

Dependency Maintenance



Public Contact Team Training

OFO-NCC

February 2022

Dependency Maintenance Participant Guide

- Duration:** 1 hour
- TMS:** TMS Survey will be completed at the end of training.
- Audience:** This lesson is trains Public Contact Representatives (PCRs) within the Public Contact Teams (PCTs) as they transition into Customer Relationship Management/Unified Desktop – Optimized.
- Purpose:** This lesson provides VA employees assisting the public an opportunity to refresh their knowledge on this topic. It fulfills the training requirement for experienced Public Contact Representatives.
- Objectives:** Upon completing this lesson, trainees will be able to:
- Utilize and apply guidance pertaining to dependency maintenance
 - Add dependents
 - Remove dependents
 - Provide information required by support personnel to process dependency claims
 - Correct Errors in Dependency claims
 - Verify dependents on an award via 21-0538/21-0537 Verification
- References:**
- KM ARTICLE**
- [Dependency Issues - Procedural Changes and FAQs](#)

Introduction

PCRs in the PCT can process dependency maintenance within CRM/UD-O.

In this lesson we will:

1. Thoroughly review KM article [Dependency Issues - Procedural Changes and FAQs](#)
2. Practice Dependency Maintenance in CRM/UD-O by utilizing the Dependency Maintenance Job Aid

Dependency Guidance

Access and review [Dependency Issues - Procedural Changes and FAQs](#).

The topics covered in this article are:

- Adding dependents
- Removing dependents

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- Status of a pending dependency claim
- Providing information required by support personnel to process dependency claims
- Correcting errors in dependency claims
- Verification of dependents on an award

Adding Dependents

Navigate to the Requests to the Add Dependents section of the article. This portion is separated into two categories: Compensation and Pension and Survivor Benefits. Depending on which type of benefit the client is receiving, will impact the actions that must take place.

Review the Add and Remove Dependent Job Aid for instructions on how to add dependents in CRM-UD/O.

Practice

Scenario: The Veteran visits PCT. He states he would like to add his biological child to his compensation award.

Using a test file, add the child to the award.

Dependent name: Willie <Insert Veteran's last name>

Gender: Male

Place of birth: Wilmington, North Carolina

Date of birth: 2/25/2022

Removing Dependents

Navigate to the Requests to the remove Dependents section of the article. This portion is separated into two categories: Compensation and Pension and Survivor Benefits. Depending on which type of benefit the client is receiving, will impact the information that must be provided and actions that must take place.

Review the Add and Remove Dependent Job Aid for instructions on how to remove dependents in CRM-UD/O.

Practice

Scenario: The Veteran visits PCT. He states he has divorced his spouse and would like for her to be removed from his compensation award.

Using a test file, remove the spouse from the award.

Dependent name: <Insert spouse on award name>

Reason for removal: divorce

Place of divorce: Wilmington, North Carolina

Date of divorce: 3/1/22

Status of Pending Dependency Claim

Navigate to the Requests to the Requests for the status of a pending dependency claim section of the article. This portion is separated into two categories: Compensation and Pension and Survivor Benefits. Depending on which type of benefit the client is receiving, will impact the information that must be provided and actions that must take place.

Providing Information Required by Support Personnel to Process Dependency Claims

Navigate to the Requests to provide information required by support personnel to process dependency claims section of the article. Review the guidance to ensure information is documented appropriately.

Correcting Errors in Dependency Claims

Navigate to the Requests to Correct Errors in Dependency Claims section of the article. Review the guidance to ensure information is documented appropriately.

Verifying Dependents on the Award

Navigate to the Verification of Dependents on Award section of the article. Review the guidance to ensure information is documented appropriately.