

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**

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| **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.   · |
| 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 Application   1. 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.** |