Pension and Fiduciary Service National Fiduciary Quality & Training Call Notes

Call Information	Date: Tuesday, February 21, 2017
	Time: 1:00 – 2:15pm ET
	TMS: VA 4202932 (Self-Study)

Contents

Call Meeting Minutes

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<tr><td rowspan="2">Quality Error Trends</td><td>Fiduciary Quality Accuracy Director’s Performance Dashboard

December 2016 - 86.4%
January 2017 - 86.7%

The errors for the December 2016 period are in the Administrative Errors (41 errors) and Beneficiary Protection (16 errors) categories.

The errors for the January 2017 period are in the Beneficiary Protection (33 errors) and Administrative Errors (22 errors) categories.</td></tr>
<tr><td>The majority of errors fall under the category of Administrative Errors. Specifically, the errors relate to:
Notifying beneficiaries and their representatives of selection of the fiduciary to manage the beneficiary’s funds
Verifying field examination reports are of record, professional, and proofread/edited prior to work item closure
Updating BFFS to reflect information obtained from the corresponding Work Item
Ensuring that information in the beneficiary record is accurate and correct
Sending notification of accounting approval
Uploading VA Form 21-592 to the eFolder
The second highest number of errors is in the category of Beneficiary Protection. Specifically, the errors relate to:
Establishing appropriate follow-up field examination diaries
Applying Streamlined Oversight when the beneficiary is eligible
Noting income and expense information in the FX report
Verifying dependent needs are met
Updating BFFS to establish an accounting due date or the next accounting due date
Ensuring VAF 21P-4703 is signed/dated prior to VAF 21-555
Questioning unusual or inappropriate expenditures.</td></tr>
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Medicaid Entitlement and PMC Referrals	38 CFR 3.551(i) limits to the amount of beneficiaries receiving Improved Pension benefits to $90 per month when Medicaid entitlement exists. Medicaid is available only to certain low-income individuals and families. Medicaid does not pay money to individuals; instead, it sends payments directly to health care providers. Immediately notify the PMC to consider award adjustment when: • a beneficiary resides in a Medicare approved nursing home/hospitalized at government expense and • has a Medicaid application pending or in is in receipt of Medicaid. Appropriate referrals to the PMC include: • mailing VA Form 27-0820, *Report of Information*, to PMC Centralized Mail Intake and inputting a note into BFFS/VBMS that the 0820 was mailed to centralized mail that requests a Medicaid adjustment or • uploading a copy of the email that documents the submission of the 27-0820 to the PMC. Streamlined oversight does not apply when a Medicaid application is pending approval. Refresher training is available in the VA Learning Catalog: Introduction to VA Pension For Field Examiners & LIE's (TMS ID 3883593)
Fiduciary Program Manual Chapter 2 Change Training (Train the Trainer)	P&F Service published updates to the Fiduciary Program Manual (FPM) and Fiduciary Program Guide (FPG) effective February 27, 2017. The rewrite of FPM focuses on updates to outdated language, inclusion of guidance from fast letters and policy letters, and changes in policy and procedural guidance. P&F Service reorganized FPM Chapter 2, *Field Examinations*, into a process-based flow. Each section reflects a step in the field examination process, from the requests for field examinations through the finalization of the field examination in the Fiduciary Hub. New sections include information regarding preparation for a field exam (section C) and finalizing the field examination in the fiduciary hub (section I). Additionally, sections regarding conducting and reporting field exams closely follows the organization of the FElux. P&F Service will not report quality accuracy for cases completed between February 27 and March 31, 2017 for inclusion on the Director's Performance Dashboard Measures. P&F Service will conduct and monitor quality during this

	timeframe for training and policy purposes only. P&F Service will resume quality reviews for reporting purposes on April 1, 2017. P&F Service will conduct a follow up call with local QRT personnel on Thursday, March 2, 2017 to address any questions concerning the new chapter. Questions and answers resulting from the train-the-trainer session may be found in Knowledge Management (KM) on Friday, March 3, 2017.

Questions from the Field

Area	Question	Answer
VA Form 21P-4706b, *Federal Fiduciary's Account*	Should the hub approve accountings submitted on a version of VA Form 21P-4706b dated prior to July 2016?	No, when reviewing accountings requested after September 1, 2016, hub personnel should request completion of the July 2016 version prior to approving or denying the accounting.
	What quality error will P&F Service cite related to the VA Form 21P-4706b?	P&F Service will call appropriate National quality error on any accounting approved without the appropriate form in accordance with the above guidance.
	What if the accounting call letter is not of record in VVA?	The accounting call letter is automatically generated and should be timely scanned into the eFolder.
	Are fiduciaries required to fill out page two? If not, does that page need to be included in order for the form to be considered complete?	Yes, fiduciaries are required to complete page 2 of VA Form 21P-4706b. VA requests updates on the fiduciary's background information and certification that the fiduciary did not default debts, is not subject to credit collection, and/or has not filed bankruptcy on page 2 of the form.

	If a fiduciary has a fiduciary fee overpayment can the accounting be approved and the request to refund the amount be in the approval letter?	No, reject the accounting. The fiduciary hub must monitor the case to ensure the reimbursement of the fee overpayment beneficiary account prior to approval. Additionally, personnel are reminded that appropriate referrals should be made when misuse is identified related to fee overpayments.
VA Form 21P-4718a, *Certificate of Balance on Deposit and Authorization. to Disclose Financial Record*	Regarding the 21P-4718a, is this form required, if all of the bank statements have been received for the entire accounting period? May the form be provided instead of bank statements? Also, if a fiduciary has a CD for the beneficiary can the 4718a be used to verify the account balance?	No, the 21P-4718a is not required in all cases. When evaluating federal fiduciary accountings, all bank statements for the period requested must be made available to VA for review. Fiduciaries may submit VA Form 21-4718a to verify funds in situations where verification through bank statements, are not available.
	Can we close the field examination without a 21P-4718a?	No, when requested, the field examination must be left in the active status until a 21P-4718a has been received and verified.
	Do we expect changes in ADP for IAs and FB exams in which the 21P-4718a is pending? Will that translate into a change in national targets?	Questions concerning performance targets should be directed to your designated District Office.

***VA Form 21-592**, Request for Appointment of a Fiduciary, Custodian or Guardian*	Is VA Form 21-592 going away?	No. FPM requires that VA Form 21-592 be record with the exception of final ratings of an inability to handle VA benefits processed by the fiduciary hub. For cases sent to the hub for fiduciary appointment, (i.e. final ratings by the VSC/PMC, IDES, Restricted Access Claims Center, etc.) a VA Form 21-592 must be of record.
Streamlined Oversight Training	Is refresher streamlined supervision training coming?	P&F Service is currently revising training materials for streamlined supervision to align with changes in processing outlined in the FPM Chapter 2 rewrite.

Ongoing Events

Date	Event
March 2, 2017	Follow up call with local QRT concerning FPM revisions
March 31, 2017	Completion deadline for TMS FPM Chapter 2 Change Training
April 1, 2017	FPM Chapter 2 updates subject to National quality review
April 10, 2017	BFFS 3.8 Release
May 8, 2017	FE Centralized Training FY 2017-3 begins
June 19, 2017	LIE Centralized Training FY 2017-1 begins

Next Monthly Quality & Training Call

The next National Fiduciary Quality & Training Call is on **Tuesday, March 21, 2017.**

P&F Service maintains a distribution list of all field QRT personnel for notification of upcoming Quality and Training calls. Please send an email to FFE.VBACO@va.gov notifying P&F Service of any changes to local QRT personnel.

Submit all comments and questions regarding these call notes and future calls to FFE.VBACO@va.gov.