Education Service

Kicker Development 2019

Lesson Plan



July 2019

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 updated development procedures for claims involving a kicker.  This lesson is part of the National Training Curriculum, and is intended to serve as refresher training for experienced Veteran Claims Examiners. |
| Prerequisite Training Requirements: | None |
| Target Audience: | This lesson is for entry-level, intermediate, or journey-level employees. This training is mandated and may be used for refresher training as necessary. |
| Lesson References: | [(G) 2019 5 July Procedural Advisory: Kicker Development 2019 Update](https://vaww.vrm.km.va.gov/system/web/view/platform/common/login/top.jsp?partitionId=1&isAspectUser=false&locale=&localLogin=false&mainConsole=1)  **Chapter 30 Kickers**  [M22-4, Part 5, Chapter 1.22](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000073756/Part%205%20Chapter%201%20-%20General)  [M22-4, Part 5, Chapter 3.08](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000077000/Part%205:%20Chapter%203%20-%20Eligibility%20Issues#308)  [M22-4, Part 5, Chapter 1, Appendix E, Kicker Tables](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000073756/Part%205%20Chapter%201%20-%20General)  [RPO Letter 22-08-12, enclosures 2, 3, and 4](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000062125/RPO-Letter-22-08-12)  **Chapter 1606 Kickers**  [M22-4, Pt. VIII, 1.10b](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000073835/M22-4%20Part%208:%20Chapter%201%20-%20(Chapter%201606%20Provisions)" \l "110)  [RPO Letter 22-04-25](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000062645/RPO-Letter-22-04-25)  [Notice of Basic Eligibility (NOBE) DD Form 2383-1 and DD Form 2384-2 MGIB-SR Kicker Obligation Agreement – Chapter 1606, Development and Claims Processing Procedures](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/content/554400000091874/Notice-of-Basic-Eligibility-NOBE-DD-Form-2383-1-and-DD-Form-2384-2-MGIB-SR-Kicker-Obligation-Agreement-Chapter-1606-Development-and-Claims-Processing-Procedures)  **Chapter 33**  [M22-4 Pt. XII](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001048/topic/554400000007294/Part-12-Chapter-33) |
| Lesson Objectives: | At the end of this lesson, you will be able to:   * Explain the current kicker development process * Describe changes and modifications to the kicker development process * Recognize when development is not necessary |
| What You Need: | Reserve adequate space equipped to project PowerPoint presentation. Provide copies of handouts in advance of the lesson or provide directions on how to print from saved location with training advertisement, refer to lesson plan and have a subject matter expert (SME) available if primary presenter is not an SME to assist with answering questions. Training should be instructor-led with a means to ask questions during the training. It may be delivered virtually however, except for make-up sessions, always to live participants. Individuals that view a recorded live session to make-up the training should be provided a POC who is available for questions while the employee is taking the lesson. |
| 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

This lesson will introduce the Veterans Claims Examiner (VCE) to updated kicker development procedures. It will discuss existing and changes to procedures for developing of a kicker when necessary.

| PowerPoint Slides | Instructor Activities |
| --- | --- |
| **Kicker Development Update 2019** | **DISPLAY** slide  INTRODUCE yourself as the instructor and introduce the lesson. |
|  | **DISPLAY** slide  **REVIEW the lesson learning objectives.** |
|  | **DISPLAY** slide  **REFER to the terminology list acronyms used throughout the lesson.** |
|  | **DISPLAY** slide  **REVIEW these steps**  **EMPHASIZE – These steps have not changed.**  **NOTE: VIS System Advisory, June 2019; VIS over BDN.** |
|  | **DISPLAY** slide  **Continuation from previous slide…**  **REVIEW these steps**  **EMPHASIZE – These steps also have not changed**  **REMIND learners 1606 eligibility, basic or kicker not reported to VA in VA systems must be verified when a contract is provided, or assistance is requested.**  **INFORM learners “The next couple of slides will discuss more in depth about the first bullet and updates provided by the services.”** |
|  | **DISPLAY** slide  **READ information on the slide and transition to the chart on the next slide.** |
|  | **DISPLAY** slide  **REVIEW the chart information by each branch.**  **CONTRAST how the Navy and Marines have informed us of certain kicker codes we must verify with the Coast Guard and Army with no specific codes to verify.**  **EMPHASIZE the dates the Navy (February 2011) and Army (March 16, 2012) stopped offering kickers – claims for a kicker by a claimant who entered service on or after these dates should be dismissed.**  **TIP: Place a copy of this chart in your work space for quick reference. Don’t rely upon your memory.** |
|  | **DISPLAY** slide  **ASK each question, pause for responses either in chat or by voice depending upon method of delivery.**  **PROVIDE the following short answers below after asking each question:**   1. BW, BG, and G4 2. When erroneous or incomplete data is reported. 3. BW, G4, and G5 4. When claimant states there is a discrepancy. 5. Never – no active duty kickers |
|  | **DISPLAY** slide  **READ information on the slide.**  **STRESS this is the significant change in our procedures. Unless one of the situations we previously discussed based upon the Chapter 30 Verification Chart – “No development to DoD without a kicker contract on file.”**  **Exception: After development to the claimant, the claimant requests further assistance.** |
|  | **DISPLAY** slide  **READ information on the slide.**  **STRESS this is another significant change in our procedures.**  **“Do not control” means do not create a diary or suspend in TIMS for claimant only development for kicker documentation.**  **We will discuss follow-up procedures on the next couple of slides.** |
|  | **DISPLAY** slide  **READ the information on the slide.** |
|  | **DISPLAY** slide  **READ the information on the slide.** |
|  | **DISPLAY** slide  **ASK each question, pause for responses either in chat or by voice depending upon method of delivery.**  **PROVIDE short answers below after each question:**   * We shouldn’t develop without a contract in the file and reasons listed on the chart. * We should develop for those reasons listed on the chart and after development with a claimant when a contract is provided or the claimant requests assistance. |
|  | **DISPLAY** slide  **READ the information on the slide.** |
|  | **DISPLAY** slide  **READ the information on the slide.**  *Same:*   * Review steps * Resources * Development when necessary   *Changed:*   * Clarified “when necessary” * No development to DoD without a contract on file * Chapter 30 Kicker Verification Chart   *Don’t Develop to DoD:*   * Reasons listed on the previous “reminders” slide * Reasons listed on the chart * Unless after development with a claimant when a contract is provided or the claimant requests assistance. |
| Questions? | **DISPLAY** slide **16.**  **ASK for questions on the topics discussed in this training and entertain responses.**  **CLARIFY responses as needed and paraphrase question clearly for all to hear before providing a response *or* offer to provide responses to questions in a FAQ document after the training.** |