Pension and Fiduciary Service (P&F)
Fiduciary Quality Call **Date: August 28, 2024**

TMS: # VA 4664472

AGENDA TOPICS

AGENDA ITEMS

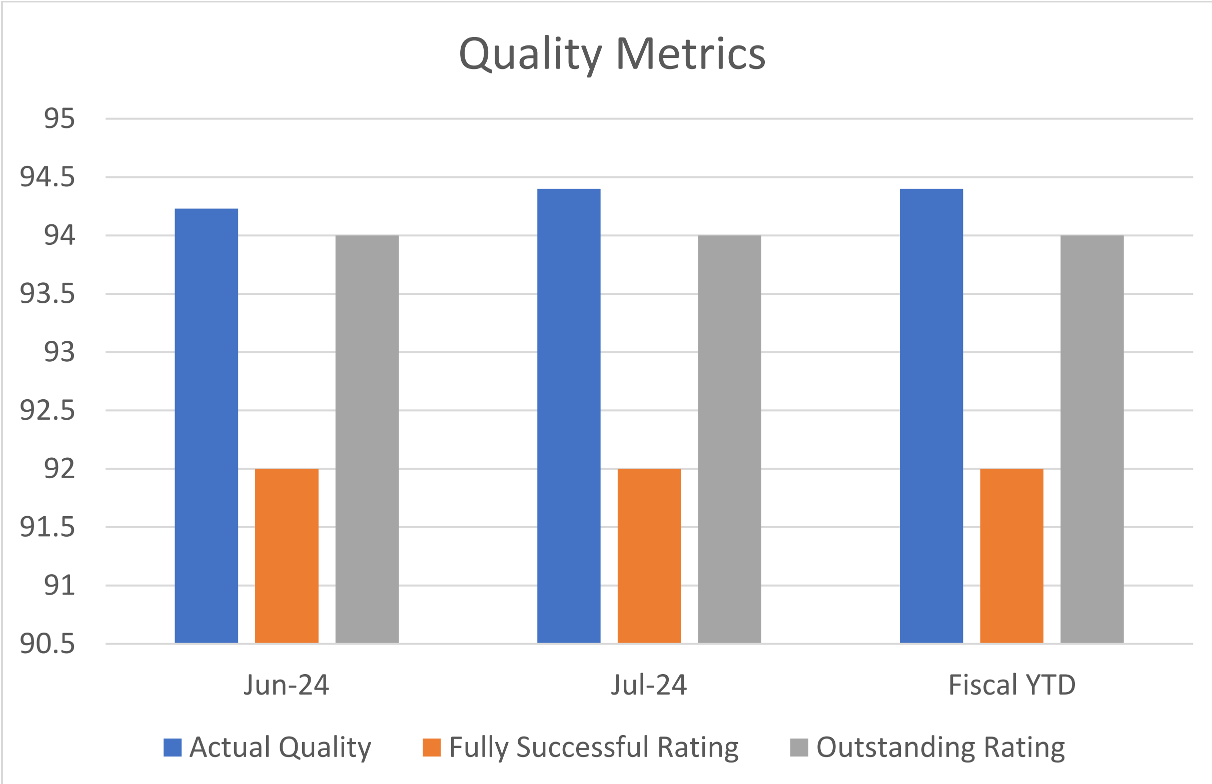
Agenda item: FIDUCIARY STAR BI-MONTHLY ANALYSIS **Presenter:** Travis Jones, Analyst

Target Audience: Quality Review Team (QRT) Program Specialists and Coaches/Assistant Coaches
Discussion:

Bi-Monthly Quality Review

The review included the national accuracy reporting results for June 2024 and July 2024 from transactions completed in May 2024 and June 2024. National fiduciary accuracy remains at the “Outstanding” target of 94.4 percent.

National Fiduciary Accuracy (Quality)	
June 2024	July 2024
94.23%	94.4%



Field Examination Error Key Takeaways

- When conducting a Criminal Background Check (CBI), carefully review the risk score and proper color (i.e., yellow, or green) ensuring what is uploaded into VBMS matches what is documented within the field exam report. If the CLEAR risk result is yellow, always document negative information and justify fiduciary selection.
- On Successor Initial Appointment (SIA) cases, ensure notification letters have the proper accounting due dates listed so the former fiduciary can accurately account.
- Always upload the credit report to the eFolder regardless of whether the subject of the report is appointed as fiduciary or not.
- On Initial Appointments (IA) for minor beneficiaries, each field examination must indicate whether the proposed fiduciary appears suitable to administer the minor beneficiary's current and future financial affairs. Capture all details of the fiduciary including:
    - First and Last name,
    - SSN,
    - DOB,
    - Relationship to the beneficiary,
    - Telephone number,
    - Email, if available,
    - Physical address, and
    - Mailing address.
- Update the fund usage review date in the Beneficiary Profile. Ensure a subsequent fund usage diary date occurs two years from the date of the Fund Usage Due letter being sent for the most recent Fund Usage Review (FUR).

Accounting and Fund Usage Error Key Takeaways

- Ensure the accounting approval notification letter is accurate and complete. For example, only list the letter as “final accounting” if that applies. If disapproved, state why (i.e., disapproved due to excessive fee error, etc.) and list the amount of the fees to be repaid to the beneficiary’s VA account).
- Language added to any notification letter should use the same font size and text style set in the template.
- Accounting Approval Letters addressing discrepancies should list those discrepancies within the body of the letter. State they have been reconciled; followed by uploading the Accounting Approval Letter, with reconciled discrepancies, into the eFolder and notify the fiduciary.
- When a Notification letter is sent to the fiduciary concerning a surety bond, the beneficiary must be notified, in writing of the bond requirement.
- Ensure that the Notification letter has the correct address listed for proper routing of letter. Returned mail is indicating that letters are being sent to old addresses.
- Review the direct deposit account numbers in SHARE, on the Standard Form 1199A and the bank statements to verify that the accounts are correct.

References/Contacts

- ✓ M21-4 Chapter 8. Fiduciary Hub (Hub) National Quality Reviews
- ✓ FPM I.2. Field Examinations
- ✓ FPM I.3. Accounting
- ✓ FPM I.6. Fund Usage Oversight
- ✓ Quality Management System (QMS)

Agenda item: FIDUCIARY ACCOUNTINGS SUBMISSION TOOL (FAST) INTEGRATION **Presenter:** Dameon Cox, Analyst

Target Audience: QRT Program Specialists and Coaches/Assistant Coaches

Discussion: P&F announced the upcoming integration of the Fiduciary Accountings Submission Tool (FAST) with the Veterans Benefits Management System (VBMS). This is an exciting milestone that will greatly enhance the accounting review process by providing seamless communication between systems.

The FAST/VBMS integration will include the following enhancements:

- Document transfer- Provides internal users with the ability to seamlessly upload documents to the VBMS electronic claims folder(eFolder),
- Data Transfer- Allows FAST accounting information to automatically populate in the VBMS-Fiduciary Accounting Audit Tool (AAT), and
- New Document Flag- Identifies documents that have been uploaded by the fiduciary after the accounting has been submitted.

Question 1: Will the FARs upload the documents directly out of FAST once the integration is complete?

P&F Response: Whomever the hub designates to upload documents will be able to upload all documents easily with the new functionality between the two systems.

Question 2: Will P&F provide training to hub personnel or will QRT personnel be expected to give the training?

P&F Response: As part of the Change Management process, P&F will be providing the training.

Question 3: Once the information is uploaded into the VBMS audit tool, can that information be edited?

P&F Response: Yes, the information can be edited once it is uploaded into VBMS.

Agenda item: OUTDATED FORMS and RESCINDED FACTSHEETS **Presenter:** Christine Hohnholt, Analyst

Target Audience: QRT Program Specialists and Coaches/Assistant Coaches

Discussion: P&F Automation found that the hubs were releasing letters with outdated forms and discontinued factsheets. This is creating rework when the outdated form is received.

Key Points to Remember

- A form becomes outdated when a newer version of the form is released.
- VA can accept outdated forms only in limited circumstances.
- When it cannot be accepted the form is treated as a request for application.
- Automation is unable to process claims when the information is received on outdated forms.
- Outdated forms hold up the claims process times because an outdated form will cause the claim to be kicked out of automation system and routed to a Veterans Service Representative (VSR) for processing.
- An outdated form does not secure entitlement date like an intent to file.
- An outdated form can result in a later entitlement date for the claimant.
- Check for current forms at VA Form Website.
- Many of the VA factsheets have been rescinded and replaced with pages at www.va.gov
- Using outdated and discontinued factsheets may provide inaccurate information to claimants.
- Check for current factsheets at Fact Sheets - Veterans Benefits Administration (va.gov).

References/Contacts

- ✓ M21-1, II.i.2.B.4.a-d Handling Outdated or Discontinued Forms
- ✓ About VA Form 21P-534EZ | Veterans Affairs - Application for DIC and Survivors Pension, and/or Accrued Benefits issued April 30, 2024
- ✓ About VA Form 21P-530EZ | Veterans Affairs - VA Form 21P-530EZ Application for Burial Benefits issued May 24, 2024
- ✓ About VA Form 21P-527EZ | Veterans Affairs - VA Form 21P-527EZ Application for Pension issued April 9, 2024

- ✓ Compensation Service Intranet Home Page
- ✓ Fact Sheets - Veterans Benefits Administration (va.gov)
- ✓ Publications Index
- ✓ VA Form Website

Agenda item: PUBLISHED MANUAL CHANGE REQUIREMENTS **Presenter:** Michelle Betserai, Analyst

Target Audience: QRT Program Specialists and Coaches/Assistant Coaches

Discussion: P&F Policy & Procedure Team discussed the updates published on July 29, 2024, to FPM, Part 1.2.C, and FPM Part 1.5.A, and the update published on August 14, 2024, to FPM, Part 1.2.E, regarding field exam documents that will no longer be permitted in the field exam reports.

Documentation requirements associated with "Initiative 7" of the Fiduciary 12 Point Modernization Plan was also discussed. Policy & Procedure discussed the limitations of field examination documents within the eFolder that would eliminate the documents that would not make a difference to the outcome of the field exam or documents that is not legally or statutorily required in the field exam report.

References/Contacts

- ✓ FPM, Part 1, Chapter 2, Section C - Initial Appointments (IAs) and Successor IAs (SIAs)
- ✓ FPM, Part 1, Chapter 5, Section A - Supervised Direct Pay (SDP)
- ✓ FPM, Part 1, Chapter 2, Section E – Field Examination Documentation

Closing Comments

P&F Quality Mailbox:

We will solicit for agenda topic(s) for each future Quality Call. If you have a specific topic suggestion, please feel free to email it to the P&F Quality mailbox at PFTNGQUALOVRST.VBACO@va.gov

For specific policy and procedures related topics, please send inquiries through the P&F Field Inquiry Tool (FIT).

TMS Courses and Quality Call Bulletins:

Available content from the Quality Call (bulletin, recording, etc.) will be available in TMS. The TMS # for the August 2024 Fiduciary Quality Call is VA 4664472.
The next Quality Call will be presented in October 2024.