



VETERANS BENEFITS ADMINISTRATION

Pension & Fiduciary Service

VBMS Migration User Guide

Management Edition

October 27, 2020

Version 1.0

PENSION AND FIDUCIARY SERVICE

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WARNING:

This is not a formal document and is intended for Internal Use Only.

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Introduction

The Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA) and Pension and Fiduciary Service (P&F) are pleased to announce the migration from the Beneficiary Fiduciary Field System (BFFS) to the Veterans Benefits Management System-Fiduciary (VBMS-Fiduciary). VBMS-Fiduciary will boost both your claims processing and workload management capabilities.

This user manual has been developed to guide you through many of the activities that you will be performing daily in VBMS-Fiduciary. A series of job aids and wireframes are included to take you step-by-step through essential tasks. A Table of Contents, with hyperlinked entries, will ease your navigation through this document.

The VBMS Migration User Guide will assist you in the transition to VBMS-Fiduciary and ensure your success with the new system. We feel confident the migration to VBMS-Fiduciary will provide you with more control and job satisfaction.

If there are questions or issues not addressed here, please contact Pension and Fiduciary Training Team at PFTNGQUALOVRST.VBACO@va.gov.

We appreciate your flexibility during this migration and wish you continued success in providing world-class customer service to our Veterans and their beneficiaries.



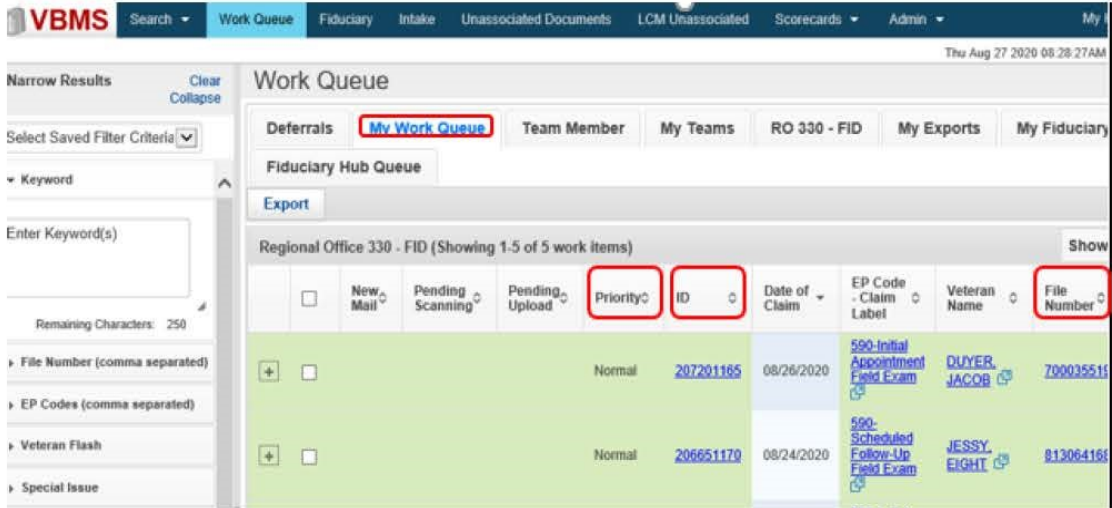
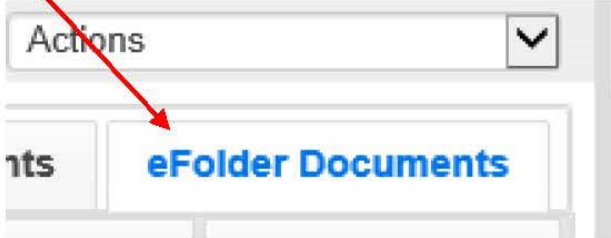
VBMS-Fiduciary Accounting Workflow

INSTRUCTIONS FOR LEGAL INSTRUMENTS EXAMINERS (LIEs)

PURPOSE: To clarify the Accounting Workflow in VBMS.

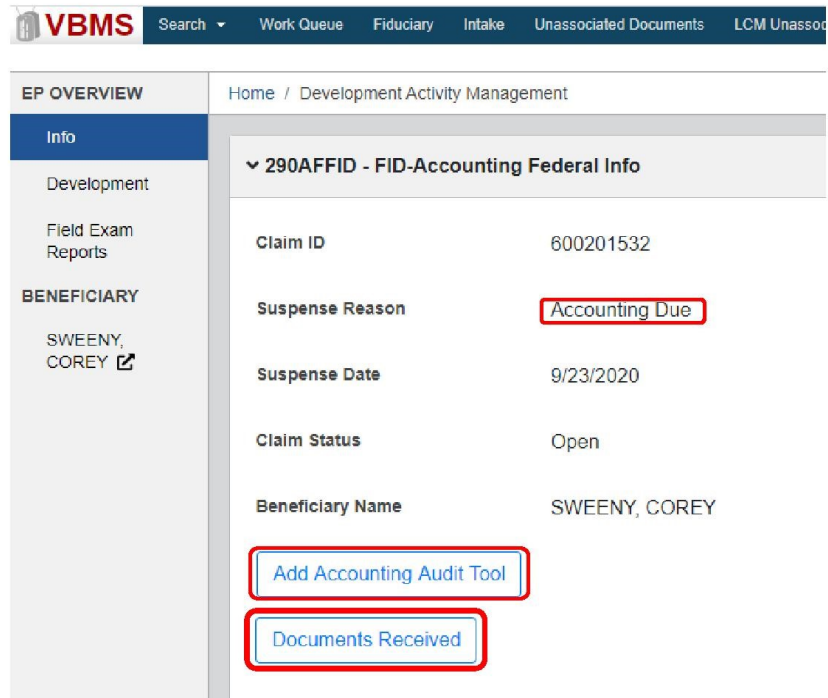
DISCLAIMER: All Claim ID#,s, File #,s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

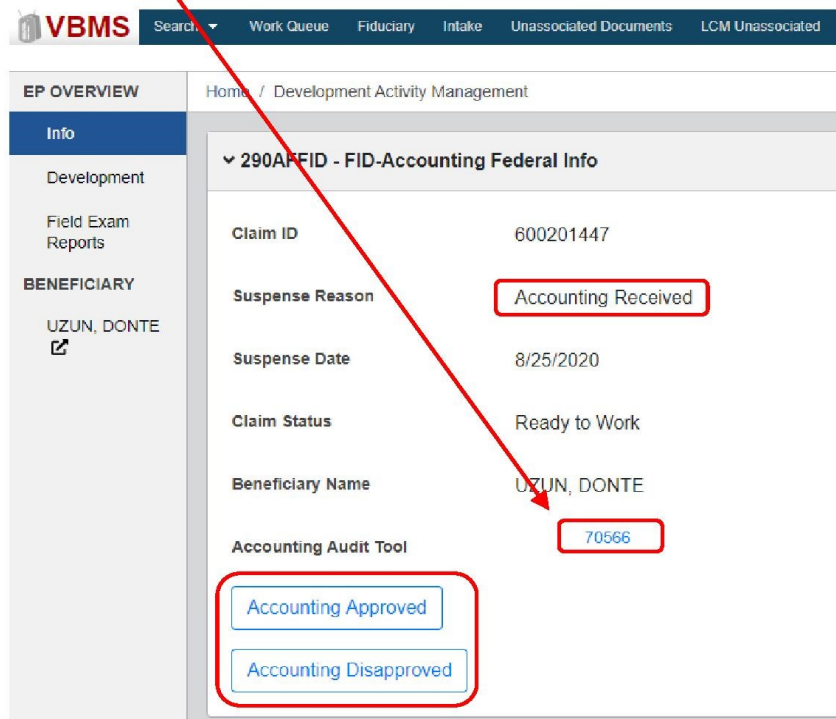
STEPS	ACTIONS
<p>1. Begin an accounting workflow in VBMS</p>	<ul style="list-style-type: none"> LIE locates and tracks the Accounting End Product (EP) internally in VBMS  <ul style="list-style-type: none"> LIE reviews eFolder to ensure that all accounting documents have been received 

2. Accounting review

- LIE ensures suspense reason is updated to **Accounting Received**
 - ✓ If the suspense reason is **Accounting Due** and all documents have been received, the **Documents Received** button needs to be selected
- LIE selects **Add Accounting Audit Tool**



- Status of **EP** and **Accounting Audit Tool** are shown below:
 - ✓ To access and populate the **Accounting Audit Tool** you must select the provided link



➤ LIE populates the **Accounting Audit Tool**

The screenshot shows the 'ACCOUNTING AUDIT TOOL' interface. On the left is a navigation menu with options: General Information (selected), Incomes, Expenses, Assets, FUM Summary, Bonds, Approval, and Notes. The main content area is titled 'General Information' and contains the following fields:

- Beneficiary Name:** KEMMLER, BEN [🔗](#)
- * Fiduciary Name:** Tell Your Folks I Says Hi LLC
- Owner:** MICHELE CARLSON-LLIE / CARLSON_M_LLIE
- Accounting Audit Tool Name:** Tell Your Folks I Says Hi LLC 2020-2020
- Created Date:** 08/21/2020 1:10:43 PM
- * Accounting Period Start Date:** 05/05/2020
- * Accounting Period End Date:** 08/21/2020
- * Starting Balance:** (empty field)

3. Accounting approval/disapproval

➤ The LIE will indicate approval or disapproval within the **Accounting Audit Tool**
✓ All documents will be in VBMS for review

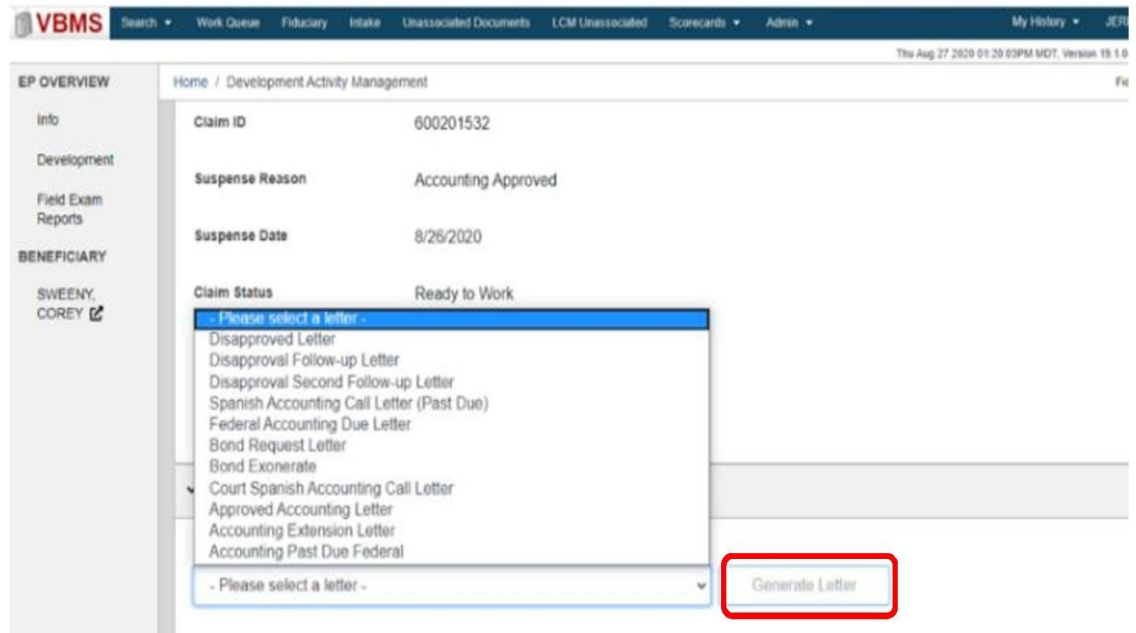
The screenshot shows the 'ACCOUNTING AUDIT TOOL' interface with the 'Approval' section selected in the navigation menu. The main content area is titled 'Audit Approval' and contains the following fields:

- Accounting Approved?:** Yes
- * Accounting Diary:** Annual
- * Approval Date:** 08/21/2020
- Next Accounting Period Start Date:** 11/30/1899

A red rounded rectangle highlights the 'Accounting Approved?', '* Accounting Diary', '* Approval Date', and 'Next Accounting Period Start Date' fields.

➤ The follow-up diary will be automatically established based on the information entered in the **Accounting Audit Tool**

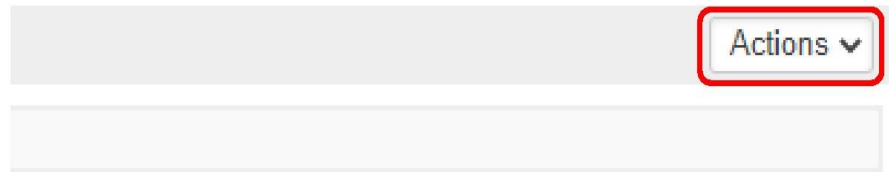
- LIE returns to the **EP Overview** screen and **Generates** all applicable letters



- LIE selects **Accounting Approved** or **Accounting Disapproved** to advance the EP 290

4. EP 290 Closure

- If the accounting is disapproved, the **Accounting EP 290** will remain open.
- If the accounting is approved, the LIE must manually close the **EP 290** from the **VBMS Work Items** screen



Station: 330

Priority: NORMAL





VBMS-Fiduciary

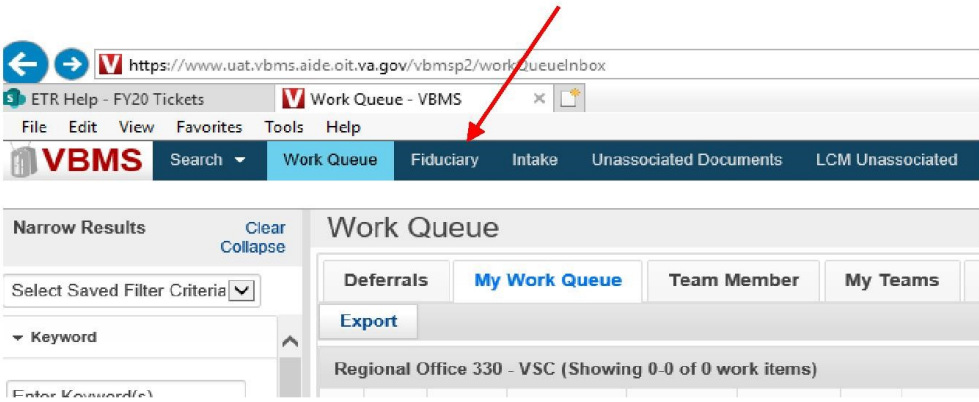
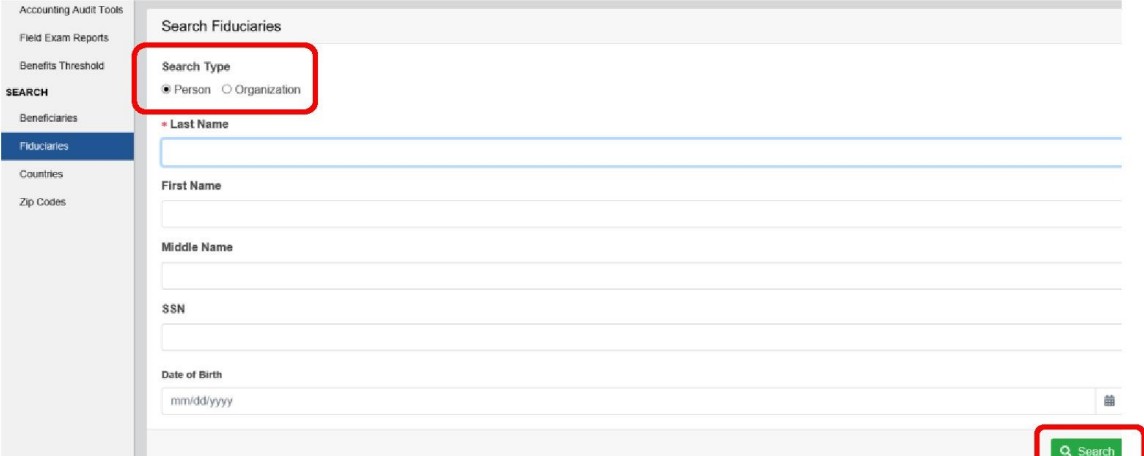
Create a Fiduciary Record

INSTRUCTIONS FOR LEGAL INSTRUMENT EXAMINERS (LIE) AND FIDUCIARY SERVICE REPRESENTATIVES (FSR)

PURPOSE: To provide fiduciary hub employees with a high-level, step-by-step process for creating a fiduciary record in VBMS.

DISCLAIMER: All Claim ID#,s, File #,s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
<p>1. Search for an existing Fiduciary Record</p>	<ul style="list-style-type: none"> ➤ Log into VBMS Fiduciary by selecting Fiduciary in the top menu bar  <ul style="list-style-type: none"> ➤ Select the Fiduciary Search tab ➤ Select a Search Type ➤ Complete the open fields ➤ Select Search at the bottom right of the screen 

2. Create the new Fiduciary Record

➤ Select the **Create Fiduciary** button at the top right of the screen

Search Fiduciaries

Filter Results

Status	Name	SSN	Date of Birth	Physical Address	
Active	[REDACTED]	135792468	07/09/1979	4455 MAIN AVE GALESBURG, IA 50232	View Profile

15 items per page Showing 1 - 1 of 1

➤ All required fields in the **Fiduciary Profile** must be completed

ADMIN Home / Fiduciary Profile / MONEY, LOVEY (Active) Fiduciary UI 0.3.5, Service 0.3.5

View Audit History

FIDUCIARY PROFILE

Fiduciary Information

Onsite Data

Contact Information

Active Beneficiaries

Mailing Address

Physical Address

Notes

Admin Tasks

Misuse Records

▼ Fiduciary Information

First Name Middle Name Last Name Suffix

SSN Date of Birth

Flags

Spanish Speaking

Consider as Professional Fiduciary

VIA Caregiver

Do Not Appoint

Onsite Review Date Credit Check Background Check

mm/dd/yyyy 05/05/2020 05/05/2020

▼ Onsite Data

Beneficiary Count Last Onsite Date Next Onsite Date

[Merge Fiduciaries](#) [Stop sharing](#) [Hide](#) [Cancel](#) [Save Changes](#)

3. Select the Active Beneficiary associated with the Fiduciary Record

➤ Select the appropriate beneficiary record in the **Active Beneficiaries** section

Fiduciary Information

Onsite Data

Contact Information

Active Beneficiaries

Mailing Address

Physical Address

▼ Active Beneficiaries

Filter Results

Name	File Number	SSN	Beneficiary Type	Hub
------	-------------	-----	------------------	-----

4. Add Notes to the record (Optional)

➤ If you desire to add additional information, you may do so in the **Notes** section

➤ Select **Add Note** at the right of the screen

▼ Notes

Filter Results

[+ Add Note](#)

Note	Author	Date Created
------	--------	--------------

5. Finish and save your work

➤ Review all entries for completeness and accuracy

➤ Select **Save Changes** at the lower right of the screen

➤ The system will save the information and open the new fiduciary record



VBMS-Fiduciary

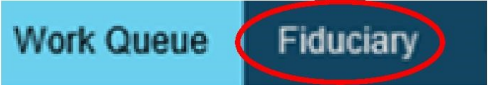
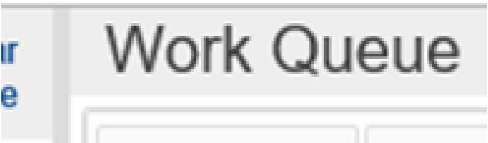
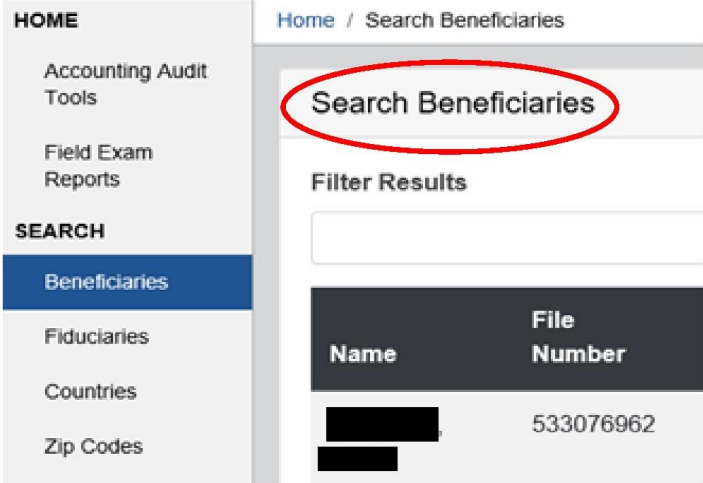
Creating and Tracking an Admin Task

INSTRUCTIONS FOR FIDUCIARY HUB EMPLOYEES

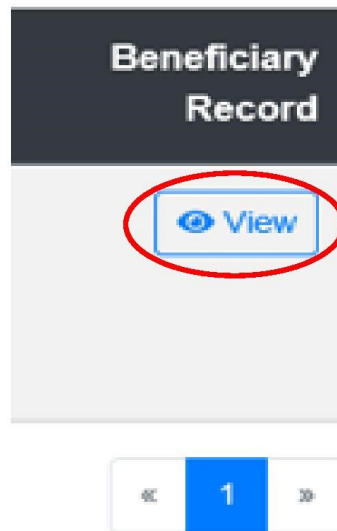
PURPOSE: To clarify the process and staff responsibilities when creating and tracking an admin task within VBMS.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

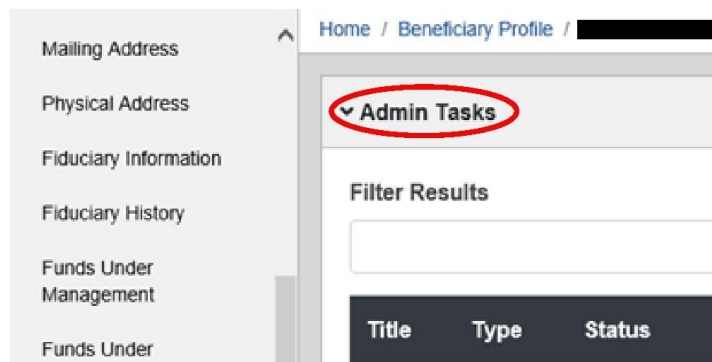
STEPS	ACTIONS				
1. Locate beneficiary record	<p>➤ Starting from the Home screen, select the Fiduciary tab</p>   <p>➤ From the panel on the left side of your screen, select Beneficiary to prompt the Search Beneficiaries screen</p>  <table border="1" data-bbox="943 1759 1333 1955"><thead><tr><th>Name</th><th>File Number</th></tr></thead><tbody><tr><td>[REDACTED]</td><td>533076962</td></tr></tbody></table>	Name	File Number	[REDACTED]	533076962
Name	File Number				
[REDACTED]	533076962				

- Search for a beneficiary utilizing the desired search data and select **View**



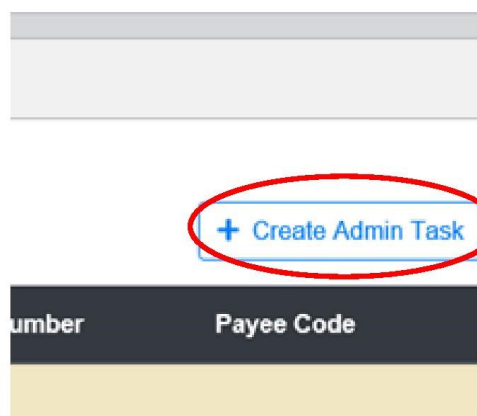
2. Create an Admin task

- Within the **Beneficiary Profile** banner, on the lower left side of the screen, locate and select **Admin Tasks**



- ✓ Any table in the profile can be filtered using the **Filter Results** field

- Select **Create Admin Task** located on the right side of the screen



3. Create a Field Service Representative (FSR) action

- Locate the **FSR Action** dropdown tab and select the desired action
 - ✓ **Title** and **Type** fields must be selected and are linked
 - ✓ **Station of Jurisdiction** (Fiduciary Hub), will automatically generate based on who is selected as the **Admin Task Assignee**

Home / Create Admin Task

Beneficiary Name
[REDACTED]

Title
Please select a value

Type
OTHER

FSR Action
Please select a value

- The **Priority** field is not required, but is available as an option
- **Days pending** will reduce based on date the task was created

VA File Number
533076962

Priority
Please select a value

Days Pending
0

4. Assign fiduciary user

- Assign a Fiduciary user from the **Fiduciary User** drop down

Assigned To

FINANCIAL PLANNING

Assign New User

- Select **Assign New User** to save

5. Edit changes

- Select **Date Received** and **Due Date** from the appropriate drop-down fields and enter desired dates

The screenshot shows a form with three main input fields. The first field is labeled "Date Received" and contains the placeholder text "mm/dd/yyyy". The second field is labeled "Due Date" and also contains "mm/dd/yyyy". The third field is labeled "Description" and contains the placeholder text "Type description". Red circles are drawn around the "Date Received" and "Due Date" labels. Red arrows point from the text above to these two labels. The "Description" label is also enclosed in a red box.

- **Description** is a brief description of the task request
- Select **Save and Return** to be sent back to the beneficiary profile

The screenshot shows a button bar with two buttons: "Save" and "Save and Return". Both buttons are blue with white text and a lock icon. The "Save and Return" button is circled in red. A red arrow points from the text above to this button.



VBMS-Fiduciary

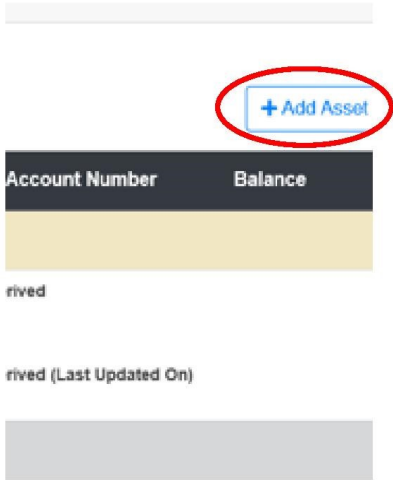
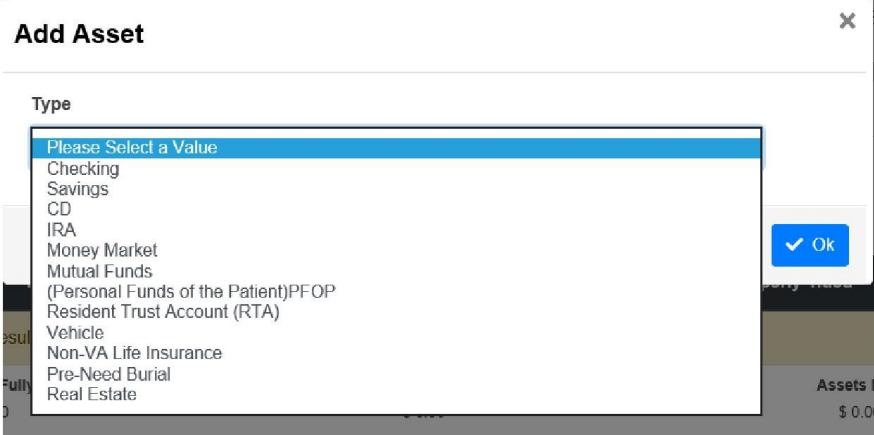
Documenting Assets in the Field Exam Report

INSTRUCTIONS FOR FIELD EXAMINERS (FEs)

PURPOSE: To ensure assets are documented accurately in the Field Exam Report and Beneficiary Record.

DISCLAIMER: All Claim ID#,s, File #,s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only

STEPS	ACTIONS
<p>1. Adding Assets to the Field Exam Report</p>	<p>➤ In the Assets section of the Field Exam Report, select Add Asset</p>  <p>➤ Select the appropriate type of Asset from the drop-down list</p> 

2. Adding Liquid Assets

➤ Make sure to accurately enter the information for all **liquid assets**. See the picture below:

The screenshot shows a modal window titled "Add Asset" with a close button (X) in the top right corner. The form contains the following fields:

- Type:** A dropdown menu with "Checking" selected.
- Description:** A text input field.
- * VA Derived?:** A dropdown menu with "Please Select a Value" selected.
- Properly Titled:** A dropdown menu with "Please Select a Value" selected.
- Name of Institution:** A text input field.
- Balance Date:** A date input field with a calendar icon, showing "mm/dd/yyyy".
- Account Number:** A text input field.
- Balance:** A text input field with a dollar sign icon, showing "0.00".
- Managed By:** A dropdown menu with "Please Select a Value" selected.

At the bottom right of the form are "Cancel" and "Ok" buttons.

3. Documenting non-liquid assets

➤ Make sure to accurately document **non-liquid assets** in the field exam report

The screenshot shows a modal window titled "Add Asset" with a close button (X) in the top right corner. The form contains the following fields:

- Type:** A dropdown menu with "Real Estate" selected.
- Property Type:** A dropdown menu with "Primary Residence" selected.
- Address:** A section containing:
 - Address Type:** A dropdown menu with "Domestic" selected.
 - * Street 1:** A text input field.
 - Street 2:** A text input field.
 - Street 3:** A text input field.
 - * City:** A text input field.
 - * State:** A dropdown menu.

At the bottom right of the form are "Cancel" and "Ok" buttons.

REMINDER: The assets section of the Field Exam Report updates the beneficiary record and determines the amount of VA Funds Under Management (FUM). It is imperative that the asset information is entered accurately to ensure adequate protection of beneficiary funds.

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Fiduciary Work Item to End Product Job Aid

BFFS WI	Workflow Type	VBMS EP	Claim Label/Workflow	CEST Location	
511	Initial Appointment Adult	590	Initial Appointment Field Exam	VBMS Fiduciary	
516	Initial Appointment Minor				
513	Successor Initial Appointment Adult				Successor Initial Appointment Field Exam
518	Successor Initial Appointment Minor				
521	Scheduled Fiduciary/Beneficiary Adult				Scheduled Follow-up Field Exam
526	Scheduled Fiduciary/Beneficiary Minor				
522	Unscheduled Fiduciary/Beneficiary Adult				Unscheduled Follow-up Field Exam
527	Unscheduled Fiduciary/Beneficiary Minor				
531	Scheduled Streamline Exam				Telephone Follow-up Field Exam
540	Non-Program FX				Non-Program Field Exam
	NA – New Claim Label				Fund Usage Field Exam
	NA – New Claim Label				Expedited Initial Appointment Field Exam
565	Federal Fiduciary Accounting				290
560	Court Appointed Accounting	Fid-Accounting Federal/Court			
570	Misuse Case	Fid-Misuse			
	NA – New Claim Label	Fid-Fund Usage Review			
	NA – New Claim Label	Fid-Negligence Determination	VBMS-Core		
585	Higher Level Review	030	Fid-Higher Level Review	Case Flow	
586	Supplemental Review	040	Fid-Supplemental Claim Review	Case Flow	
	BFFS Task	400	Fid-Correspondence	VBMS Core-Fid	
587	NA - New Claim Label	930	Fid-Correction of Local Quality Error	VBMS-Core	
			Fid Correction of National Quality Error		
	Remand		Fid Appeals Control Post-BVA		
			Fid Appeals Control		
	NA - New Claim Label		Fid-Rvw/Ref/Other		




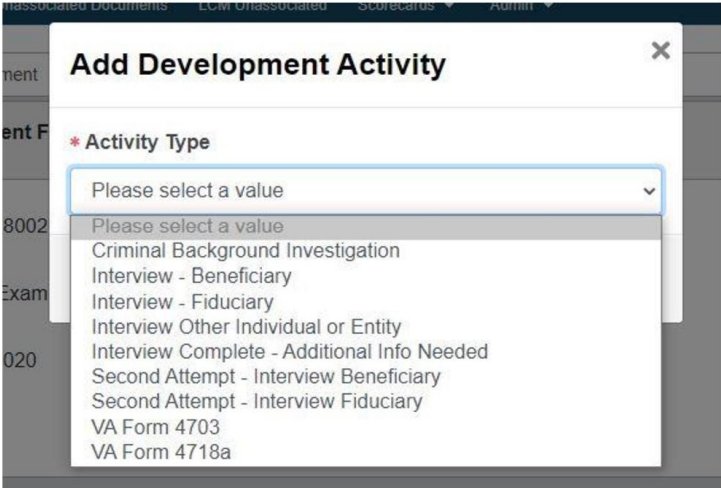
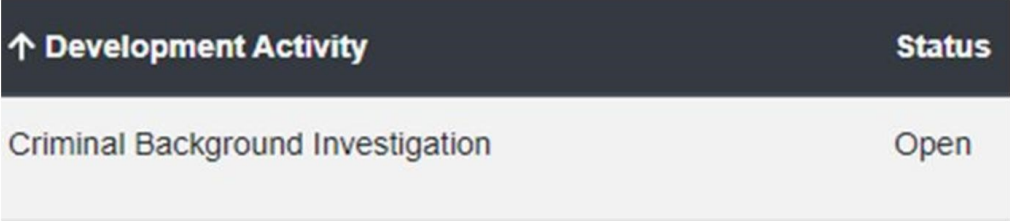
VBMS-Fiduciary Field Exam Development Activity

INSTRUCTIONS FOR FIELD EXAMINERS (FEs) AND FIDUCIARY SERVICE REPRESENTATIVES (FSRs)

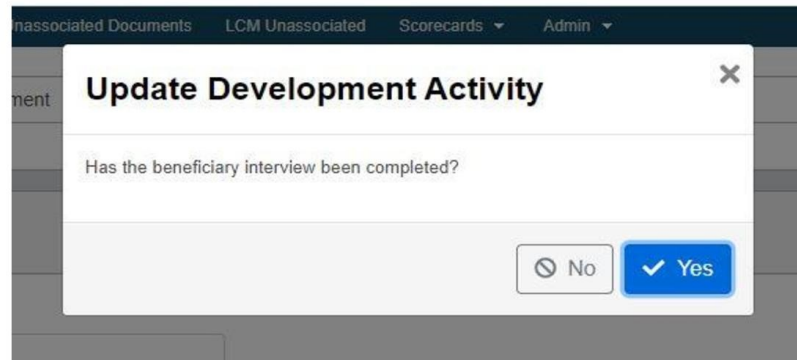
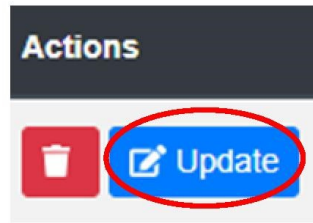
PURPOSE: To demonstrate how to manage development activities within a Field Examination End Product (EP).

WARNING: This is not a formal document and is for Internal Use Only.

DISCLAIMER: All Claim ID#,s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

STEPS	ACTIONS
<p>1. Track and update development activity in VBMS</p>	<ul style="list-style-type: none"> ➤ From the EP Overview screen of your Field Examination EP, navigate to the Development section ➤ Select Add Development Activity <div style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> ➤ Select the applicable development activity from the dropdown <div style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> ➤ VBMS-Fid will populate the selected development activity <div style="text-align: center; margin: 10px 0;">  </div>

- Update the status of all development activities as the items are completed






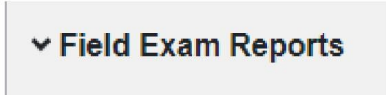
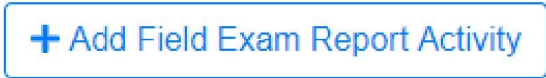
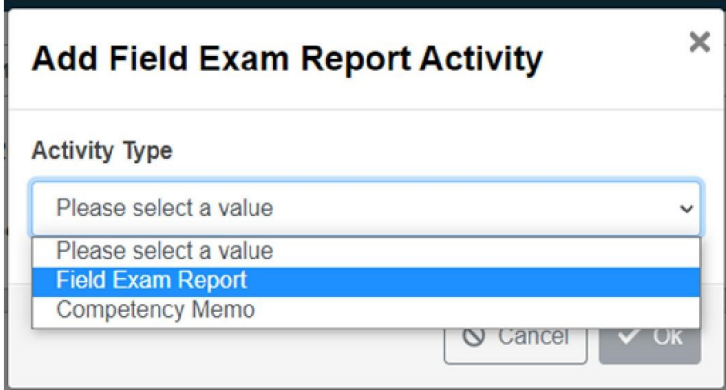
VBMS-Fiduciary Field Exam Report

INSTRUCTIONS FOR FIELD EXAMINERS (FEs) AND FIDUCIARY SERVICE REPRESENTATIVES (FSRs)

PURPOSE: To provide the fiduciary hub employees with high-level steps on how to complete the Field Exam Report process.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Locate the correct field examination End Product (EP)	<ul style="list-style-type: none"> In My Work Queue, locate the Field Examination EP Select the flyout icon underneath the EP to open the EP Overview screen in another tab 
2. Locate the field examination section	<ul style="list-style-type: none"> To generate a field exam report, go to the Field Exam Reports section  <ul style="list-style-type: none"> Select Add Field Exam Report Activity to add a new report  <ul style="list-style-type: none"> Select Field Exam Report from the dropdown 

➤ A Field Exam Report should now be available in the Field Exam Reports section. Select **Go to Field Exam** to enter the report



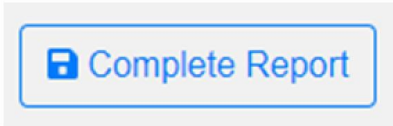
3. Type up the Field Exam Report

➤ Populate all applicable sections within the Field Exam Report

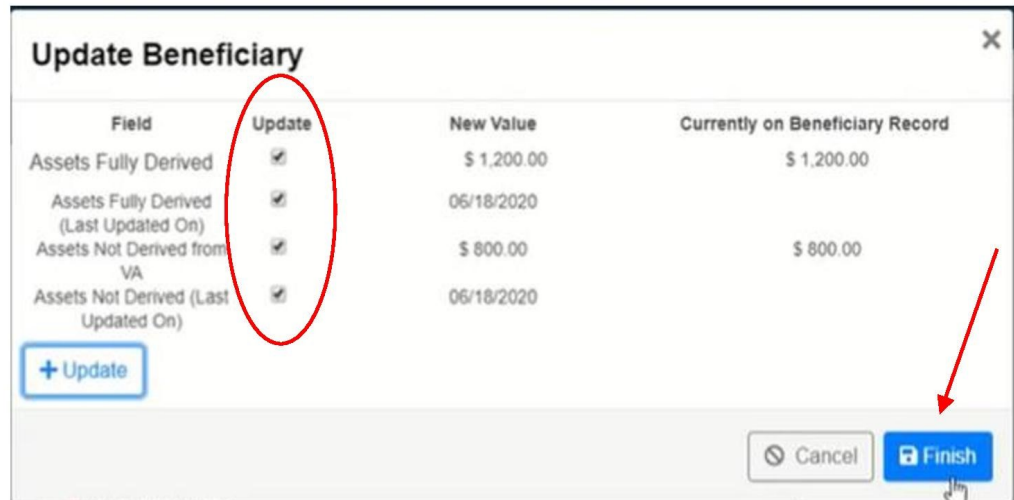
FIELD EXAMS
Exam Information
Beneficiary Information
Fiduciary Information
Preferred Fiduciary Information
Credit and Criminal Background Inquiry
Dependents
Other Interviews/Contacts
Capacity to Manage Funds
Environmental and Social Conditions
Income
Expenses (Including Debts and Loans)
Assets
Fees
Comments and Observations

4. Complete the Field Exam Report

- Select the **Complete Report** button



- Once you select **Complete Report**, the **Update Beneficiary Box** will pop up. You will select all sections of the beneficiary record that you would like to be updated based on the field exam report information and then select **Finish**



5. Upload Field Exam Report

- Once the Field Exam Report is completed, select the **Export** button



- Select the **Download** button
- A popup page will open. Select **Save as PDF** from the **Destination** dropdown
- Select **Save**

Destination: Save as PDF

Pages: All

Pages per sheet: 1

Margins: Default

Options: Headers and footers, Background graphics

Save Cancel

Cancel Export Mode Download

- Upload the Field Exam Report .pdf into the Beneficiary **e-Folder** within VBMS

Actions

1ts eFolder Documents



VBMS-Fiduciary Fund Usage Review Workflow

INSTRUCTIONS FOR FIDUCIARY HUB EMPLOYEES

PURPOSE: To clarify the process and steps involved with the Fund usage review workflow in VBMS.

WARNING: This is not a formal document and is for Internal Use Only.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

STEPS	ACTIONS
<p>1. Fund usage review established</p>	<ul style="list-style-type: none"> ➤ The EP290-FID-Fund Usage Review is automatically established based on the Fund Usage Diary Date but can also be manually established by the user ➤ EP290 Fund Usage review will be assigned to LIE in the Awaiting Bank Statements suspense <div data-bbox="487 1029 1193 1165" style="text-align: center;"> </div> <ul style="list-style-type: none"> ➤ LIE reviews the eFolder to see if bank statements have been received. If not, proceed to step 2. If they have been received, proceed to step 4
<p>2. Bank statements NOT received</p>	<ul style="list-style-type: none"> ➤ If the bank statements have only been requested once, request the bank statements a second time, and update the Development section accordingly ➤ Select Add Development Activity <div data-bbox="617 1554 1242 1974" style="text-align: center;"> </div>

- Once this has been completed, the EP290 suspense will be updated to **In Development**

▼ 290FURFID - FID-Fund Usage Review Info

Claim ID 600204969

Suspense Reason **In Development**

Suspense Date 10/4/2020

Claim Status Open

- LIE will attempt to provide telephone assistance first and then send a letter if the telephone assistance is unsuccessful
- To send a letter, the LIE will direct to the **Correspondence** section of the **EP Overview** Screen
- Select the appropriate letter from the **Choose a Letter** drop down menu and populate all required fields accordingly

▼ Correspondence

* Choose a Letter

- Please select a letter -

Generate Letter

- Please select a letter -

Fund Usage Additional Evidence Required Letter

Fund Usage Due Letter

Fund Usage Past Due Letter

Properly Titled Account Letter

Fund Usage Review Complete Letter

- LIE will **generate** the letter for mailing and upload to the **eFolder**

▼ Correspondence

* Choose a Letter

Fund Usage Additional Evidence Required Letter

Generate Letter

<p>3. Bank statements have NOT been received and have been requested TWICE to no avail</p>	<p>➤ If the bank statements have already been requested twice, an EP590 Field Exam should be established. The FE will attempt to resolve the issue through a field exam</p>																				
<p>4. Bank statements successfully received</p>	<p>➤ LIE will navigate to the EP Overview Screen and select Statements Received</p> <div data-bbox="646 636 1243 711" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>▼ 290FURFID - FID-Fund Usage Review Info</p> </div> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">Claim ID</td> <td>600204969</td> </tr> <tr> <td>Suspense Reason</td> <td>In Development</td> </tr> <tr> <td>Suspense Date</td> <td>10/4/2020</td> </tr> <tr> <td>Claim Status</td> <td>Open</td> </tr> <tr> <td>Beneficiary Name</td> <td>ANNARINO, DOMENIC</td> </tr> </table> <div data-bbox="643 1157 989 1251" style="border: 2px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center; color: #0070C0;">Statements Received</p> </div> <hr style="border: 0; border-top: 1px solid #ccc; margin: 10px 0;"/> <p>➤ This will advance the EP290 suspense to Pending Review</p> <div data-bbox="646 1352 1243 1428" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>▼ 290FURFID - FID-Fund Usage Review Info</p> </div> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">Claim ID</td> <td>600204969</td> </tr> <tr> <td>Suspense Reason</td> <td style="border: 2px solid red; padding: 2px;">Pending Review</td> </tr> <tr> <td>Suspense Date</td> <td>10/19/2020</td> </tr> <tr> <td>Claim Status</td> <td>Ready to Work</td> </tr> <tr> <td>Beneficiary Name</td> <td>ANNARINO, DOMENIC</td> </tr> </table> <div data-bbox="673 1906 912 1963" style="border: 1px solid #0070C0; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center; color: #0070C0;">Complete Review</p> </div>	Claim ID	600204969	Suspense Reason	In Development	Suspense Date	10/4/2020	Claim Status	Open	Beneficiary Name	ANNARINO, DOMENIC	Claim ID	600204969	Suspense Reason	Pending Review	Suspense Date	10/19/2020	Claim Status	Ready to Work	Beneficiary Name	ANNARINO, DOMENIC
Claim ID	600204969																				
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Claim ID	600204969																				
Suspense Reason	Pending Review																				
Suspense Date	10/19/2020																				
Claim Status	Ready to Work																				
Beneficiary Name	ANNARINO, DOMENIC																				



- If any additional development is needed before the fund usage review can be completed, the LIE will select **Add Development Activity**. This will place the EP290 in the **In Development** suspense

▼ 290FURFID - FID-Fund Usage Review Info

Claim ID	600204969
Suspense Reason	In Development
Suspense Date	10/4/2020
Claim Status	Open
Beneficiary Name	ANNARINO, DOMENIC

Statements Received

- Once the development activity has been completed, the LIE will select the **Update** button next to the referenced development activity

Claim Id	Development Activity	Status	Actions
600204969	Miscellaneous Evidence	Open	 

- LIE will select **Yes** to mark this development activity complete

Update Development Activity

Would you like to mark this activity as "Complete"?

5. Fund usage complete

- Once the Fund Usage Review is ready for completion, the LIE will navigate to the **Correspondence** section of the **EP Overview** Screen
- LIE will generate the **Fund Usage Review Complete Letter**
- LIE will select **Complete Review**

▼ 290FURFID - FID-Fund Usage Review Info

Claim ID 600204969

Suspense Reason Pending Review

Suspense Date 10/19/2020

Claim Status Ready to Work

Beneficiary Name ANNARINO, DOMENIC

Complete Review

- This step completes the fund usage review and advances the EP290 suspense to **Review Complete**

6. Final Steps

- If irregular funds usage or misuse red flags exist, the LIE will establish an **EP290 Misuse**
- If a surety bond is required, the LIE will establish a surety bond task
- LIE will manually close the EP290 Fund Usage Review via the **Work Items** screen (see **How to Close an EP Job Aid**)



VBMS-Fiduciary Initial Appointment Workflow

INSTRUCTIONS FOR FIDUCIARY SERVICE REPRESENTATIVES (FSRs) AND FIELD EXAMINERS (FEs)

PURPOSE: To clarify anticipated staff impacts and role changes for the Initial Appointment Workflow in VBMS.

DISCLAIMER: All Claim ID#,s, File #,s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Finalize incompetency rating	<ul style="list-style-type: none"> ➤ FSR completes the incompetency rating and authorizes the End Product (EP) 590 Due Process ➤ System auto generates new EP 590 Initial Appointment for an initial appointment field exam ➤ System auto generates a Beneficiary Record
2. EP is assigned to FE's work queue to conduct the field exam and submit for validation	<ul style="list-style-type: none"> ➤ FE completes the Field Exam <ul style="list-style-type: none"> ✓ Users can reference the Field Exam Report Job Aid for further instructions on how to complete a Field Exam <div data-bbox="396 1192 1403 1877" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <div style="display: flex;"> <div style="width: 30%; border-right: 1px solid #ccc; padding-right: 5px;"> <p>Capacity to Manage Funds</p> <p>Environmental and Social Conditions</p> <p>Income</p> <p>Expenses (Including Debts and Loans)</p> <p>Assets</p> <p>Fees and Surety Bond Protection (Bond)</p> <p>Comments and Observations</p> </div> <div style="width: 70%; padding-left: 5px;"> <p>* Beneficiary Name ANNARINO, DOMENIC 🔗</p> <p>* Type of Beneficiary <input type="text" value="Veteran"/></p> <p>* Beneficiary's Social Security Number 231413521</p> <p>* Name of Veteran ANNARINO, DOMENIC</p> <p>* VA File Number 231413521</p> <p>* Veteran's Social Security Number 231413521</p> <p>* Date of Request</p> </div> </div> <div style="margin-top: 10px; display: flex; justify-content: flex-end; gap: 10px;"> <input type="button" value="Complete Report"/> <input type="button" value="Export"/> </div> </div>

➤ FE selects **Ready for Validation** once complete

VBMS Search Work Queue Fiduciary Intake Unassociated Documents LCM Unassociated Scorecards Admin My History JEREMY HARLEY-FFSR

Wed Aug 26 2020 08:24:06PM MDT, Version 19.1.0-20200826-1541, ID 60033

Home / Development Activity Management

Fiduciary UI 0.2.29, Service 0

EP OVERVIEW

Info

Development

Field Exam Reports

BENEFICIARY

SATTLEY, FLORENTINO

▼ **590IAFE - Initial Appointment Field Exam Info** [Suspend Benefits](#)

Claim ID	600196936	Beneficiary Name	SATTLEY, FLORENTII	Ready For Validation
Suspense Reason	Typing Field Exam Rep	Fiduciary Name	Weber Fiduciary Ltd	
Suspense Date	09/09/2020			
Claim Status	Open			Transfer to Secondary Jurisdiction

▼ **Development** [Whereabouts Unknown - 1st Attempt](#)

Filter Results

[+ Add Development Activity](#)

Claim Id	Development Activity	Status	Actions	Link
600196936	Interview - Beneficiary	Complete		
600196936	Interview - Fiduciary	Complete		
600196936	VA Form 4703	Complete		

10 items per page Showing 1 - 3 of 3

3. FSR validates the Field Exam and generates letters

- FSR will review the **Field Exam Report** for completeness/accuracy
- FSR will review letters for completeness and accuracy and then select **Generate Letter** to upload to eFolder and mailing

▼ **Field Exam Reports**

Filter Results

[+ Add](#)

Claim Id	Field Exam Report Activity	Status	Actions
600197107	Field Exam Report	Open	Go to Field Exam Generate Letter Export

10 items per page Showing 1 - 1 of 1

➤ Select the **Promulgate EP – Generate Award** button to generate the EP for promulgation

The screenshot shows the VBMS (Virginia Benefits Management System) interface. At the top, there is a navigation bar with options like 'Search', 'Work Queue', 'Fiduciary', 'Intake', 'Unassociated Documents', 'LCM Unassociated', 'Scorecards', 'Admin', 'My History', and the user 'JEREMY HARLEY-FFSR'. Below this, the page title is 'Home / Development Activity Management'. The main content area is titled '590IAFE - Initial Appointment Field Exam Info'. It contains a table with the following information:

Claim ID	600192194	Beneficiary Name	SURBER, CLARE
Suspense Reason	Field Exam Validation	Fiduciary Name	Guardians
Suspense Date	07/09/2020		
Claim Status	Ready for Decision		

Buttons visible in the interface include 'Suspend Benefits', 'Promulgate EP - Generate Award' (circled in red), 'Transfer to Secondary Jurisdiction', and 'Incomplete'.

4. FSRs promulgate and authorize the award in VBMS-A

- The FSRs will promulgate and authorize the award in VBMS-A
- There is no significant change to this portion of the process from the prior process
- Upon authorization of the award, the EP590 IA will automatically close
- This concludes the EP590 IA process



VBMS-Fiduciary

Manage Team Workload in VBMS

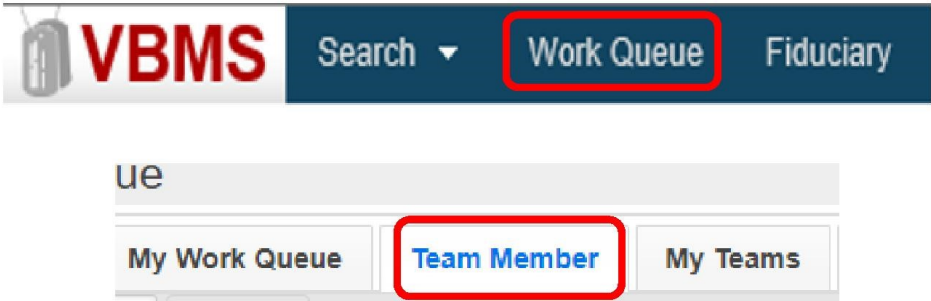
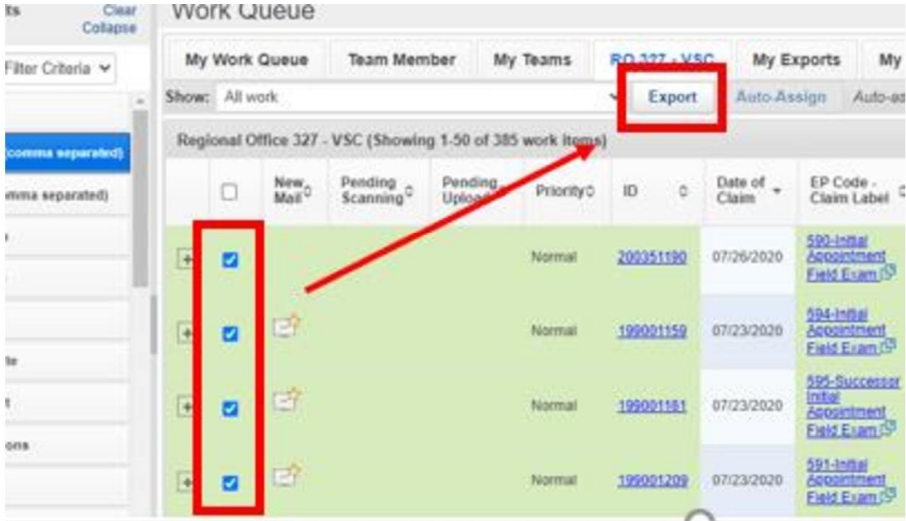
INSTRUCTIONS FOR FIDUCIARY MANAGERS

PURPOSE: To clarify the process and steps involved with managing a team’s workload in VBMS.

PREREQUISITES: Management must have a team assigned to them along with supervisor permissions in VBMS.

DISCLAIMER: All Claim ID#,s, File #,s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Locating the team member tab	<p>➤ Starting from the Work Queue menu bar navigate to the Team Member tab to review current assignments</p> 
2. Exporting a workload to Excel	<p>➤ Select the check box indicating the desired number of claims</p> <p>➤ Select the Export icon</p> 

- Select **Go to My Exports**

Your export has been started.

The work items you exported are in process. Check the status of your export by visiting the "My Exports" tab.



- Select **Download** from the **Action** dropdown menu
- Save downloaded files to the desired folder on your PC

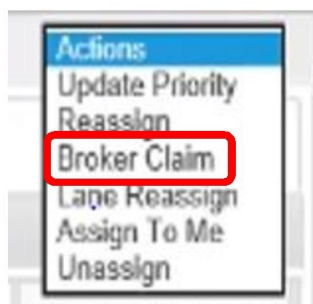
My Fiduciary Queue		Fiduciary Hub Queue	
Started	File Size	Status	Action
2020 09:03:46 EDT	203.5 KB	Completed	Choose ▾

3. Brokering claims

- From your **Work Queue** select the check box next to desired claims
- Select the **Actions** dropdown tab in the upper right-hand corner



- Select **Broker Claim** from the Actions dropdown menu



- Select **Broker to** and then select the desired receiving station
- Enter a note in the **Permanent Note** indicating details
- Select **Submit**


Broker Work Items


Brokering Notice: The claim will be reassigned to the selected claim authority and if the claim or claims selected were previously assigned to a particular user, the claim will change to being unassigned and that user and anyone else at that user's claim authority will no longer have access to view the claim.

* Broker to:

* Permanent Note:


* = Required Fields

* Work Items: 590-Initial Appointment Field Exam ANNARINO, DOMENIC 




4. Reassigning work items

- In the **Work Queue** tab, select the specific work claim that you would like to reassign
- Select **Reassign** from the **Action** menu dropdown

Actions 

Actions

Update Priority

Reassign 

Broker Claim

Lane Reassign

Assign To Me

- Select from the dropdown menus to input all required information indicated by a red asterisk for the reassignment of desired work item
- Select **Submit**

Reassign Work Item

Select a user for reassignment: Unassigned

Select a team for reassignment: Unassigned

* Select a VSC or Special Mission for reassignment: 330 - Milwaukee Regional Office

Set priority to: Select

* Permanent Note: Enter a reassignment note

* = Required Fields

* Work Items

590-Initial Appointment Field Exam	ANNARINO, DOMENIC	✘
400-D2D-Pre Discharge (400)	ANNARINO, DOMENIC	✘

Submit Cancel

5. Assigning work items to yourself

➤ In the **Work Queue** tab, select the check box for work item you are assigning

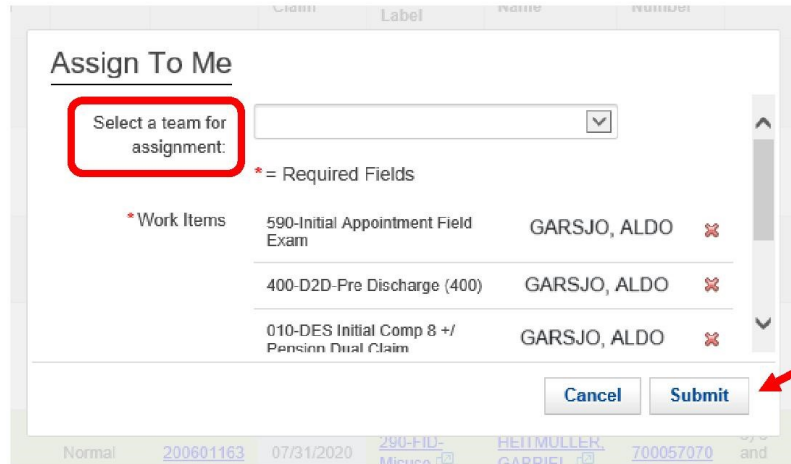
	<input type="checkbox"/>	New Mail	Pending Scanning	Pending Upload	Priority	ID
	<input checked="" type="checkbox"/>				High	185901151
	<input checked="" type="checkbox"/>				Normal	210151166

➤ Select the **Actions dropdown** Menu (upper right corner) and then select **Assign to Me** from the options in the dropdown

Actions

- Actions
- Update Priority
- Reassign
- Broker Claim
- Lane Reassign
- Assign To Me

- Select yourself and/or the desired **Team** for the assigned work item
- Select **Submit**



6. Custom table views

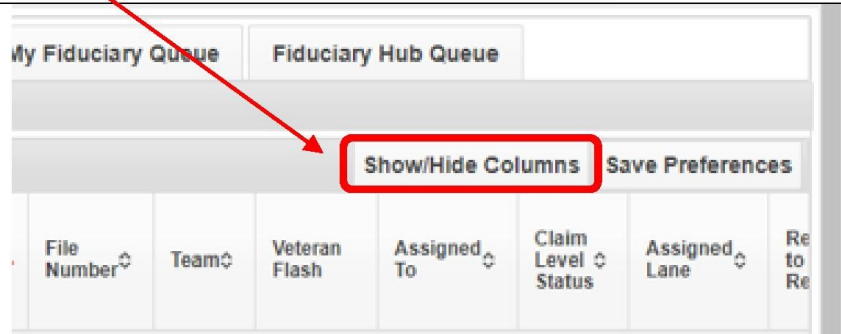
- Tables can be customized by dragging columns in the **Work Queue** to the right or left
- Right click and hold a **Header title** option
- Drag the option **left or right** to your desired location on the table



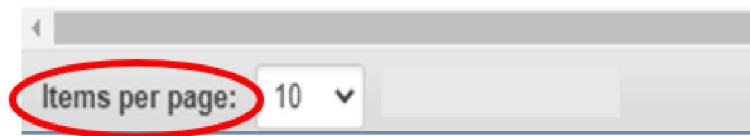
- To save the view, select **Save Preferences**



- Tables can also be customized by utilizing the **Show/Hide** Columns selection
- Select **Show/Hide** Columns and a list of columns will appear
- Select or clear the **check boxes** for column names as needed
- To show the new view, select outside the list
- To save this view, select **Save Preferences**



- Tables can also be customized with limiting the number of items per page
- Select **Items per page** at the bottom of the page
- Scroll up to the desired number you wish to view





VBMS-Fiduciary

Manually Closing an End Product (EP)

INSTRUCTIONS

PURPOSE: To provide the steps involved with manually closing an EP

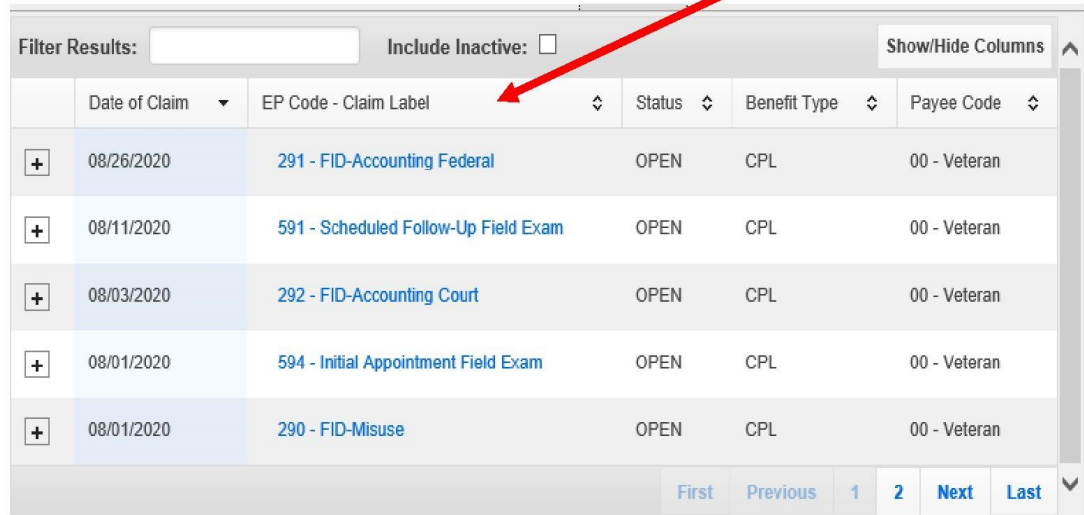
DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS						
1. Select the EP	<ul style="list-style-type: none"> ➤ Locate the completed EP that you need to manually close and select the Veteran Name link <ul style="list-style-type: none"> ✓ Note: Claim must be assigned to the user attempting to close the EP <div data-bbox="375 1010 1487 1167" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Normal</td> <td style="width: 15%;">207251162</td> <td style="width: 15%;">08/03/2020</td> <td style="width: 15%;">292-FID-Accounting Court</td> <td style="width: 15%; border: 2px solid red; padding: 2px;">RALPHSON, RALPH</td> <td style="width: 15%;">111555782</td> </tr> </table> </div>	Normal	207251162	08/03/2020	292-FID-Accounting Court	RALPHSON, RALPH	111555782
Normal	207251162	08/03/2020	292-FID-Accounting Court	RALPHSON, RALPH	111555782		
2. Veteran profile	<ul style="list-style-type: none"> ➤ You will be redirected to the Veteran Profile screen ➤ Select the Claims dropdown from the upper right-hand corner <div data-bbox="472 1556 1390 1644" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"> Veteran ▾ Intent To File Claims ▾ Documents Rated Issues </p> </div>						

3. Select the claim

➤ From the **Claims** dropdown box, select the desired claim which you intend to manually close



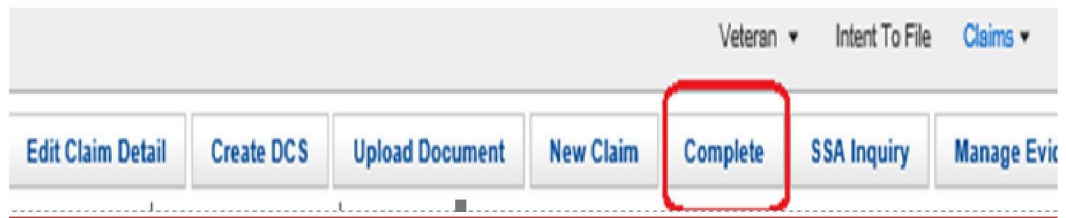
Filter Results: Include Inactive: Show/Hide Columns

	Date of Claim	EP Code - Claim Label	Status	Benefit Type	Payee Code
+	08/26/2020	291 - FID-Accounting Federal	OPEN	CPL	00 - Veteran
+	08/11/2020	591 - Scheduled Follow-Up Field Exam	OPEN	CPL	00 - Veteran
+	08/03/2020	292 - FID-Accounting Court	OPEN	CPL	00 - Veteran
+	08/01/2020	594 - Initial Appointment Field Exam	OPEN	CPL	00 - Veteran
+	08/01/2020	290 - FID-Misuse	OPEN	CPL	00 - Veteran

First Previous 1 2 Next Last

4. Complete

➤ On the next screen, select the **Complete** box located at the upper right-hand corner of the screen

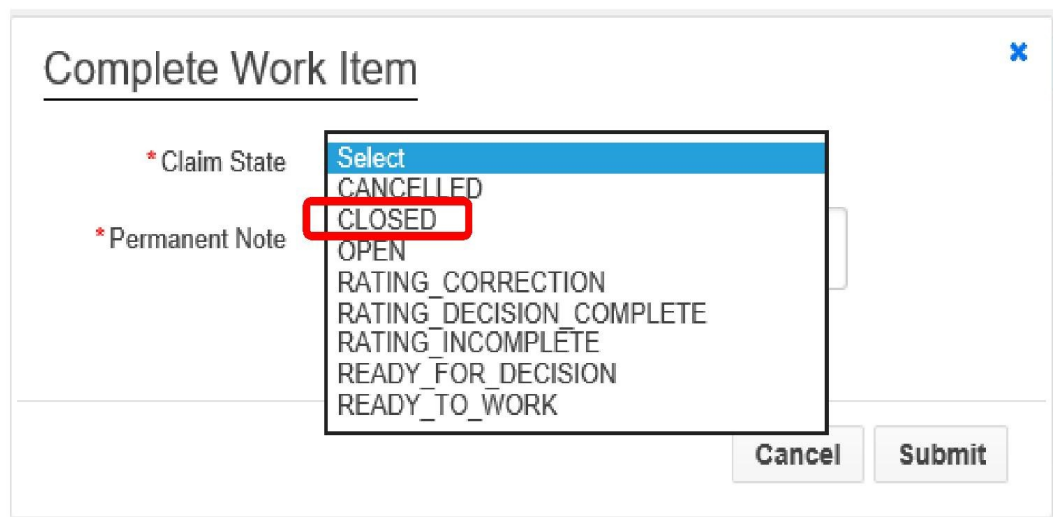


5. Close/cancel EP

➤ The **Complete Work Item** box will generate

➤ From the **Claim State** dropdown menu select **CLOSED**

- ✓ Note: Both selecting **CLOSED** or **CANCELLED** will end the claim/EP. Closing allows for station credit while cancelling will not give the station credit for completion. Be sure to select **CLOSED** to ensure credit is given if appropriate



Complete Work Item

* Claim State **CLOSED**

* Permanent Note

Cancel Submit

6. Submit

- Select a corresponding reason for closure from the **Reason** dropdown menu
- Populate a concise note in the **Permanent Note** field
- Select **Submit**

Complete Work Item

* Claim State: CLOSED

* Reason: Select

* Permanent Note: [Empty text box]

* = Required Fields

Buttons: Cancel, Submit

Additional means to close a claim

- After selecting the desired EP to close, select the **Go to Work Item** Link located at the upper left-hand corner

VBMS Search Work Queue Fiduciary

RALPH E RALPHSON File #: 111555782

292 - Open Claim Check Edit Claim Detail

FID-Accounting Court

Go to Work Item Days Pending: 66 Date of Claim: 08/03/2

*harley-line

Contentions List Development Letters

Add Contention Expand All

- From the Work Item page, select **Complete Work Item** from the **Actions** drop-down box in the upper right-hand corner

My History JEREMY HARLEY-LINE

Wed Oct 07 2020 01:56:19PM MDT, Version 20.0-20201006-1446, ID 6003305

Actions

- Complete the processes explained in steps 5 and 6 of this job aid



VBMS-Fiduciary

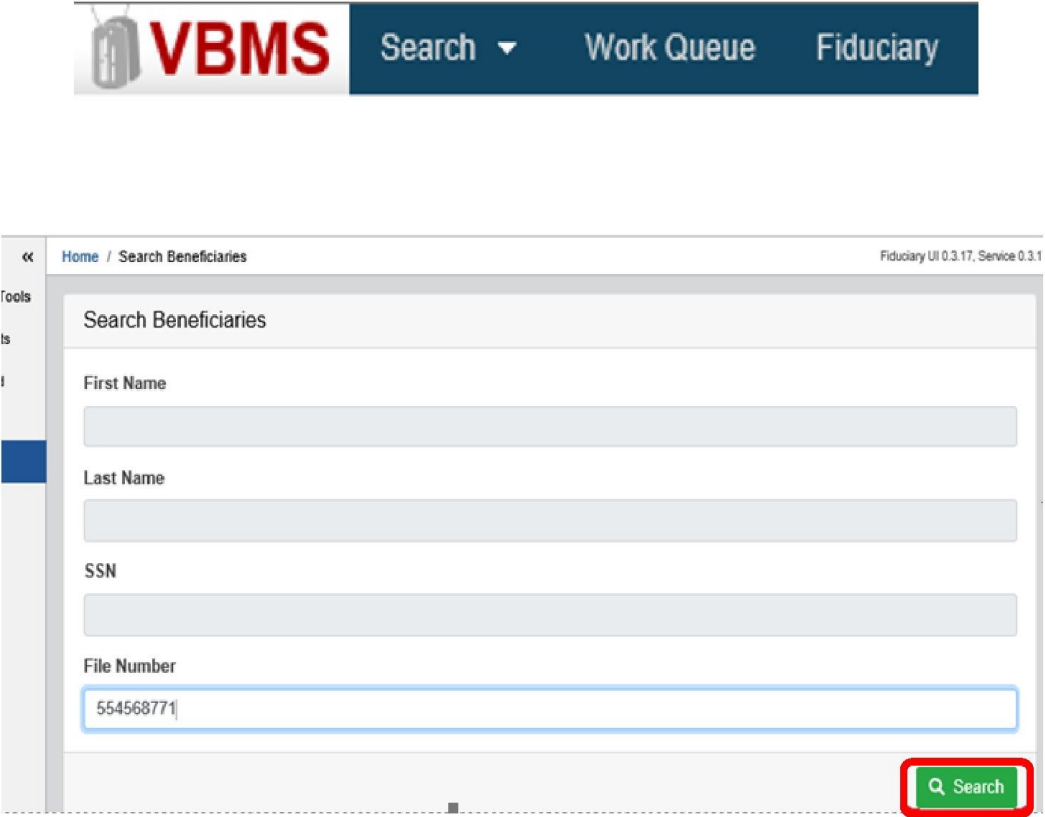
Manually Create an End Product (EP)

INSTRUCTIONS

PURPOSE: To provide the steps to manually establish an End Product (EP) for fiduciary personnel.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
1. Select the desired beneficiary	<p>➤ Locate the desired beneficiary in the Fiduciary tab by entering the identifying information and select the Search box</p> 

- From the results, select the **View** box under the Beneficiary's Profile column

Search Beneficiaries

Filter Results

Name	File Number	SSN	Date of Birth	Participant ID	Mailing Address	Date of Death	Branch	Beneficiary Profile
BUCHINSKI, ROYCE	700035525	700035525	01/01/1970	600247385	2122 W TAYLOR ST CHICAGO, IL 60612 USA		GULF WAR	View

15 items per page Showing 1 - 1 of 1 << 1 >>

[Cancel](#)

- Once the page loads, input any necessary information under the Beneficiary Profile and select **Save Changes** located at the bottom right of the screen

Profile (327)

[Cancel](#) [Save Changes](#)

2. Establish the EP

- Under the Beneficiary Information, select the **Establish EP** box to begin entering the desired EP information

ADMIN <<

View Audit History >

BENEFICIARY PROFILE

Flags

Veteran Information

Beneficiary Information

Key Date Information

Contact Information

Payment Information

Mailing Address

[+ Establish EP](#)

- Select **EP Type** from the dropdown menu
- Enter **Date of Claim Value** within the required field and select **Submit** to create claim
- If applicable to the desired EP, the **Suspense Reason** and/or **Suspense Date** box will auto populate

The screenshot shows a modal window titled "Establish EP" with a close button (X) in the top right corner. Below the title is a yellow warning box with a warning icon and the text: "Warning Please ensure a Fiduciary with a physical address zip code is associated on the Beneficiary Profile to continue." Below the warning are four form fields, each with a red box around its label: "EP Type" (dropdown menu showing "290ACFID - FID-Accounting Court"), "* Date of Claim Value" (text input with "mm/dd/yyyy" placeholder and a calendar icon), "Suspense Reason" (dropdown menu showing "Accounting Due"), and "Suspense Date" (text input with "10/03/2020" and a calendar icon). At the bottom right are "Cancel" and "Submit" buttons. A red arrow points to the "Submit" button.

3. Save the EP

➤ Review the EP information and select **Close**

Establish EP ✕

EP Type
290ACFID - FID-Accounting Court

* Date of Claim Value
09/21/2020

Suspense Reason
Accounting Due

Suspense Date
10/21/2020

✓ EP created with Claim ID: 600205430 **Close**

Additional means to establish an EP

➤ In VBMS-Core, on the **Veteran** profile screen, select **New Claim** from the **Actions** drop down box

Veteran Intent To File Claims Documents

Actions
Create DCS
New Claim
Upload Document
Compare Data
Manage Evidence
SSA Inquiry

➤ Or in VBMS-Core, select the **New Claim** box when in a pending claim tab

Veteran Intent To File Claims Document

Open Claim Check Edit Claim Detail Create DCS Upload Document **New Claim** SSA Inquiry Manage Evidence

6/2020 Ready to Recall: No Team Assigned to: N/A Assigned to: N/A

EXPAND CLAIM DETAILS




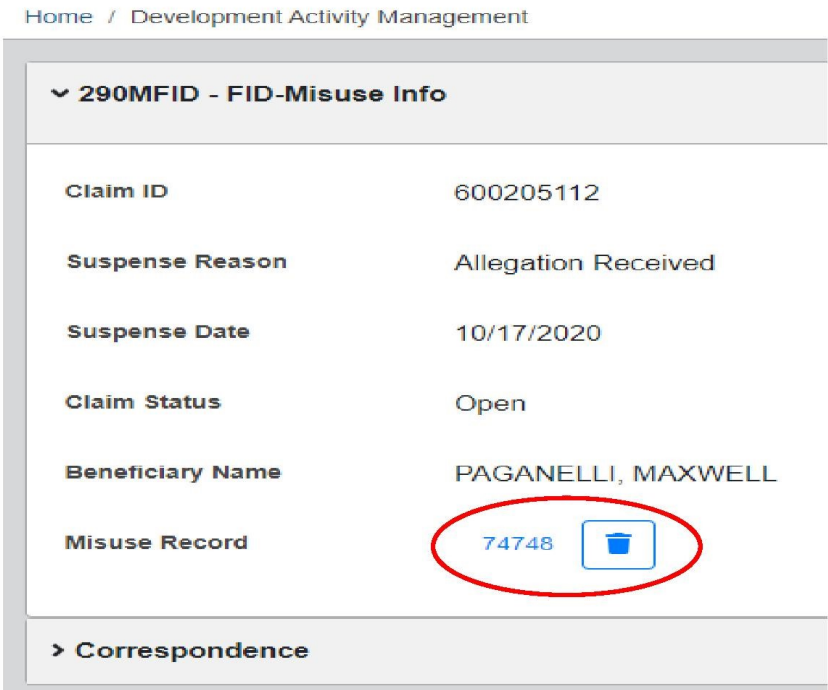
VBMS-Fiduciary Misuse Workflow in VBMS

INSTRUCTIONS FOR FIDUCIARY HUBS

PURPOSE: To clarify the process and steps involved with the Misuse Workflow in VBMS.

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

STEPS	ACTIONS
<p>1. Misuse allegation</p>	<ul style="list-style-type: none"> LIE will locate the EP290-FID-Misuse in their work queue. The initial suspense reason is Allegation Received  <ul style="list-style-type: none"> LIE will review assigned Misuse Allegation to determine if an investigation is warranted, and complete the Decision to Investigate Memo From the EP Overview screen, LIE will select the Misuse Record link 

- LIE will populate the **General Overview** and **Allegation** sections

MISUSE RECORDS Home / Fiduciary Misuse

General Overview
Allegation
* Investigation
Determination
No Misuse Found
Misuse Found
* Reconsideration
IG/RC Referral
VACO

Allegation

Allegation Date
09/04/2020

Fiduciary is an Entity
Yes

How Discovered
0820

Surety Bond in Place
No

Allegation Complete

- LIE will return to the **EP Overview** screen and select the **Actions** button in the upper-right hand corner



- From the **Actions** dropdown, LIE should select **Decision to Investigate Memo is ready for review**


Actions

* Actions

Decision to Investigate Memo is ready for review
Do not concur with Decision to Investigate Memo
Concur with Decision to Investigate Memo
No Investigation is Warranted
Misuse Investigation Required
Field Exam Required
Investigation Complete
Misuse Determination Memo is ready for review
Investigation has Insufficient Evidence
Concur with Misuse Determination Memo (Coach)
Concur with Misuse Determination Memo (Hub Manager)
Do not Concur with Misuse Determination Memo (Coach)
Do not Concur with Misuse Determination Memo (Hub Manager)
Misuse Found
Misuse not Found
Reconsideration received
Reconsideration not received
Misuse Reconsideration Determination Memo is ready for review
Concur with Misuse Reconsideration Determination Memo (Coach)

➤ This will advance the EP290 to **Allegation Pending Concur** suspense

▼ 290MFID - FID-Misuse Info

Claim ID	600205112
Suspense Reason	Allegation Pending Concur
Suspense Date	10/2/2020
Claim Status	Ready for Decision
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 

> Correspondence

2. Non-concurrence actions

➤ After reviewing the information, the Coach will select **Do not concur with Decision to Investigate Memo**, or **Concur with Decision to Investigate Memo**

Actions × Sep 18 2020 04:12:1

* Actions

Decision to Investigate Memo is ready for review

Do not concur with Decision to Investigate Memo

Concur with Decision to Investigate Memo

No Investigation is Warranted

Misuse Investigation Required

Field Exam Required

Investigation Complete

Misuse Determination Memo is ready for review

Investigation has Insufficient Evidence

Concur with Misuse Determination Memo (Coach)

Concur with Misuse Determination Memo (Hub Manager)

Do not Concur with Misuse Determination Memo (Coach)

Do not Concur with Misuse Determination Memo (Hub Manager)

Misuse Found

Misuse not Found


Reconsideration received

Reconsideration not received

Misuse Reconsideration Determination Memo is ready for review

Concur with Misuse Reconsideration Determination Memo (Coach)

- If the Coach selects **Do Not Concur with Decision to Investigate Memo**, then the EP290 will be returned to the LIE for corrections and the suspense will be updated to **Returned by Other User**

▼ 290MFID - FID-Misuse Info	
Claim ID	600205112
Suspense Reason	Returned by Other User
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 
> Correspondence	

3. Concurrence actions

- If the Coach selects **Concur with Decision to Investigate Memo**, then the EP290 will be returned to the LIE for admin actions
- The LIE selects the Actions dropdown and selects either **No Investigation is Warranted** or **Misuse Investigation Required**

Actions x Sep 18 2020 04:12:11

* Actions

Decision to Investigate Memo is ready for review

Do not concur with Decision to Investigate Memo

Concur with Decision to Investigate Memo

No Investigation is Warranted

Misuse Investigation Required

Field Exam Required

Investigation Complete

Misuse Determination Memo is ready for review

Investigation has Insufficient Evidence

Concur with Misuse Determination Memo (Coach)

Concur with Misuse Determination Memo (Hub Manager)

Do not Concur with Misuse Determination Memo (Coach)

Do not Concur with Misuse Determination Memo (Hub Manager)

Misuse Found

Misuse not Found

Reconsideration received

Reconsideration not received

Misuse Reconsideration Determination Memo is ready for review

Concur with Misuse Reconsideration Determination Memo (Coach)

- If the LIE selects **No Investigation is Warranted**, then this is the end of the EP290 Misuse process

4. Misuse investigation initiated

➤ If the LIE has selected **Misuse Investigation Required**, then the suspense updates to **Investigation Assigned**

▼ 290MFID - FID-Misuse Info

Claim ID	600205112
Suspense Reason	Investigation Assigned
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 

> Correspondence

5. Field examination required

➤ If a field exam is required, the LIE will select **Field Exam Required** from the **Actions** dropdown. The EP290 will be assigned to a Field Examiner based on fiduciary zip code

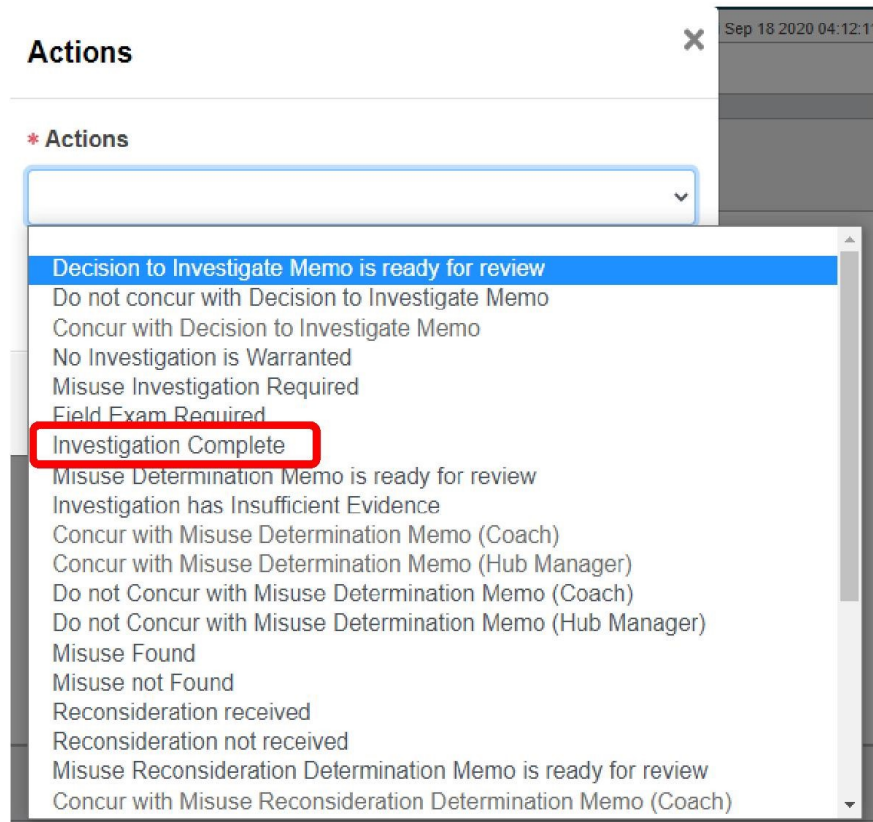
Actions x Sep 18 2020 04:12:1

* Actions

- Decision to Investigate Memo is ready for review
- Do not concur with Decision to Investigate Memo
- Concur with Decision to Investigate Memo
- No Investigation is Warranted
- Misuse Investigation Required
- Field Exam Required**
- Investigation Complete
- Misuse Determination Memo is ready for review
- Investigation has Insufficient Evidence
- Concur with Misuse Determination Memo (Coach)
- Concur with Misuse Determination Memo (Hub Manager)
- Do not Concur with Misuse Determination Memo (Coach)
- Do not Concur with Misuse Determination Memo (Hub Manager)
- Misuse Found
- Misuse not Found
- Reconsideration received
- Reconsideration not received
- Misuse Reconsideration Determination Memo is ready for review
- Concur with Misuse Reconsideration Determination Memo (Coach)

6. Field examination not required

➤ If a field exam is not required, the LIE will select **Investigation Complete** from the **Actions** dropdown

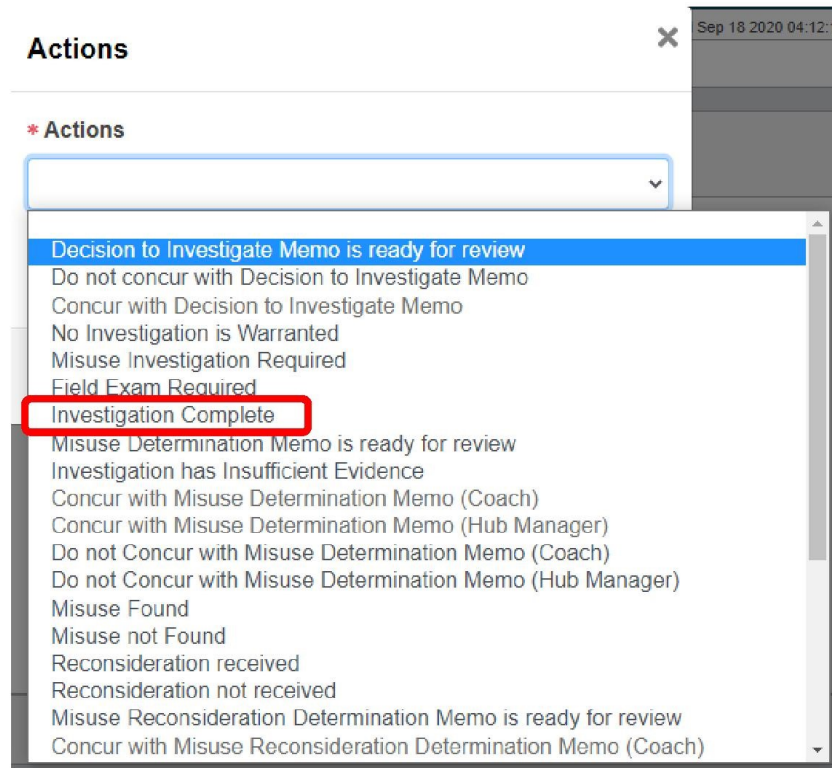


➤ This will place the EP290 in **Investigation Complete** suspense. **The following 2 steps would then be skipped**

▼ 290MFID - FID-Misuse Info	
Claim ID	600205112
Suspense Reason	Investigation Complete
Suspense Date	10/2/2020
Claim Status	Ready for Decision
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 

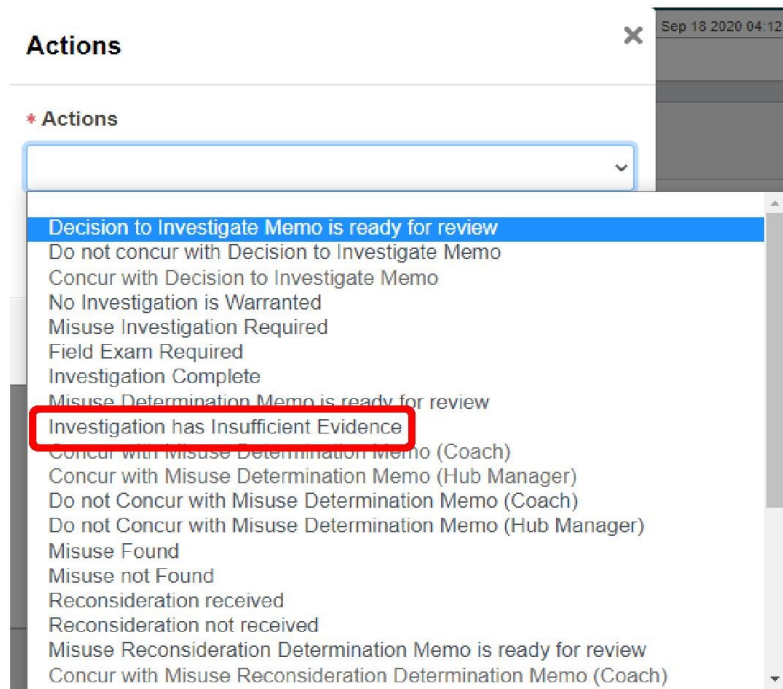
7. Investigation complete

➤ Once the field exam and all associated actions are completed, the Field Examiner will select **Investigation Complete** from the **Actions** dropdown to advance the EP290 to **Investigation Complete** suspense. The EP290 will then be routed back to the originating LIE



8. Investigation with insufficient evidence

➤ The LIE will review the field exam documents to ensure they have everything they need. If they do not, they will select **Investigation has Insufficient Evidence** from the **Actions** dropdown



- This will place the EP290 back into **Investigation Assigned** suspense and return the EP290 to the Field Examiner to complete additional actions

▼ 290MFID - FID-Misuse Info

Claim ID	600205112
Suspense Reason	Investigation Assigned
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748

> Correspondence

9. Misuse investigation report and misuse determination memo

- Once the LIE has everything that they need from the FE, the LIE will complete the **misuse investigation report** and **misuse determination memo**
- The LIE will complete the **Investigation** and **Determination** sections of the Misuse Record

MISUSE RECORDS Home / Fiduciary Misuse

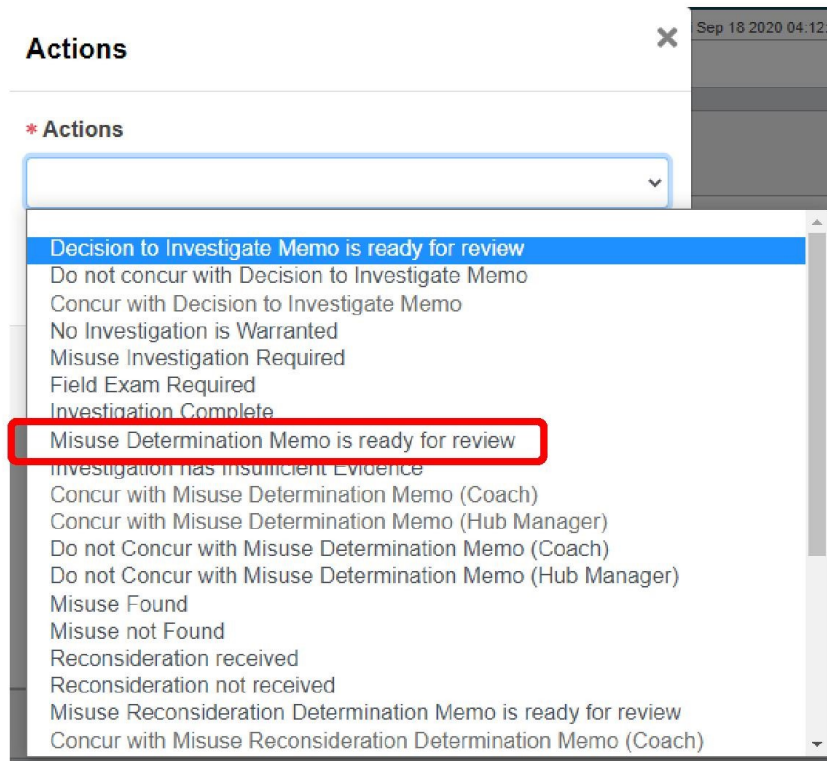
- General Overview
- Allegation
- Investigation
- Determination
- No Misuse Found
- Misuse Found
- * Reconsideration

Determination

Determination Established

Determination Complete

- The LIE will select **Misuse Determination Memo is ready for review** from the **Actions** dropdown menu

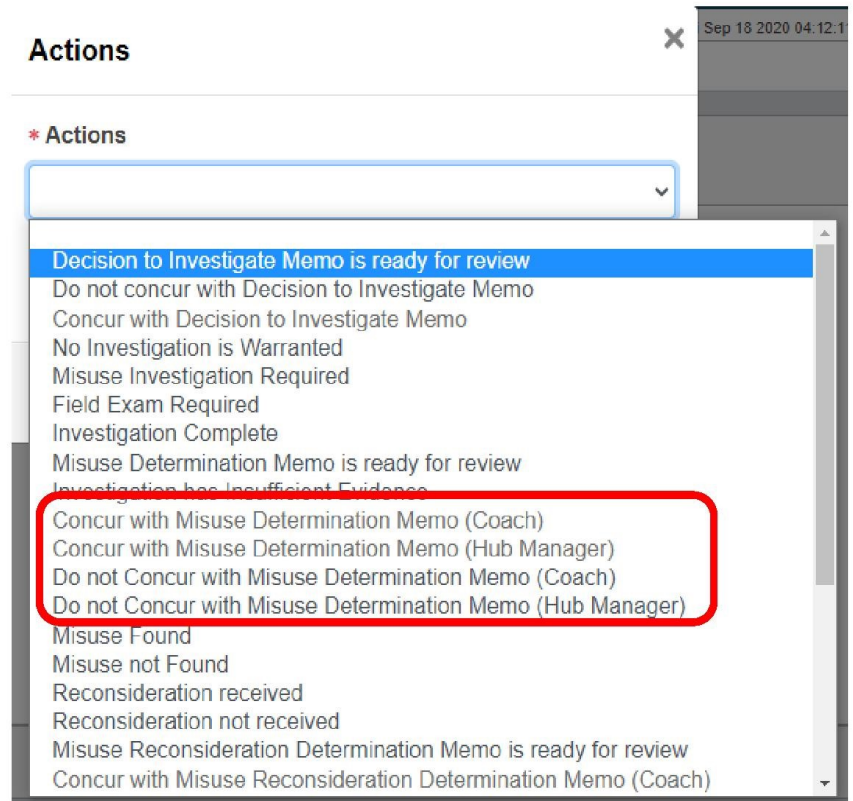


- This will advance the EP290 to **Determination Pending Concur** suspense and route the EP290 to the Misuse Coach and Fiduciary Hub Manager (FHM) for review and concurrence

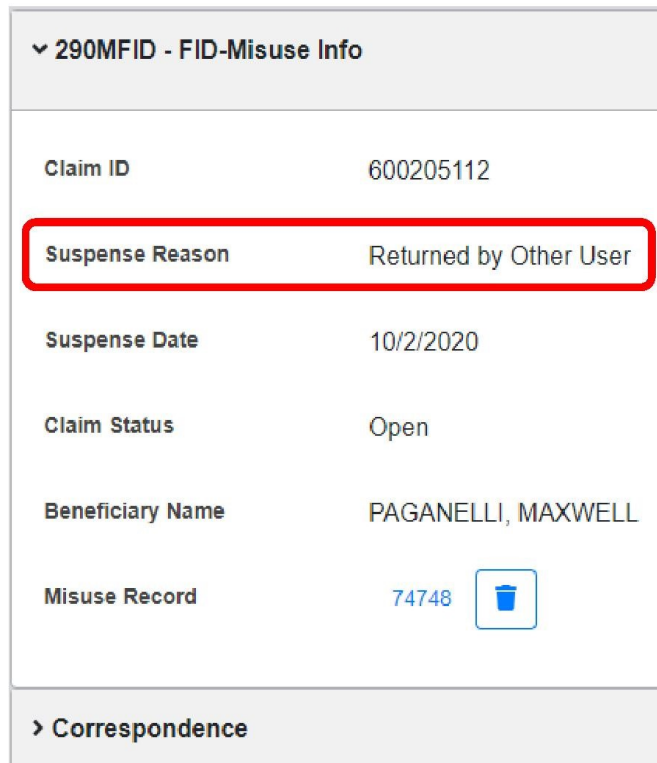
Claim ID	600205112
Suspense Reason	Determination Pending Concur
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 


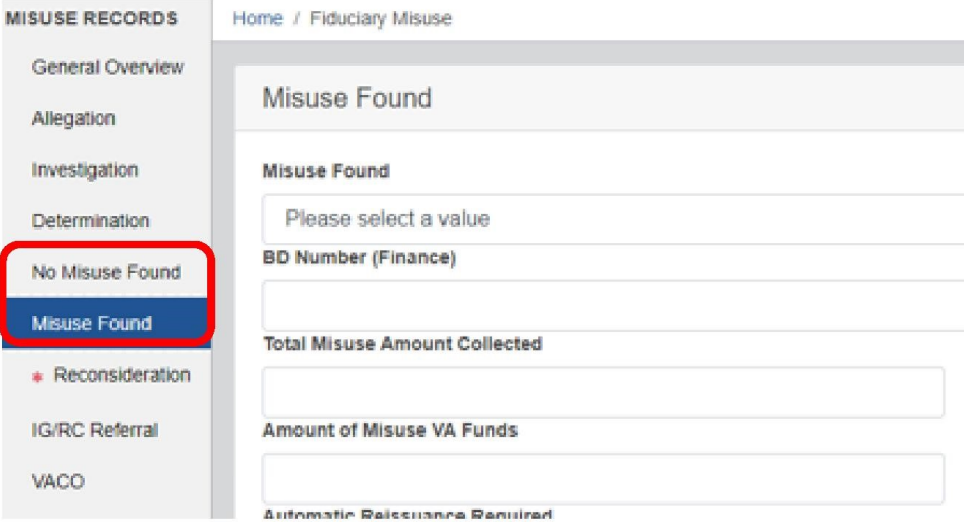
10. Management concurrence

- If either the Coach or FHM **non concur** they will select the appropriate action dropdown and the EP will be routed back to the LIE for correction

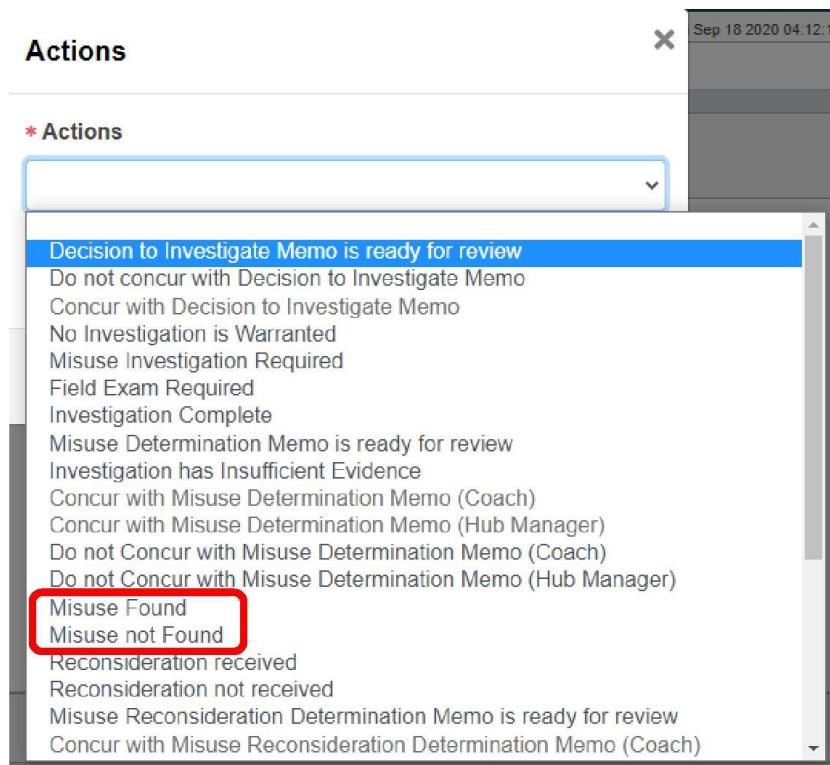


- The EP290 will be placed in **Returned by Other User** suspense



	<ul style="list-style-type: none"> ➤ If either the Coach or FHM concur, they will select the appropriate action dropdown and the EP will be routed back to the LIE for further administrative actions ➤ This will place the EP290 in Determination Signed suspense and return the EP290 to the LIE for admin actions
11. Correspondence	<ul style="list-style-type: none"> ➤ The LIE sends all relevant correspondence using the Correspondence tab and dropdown menu 
12. Misuse found/not found	<ul style="list-style-type: none"> ➤ The LIE will populate the No Misuse Found or Misuse Found sections of the Misuse Record, as applicable 

- The LIE will select either **Misuse Found** or **Misuse not Found** from the **Actions** dropdown depending on the results of the misuse investigation



- If the LIE selects **Misuse not Found**, this is the end of the EP290 Misuse process.

13. LIE confirms misuse found

- If the LIE selects **Misuse Found**, then the EP290 stays pending in the **Misuse Determination Complete** suspense while the hub allows 30 days for the reconsideration period

Claim ID 600205112

Suspense Reason Misuse Determination Complete

Suspense Date 10/18/2020

Claim Status Open

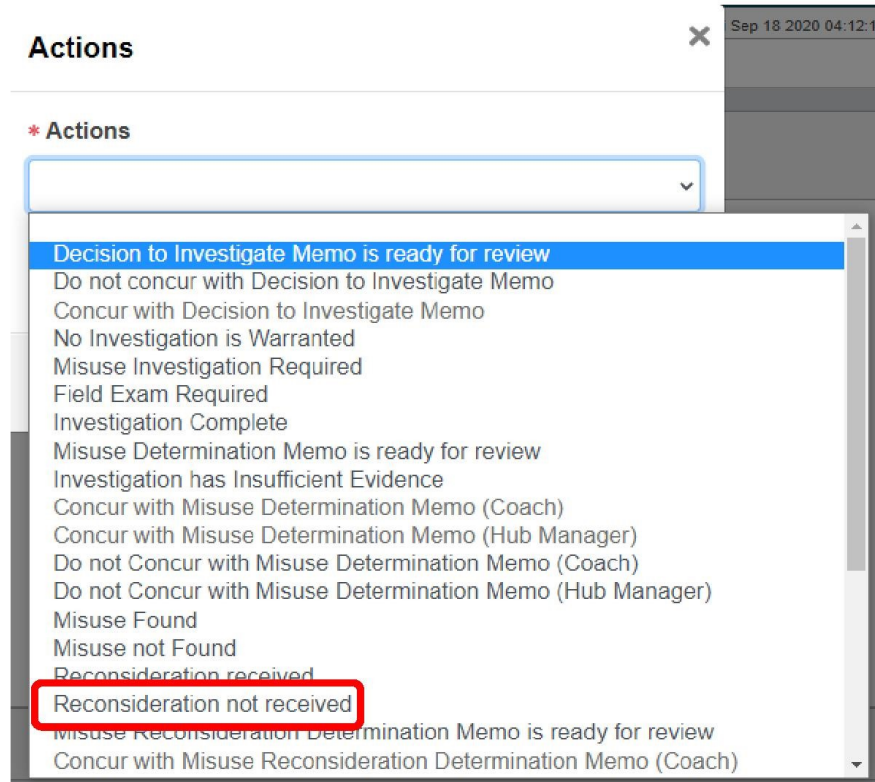
Beneficiary Name PAGANELLI, MAXWELL

Misuse Record 74748



14. No reconsideration received

➤ If no reconsideration is received, the LIE selects **Reconsideration not received** from **Actions** dropdown



➤ This places the EP290 in **OIG Referral** suspense

Claim ID	600205112
Suspense Reason	OIG Referral
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 

- VBMS-Fid auto establishes the **EP290 FID-Negligence Determination** and transfers it to P&F Service
- LIE will populate the **VACO** section of the Misuse Record

- The EP290 Misuse remains pending. This starts the 14-day OIG period. Please skip to **OIG Referral** step later for the remainder of the **No reconsideration received** workflow
- If a Reconsideration is received, please proceed to the next step.

15. Reconsideration received

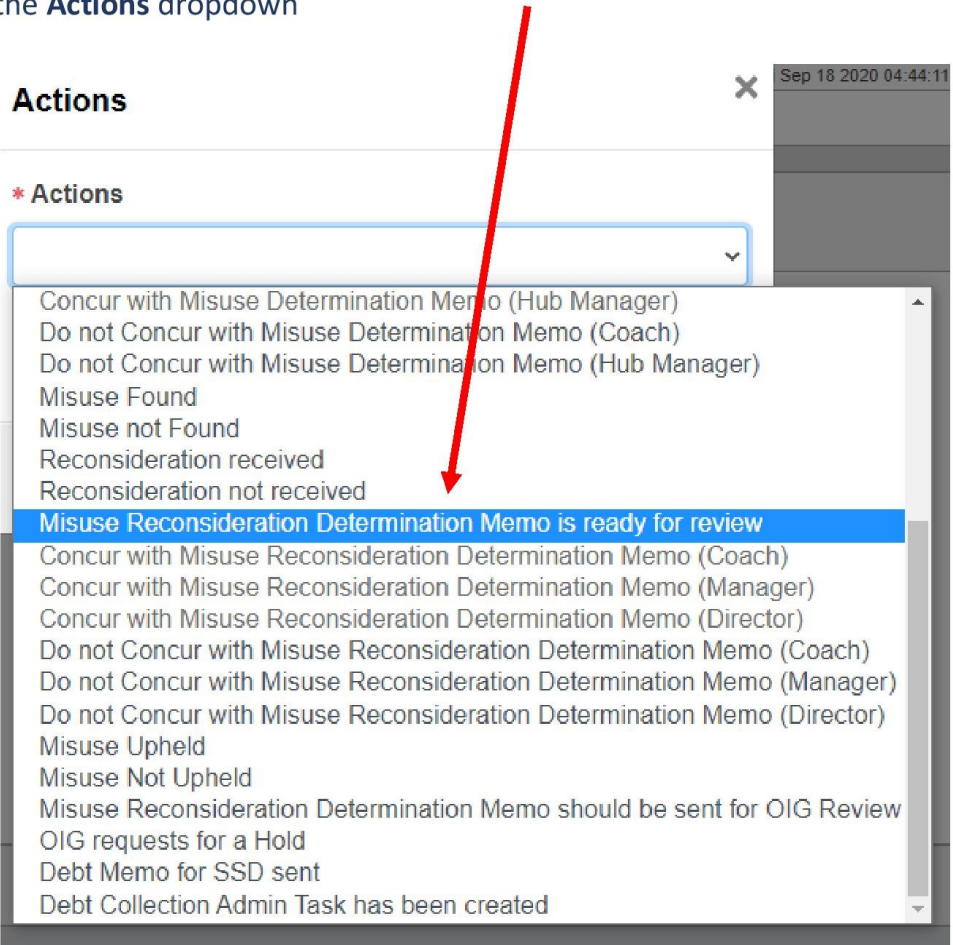
- If a reconsideration is received, LIE selects **Reconsideration received** from the **Actions** dropdown menu

➤ This places the EP290 Misuse in the **Reconsideration Received** suspense

Claim ID	600205112
Suspense Reason	Reconsideration Received
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 

16. LIE completes Reconsideration Determination Memo

➤ LIE completes the **Reconsideration Determination Memo** and selects **Misuse Reconsideration Determination Memo is ready for review** from the **Actions** dropdown



Actions × Sep 18 2020 04:44:11

* Actions

- Concur with Misuse Determination Memo (Hub Manager)
- Do not Concur with Misuse Determination Memo (Coach)
- Do not Concur with Misuse Determination Memo (Hub Manager)
- Misuse Found
- Misuse not Found
- Reconsideration received
- Reconsideration not received
- Misuse Reconsideration Determination Memo is ready for review**
- Concur with Misuse Reconsideration Determination Memo (Coach)
- Concur with Misuse Reconsideration Determination Memo (Manager)
- Concur with Misuse Reconsideration Determination Memo (Director)
- Do not Concur with Misuse Reconsideration Determination Memo (Coach)
- Do not Concur with Misuse Reconsideration Determination Memo (Manager)
- Do not Concur with Misuse Reconsideration Determination Memo (Director)
- Misuse Upheld
- Misuse Not Upheld
- Misuse Reconsideration Determination Memo should be sent for OIG Review
- OIG requests for a Hold
- Debt Memo for SSD sent
- Debt Collection Admin Task has been created

- This places the EP290 in **Reconsideration Pending Concur** suspense and assigns it to the misuse Coach for review and concurrence

Claim ID 600205112

Suspense Reason Reconsideration Pending Concur

Suspense Date 10/2/2020

Claim Status Ready for Decision

Beneficiary Name PAGANELLI, MAXWELL

Misuse Record 74748 

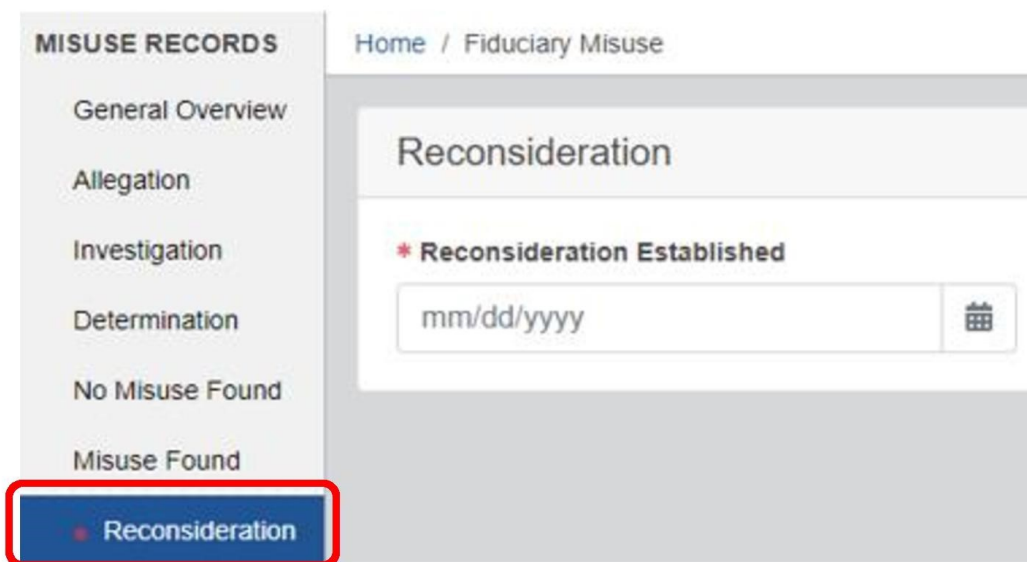
17. Management concurrence

- The Coach, FHM, and RO Director must **ALL** concur and select the appropriate option from the **Actions** drop down. If not, the action will be placed in **Returned by Other User** suspense and routed back to the LIE for corrections

- Concurrence by all parties will place the suspense reason in the **Reconsideration Signed** status.

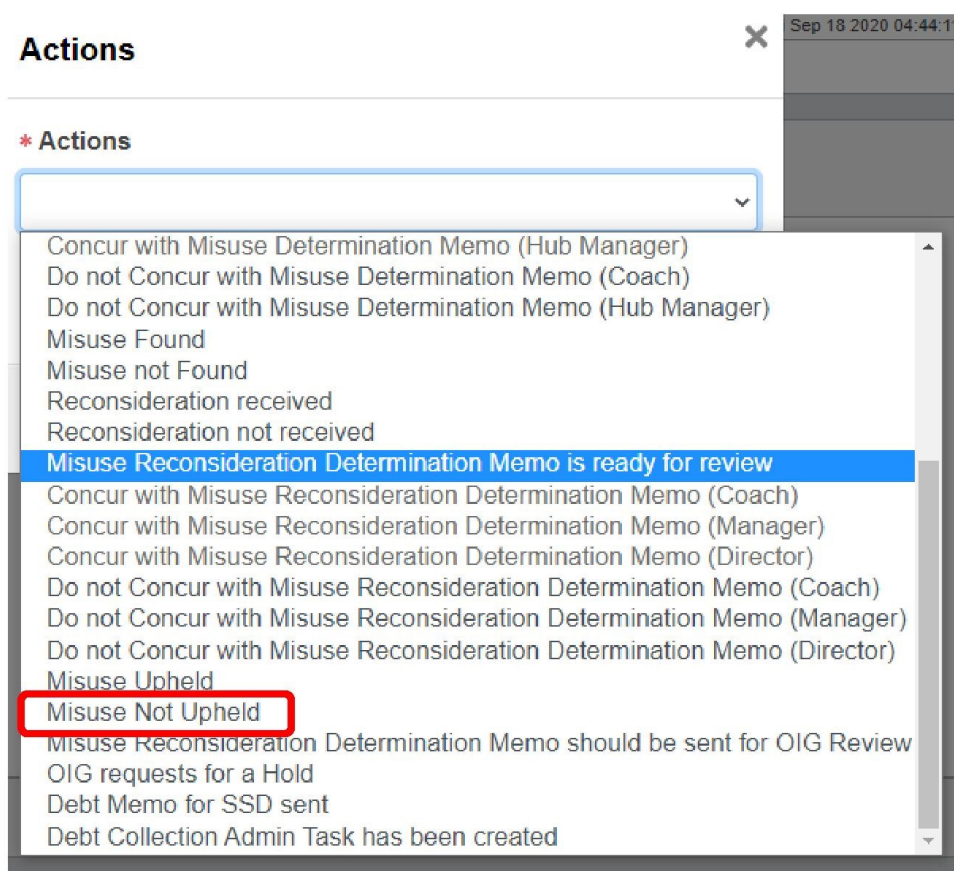
18. Finalizing the reconsideration

- LIE sends all relevant correspondence using the correspondence drop-down menu
- LIE populates the **Reconsideration** section of the Misuse Record



19. Misuse not upheld

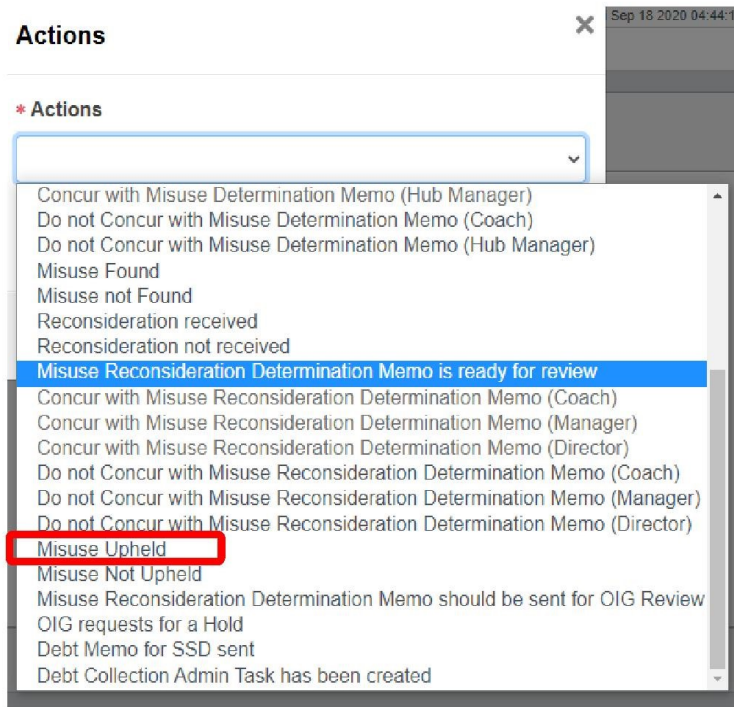
- If Misuse was not upheld, then the LIE should select **Misuse Not Upheld** from the **Actions** dropdown menu




- **This ends the EP290 Misuse process**

20. Misuse upheld

- If Misuse was upheld, the LIE should select **Misuse Upheld** from the **Actions** dropdown

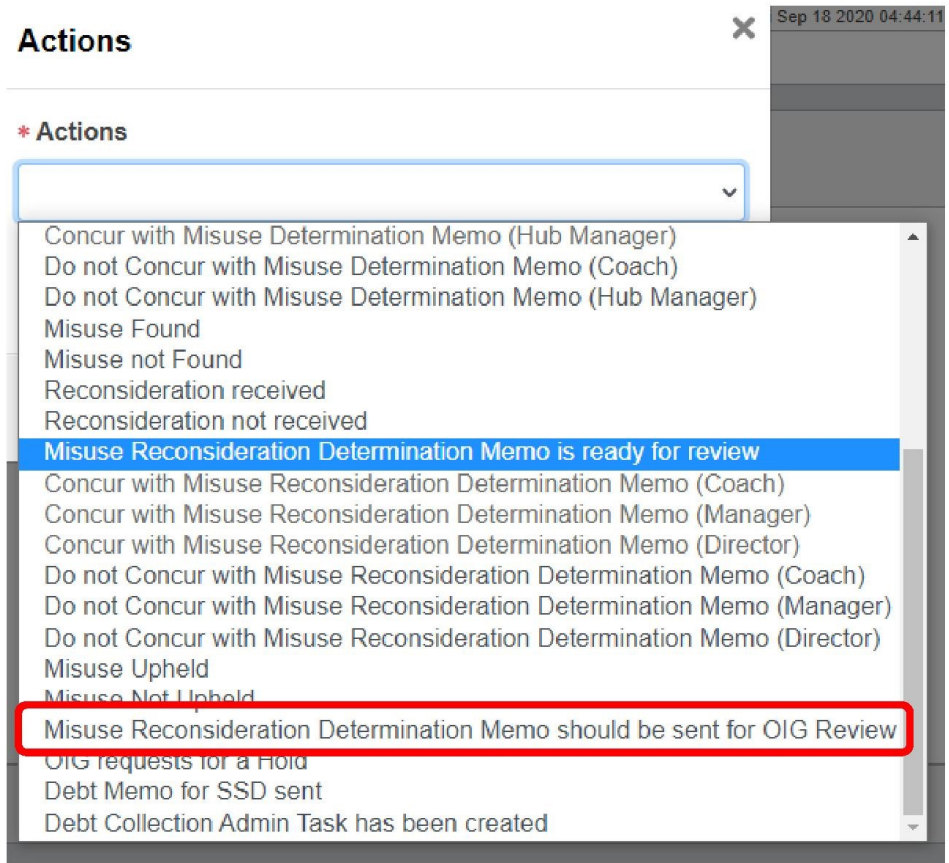


- The suspense will be placed in the **Reconsideration Complete** suspense

Claim ID	600205112
Suspense Reason	Reconsideration Complete
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	PAGANELLI, MAXWELL
Misuse Record	74748 

21. Misuse reconsiderations sent for OIG review

- LIE will select **Misuse Reconsideration Determination Memo should be Sent for OIG Review** from the **Actions** dropdown



- The suspense will be placed in the **OIG Referral** suspense

Claim ID	600198476
Suspense Reason	OIG Referral
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	MCCULOUGH, FRED

- VBMS-Fid will auto establish the **EP290 FID-Negligence Determination** and transfer it to P&F Service

➤ The LIE will populate the **VACO** section of the Misuse Record

MISUSE RECORDS Home / Fiduciary Misuse

General Overview
Allegation
Investigation
Determination
No Misuse Found
Misuse Found
* Reconsideration
IG/RC Referral
VACO

VACO

Negligence Determ Required: [dropdown]
Date of Negligence Determination: mm/dd/yyyy
Negligence Determined: [input]
AAM Requested: mm/dd/yyyy
AAM Due: mm/dd/yyyy
Zip Code: 64105

➤ The EP290 Misuse will remain **pending**. This starts the 14-day OIG period

22. OIG referral

➤ If OIG requests a hold, the LIE should select **OIG requests for a Hold** from the **Actions** dropdown menu

Actions Sep 18 2020 04:44:11

* Actions

[dropdown]

- Concur with Misuse Determination Memo (Hub Manager)
- Do not Concur with Misuse Determination Memo (Coach)
- Do not Concur with Misuse Determination Memo (Hub Manager)
- Misuse Found
- Misuse not Found
- Reconsideration received
- Reconsideration not received
- Misuse Reconsideration Determination Memo is ready for review
- Concur with Misuse Reconsideration Determination Memo (Coach)
- Concur with Misuse Reconsideration Determination Memo (Manager)
- Concur with Misuse Reconsideration Determination Memo (Director)
- Do not Concur with Misuse Reconsideration Determination Memo (Coach)
- Do not Concur with Misuse Reconsideration Determination Memo (Manager)
- Do not Concur with Misuse Reconsideration Determination Memo (Director)
- Misuse Upheld
- Misuse Not Upheld
- Misuse Reconsideration Determination Memo should be sent for OIG Review
- OIG requests for a Hold**
- Debt memo for SSD sent
- Debt Collection Admin Task has been created

- The EP290 will be placed in the **OIG Hold** suspense. The EP290 Misuse will remain pending in this suspense until further guidance is received from OIG

Claim ID	600198476
Suspense Reason	OIG Hold
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	MCCULLOUGH, FRED

- Miscellaneous diaries will be established at 30-day intervals to control for OIG responses
- LIE will record all relevant information in **the IG/RC Referral** section of the Misuse Record

MISUSE RECORDS [Home](#) / [Fiduciary Misuse](#)

- General Overview
- Allegation
- Investigation
- Determination
- No Misuse Found
- Misuse Found
- * Reconsideration
- IG/RC Referral**

IG/RC Referral

IG/RC Early Consultation

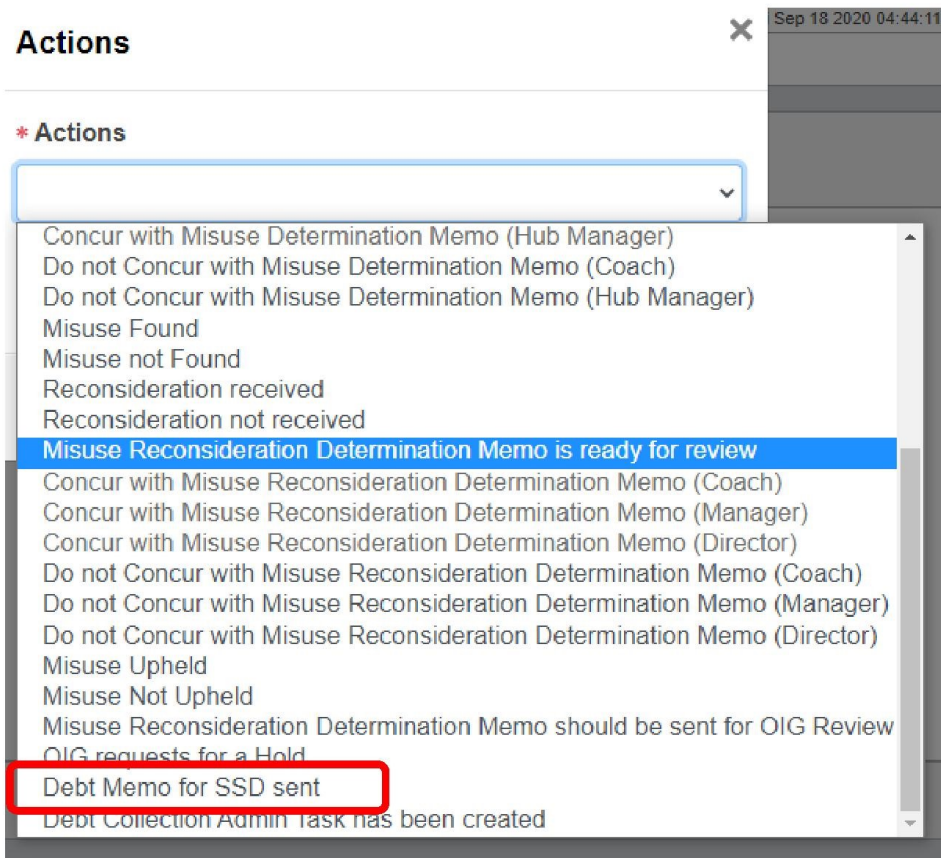
IG/RC Early Consultation Notes

Referral Date

Referral To

23. OIG does not respond

- If OIG does not respond, does not request a hold, or instructs VA to collect on debt, then LIE will perform debt collection admin actions and send a debt memo to finance to establish a debt. The LIE will select **Debt Memo for SSD sent** from the **Actions** dropdown menu

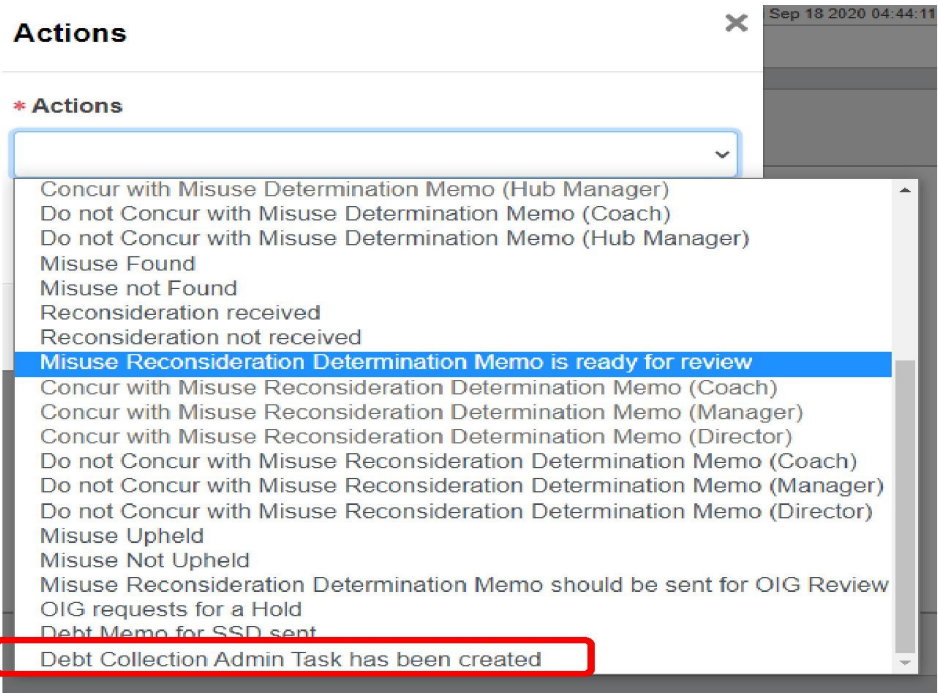


- The EP290 will be placed in the **Debt Collection** suspense

Claim ID	600198476
Suspense Reason	Debt Collection
Suspense Date	10/2/2020
Claim Status	Open
Beneficiary Name	MCCULLOUGH, FRED

24. Debt collection

- Hub receives notification from finance that the debt has been established. The LIE will create a debt collection task and select **Debt Collection Admin Task has been created** from the **Actions** dropdown menu



- This is the end of the EP290 Misuse process






VBMS-Fiduciary Setting Up a Work Queue

INSTRUCTIONS FOR ALL VBA STAFF

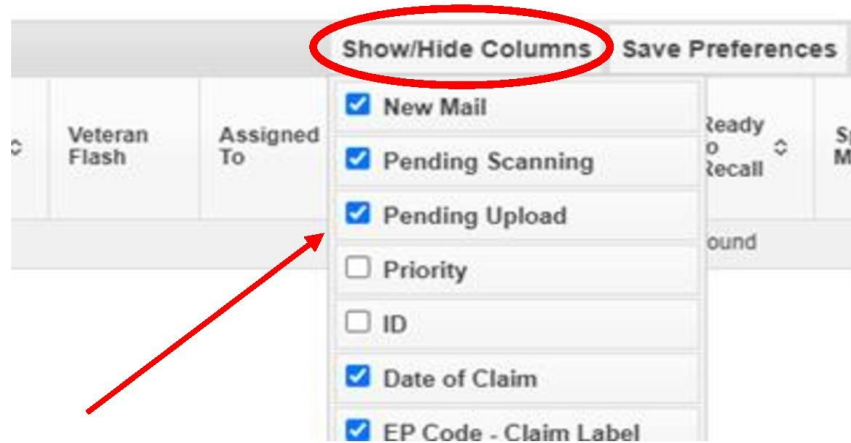
PURPOSE: To clarify the process and steps involved with setting up a work queue in VBMS.

DISCLAIMER: All Claim ID#, File #s, and names are fictitious and for use only in the VBMS-Fiduciary training environment.

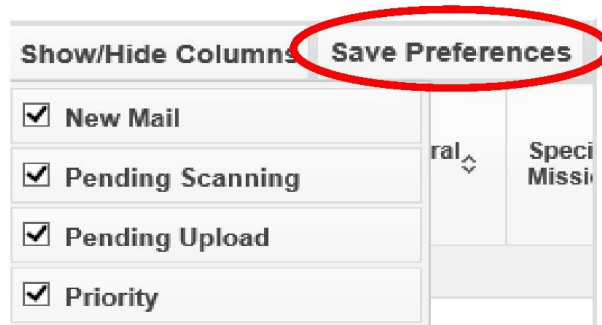
WARNING: This is not a formal document and is Internal Use Only.

STEPS	ACTIONS
1. Open the work queue	<p>➤ Open VBMS and select the Work Queue tab</p> 
2. Customizing the table view	<p>➤ By selecting and holding the header, drag the columns left or right for a customized view of records</p>  <p>➤ To save the table view, select the Save Preferences tab after selecting preferences</p> 

- Select the **Show/Hide Columns** tab to manually check/uncheck boxes from the list of column names
- Select or clear **check boxes** for column names as needed
- To show a new view, select outside of the list

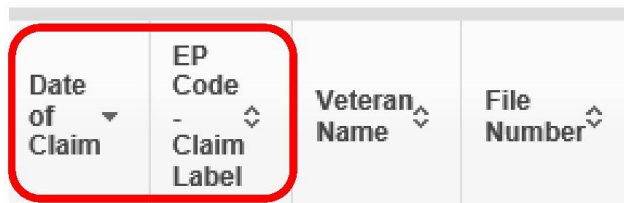


- To save the table view, select the **Save Preferences** tab after selecting preferences



3. Sort columns and limit items per page

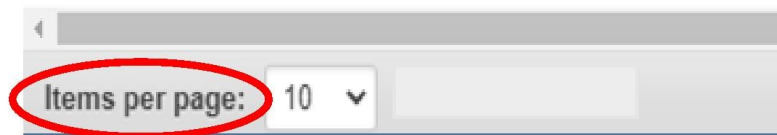
- Select the icon next to the header of the column you wish to sort



- To save the table view, select the **Save Preferences** tab after selecting preferences



- Limit the number of items per page by scrolling down to the bottom of the work queue table and editing the **Items per page**
- Scroll to the desired number you wish to view

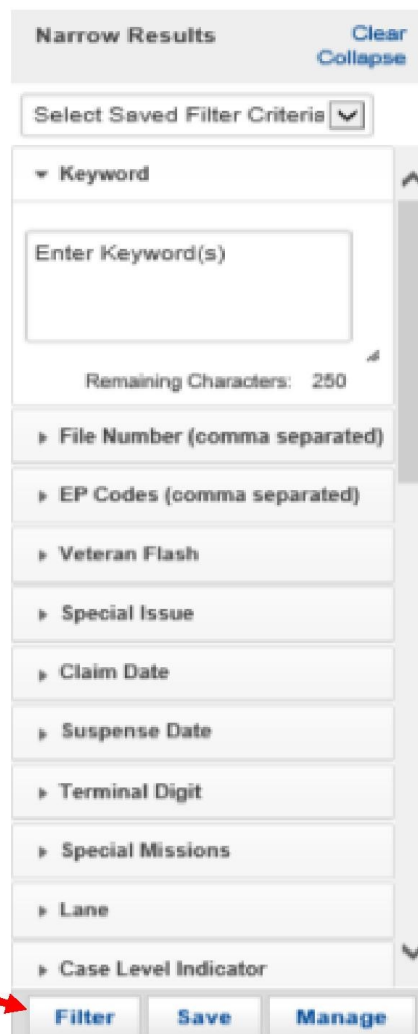


- To save the table view, select the **Save Preferences** tab after selecting preferences

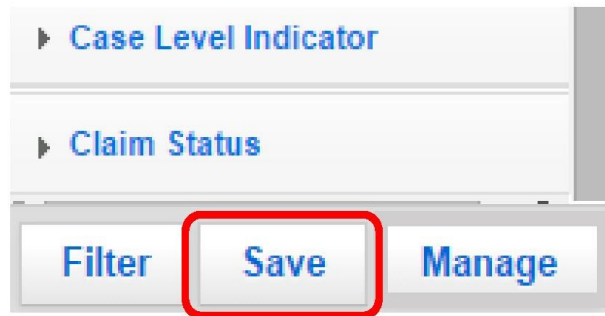


4. Narrow the results pane (general filter)

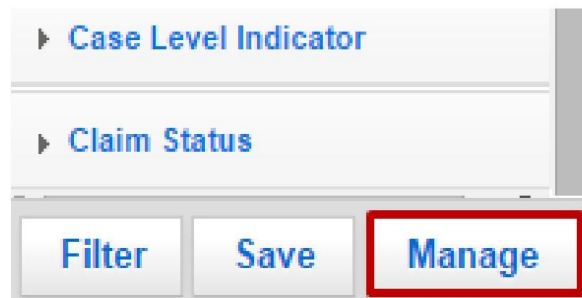
- From the **Narrow Results** panel on the left side of the screen select your desired filter options. You can utilize keywords (including SSN -no spaces), file numbers, EP codes etc. To enter multiple keywords separate using a comma between each one
- Select **Filter**



- To save this filter for future reference enter a name for this specific filter and select **Save** from the bottom of the Filters list









- To manage any saved filters select **Manage** from the bottom of the **Filters** list









- Select the **plus (+)** icon to expand any filter details

Manage Saved Named Filters

	Criteria Name	Actions
	EP 590-digits 00 to 25	 
	Non-rating EP	 





- Select the **Pencil** icon to edit the filter name

Manage Saved Named Filters

	Criteria Name	Actions
	EP 590-digits 00 to 25	 
	Non-rating EP	 

- Select the **Trash Can** icon to delete the filter

Manage Saved Named Filters

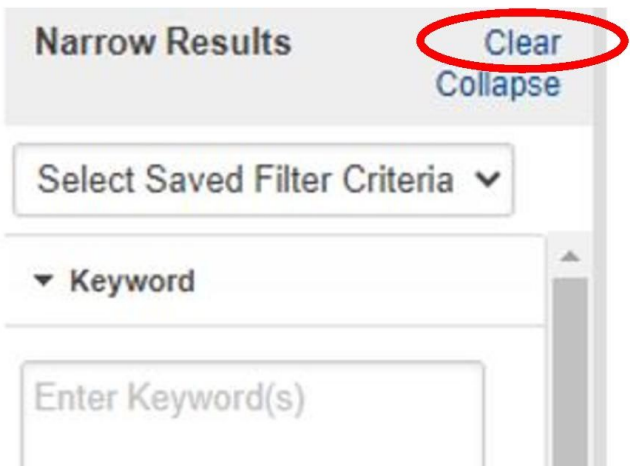
Criteria Name	Actions
EP 590-digits 00 to 25	 
Non-rating EP	 

➤ To save the table view, select the **Save Preferences** tab after selecting preferences

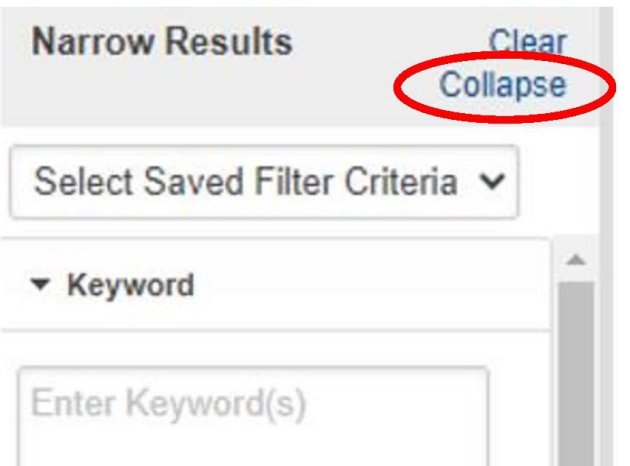
Show/Hide Columns **Save Preferences**

5. Narrow results pane (clear/collapse)

➤ Once you have completed using the desired filter options select **Clear** from the **Narrow Results** pane to clear out any options that have been entered



➤ Select **Collapse** from the **Narrow Results** pane to collapse any sections that have been previously expanded to search





VBMS-Fiduciary Updating and Maintaining a Beneficiary Record

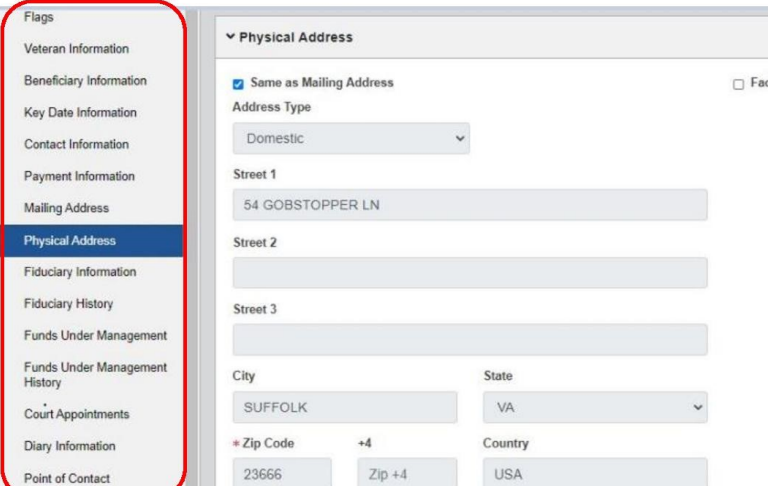
INSTRUCTIONS FOR LEGAL INSTRUMENTS EXAMINERS (LIEs)

PURPOSE: To assist users with updating Beneficiary & Fiduciary Profiles and establishing End Products (EPs).

DISCLAIMER: All Claim ID#s, File #s, and names are fictitious and for use only in the VBMS Fiduciary training environment.

WARNING: This is not a formal document and is for Internal Use Only.

**Ensure user has completed a Beneficiary search from Home screen and selected desired profile prior to onset of instructions below. **

STEPS	ACTIONS
<p>1. Updating a beneficiary profile</p>	<p>➤ To update a Beneficiary Profile, select View</p> <p>✓ Users can edit flags and establish dual payees, edit veteran and beneficiary information, update key dates and contact information, payment information, mailing information and physical address</p> 

2. Associating a fiduciary profile to a beneficiary

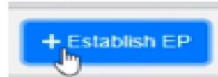
- Within the **View** screen in the left-hand banner, there will be an option to edit **Fiduciary Information**
 - ✓ The **Fiduciary Information** screen will display all information about the Fiduciary associated with a Beneficiary

- ✓ To associate a Fiduciary, select the **Search** function and choose an active Fiduciary from the list, then select **Accept** to complete the association

3. Establishing EPs

- EPs can be established from the **Beneficiary Information** tab of the Beneficiary Profile
 - ✓ On the Fiduciary Manager Home screen users must search for a Beneficiary record
 - ✓ From the results of the search, the **View** option must be selected for the Beneficiary

- ✓ On the Beneficiary Information tab, the user must select **Establish EP**



- ✓ The Establish EP window will pop up. Populate fields and hit **Submit**

Establish EP ✕

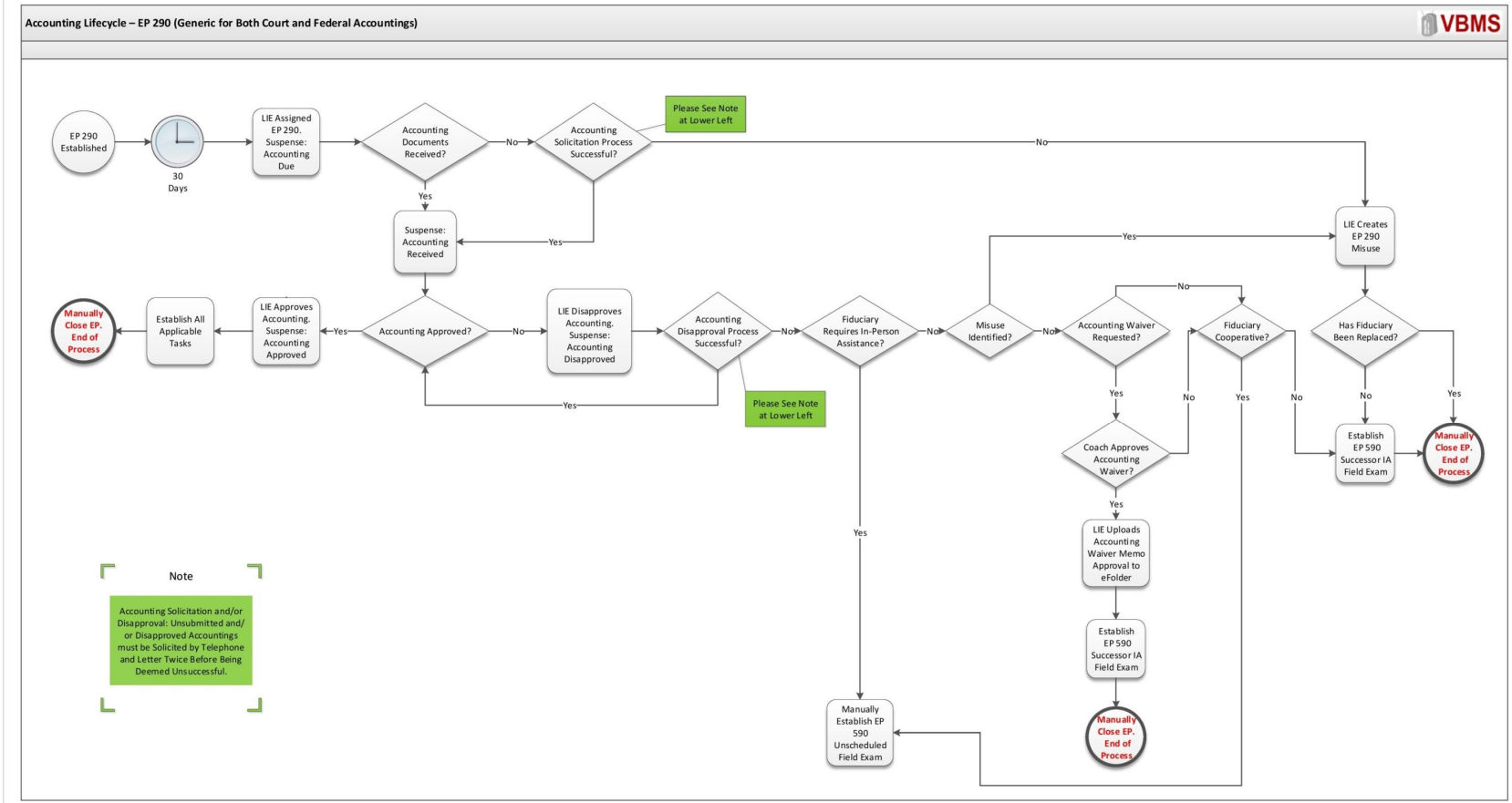
EP Type

Please Select Value ▼

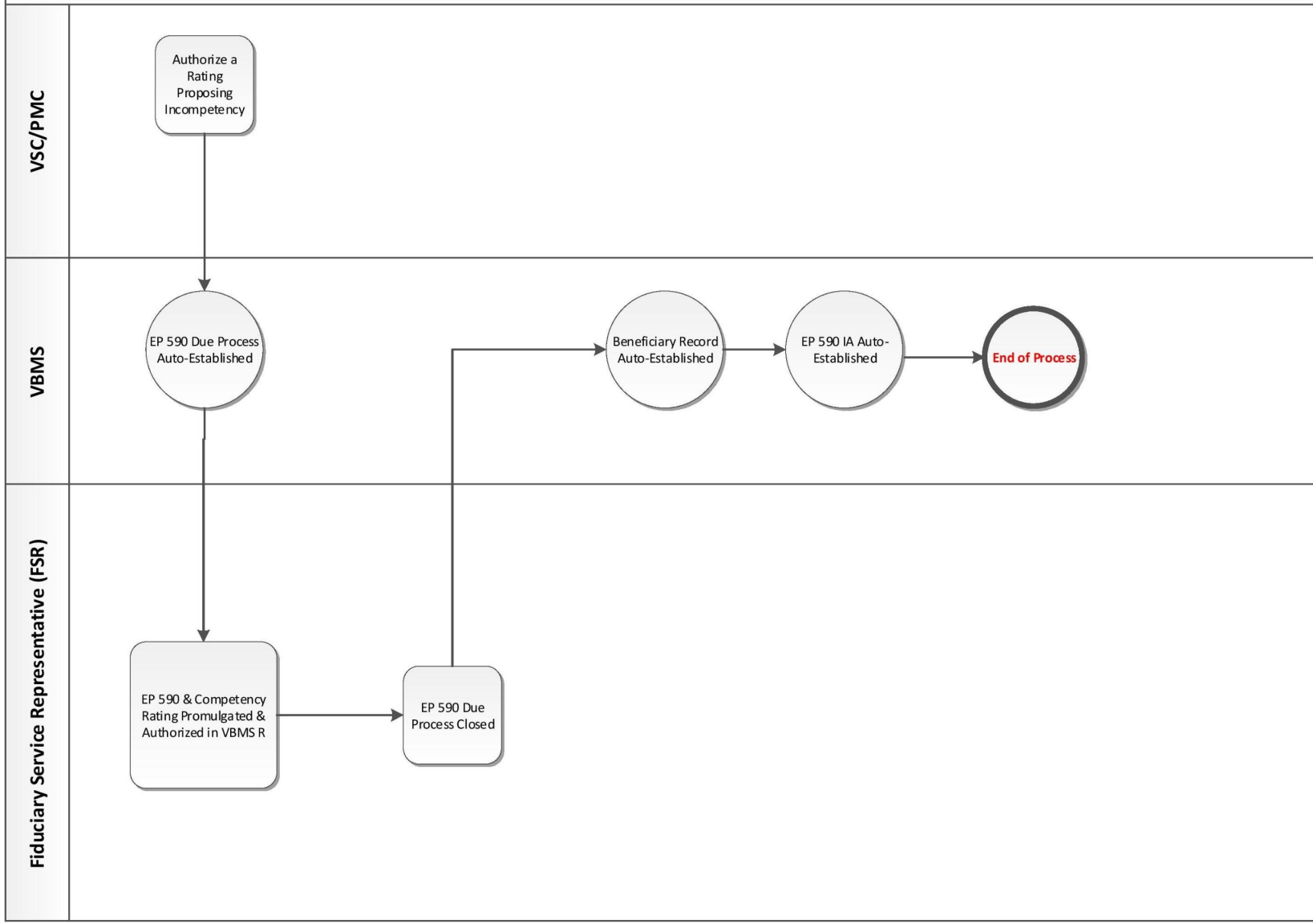
*** Date of Claim Value**

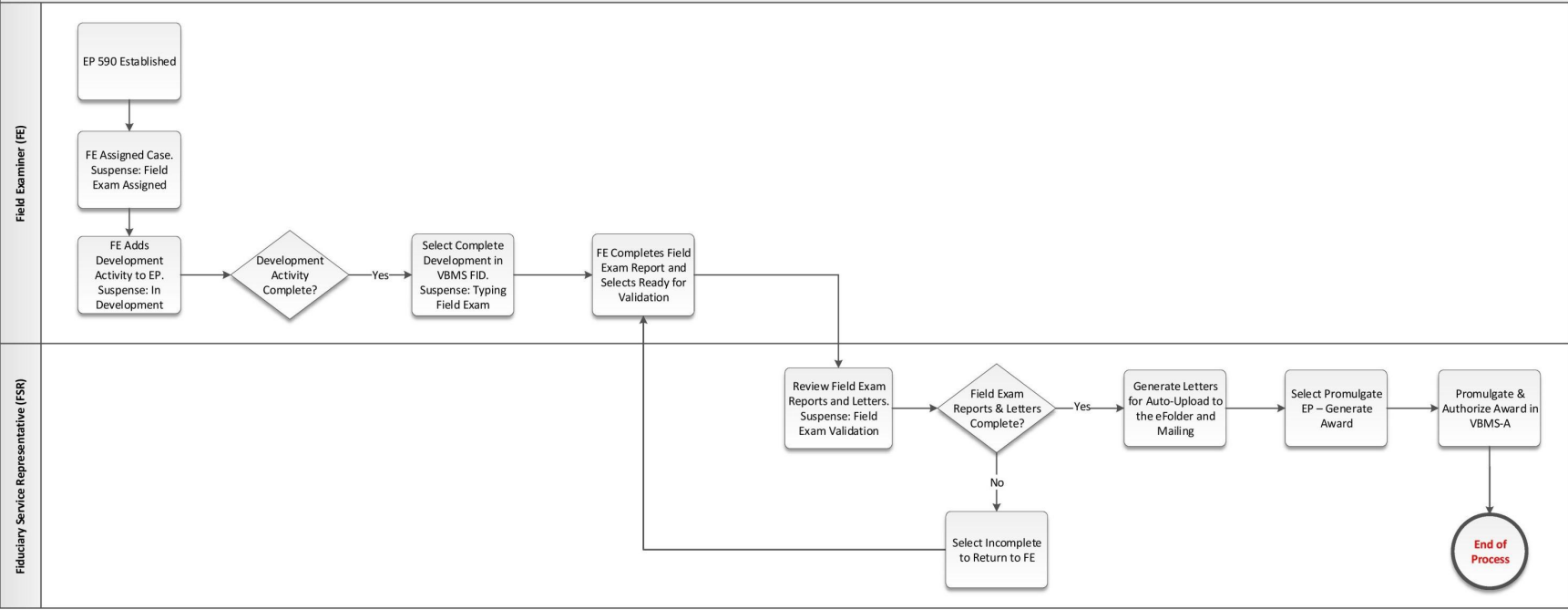
mm/dd/yyyy 📅

⌛ Cancel Submit



EP 590 Due Process Lifecycle





EP 290 Fund Usage Review

