Education Service

Big Pay Review

Lesson Plan

February 2017

Version 1.0

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 1 HOUR |
| Purpose of the Lesson: | The purpose of this lesson is to provide the Veterans Claims Examiner (VCE) with the knowledge to identify and process cases where single payments to a claimant or school exceeds the individual authorized limits.  This lesson serves as refresher training for experienced VCEs as part of the National Training Curriculum. |
| Prerequisite Training Requirements: | [Insert any prerequisite training required.] |
| Target Audience: | Mandated VCE training |
| Lesson References: | * [M22-4, Part 3, Chapter 1](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/index.html) |
| Lesson Objectives: | At the conclusion of this lesson, you will be able to:   * Identify cases requiring Big Pay Reviews. * Identify the steps to process a Big Pay Review. |
| What You Need: | [Describe/list anything the instructor needs to successfully present the lesson including copies of handouts, equipment, case materials, answer keys, etc.] |
| Post Training Requirements: | Upon completion of the classroom portion of the lesson, participants are required to complete an online lesson assessment and survey in Talent Management System (TMS).  To demonstrate successful completion of the lesson participants must pass the assessment with a score of at least 80%.  Participants must also complete the online survey to earn credit for completion of the lesson. |

Instructor Notes

[Insert overview and summary of the lesson.]

[Note: Insert slide text in the left-hand column. If the slide has a chart or graphic, copy and paste that image into the cell. Use the right column for instructor notes, tips, and scripting as necessary.]

| PowerPoint Slides | Instructor Activities |
| --- | --- |
| Big Pay Review | **DISPLAY** slide  Introduce yourself as the instructor and introduce the lesson. |
| Overview  The purpose of this lesson is to provide the Veterans Claims Examiners (VCE), Senior Veteran Claims Examiners (SVCE), and Supervisory Veteran Claims Examiners with the knowledge to identify and process cases where single payments to a claimant or school exceeds the individual authorized limits. | **DISPLAY** slide  **Provide an overview of the lesson by discussing the topics or key points of instruction.** |
| Lesson Objectives  At the conclusion of this lesson, you will be able to:   * Identify cases requiring Big Pay Reviews. * Identify the steps to process a Big Pay Review. | **DISPLAY** slide  **Review the lesson learning objectives.** |
| What is a Big Pay Case?   * Big Pay cases are any claim under any education benefit where the gross payment due to a claimant, or on behalf of a claimant, exceeds authorized thresholds for single signature authority. * Authorized payment thresholds are currently determined by benefit type. * Big pay guidance must be followed BEFORE the authorization and release of payment * Reminder: Claims involving big payment amounts include the **cumulative** total of an award action, regardless of how many separate transactions are involved. | **DISPLAY** slide  **LTS and BDN will allow you to authorize the big pay, without dual signature**  **Authorized payment thresholds vary by benefit type; this will be discussed later**  **Big pay procedures should be followed before authorization** |
| Big Pay Thresholds | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Non CH33 Authorized Payment Thresholds Chapter 30 & Chapter 35  For Chapter 30 & Chapter 35 the authorized individual VCE limit is less than $15,000. Payments greater than this amount must follow big payment procedures  **Payment of $15,000 but less than $20,000**   * + 3 signatures required ( VCE, SVCE & Coach)   **Payment of $20,000 or more**  4 signatures required ( VCE, SVCE, GS-12 Coach, & 2nd GS 12 Coach or other higher graded Supervisor) | **DISPLAY** slide  **A Big pay award is a minimal of three signature or more depending on big payment thresholds**  **Instructor must review local procedures regarding who creates, signs, and distributes big pay paperwork**  **Review local procedure for who is 4th signature at each RPO** |
| **Non CH33 Authorized Payment Thresholds Chapter 32, Chapter 1606, & Chapter 1607**  For Chapter 32, Chapter 1606, and Chapter 1607 the authorized individual VCE limit is less than $8,000. Payments greater than this amount must follow big payment procedures  **Payment of $8,000 but less than $12,000**   * + 3 signatures required ( VCE, SVCE & Coach)   **Payment of $12,000 or more**   * + 4 signatures required ( VCE, SVCE, GS-12 Coach, & 2nd GS 12 Coach or other higher graded Supervisor) | **DISPLAY** slide  **Reivew threshold for 1606, 1607 and Ch32 payments**  **Review local procedure for who is 4th signature at each RPO** |
| CH33 Authorized Payment Thresholds  For Chapter 33 benefit payments, the authorized individual VCE limit is less than $20,000 to a claimant, and/or less than $35,000 to a school.  If the payment exceeds the limits described above, 4 signatures will be required and the paperwork will be sent to the RO Director. | **DISPLAY** slide  **Review Big pay thresholds for Ch33 processing**  Note: In 2009, the *Increase in Big Payment Amount for Chapter 33 School Payments Policy Advisory* increased the single payment threshold to a school from $25,000 to $35,000. |
| Comprehension Check   * What are the big pay thresholds for Non CH33 payments? * What are the big pay thresholds for CH33 payments? | **DISPLAY** slide  ***Answer: $8k & $12K for 1606,1607,32; 15K / 20K for Ch30 & Ch35***  ***Answer: $35K for school and $20K for individual*** |
| Non CH33 Big Pay Processing  **Payment of $15,000 but less than $20,000**   1. The VCE will create an audit worksheet to verify that the payment amount is correct and send to the appropriate queue for review. This audit worksheet should be captured in to the TIMS folder.    1. Once the SVCE or authorizer pulls the claim from the queue, they will review the audit worksheet and the enrollment certification or training agreement with certified hours (i.e. action document). The SVCE will then route the case to their Coach for a final review and creation of the big payment note in the TIMS file.       * The big payment note must include the beginning and ending dates of the award and Cumulative payment amount 2. Verification the audit worksheet is correct and date of review by the coach that the VCE, SVCE and Coach reviewed the case. (this is the 3 signature requirement). 3. After the note is created by the Coach in the TIMS folder, the payment may be authorized by the Coach (the final reviewer). The Coach should ensure all proper letters have been released and should finish the claim token as appropriate. | **DISPLAY** slide  **Reivew instructions** |
|  | **DISPLAY** slide  **Reivew BDN messages for big payments** |
| **NON 33 Big Payment Instructions**  **CH30 / CH 35 Payment of $15,000 but less than $20,000**  **Or**  **CH 1606, CH 1607, CH32 Payment of $8,000 but less than $12,000**   1. The VCE will create an audit worksheet to verify that the payment amount is correct and send to the appropriate queue for review. This audit worksheet should be captured into the TIMS folder. 2. Once the SVCE or authorizer pulls the claim from the queue, they will review the audit worksheet and the enrollment certification or training agreement with certified hours (i.e. action document). The SVCE will then route the case to their Coach for a final review and create a big payment note in the TIMS file.    * The big payment note must include the beginning and ending dates of the award and cumulative payment amount, verification of the audit worksheet is correct, name and date of review by the Coach (this is the 3 signature requirement). 3. After the note is created by the Coach in the TIMS folder, the payment may be authorized by the SVCE or higher graded employee. The authorizer should ensure that all proper letters have been released and should finish the claim token as appropriate. | **DISPLAY** slide  Explain who would authorize the claim and the process |
| **NON 33 Big Payment Instructions  (Continued)**  **Ch30/ Ch35 Payment of $20,000 or More**  **Or**  **CH 1606, CH 1607, CH32 Payment of $12,000 or More**   1. The VCE will create an audit worksheet to verify that the payment amount is correct and send to the appropriate queue for review. The audit worksheet should be captured in to the TIMS folder. 2. The SVCE will pull the claim from the queue and review the audit worksheet along with the action document. Once the authorizer has confirmed the award is correct, the authorizer will send the claim to the Coach for an additional review. 3. The Coach will review the claim and create a TIMS note and send the claim to the 4th level reviewer. This 4th level reviewer may be no lower than another GS-12 Coach. Once reviewed the 4th level reviewer can defer the authorization to a SVCE 4. After release of payment, the 4th level reviewer will email or send hard copy of Big Pay memorandum to the Director’s office ( RPOs may follow local procedures). The Big Pay memo must be sent to the Director’s office within 3 business days of the payment being authorized. The Director’s office must archive the document as appropriate. | **DISPLAY** slide  **Reivew process** |
| Comprehension Check  What is the big pay threshold for Director’s review under Ch30? | **DISPLAY** slide  **20K** |
| Chapter 33 Big Pay Processing | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| Identifying CH33 Big Pay Cases  Prior to routing or authorization, VCE’s & SVCE’s should routinely review the “Gross Payment” section of the Work Product Summary page to verify if any cumulative school payment is equal to or greater than $35,000 or any individual cumulative payment is equal to or greater than $20,000.  If you are processing a G1999, you should always review the off-ramp messages. For possible big pay cases, the following message will be displayed at the bottom of G1999 and in the Grey Automation Warning banner in the Long Term Solution (LTS).  Screenshot of LTS popup message stating "A change in VADIR transfer of entitlement data has been detected. One or more awards too large for automatic authorization."  Screenshot of LTS message stating "One or more awards too large for automatic authorization." | **DISPLAY** slide  **If paying retroactive benefits which include kicker or housing a review and audit maybe needed to ensure big pay procedures are followed**  **\*\*For 508 Compliance purposes, The Screen shot of this message states:**  **“**The screen depicts an automated message that is generated during the Off Ramp process when a Chapter 33 Big Pay Claim is detected. The message states:  A change in VADIR Transfer of Entitlement Data Has Been Detected. One or More Awards Too Large For Automatic Authorization” |
| CH33 Big Pay Instructions   1. The Long Term Solution (LTS) notates a big payment will be released either by design or in lump sum payments. The VCE will capture the Work Product Summary (WPS) screen into the TIMS file and send the case to the proper authorization queue. 2. The authorizer will review the case, WPS, and action document and send the claim to their Coach for review. 3. The Coach will review and verify the payment is accurate, create the TIMS note, and send the claim to the 4th level reviewer, to verify all steps have been completed prior to the release of the payment. The 4th level reviewer may be no lower than another GS-12 Coach. | **DISPLAY** slide  **Review processing instructions** |
| CH33 Big Pay Instructions (Continued)  The 4th level review will verify that all previous steps including the WPS, T‑Sheet, or other documentation is present, the NOTE is in the TIMS folder and all signatures are on the Big Pay memorandum and captured to the TIMS folder. Once final review Is complete and the Big Pay memo is captured, payment may be released in BDN/LTS or FOCAS by the 4th level reviewer  E. Once the payment is released, the 4th level reviewer will email or send a hard copy of the Big Pay memo to the Director’s office. The big payment memorandum must be sent to the Director’s office within 3 business days of the payment being authorized and filed as appropriate. | **DISPLAY** slide  There is no specific memo to send to the director’s office. RPO’s should follow local BIG pay procedures either by sending an email or other means of notification. |
| Comprehension Check   * How do you identify a big pay under Chapter 33? | **DISPLAY** slide  ***LTS*** |
| References [M22-4, Part 3, Chapter 1](http://vbaw.vba.va.gov/bl/22/ref/m22-4/Part%20III/index.html) | **DISPLAY** slide |
| Questions | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
| TMS Assessment and Survey   * The assessment and survey have been assigned to you in TMS. * The assessment is comprised of scenario-based questions. * The questions are based on the information you learned today. * You should be able to complete the assessment and survey within 30 minutes .   Be sure to complete both the assessment and the survey in TMS to receive credit for this training. | **DISPLAY** slide  **[Add rows and copy/paste Slide info above as needed.**  **Provide instructor guidance/notes]** |
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