

1.Slide 1 - Start Course



Slide notes

Hello and thank you for joining us today, we will be conducting training on performing audits for chapter 33 where due process and auto offsets are involved. Select the begin button to start the training.


Slide 2 - Navigation

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 

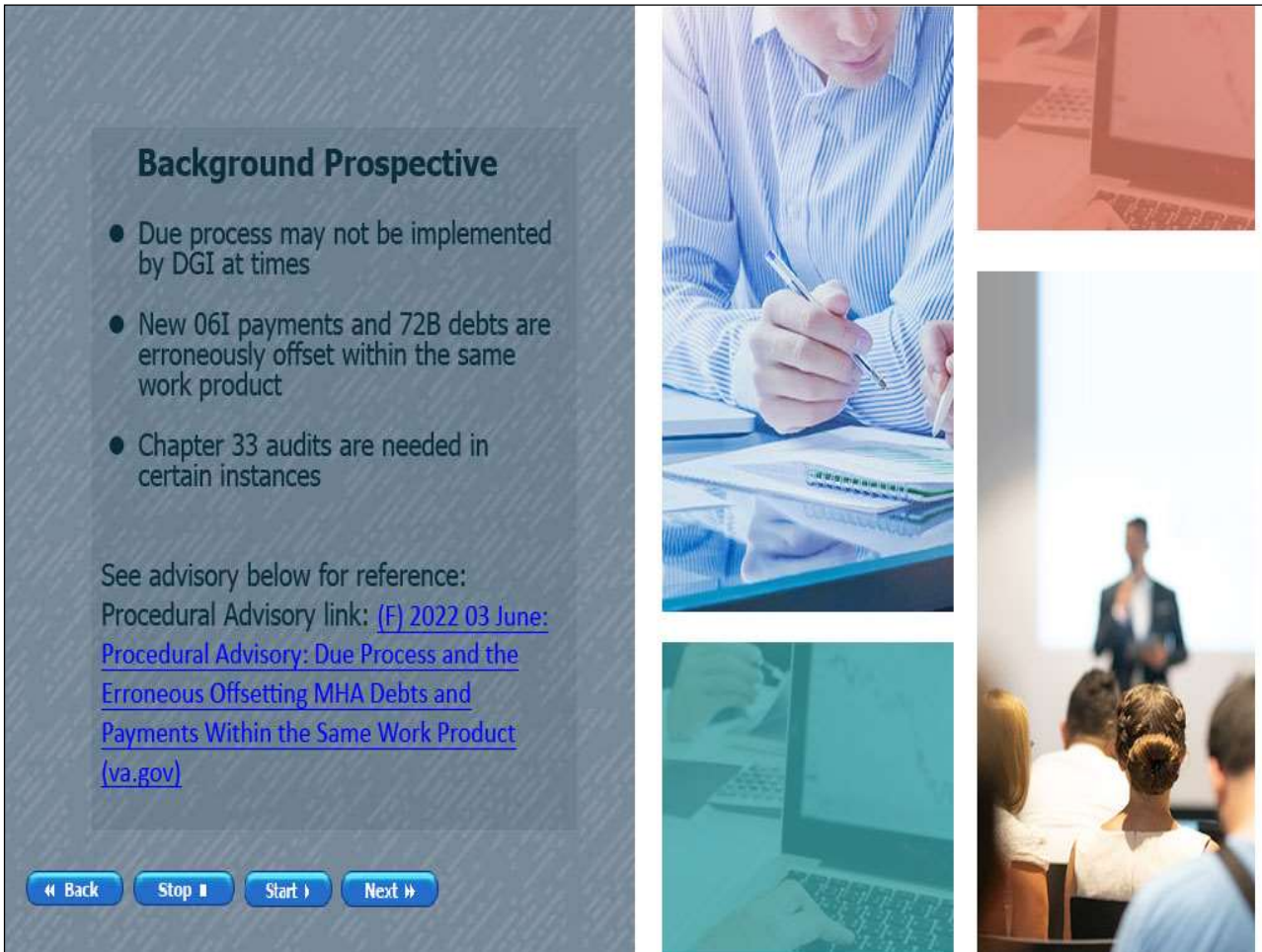


Slide notes

You can use the buttons at the bottom of the screen to move forward and backward throughout the presentation.

Select the next button to continue.

Slide 3 - Background



Background Prospective

- Due process may not be implemented by DGI at times
- New 06I payments and 72B debts are erroneously offset within the same work product
- Chapter 33 audits are needed in certain instances

See advisory below for reference:
Procedural Advisory link: [\(F\) 2022 03 June: Procedural Advisory: Due Process and the Erroneous Offsetting MHA Debts and Payments Within the Same Work Product \(va.gov\)](#)

Navigation buttons: Back, Stop, Start, Next

Slide notes

Here is the background surrounding this training. In some instances, DGI does not properly afford due process. One instance is when an award action generating a monthly housing allowance (MHA) 72B debt and an MHA (06I) lump sum payment is processed within the same work product (WP). The system erroneously auto-offsets the reducing the amount of the payment within the WP.

As a result, the beneficiary is not afforded due process on the full amount of the debt. In these cases, special processing and an audit must be performed.

Please see the procedural advisory linked here: [\(F\) 2022 03 June: Procedural Advisory: Due Process and the Erroneous Offsetting MHA Debts](#) for more information.

Select the next button to continue.

Slide 4 - Definition

What is the reason for Due Process?



- 01 Due process is a notice of proposed adverse action.
- 02 VA proposes an action based on third party information.
- 03 Notification is sent at the time of the adverse action starting the 30 day due process time.

« Back Stop ■ Start ▶ Next »

Slide notes

What is the reason for Due Process? Due process for VA purposes is a notice of a proposed adverse action. A notice of proposed adverse action is required when a decision by VA based upon third party information may negatively impact the payment of benefits. For education service a notification letter is sent immediately, at the time of the adverse action explaining the debt or payment amount. The notification starts the 30-day due process period. Recoupment action should not occur before the 30-day due process period expires.

Select the next button to continue.

Slide 5 - Lesson Agenda

Lesson Agenda

01 Identify chapter 33 cases with auto-offsets requiring an audit

02 Outline the process of performing an audit

03 Recognize adjustments required due to system limitations

« Back Stop Start Next »

Slide notes

At the end of today’s lesson, you will be able to:

Identify chapter 33 cases auto-offsets which may require an audit.

Outline the process of performing an audit and

Recognize adjustments required due to system limitations.

Select the next button to continue.

Slide 6 - First Lesson- Identify



Identifying Auto-Offsets

« Back Stop ■ Start ▶ Next »

Slide notes

We have discussed how DGI automatically offsets debts when an award action is processed generating both an MHA debt(72B) and an MHA lump sum payment(06I) within the same work product. We will now discuss how to identify chapter 33 cases requiring an audit due to auto-offsetting.


Select next to continue.

Slide 7 – Meet Anthony

Identifying Auto-Offsets

- 01 Prior to authorization review the Net Awards section
- 02 Anthony identified a possible auto-offset in DGI
- 03 DGI auto-offsets without affording due process

◀ Back Stop Start ▶ Next ▶



Slide notes

Meet Anthony, our VCE processing chapter 33 supplemental claims. During routine processing, he is reviewing a partially automated claim which off-ramped due to a change in service. Prior to authorization, Anthony reviews the net awards area on the work product summary screen in DGI. He noticed the 06I amount shown in net awards seemed incorrect. Anthony seems to have identified a claim with auto-offsets. If a 72B and 06I payment are generated within the same WP, DGI is offsetting the debt without affording the beneficiary due process.

Select the next button to continue.

Slide 8 - Identify

Identifying Auto-Offsets

01

Anthony notices a valid 72B debt is not present

02

Anthony needs to perform an audit.

⏪ Back
Stop ⏸
Start ▶
Next ⏩

Net Awards
Recurring Payments

Type of Payment	Begin Date	End Date	Housing	CH2 Kickers	CH3 Supplemental	CH10 Kickers	CH10B Kickers	Cost Code	Payment Action	Maturity
Lump Sum Payments										
Type of Payment	Cost Code	Code Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	CH10 Kickers	CH10B Kickers	Payment Action	Maturity
003	Housing & Supplies	1F <	11/26/2022	01/20/2023	1	8007.201			Send to HRN	01/21/2023
003	Housing & Food	1F <	11/26/2022	01/20/2023	1	8007.201			Send to HRN	01/21/2023
001	Lump Sum Adjustment	1F <	01/01/2023	01/20/2023		\$1,217.73			Schedule	01/21/2023
001	Lump Sum Adjustment	1F <	01/01/2023	01/20/2023		\$263.47			Send to HRN	01/21/2023

Lifetime Awards
Recurring Payments

Begin Date	End Date	Hours	CH10 Kickers	CH3 Supplemental	CH10 Kickers	CH10B Kickers
11/26/2022	01/20/2023	\$1,841.00				
01/22/2022	03/06/2021	\$1,041.00				
03/22/12	02/16/2012	\$134.08				
01/25/2012	12/15/2012	\$1,251.00				
01/16/2012	01/22/2012	\$1,129.60				
11/11/2011	12/16/2011	\$414.00				
10/24/2011	11/10/2011	\$1,081.09				
10/17/2011	11/23/2011	\$273.44				
08/25/2011	12/16/2011	\$1,351.00				
08/22/2011	09/28/2011	\$1,129.60				

Slide notes

While processing this claim, Anthony expected to see a 72B debt due to the change in service during the term, as well as an 06I housing payment of a higher amount based on the monthly housing rate for the new enrollment. Instead, he sees a lower-than-expected 06I payment of \$263.47 for the new enrollment, and no 72B debt due to the change in service. An auto-offset has occurred, and Anthony will need to take extra steps, as an audit is required.

Select the next button to continue.

Slide 9 – Knowledge Check

True/False

During routine processing, VCEs should review the Net Awards screen to identify auto-offsetting of debts occur within the same work product.

True

False



Slide notes

Time for a Knowledge Check. Please indicate whether this statement is True or False.

Slide 10 - Answer

True/False

This is incorrect. The correct answer is True.

Continue

Slide notes

This is incorrect. The correct answer is True, during routine processing, VCEs should review the Net Awards screen in DGI to identify cases in which auto-offsets may have occurred.

Slide 11 - Answer

True/False

Congratulations, you got it! The correct answer is True!

Continue

Slide notes

Congratulations! You got it, the correct answer is True! VCEs should review the net awards screen to identify cases where auto-offsets occur within the same work product.

Slide 12 – Performing an audit



Slide notes

Since we have identified which cases should require an audit, let's talk about processing of an audit.

Select the next button to continue.

Slide 13 – Performing an audit

The slide features a background image of a person's hands typing on a laptop keyboard. Overlaid on this are three dark blue rectangular boxes, each containing a white number and text. The first box is labeled '01' and contains the text 'Use the [Standardized Claims Processing Worksheets](#) to calculate the amount of the 06I payment'. The second box is labeled '02' and contains the text 'Use of the Net Awards area and Lifetime Awards area is needed for this Audit'. The third box is labeled '03' and contains the text 'If the 06I payment in DGI does not match, additional action is required'. At the bottom left of the slide, there are four blue navigation buttons: 'Back', 'Stop', 'Start', and 'Next'. At the bottom right, the title 'Performing an Audit' is displayed in a bold, black font.

01 Use the [Standardized Claims Processing Worksheets](#) to calculate the amount of the 06I payment

02 Use of the Net Awards area and Lifetime Awards area is needed for this Audit

03 If the 06I payment in DGI does not match, additional action is required

« Back Stop Start Next »

Performing an Audit

Slide notes

When performing a chapter 33 audit VCEs may use the Audit Worksheet found under [Standardized Claims Processing Worksheets](#) as a method to determine the amounts to be paid. When processing an audit, VCEs should enter the beginning and ending dates, and the monthly rate for the new enrollment period. The use of both the net awards area and the lifetime awards area will be utilized to perform this audit. If the amount due shown on the audit worksheet does not match what is displayed under the Net Awards in DGI, additional processing must be performed as offset may have been applied.

Select the next button to continue.

Slide 14 - Audit

Performing an Audit

Net Awards

Recurring Payments

Type of Payment	Begin Date	End Date	Housing	CH35 Kickers	CH35 Supplemental	CH38 Kickers	CH1808 Kickers	Cost Code	Payment Action	Maturization
080 - Docks & Supplies	11/25/2022	01/20/2023							Send to BDN	01/25/2023
085 - Tuition & Fees	11/25/2022	01/20/2023							Send to BDN	01/25/2023
081 - Lump Sum Adjustment	01/01/2023	01/20/2023						\$1,317.33	Schedule	01/27/2023
081 - Lump Sum Adjustment	01/01/2023	01/31/2023						\$263.47	Send to BDN	01/29/2023

Lump Sum Payments

Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	CH30 Kickers	CH1608 Kickers	Payment Action	Maturization
080 - Docks & Supplies	1FK		11/25/2022	01/20/2023	1-1-9902-20	\$500.00			Send to BDN	01/25/2023
085 - Tuition & Fees	1FK		11/25/2022	01/20/2023	1-1-9902-20	\$1,500.00			Send to BDN	01/25/2023
081 - Lump Sum Adjustment	1FK		01/01/2023	01/20/2023		\$1,317.33			Schedule	01/27/2023
081 - Lump Sum Adjustment	1FK		01/01/2023	01/31/2023		\$263.47			Send to BDN	01/29/2023

Lifetime Awards

Recurring Payments

Begin Date	End Date	Housing	CH35 Kickers	CH35 Supplemental	CH38 Kickers	CH1606 Kickers
11/25/2022	01/20/2023	\$1,076.00				
08/23/2022	09/28/2022	\$1,876.00				
03/12/2012	03/18/2012	\$404.06				
01/23/2012	03/11/2012	\$1,881.00				
01/16/2012	01/22/2012	\$1,128.60				
11/11/2011	12/18/2011	\$904.06				
10/24/2011	11/10/2011	\$1,881.00				
10/17/2011	10/23/2011	\$873.44				
08/28/2011	10/16/2011	\$1,881.00				
08/23/2011	08/28/2011	\$1,128.60				

« Back
 Stop ■
 Start ▾
 Next »

Slide notes

Next, we will watch Anthony perform an audit on the claim in question. Let's take another look at how Anthony identified the auto-offset and his decision to perform an audit. At the time he was processing, the lump sum 061 payment in the net awards area of \$263.47 was from the payable dates of November 25, 2022, through December 31, 2022. Seeing the monthly rate in the lifetime awards is \$1,976.00 and Anthony recognizing no 72B debt in the net awards for the change in service, Anthony started questioning the amount being sent.

Select the next button to start the Audit Video.

Slide 15 - Audit

The screenshot displays a software interface with two main sections: "Lifetime Awards" and "Recurring Payments".

Lifetime Awards

Begin Date	End Date	Housing	CH33 Kickers	CH33 Supplemental	CH30 Kickers	CH1606 Kickers
11/25/2022	01/20/2023	\$1,976.00				

Recurring Payments

06i - Lump Sum Adjustment - 1FK	01/01/2023	01/20/2023	---	\$1,317.33	Schedule	01/27/2023
06i - Lump Sum Adjustment - 1FK	01/01/2023	01/01/2023	---	\$263.47	Send to BDN	01/24/2023

AUDIT WORKSHEET

File Number: 06i Lump Sum Name: _____

Amount Paid							
Begin Date			No Pay Date			Monthly	
YYYY	MM	DD	YYYY	MM	DD	Rate	
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00
							\$0.00

Audit worksheet enter lump sum rate- 2023

Navigation buttons: Back, Stop, Start, Next

Slide notes

On the screen we have the DGI net awards, lifetime awards, and the audit worksheet. Anthony first enters the “begin date” and “no pay date” on the worksheet entering a month increment in this case using 2 to show February 1, 2023, for the worksheet to calculate the “lump sum payment” being sent in the amount of \$263.47. He then moved down, entering the “begin date” for the other lump sum payment in DGI to show the full MHA payment for the entire term. Anthony enters the no pay date for this term using January 21, 2023, for this example. Then he enters the full monthly housing rate under lifetime awards of \$1976.00. You can see in the calculations on the sheet, the rate of \$263.47 matches DGI and the \$1,317.33 matches DGI. The total amount being paid for this term by DGI is \$1,580.80. Moving on to the “amount due” section of the worksheet, he starts back at the begin date entering November 25, 2022, from the lifetime awards section to calculate the full-term payment due. Then the “no pay date” of 01/21/2023 for this example. In the monthly rate area, Anthony enters the lifetime award rate of \$1,976.00. The total amount due to the beneficiary for the term is \$3,688.53. As Anthony moves to the bottom of the worksheet the amount of \$2,107.73 was the auto offset 72B debt within the same work product which caused the beneficiary to not receive the total amount due.

Select next to continue.

Slide 16 - Audit

Audit Demonstration

Net Awards

Recurring Payments

Type of Payment	Begin Date	End Date	Housing	CH33 Kickers	CH33 Supplemental	CH30 Kickers	CH1606 Kickers	Cost Code	Payment Action	Maturity
060 - Books & Supplies	11/25/2022	01/26/2023				1-1-5002-20			Send to BDN	01/25/2023
065 - Tuition & Fees	11/25/2022	01/26/2023	1,1,0002-20						Send to BDN	01/25/2023
06I - Lump Sum Adjustment	01/01/2023	01/26/2023							Schedule	01/27/2023
06I - Lump Sum Adjustment	01/01/2023	01/01/2023							Send to BDN	01/25/2023

Lump Sum Payments

Type of Payment	Cost Code	Code/Class	Term Begin Date	Term End Date	Facility Code	Payment Amount	CH30 Kickers	CH1606 Kickers	Payment Action	Maturity
060 - Books & Supplies	1FK		11/25/2022	01/26/2023	1-1-5002-20	\$0.00			Send to BDN	01/25/2023
065 - Tuition & Fees	1FK		11/25/2022	01/26/2023	1,1,0002-20	\$1,500.00			Send to BDN	01/25/2023
06I - Lump Sum Adjustment	1FK		01/01/2023	01/26/2023		\$1,017.33			Schedule	01/27/2023
06I - Lump Sum Adjustment	1FK		01/01/2023	01/01/2023		\$263.47			Send to BDN	01/25/2023

Lifetime Awards

Recurring Payments

Begin Date	End Date	Housing	CH33 Kickers	CH33 Supplemental	CH1606 Kickers
11/25/2022	01/26/2023	\$1,976.00			
09/23/2022	09/29/2022	\$1,076.00			
03/13/2013					
01/23/2013					
01/16/2013					
11/11/2011					
10/24/2011					
10/17/2011					
03/29/2011	10/18/2011	\$1,001.00			
08/22/2011	08/28/2011	\$1,128.00			

\$2,107.73 + \$263.47 = \$2,371.20
The total 06I lump sum adjustment should be:
\$2,371.20

◀ Back Stop Start ▶ Next ▶▶

Slide notes

Anthony was processing a new enrollment for the period November 25, 2022 with a monthly housing rate of \$1,976. At the time he was processing the award, housing was payable from November 25, 2022 through December 31, 2022. Anthony was correct in questioning the 06I payment in the amount of \$263.47 as it was much less than expected. Upon completion of the audit, Anthony determined the correct amount due for the period in question was \$2,371.20. Great Catch Anthony!

Select the next button to continue.

Slide 17 – Knowledge Check

True/False

When performing an audit, it is only necessary to review the net awards area in DGI?

True

False



Slide notes

Time for a Knowledge Check. Please indicate whether this statement is True or False.

Slide 18 - Slide 18

True/False

This is incorrect. The correct answer is False.

Continue

Slide notes

This is incorrect. The correct answer is False. It is necessary to review both the net awards and the lifetime awards when performing an 06I audit.

Slide 19 - Slide 19

True/False

Congratulations, you got it! The correct answer is False.

Continue

Slide notes

Congratulations, you got it! The correct answer is false! It is always necessary to view both the net awards area and the lifetime awards area to perform an audit.

Slide 20 - Image Slide 1



Slide notes

We will cover how to adjust a work product if an auto-offset has occurred on a partially automated claim.

Select the next button to continue.

Slide 21 – Adjusting work products

Adjusting for Auto-Offset

- 01 Delete the work product for the partially automated claim
- 02 Create a new work product for the adverse action
- 03 Ensure code collection of 1 and authorize the first work product

◀ Back Stop Start ▶ Next ▶

The screenshot displays a software interface with two main sections. The top section, titled 'Work Product History', contains a table with columns: Date Received, Work Product Source, Work Product Type, Claimant SSN, Description, Owner, Status, Date Authorized, and Authorized By. A row is highlighted with the following data: 12/14/2022, 0103, Supplemental Advers, Automated Claim, Auto, TS, In Progress, and a 'Continue' button. The bottom section, titled 'Benefits and Authorization', shows 'Date Last Paid' as 01/14/2022 and a 'Collection Indicator' dropdown menu set to '1'. Three men in suits are overlaid on the interface, pointing at the 'Automated Claim' row in the table and the 'Collection Indicator' dropdown.

Slide notes

Anthony previously identified the auto-offset when processing a partially automated claim. The first step Anthony must take to adjust for this auto-offset is to delete the work product created through partial automation, also known as the open work product. Next, he should create a new work product and only process the adverse action which resulted in the 72B debt. In this case it was a change in service. He will ensure the proper collection code of 1 is used on the Work Product Summary screen. Then he should authorize the work product, releasing the system generated letter for the MHA debt. Doing so will afford the beneficiary their due process rights for the adverse action.

Select the next button to continue.

Slide 22 – Adjusting work products

Adjusting for Auto-Offsets

01 Create a second work product to process the new enrollment

02 Authorize the second work product

03 Release system generated letter(s)

Date Received	Work Product Source	Work Product Type	Command \$/M	Description	Owner	Status	Est. Submitted	Authorized By
01/11/2021	C103	Supplemental Award		Auto-Offset To 2nd WF		In Progress		

Begin Date	End Date	Amount
01/01/2023	01/20/2023	\$1,317.33
01/01/2023	01/01/2023	\$2,371.20

Begin Date	End Date	Amount
11/25/2022	01/20/2023	\$1,976.00

Navigation: Back | Stop | Start | Next

Slide notes

Next, Anthony will create a second work product to process the new enrollment. He should authorize the work product, releasing the system generated letter. This will generate the 06I correct payment of \$2,371.20.

Select the next button to continue.

Slide 23 – Knowledge Check

Multiple Choice

When you have identified and audited a claim which involves an auto-offset what are the next steps?

- A) Process the claim in two work products to allow due process
- B) Processing the claim using the open work product.
- C) Release all system generated letters associated
- D) Both A and C

Slide notes

Time for a knowledge check. Please select the best answer from the choices shown.

Slide 24 - Answer

Multiple Choice

This is incorrect. The best answer is D) Both A and C

Continue

Slide notes

This is incorrect. The correct answer is D) Both A and C

The claim should be processed in two work products and all system generated letters should be sent.

Slide 25 - Answer

Multiple Choice

This is partially correct. The best answer is D) Both A and C

Continue

Slide notes

This is partially correct. The correct answer is D) Both A and C

The claim should be processed in two work products and all system generated letters should be sent.

Slide 26 - Answer

Multiple Choice

Congratulations, you got it! The best answer is D) Both A and C

Continue

Slide notes

Congratulations, you got it! The correct answer is D) both A and C

The claim should be processed in two work products and all system generated letters should be sent.

Slide 27 – Key Takeaways

Key Takeaways

- 01 Identifying auto-offset cases requiring audits
- 02 Process of performing an audit
- 03 Recognize adjustments required due to system limitations

Navigation buttons: Back, Stop, Start, Next

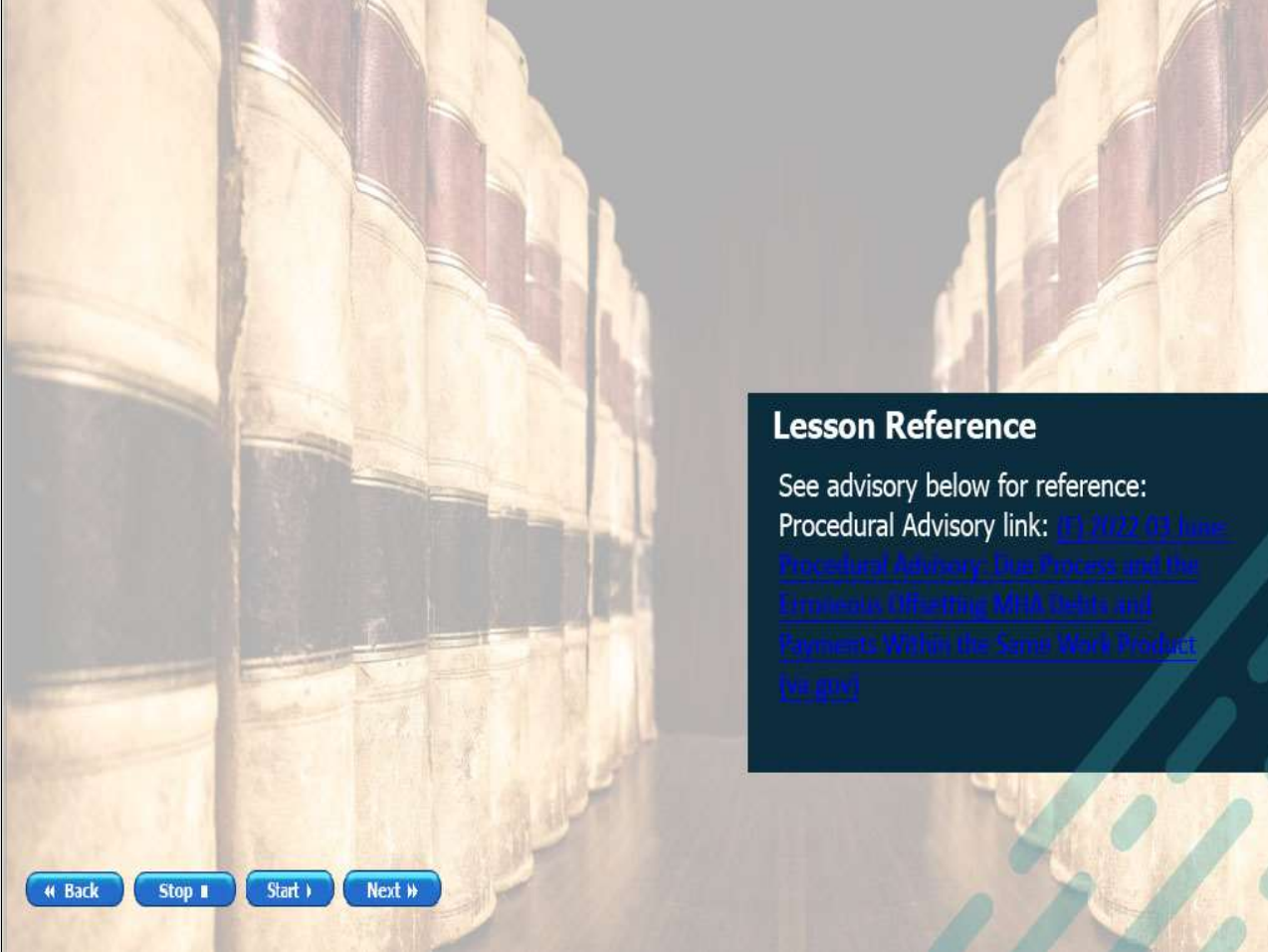
The slide features a background of diagonal lines. The title 'Key Takeaways' is in the top right. Three numbered cards are arranged horizontally. Card 01 shows a woman in a meeting. Card 02 shows a man and woman on a call. Card 03 shows a man in a meeting. Navigation buttons are at the bottom.

Slide notes

You should now be able to identify Chapter 33 cases requiring an audit to be performed, perform an audit, and finally process the claims involving auto-offsets!

Select the next button to continue.

Slide 28 – Lesson Reference



Lesson Reference

See advisory below for reference:
Procedural Advisory link: [01/2022/03 Iowa Procedural Advisory, Due Process and the Eminent Domain MHA Debt and Payments Within the Semi Work Product \(va.gov\)](#)

« Back Stop ■ Start ▶ Next »

Slide notes

For further review of the information covered the manual reference provided.

Select the next button to continue.

Slide 29 - Slide 29



Post Training Requirement

« Back Stop ■ Start ▸ Next »

Slide notes

In order to receive credit for completion of today’s training you will need to complete a post training survey. The survey will be assigned to you. It should take approximately 90 minutes to complete the training and survey.

Select the next button to continue.

Slide 30 - 50/50 with Image



Slide notes

Thank you for joining the National Training Team Processing for this training today.

Select the Exit button to exit the training.