Procedural Advisory: Section 1010 of Public Law 116-315, Chapter 33 Enrollment Verification Requirements for Beneficiaries was rescinded in February of 2023. Along with this Advisory, several related FAQs and job aids were also rescinded.

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RESCINDED - Section 1010 Phase 1 ECC Training Tips and Tricks
Article ID: 5544000103843
Updated Feb 23, 2022

#rescinded

RESCINDED - effective 2/17/23 - Section 1010 Education Call Center (ECC) Training Tips & Tricks
Information can be found in M22-4 Part 12 Chapter 11

Question: Why is the Verification of Enrollment screen in LTS grayed out if the NCD term began prior to August 1, 2021?
Answer: Only terms beginning on or after 08/01/21 at an NCD (only) facility will be impacted during phase 1.
(G) 2021-02 July Procedural Advisory, Chapter 33 Enrollment Verification Requirement - Section 1010 of Public Law 116-315 for Education Call Center enrl09a88 (na.gov)

Question: Why is the Verification of Enrollment screen in LTS grayed out if the NCD is at an Institution of Higher Learning (IHL)?
Answer: Only terms beginning on or after 09/01/21 at an NCD (only) facility will be impacted during phase 1.
(G) 2021-02 July Procedural Advisory, Chapter 33 Enrollment Verification Requirement - Section 1010 of Public Law 116-315 for Education Call Center enrl09a88 (na.gov)

Question: Why is the Verification of Enrollment screen in LTS grayed out for some beneficiaries when the NCD term began on or after 8/1/21?
Answer: If the LTS work product was authorized prior to 8/1/21, then LTS rules prior to PL 116-315 section 1010 phase 1 implementation applied. Identified claims must be remediated in the coming days to generate lumpsum payments. Doing so will update the Verification of Enrollment screen and allow for normal processing of enrollment verifications for subsequent months.
Capture a Report of Contact with the month being verified and capture into the TMS file. The claim should remain in the current queue for routine processing.
If there is no existing claim token, create a Report of Contact with the month being verified and ensure into the TMS file. This will create a claim token which should be

This includes: Section 1010 ECC Training Tips and Tricks

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RESCINDED - Effective 2/17/2023 - Chapter 33 Enrollment Verification Requirement for Beneficiaries
Article ID: 5544000117373
Updated Feb 23, 2022

#rescinded

RESCINDED - Effective 2/17/2023 Chapter 33 Enrollment Verification Requirement for Beneficiaries
ECC Script - Section 1010 of Public Law 116-315
Last updated 1/28/22
Updated in M22-4, Part 12, Chapter 11
"ECC Agents"
Verify the beneficiary's "Mobile Phone" number in LTS before completing the call. - This will assist greatly during this new enrollment status verification process.

Phase 2 - DOI 2.0 Release date January 15, 2022

Chapter 33 Enrollment Verification FAQs

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Rescinded - Section 1010 Text Message Opt in-Out Webinar Questions and Answers
Article ID: 5544000117379
Updated Feb 23, 2022

#rescinded

RESCINDED effective 2/17/23 Section 1010 Text Message Opt in/Out
ECC Train the Trainer
Questions and Answers (Q&A)
Information updated in M22-4 Part 12 Chapter 11

- In this training, it is stated a note should be added to the TMS file when updating the Text Message Opt in/Out field. An advisory received stated to add a 119. Why the change?
The advisory referenced in your question is on updating the Mobile Phone field only. An advisory was recently released with information containing the opt-in/opt-out procedure.
(G) 2021-02 July Procedural Advisory, Chapter 33 Enrollment Verification Requirement - Section 1010 of Public Law 116-315 for Education Call Center enrl09a88 (na.gov)
- Why are the ECC agents doing the opt in/out action(s) in LTS, and required to complete a note?
Text responses will automatically update LTS and be captured into TMS as TXTREPLY. Telephonic requests must be processed manually in LTS. A report of contact must be captured as TXTREPLY in the beneficiary's TMS file to document the action.
- How many times should an ECC agent ask the caller about opt in/out for ch-33 beneficiaries?
If a beneficiary contacts the call center to inquire about Text Message Opt in/out.

Section 1010 Text Message Opt in-Out Webinar Q&As

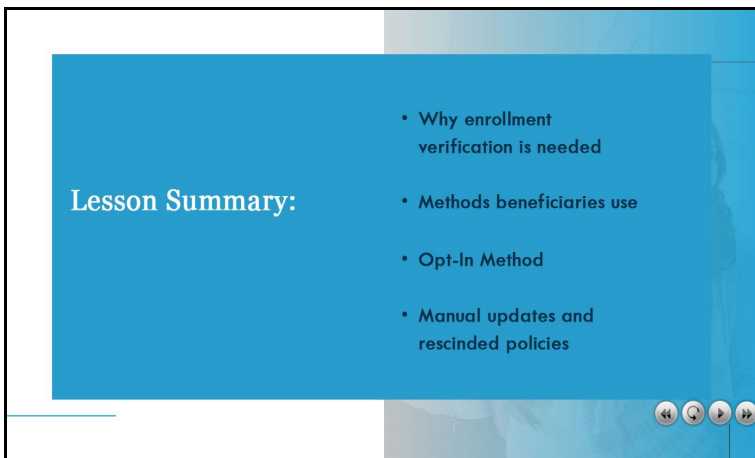
Slide 30



The screenshot shows the Education Portal interface. At the top, there is a navigation bar with links for Home, My Favorites, Suggestions, Logout, and Job Help. Below this is a search bar with the text "Search Knowledge Base" and a "Go!" button. The main content area displays a message: "RESCINDED - Section 1010 Text Message Job Aid" with Article ID: 55440000177035. A large red "#rescinded" stamp is overlaid on the right side of the page, with "Updated Feb 25, 2022" written below it. Below the stamp, there is a link for "RESCINDED - effective 2/17/23 - Section 1010 Enrollment Verification Text Job Aid" and a note: "***updated in M22-4 Part 12 Chapter 11***". The page also includes a "Topics" section with links for "Job Aids > Active" and "Resources > National Training Team > Rescinded #1010 and Guides". At the bottom of the page, there are four navigation buttons: a double left arrow, a left arrow, a right arrow, and a double right arrow.

Section 1010 Payment Status and Enrollment Verification Job Aids. Please select the forward button to continue.

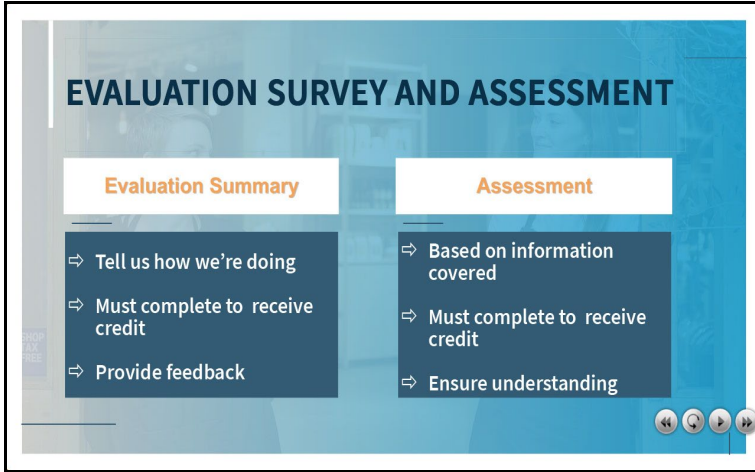
Slide 31 - Lesson Summary



The screenshot shows a slide titled "Lesson Summary:" on a blue background. The slide lists four bullet points: "Why enrollment verification is needed", "Methods beneficiaries use", "Opt-In Method", and "Manual updates and rescinded policies". At the bottom right of the slide, there are four navigation buttons: a double left arrow, a left arrow, a right arrow, and a double right arrow.

We've reached the end of this ACE module, providing you with information to Achieve Call Excellence. To recap, we discussed chapter 33 enrollment verification: what it is and what is required, who is responsible and how to process these requests. We reviewed the methods for verification of enrollment and Opt-in Methods. We also discussed manual updates and rescinded policies.

Slide 32 - Assessment



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

Slide 33



Thank you for your time and attention, you may exit this module now. Remember to complete both the assessment and survey in order to receive credit. Have a good day!.