EDUCATION SERVICE

BFLD Processing in BDN

Lesson Plan

August 2022
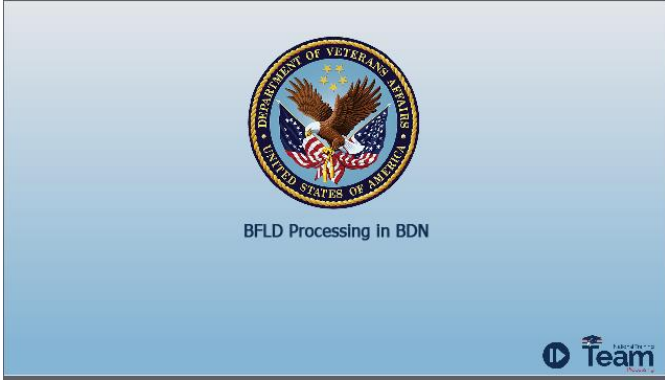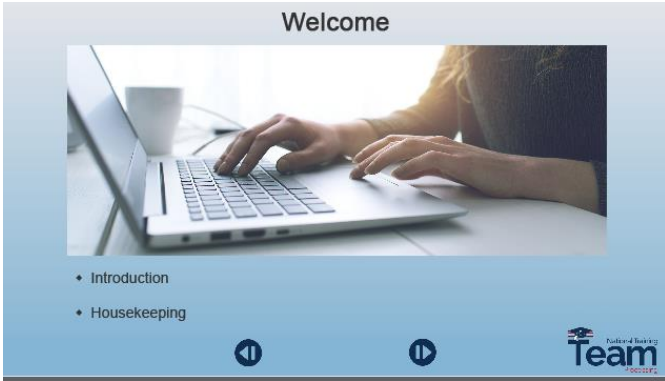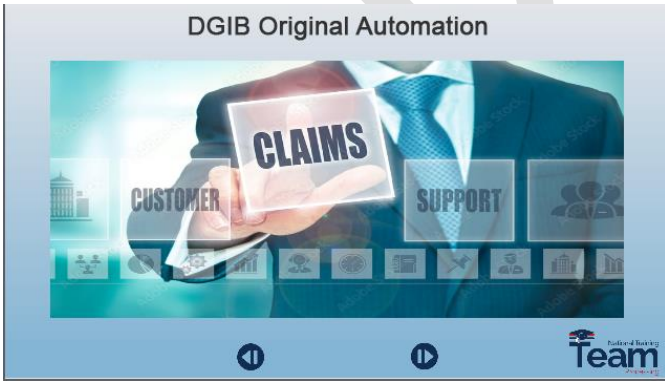
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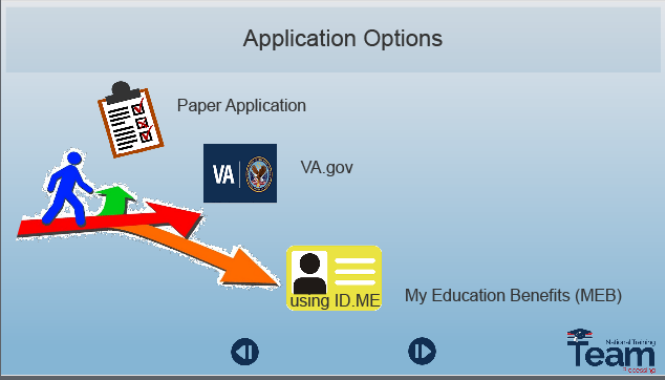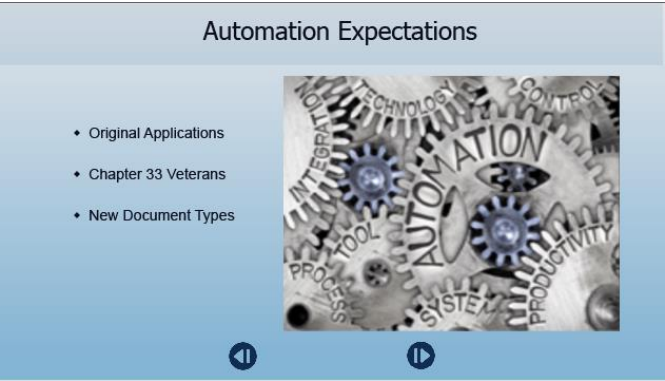
Lesson Overview

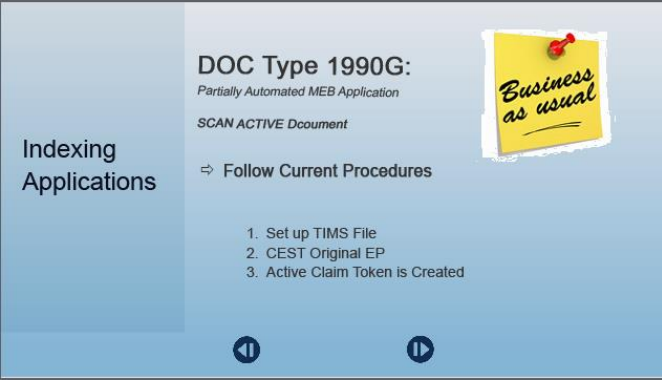| Topic	Description
Time Estimate:	1 hour
Purpose of the Lesson:	The purpose of this lesson is to discuss and demonstrate how to create an Education folder in BDN (Benefits Delivery Network) using the BFLD (Build Folder) command when an automated original application for benefits is received.
Prerequisite Training Requirements:	None
Target Audience:	This lesson is designed for the following audiences: • Program Support Assistants (Upstream)
Lesson References:	• [Part 3: Chapter 14.31 - Upstream Manual](#)
Lesson Objectives:	Upon completion of this lesson, the user will know what steps to follow when an automated chapter 33 1990 is received.
What You Need:	BDN BFLD Command
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.

PowerPoint Slides	Instructor Activities
	DISPLAY slide **1. "BFLD Processing in BDN"** Hello and welcome to today's presentation discussing BFLD processing or folder building process in BDN and answering the question of when to BFLD and when not to BFLD, an automated original chapter 33 claim.
	DISPLAY slide 2**. "Welcome"** Today we will be discussing some new changes coming as a result of automated chapter 33 original applications. If you aren't familiar, you may already be wondering – What is BFLD? So let's go ahead and get started.
	DISPLAY slide **3. "DGIB Original Automation"** The VA is in the process of automating the first original claims beginning with chapter 33. As a result of the upcoming changes, there will be times when Upstream will be using the BFLD (Build Folder) command instead of the CEST (Claims Establishment) command. We will be discussing when to use each command during this training.

| PowerPoint Slides	Instructor Activities
Application Options Paper Application VA.gov using ID.ME — My Education Benefits (MEB) Team	**DISPLAY** slide **4. "Application Options"** Once this change is implemented, the beneficiary will have three ways in which they can submit an application for education benefits. They can submit it via: 1. Paper Application 2. VA.Gov 3. Or managed through a new system called My Education Benefits or (MEB)
Automation Expectations • Original Applications • Chapter 33 Veterans • New Document Types	**DISPLAY** slide **5. "Automation Expectations"** As I mentioned earlier, the changes discussed in this training will only apply to chapter 33 original applications received from Veterans and Service Members. When applications are received electronically through MEB, the TIMS doc type will be either a partially automated 1990G or a fully automated 1990A.
Paper & VA.gov Applications VA Indexing Applications ⇨ Follow Current Procedures 1. Set up TIMS file 2. CEST Original EP 3. Active Claim Token Team	**DISPLAY** slide **6 "Indexing Applications"** Let's break down each of the applications I listed earlier. First, when applications are received either by paper or via electronic spool file, there will be no change to current procedures. 1. Set up a TIMS file through Fix Index 2. CEST the appropriate EP in BDN 3. Token will then be routed to VCE for review

PowerPoint Slides	Instructor Activities
	DISPLAY Slide **7 "Indexing Applications"** Earlier in the presentation, I mentioned beneficiaries will be able to submit Chapter 33 applications through My Education Benefits (MEB). When a Chapter 33 application is received through MEB and cannot be processed from start to finish within MEB for any reason, the document will be labeled in Fix Index as a 1990G (This is not a new form, but just one of two new doc types you will see in TIMS). When Upstream encounters a 1990G, they will follow current procedures to: 1. Set up a TIMS file through Fix Index, if none found 2. CEST the appropriate EP in BDN, if needed 3. The active claim token will be routed to a work queue for VCE processing
	DISPLAY Slide **8 "Indexing Applications"** Chapter 33 applications fully automated through MEB will be labeled in TIMS as a 1990A in Fix Index. The 1990As will be placed into a separate queue in Fix Index and will be processed on a priority basis each day. When indexing 1990As, Upstream will follow the BFLD processing instructions to build a folder in BDN after creating a TIMS file. No EP will be established for these claims.

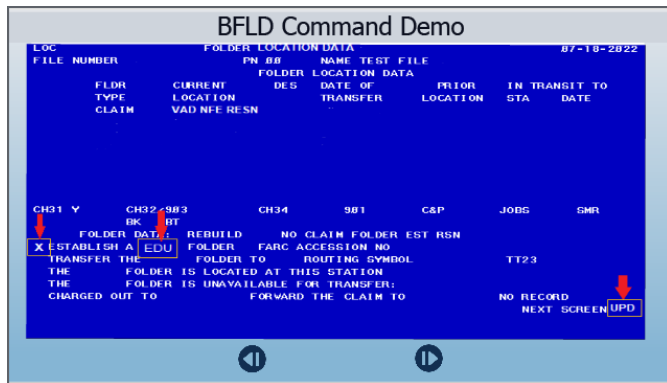| PowerPoint Slides	Instructor Activities
DOC Type 1990A: *Fully Automated MEB Application* *SCAN DROP Document Indexing Applications 1. Set up TIMS file 2. BFLD in BDN 3. Do NOT CEST in BDN 4. No Active Claim Token CHANGE	**Display** slide **9 "Indexing Applications"** For a 1990A, you will: Create a TIMS file through Fix Index following existing procedures Here's what is changing - 1990As are set to automatically be Scan Dropped into the file. These applications have been processed and will not be routed to a VCE in TIMS. Since the claim is fully processed, you will only need to create a folder in BDN using the BFLD command. There will be NO CESTing in BDN and there is no active claim token created.
CEST vs. BFLD *Claims Established* CEST VS. BFLD *Build Folder*	**Display** slide **10 "CEST vs. BFLD"** This is just a brief depiction of the difference between CEST and BFLD. The CEST command allows Upstream to build a folder AND establish an End Product in BDN. BFLD, on the other hand, only creates an education folder in BDN which will be shown on the BINQ LOC screen. (No End Product is created.)
BFLD Command Demo	**Display** slide **11 "BFLD Command Demo"** Okay, we've discussed when the BFLD will be used, now I will demonstrate how to use the BFLD command. If you have used it before, this will be refresher training for you. Most of us have not used this command or don't use it often.
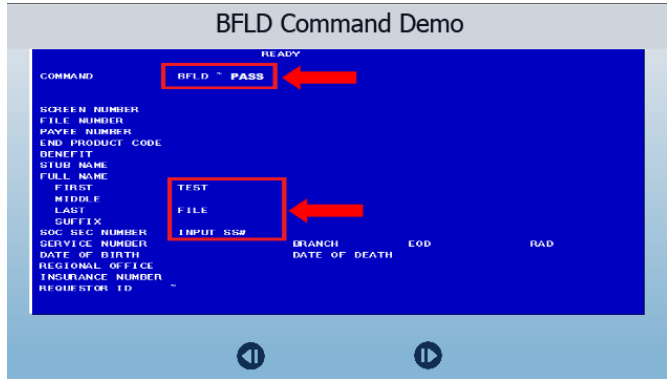
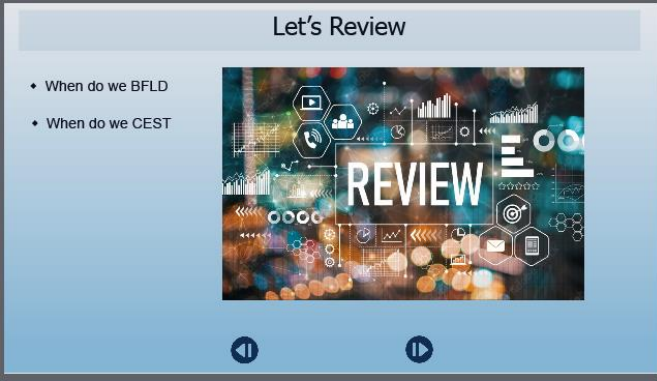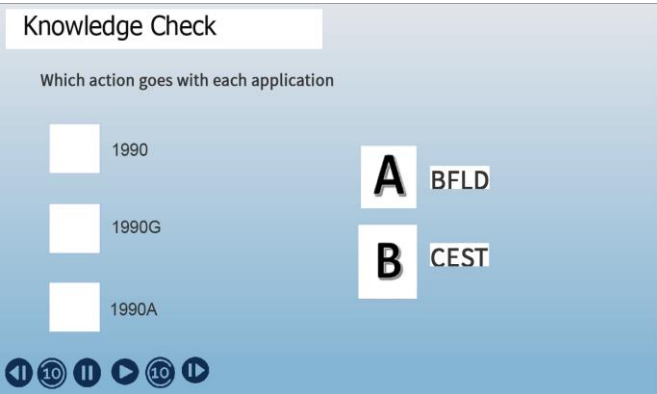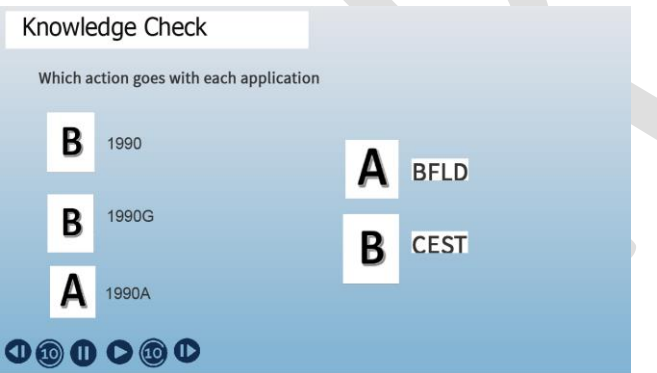| PowerPoint Slides	Instructor Activities
	Display Slide 12 "BFLD Command Demo" You will follow these steps to create an Education folder using the BFLD command. On the "READY" screen, enter the BFLD command and your password as shown in the first red box, then tab to the Name field and enter the beneficiary's first, middle, and last name, as well as their social security number as shown here. Click Enter
	Display Slide 13 "BFLD Command Demo" From the "FOLDER LOCATION DATA" screen, tab down and place an "X" in the field before the word "ESTABLISH". In the next field, type "EDU" as shown on the screen. Once you have updated this information, type "UPD" in the "Next Screen" field and then click "enter" and BDN will update to show an Education folder has been created.

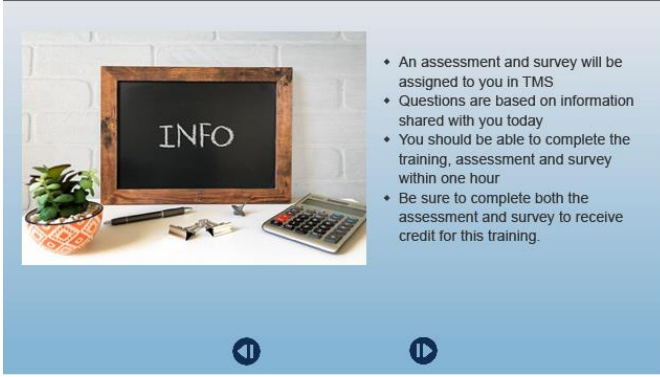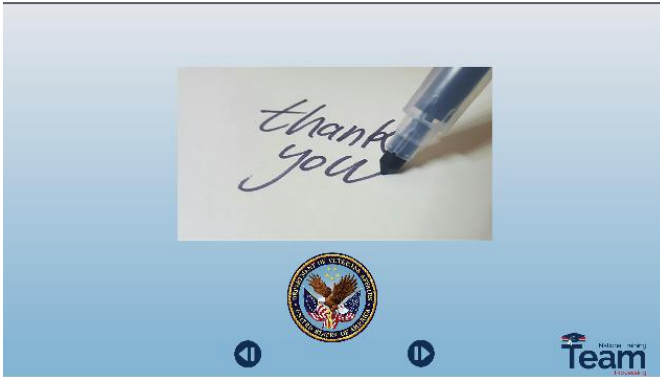| PowerPoint Slides	Instructor Activities
	LIVE "BFLD Command Demo" **Now let's watch it done live!** *(Trainer will walk through the same process live while NTT member 'drives' the test system for BDN.)* Please be aware the claim information shown is fictitious and no PII is being shared during this live demonstration. We will show this process using the BDN test environment. Again, this is not a live claim and does not include any PII. Now, after you have created the TIMS file using your existing instructions, when you move to BDN, you will use your F8 Function key to get to the "Ready" screen. You will then enter BFLD and your four-character password. Then tab down and enter the file number. Next, you will tab down and enter the first name, middle name (if one exists) and last name. Tab down again and enter the social security number. Then hit 'Enter'. From the next screen, tab down to the field just before the word "Establish", place the 'X' there, then type "EDU" in the next field. You can use your "F10" shortcut or tab to the "Next Screen" field and simply enter UPD to update and build the education folder in BDN. Hit "Enter" and the file should update automatically. Now, there should be an EDU folder displayed when you do a BINQ LOC request.

PowerPoint Slides	Instructor Activities
	Display Slide 14 "Let's Review" Let's review… We use the BFLD command when an original chapter 33 application is fully automated through MEB and creates a 1990A doc type in Fix Index. The CEST command will be used for all other original education claims to include doc type 1990Gs.
	Display Slide 15 "Knowledge Check" Before concluding today's training, let's do a quick knowledge check. What action will be required in BDN for the document types for chapter 33 applications listed on this slide.
	Display Slide 16 "Knowledge Check" The 1990 & 1990G will require the CEST command and the 1990A requires the BFLD command.

PowerPoint Slides	Instructor Activities
	Display Slide **17 "Training Recap"** Today we talked about what to expect from the first automated original applications for chapter 33 Veterans. We discussed when to BFLD and when not to BFLD. We talked about the doc types associated with original automation and the fix index queue which houses the fully automated original applications. We also provided a demonstration on how to BFLD for these claims found in the Fix Index. So, as a final reminder...we use the BFLD command when an original chapter 33 application is fully automated through MEB and creates a 1990A doc type in Fix Index. You will continue to follow current indexing procedures for all other original applications received.
	Display Slide **18 "References"** On this slide, we have included a link to the reference we used for using the BFLD command
	Display Slide **19 "Any Questions?"** Does anyone have any final questions or are there some questions we can cover with the group? If you have any questions, please be sure to send your questions to the training team at VAVBAWAS/CO/EDUCATION SERVICE TRAINING. A Q&A document will be provided in TMS along with the recording of today's presentation once edits are completed.

PowerPoint Slides	Instructor Activities
	DISPLAY Slide **20 "Info"** An assessment and survey have been assigned to you in TMS. The questions on the assessment are based on the information you learned today. You should be able to compete the assessment and survey within an hour. Be sure to complete both the assessment and survey to receive credit for this training.
	Display Slide 21 "Thank You" Thank you for attending today's training.