PMC VSR Core Course

Pension Systems and Applications

Job Aid

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This job aid serves as a quick reference for pension systems and applications used by the PMC VSR.

**Overview**

**Casef****low**

|  |  |
| --- | --- |
| **Characteristic** | **Description** |
| Purpose | Caseflow is a program that:* Establishes new claims received under the Appeals Modernization Act (AMA).
	+ EP 030 (Request for higher-level review)
	+ EP 040 (Request for supplemental claim)
 |
| Primary Use | * Caseflow is currently only being used by specified Claims Assistants (CAs) when establishing certain types of incoming claims
 |
| Access Steps | PMC VSRs do not currently have access to Caseflow |

**Centralized Benefits Communication Management (CBCM)**

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| **Characteristic** | **Description** |
| Purpose | CBCM is a program that:* Streamlines the delivery of outbound communication across all business lines
* Provides a more automated and efficient means of generating and delivering notification letters to claimants
* Reduces the risk of PII violations
 |
| Primary Use | CBCM can be access through various platforms. Packages can be created through:* VBMS-Core
	+ Letter Chevron in the Claims Details
	+ Veteran’s eFolder
	+ Package Manager
* VBMS-Awards
 |

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| **Characteristic** | **Description** |
|  | * Letter Creator

Note- CBCM may not be used to send out correspondence that includes Federal Tax Information (FTI) |
| Access Steps | Access is achieved by locating the Package Manager option in VBMS, or successfully using the Redesigned Automated Decision Letters in VBMS-A |

**Compensation and Pension Records Interchange (CAPRI)**

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| **Characteristic** | **Description** |
| Purpose | CAPRI is a joint VBA-VHA effort that:* Improves Compensation and Pension exam information flow with minimal cost
* Acts as a bridge between VBA and VHA information systems
* Offers VBA Rating Specialists help in building the ratings.
 |
| Primary Use | A PMC VSR primarily uses CAPRI to:* Review medical information by beneficiaries who have received care by a Veterans Affairs Medical Center (VAMC)
* Determine if a Veteran died in a VAMC or under VA Care
* Process hospital adjustment reductions for Veterans with no dependents
 |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. CAPRIREMOTE

Password: assigned at time of need |
| User guide | [CAPRI user guide](https://www.va.gov/vdl/application.asp?appid=133) |

**Defense Personnel Records Information Retrieval System (DPRIS)**

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| **Characteristic** | **Description** |
| Purpose | DPRIS:* Is a secure electronic gateway that provides authorized government users access to:
	+ Veterans' Official Military Personnel File (OMPF) information from each of the Service-specific OMPF imaging systems
	+ Post-traumatic stress disorder and Agent Orange incident information from the Joint Services Records Research Center (JSRRC)
* Enables individual Servicemembers and Veterans access to their own OMPF information
 |
| Primary Use | A PMC VSR (with authorization) primarily uses DPRIS to:* Request verification of personnel records after specific dates of discharge (listed below).
* Service verification for Veterans discharged on or after:
	+ Army: October 1, 1994 (service that ended between October 1, 1994 and September 30, 2002 that results in a negative response from DPRIS allows for a PIES O99 request)
	+ Navy: January 1, 1995
	+ Marine Corps: January 1, 1999
	+ Air Force: October 1, 2004
	+ There are no Coast Guard records in DPRIS.

o |
| Access Steps | Usually completed by a super-user as new PMC VSRs will not have access to DPRIS |
| User guide | [DPRIS user guide](https://vbaw.vba.va.gov/bl/21/Products/piesdpris.htm) |

**Exam Management System (EMS)**

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| **Characteristic** | **Description** |
| Purpose | EMS:* Manages exam scheduling requests from within VBMS- Core
* All contracted exams for compensation, Veteran’s pension,

and survivor benefits are completed through EMS |
| Primary Use | EMS is primarily used for:* Scheduling exam requests and/or medical opinions with VBA Exam Contractors
* Review the status of the exam and/or medical opinion
* Update exam statuses if applicable
 |
| Access Steps | Access is achieved by logging into VBMS. Then locating the Exams chevron under the applicable claim option. |
| Job Aids | [EMS job aids](https://vbaw.vba.va.gov/bl/21/contractexams/ems.htm) |

**Finance and Accounting System (FAS)**

|  |  |
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| **Characteristic** | **Description** |
| Purpose | FAS is an online financial and accounting application that:* Provides fiscal and accounting transaction processing
* Supports generation and audit of benefit payments
* Provides the ability to perform on-line transaction processing and on-line audit functions
* Has automated manual review processes such as:
	+ Check verification
	+ Fiscal Adjustments (FISA)
	+ Review of account with prior waiver or write-off adjustments
 |
| Primary Use | A PMC VSR primarily uses FAS to:* Review a claimant’s payment and accounting information
* Review claimants record for potential debts owed to VAMC
* Update improper dates of death or SSN numbers
* Review if payments made to the VA have been received and processed
 |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. VETSNET
6. Financial Application T11 Password: single-sign on with PIV
 |

**Modern Awards Processing Development (MAP-D)**

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| **Characteristic** | **Description** |
| Purpose | MAP-D:* Supports generation of development letters to the claimant and to third parties
	+ Requested evidence controlled by tracked items
* Allows VSRs to change the claim status and claims disposition while processing claims
	+ Can also be done in VBMS
 |
| Primary Use | A PMC VSR primarily uses MAP-D to:* Generate development letters requesting additional information from the beneficiary
* Generate development letters to third-party sources and add tracked items for third party requests through other programs.

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| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. VETSNET
6. MAP-D T11

Password: single-sign on with PIV |
|  | [MAP-D user guide](https://vbaw.vba.va.gov/VetsNet/Claims_Docs/webhelp/Claim_Development1.htm) |

**Personal Computer Generated Letters (PCGL)**

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| **Characteristic** | **Description** |
| Purpose | PCGL is designed to generate letters using a “free form” or “predefined” mode:* Free form allows you to type a letter from scratch or to select individual paragraphs in putting together a letter. It will also set up the proper spacing and formatting for the address, greeting, and closing for a letter that you type yourself. The free form mode may not be available to all users
* Predefined letters minimize user input. PCGL provides letter generation capabilities using PCs and accessing

VBMS data |
| Primary Use | A PMC VSR primarily uses PCGL to write letters for the following:* Awards
* Informal claim
* Due process
 |

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| **Characteristic** | **Description** |
|  | * Incompetency
* Correspondence not related to a decision
 |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. PCGL
6. Password: single-sign on with PIV Can also be accessed from SHARE:
7. Click on Corresponding EP PIF under ‘Search All in List’ in

SHARE Application1. On Claim Status (P01) Screen click PCGL button at bottom of screen
 |
| User guide | [PCGL user guide](https://vbaw.vba.va.gov/bl/21/publicat/Users/Index2.htm) |

**Personnel Information Exchange System (PIES)**

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| **Characteristic** | **Description** |
| Purpose | PIES is designed to improve quality and timeliness of requesting Veteran information from outside agencies by:* Automating and standardizing the data requests which are uploaded to VBMS
* Improving routing
* Requesting tracking
* Standardizing output generation processes
* Processing metrics involved with claims development
 |
| Primary Use | A PMC VSR primarily uses PIES to request verification of service as well as Service Treatment Records (STRs) from the National Personnel Records Center (NPRC).Use PIES if:* Service personnel records of Veterans discharged *prior* to the dates shown in DPRIS (above)
* Verification of service (if certified DD Form 214 is not available) for Veterans discharged prior to the dates shown in DPRIS (above)
* Service Treatment Records (STRs) for Veterans discharged prior to:
	+ Navy: January 31, 1994
	+ Marine Corps: May 1, 1994
	+ Army: October 16, 1992
	+ Coast Guard: May 1, 1998
	+ Air Force: May 1, 1994 (if discharged, retired, or separated from active duty) or June 1, 1994 (if discharged or retired from the Reserves or National Guard)
* In-depth research into fire-related cases (service documents damaged by the fire at the National Personnel Records Center in St. Louis on July 12, 1973)
	+ Records affected:
 |

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| **Characteristic** | **Description** |
|  | * Army personnel with RAD dates between November 1, 1912 – January 1, 1960
* Air Force personnel with RAD dates between September 2, 1947 – January 1, 1964 and last names Hubbard through Z
 |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. PIES
6. PIES Create T11

Password: single-sign on with PIV |
| User guide | [PIES user guide](https://vbaw.vba.va.gov/bl/21/Products/piesdpris.htm) |

**SHARE**

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| **Characteristic** | **Description** |
| Purpose | SHARE* Allows employees to inquire against legacy information such as:
	+ Beneficiary Information Locater System (BIRLS) and Benefits Delivery Network (BDN)

Control of Veterans Records System (COVERS)* + Other agencies' information (e.g. SSA)
* Is composed of five primary parts: BIRLS, Corporate,

Master Education Record, Payment Data, and PIF Inquiry* + **BIRLS**: Allows VSR to update Veteran’s military service information and name, as well as view the folder location and prior benefit information when VBMS is unavailable.
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| **Characteristic** | **Description** |
|  | * **Corporate:** Allows VSR to view EP history and current award/payment and rating information.
* **Master Education Record:** VSRs do not have access to this section.
* **Payment Data:** Allows VSRs to view individual payment history.
* **PIF Inquiry:** Allows VSRs to view information on current pending EP(s).
 |
| Primary Use | A PMC VSR primarily uses SHARE to:* Determine if service is verified
* Determine if a claim is pending
* View military information
* View payment histories
* View dependency information
* Perform Social Security Data matches
* Establish certain claims/change a claim
* Clear a pending issue
* Review intent to file information
* Complete a corporate inquiry
* Change name or address
* Complete a BIRLS update
* View rating information
* Process a First Notice of Death
* View the location and details of eFolders
 |

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| **Characteristic** | **Description** |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. SHARE T11

Password: single-sign on with PIV |
| User guide | [SHARE user guide](https://vbaw.vba.va.gov/bl/21/Systems/share.htm) |

**Veterans Appeals Control System (VACOLS)**

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| **Characteristic** | **Description** |
| Purpose | VACOLS allows personnel to view, update, and track the status of legacy appeals cases pending with the Regional Offices/PMCs or submitted to BVA. |
| Primary Use | A PMC VSR primarily uses VACOLS to review legacy appeal information at any stage of the appeal process.* Any requests for higher-level review or appeals to the Board of Veterans’ Appeals (BVA) submitted under the Appeals Modernization Act on or after 2-19-19 are not tracked through VACOLS.
 |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VACOLS

Password: single-sign on with PIV |
| User guide | [VACOLS user guide](https://vbaw.vba.va.gov/bl/21/publicat/Users/Index.htm) |

**Veterans Benefits Management System Core (VBMS)**

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| **Characteristic** | **Description** |
| Purpose | VBMS is:* A web-based, electronic claims processing solution complemented by improved business processes.
* Serves as the enabling technology for quicker, more accurate, and integrated claims processing.
* Assists in providing timelier and more responsive customer service to Veterans and their families.
 |
| Primary Use | A PMC VSR primarily uses VBMS to:* Review Veteran’s eFolder, to include claim documents
* Review Intent to File information
* Review or edit military service information
* Review or edit dependent information
* Review or edit POA information
* Establish a claim (most situations)
* Update End Product information (contentions, tracked items, special issues)
* Access LCM documents (non-restricted only)
* Insert documents into the eFolder
* Perform Social Security Administration (SSA) inquiries
 |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. VBMS
6. VBMS

Password: single-sign on with PIV |
| User guide | [VBMS user guide](https://vbaw.vba.va.gov/VBMS/) |

**Veterans Benefits Management System Awards (VBMS-A)**

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| **Characteristic** | **Description** |
| Purpose | Interconnected with VBMS, VBMS-A allows VSRs to view and promulgate awards for Veterans and beneficiaries. |
| Primary Use | A PMC VSR primarily uses VBMS-A to generate awards for beneficiaries. |
| Access Steps | 1. Log in to LAN
2. Start
3. All Programs
4. VBAPPS
5. VBMS
6. VBMS-A

Password: single-sign on with PIV |
| User guide | [VBMS-A user guide](https://vbaw.vba.va.gov/VBMS/) |

# Individual Longitudinal Exposure Records (ILER)

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| **Characteristic** | **Description** |
| Purpose | * ILER is a joint Department of Defense (DoD) and Veterans Affairs (VA) web-based application that provides the ability to link a Veteran to military exposures and/or deployments to improve the efficiency and effectiveness in decision making.
 |
| Primary Use | * ILER is to be used when reviewing and processing certain service-connected claims that may be subject to a toxic exposure risk activity (TERA).
 |
| Access Steps | Access to ILER must be requested. **Once users have completed the required training and downloaded their certificates, access can then be requested.** |