

First Notice of Death



Public Contact Team CRM/UD-O Training

OFO-NCC

February 2022

First Notice of Death – Participant Guide

- Duration:** 2 hours
- TMS:** TMS Survey will be completed at the end of Training for 35hr credit.
- Audience:** This lesson is intended for experienced Public Contact Representatives (PCRs) within VBA's Public Contact Teams however, it is also suitable for any new or experienced VA employee desiring information on this subject.
- 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:
- Understand how ID Protocol applies in FNOD
 - Be able to process a First Notice of Death for the death of a Veteran in CRM/UD-O
 - Be able to process a First Notice of Death for the death of a non-Veteran beneficiary and dependent
 - Be able to facilitate award resumption for erroneous death notices
- References:**
KM ARTICLE
- [0820 Routing Procedures](#)
 - [Death Related Information Checklist](#)
 - [Erroneous Death Notices](#)
- VA Forms**
- VA Form 27-0820a, Report of First Notice of Death
 - VA Form 27-0820, Report of General Information

First Notices of Death

First notice of death (FNOD) processing is required when VA is notified of a beneficiary's or dependent's death for the first time.

There are three categories of death-related interactions, each requiring different procedures:

1. Death of a Veteran
2. Death of a non-Veteran Beneficiary
3. Death of a Dependent

Interaction Flow

PCRs are required to take specific actions each time a death is reported.

They must:

- Express condolences (required within 90 days of death)
- Document the death on VA Form 27-0820a/27-0820
 - System processing for death of Veteran
- Notify the survivor/beneficiary of award adjustments
- Review possible benefit entitlement and provide eligibility/application information, as needed
 - Burial benefits must be discussed if within 3 days of death
 - Advise of Life Insurance policy number, if one exists
 - Provide a Death/Survivor benefits (Survivor Packet)
 - Document Intent to File, as applicable

ID Protocol Exception

Anyone may report the death of a Veteran or non-Veteran beneficiary. It is not necessary to complete ID Protocol to report a death or to provide general information such as death related benefits information; however, PCRs must ensure they have enough information to access the correct record.

When necessary, a file may be accessed without using traditional search methods. To do this in our systems we will conduct an *Advanced Search*. PCRs may utilize whichever pieces of information the reporter provides to attempt to locate the record.

- If no record is found, the reporter may need to gather additional information and contact VA again.
- If no record is found despite the reporter providing all information needed to locate the record, PCRs must provide complete all the required FNOD actions, minus the system processing and 27-0820a/27-0820 requirement.

Death-Related Checklist/Job Aid

The KM article, [Death Related Information Checklist](#) is a tool created to assist PCRs in conversations concerning a deceased Veteran or beneficiary and death-related benefits. This checklist should be used to assist in death-related conversations.

The checklist is interactive and can be used to keep track of what needs to be discussed during the interaction.

There is a Death-Related Benefits Job Aid attached to the bottom of the Death-Related Checklist KM article. This is a tool that can also help guide the conversation for death-related benefits discussions.

Death of Veteran

The death of a Veteran who has a claim/appeal pending or is in receipt of benefits is the most complex, as there are more steps to process within the system and more benefits to review with the reporting individual.

PCRs must complete a VA Form 27-0820a, FNOD processing, Month of Death (MOD) processing, Presidential Memorial Certificate (PMC) processing, address benefit questions, offer a death-related information packet and potentially document an intent to file.

Death of Non-Veteran Beneficiary

A non-Veteran beneficiary is an individual who is in receipt of benefits in their own right. Common non-Veteran beneficiaries include surviving spouses in receipt of Dependency Indemnity Compensation (DIC) or Survivor's Pension.

PCRs are currently unable to stop an award via the First Notice of Death (FNOD) process for the death of a non-Veteran beneficiary. However, PCRs still must complete and submit VA Form 27-0820a, *Report of First Notice of Death*, inform the reporter of stopped benefits, and discuss the possibility of burial in a national cemetery.

Death of Dependent

A dependent is an individual on a living Veteran or non-Veteran beneficiary's award. Dependents impact the amount of benefits the beneficiary receives.

PCRs document the removal of a dependent on VA Form 27-0820, Report of General Information, and route in accordance with 0820 Routing Procedures. PCRs must be very specific in language to ensure it is understood the dependent passed away, the dependent's relationship to the Veteran/beneficiary, the dependent's name, and the date they passed away.

VA Form 27-0820a, Report of First Notice of Death must **not** be used for the death of a dependent.

Erroneous Reports of Death

On occasion, VA receives an erroneous report of the death of a Veteran or beneficiary. An erroneous report may result in VA records reflecting a Veteran or beneficiary who is alive as deceased and corresponding suspension or termination of VA benefit payments. PCRs are responsible for reporting the erroneous information and taking action to request award resumption and reissuance of missing payments.

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The KM article, [Erroneous Death Notices](#), provides information on actions that must be taken when VA receives an erroneous report of death of a Veteran or beneficiary.

PCRs must document the information on VA Form 27-0820 and route the completed form via email to the designated management official (DMO) in their location.

The 27-0820 must include the following:

- The fact that the Veteran or beneficiary was erroneously reported as deceased but is alive,
- If an award has been terminated, a request to resume the award, and
- The date(s) of any missing payments.

The DMO must contact the Intake Processing Center (IPC) Coach at the beneficiary's station of jurisdiction to facilitate award resumption. After contact with IPC is made, the DMO should upload the 27-0820 to the VBMS eFolder and leave a note in CRM/UD-O documenting the action taken.