PENSION AND FIDUCIARY Service

PMC VSR Core Course

Phase 6: Processing Claims Lesson 3: Process Month of Death (MOD) Claims

Appendix A

June 2022

Process Month of Death (MOD) Claims

| Learning Objectives | Lessons, Job Aids, and References |
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| Recognize indicators of Month of Death (MOD) claim | * **Phase 4: *PMC VSR Overview Types of Pension Claims and Claims Recognition*** * **Claim Types** job aid |
| Confirm the Date of Claim (DOC) is correct | * Phase 5, Part 1a: *Date of Claim* * M21-4 Appendix B End Product (EP) Codes * M21-1 II.i.2.C. Mail Management * M21-1 II.iii.1.A.4.c.  Determining the Proper DOC for Claims Establishment Purposes |
| Validate Power of Attorney (POA) | * Phase 5, Part 1a: *Validate Power of Attorney (POA)* * M21-1 I.i.2.A.1.a.A Claimant’s Right to Representation * M21-1 I.i.2.E.2. Updating Electronic Systems for POA * 38 CFR 3.103(a) Procedural Due Process and Appellate Rights |
| Confirm the End Product (EP) code is correct | * Phase 5, Part 1a: *End Product (EP) Codes* * **EP Code** job aid * **Modify EP Code** job aid * M21-4 Appendix B |
| Determine dependency eligibility for a spouse of a Veteran | * Phase 5, Part 1b: Determine Dependency Eligibility: Spouse * **Dependency Eligibility Requirements** job aid * **Dependency Eligibility: Spouse** job aid * M21-1 VII.i.1. General Information on Relationship and Dependency * M21-1 VII.i.2.A. Establishing the Validity of a Marriage for VA Purposes * M21-1 VII.i.2.B. Establishing Common Law Marriages * M21-1 VII.i.2.C. Establishing Other Types of Marriages * M21-1 VII.i.2.D. Establishing Marital Relationship in Survivors Cases * M21-1 VII.i.2.E Remarriage of a Surviving Spouse * M21-1 XI.ii.2.1.g. Verifying the Identity of the Claimant |
| Determine whether the surviving spouse is eligible for MOD benefits | * Phase 5, Part 1d: *Determine Eligibility for Month of Death Benefit* * 38 CFR 3.20 Surviving Spouse's Benefit for Month of Veteran's Death * M21-1 XI.ii.2. Month Of Death [MOD] Benefit * M21-1 XI.i.1.B.3. Processing MOD Payments With Other Death Benefits |
| M21-1 | * Phase 5, Part 2: *Overview of the Development Process* * **Develop for Missing Information/Evidence** job aid * 38 CFR 3.159 VA Assistance in Developing Claims * M21-1 III.i.2. Claims Development * M21-1 XI.ii.2.1.f.  What Constitutes a MOD Claim * M21-1 XI.ii.2.1.g.  Verifying the Identity of the Claimant |
| Describe how to prepare the award action | * Phase 5, Part 3: *Overview of the Award Process* * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid * **Processing an Award Adjustment** job aid * M21-1 VI.i.1.A.2.c. Award-Processing Responsibilities * M21-1 XI.i.1.B.2.f.  Granting Entitlement to MOD Payment Only * M21-1 XI.i.1.B.2.h.  Denying Entitlement to MOD * M21-1 XI.i.1.B.3. Processing MOD Payments With Other Death Benefits |

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| Prepare a decision notification | * Phase 5, Part 4: *Prepare Personal Computer Generated Letter (PCGL)* * **Processing an Award Adjustment** job aid * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid * M21-1 VI.i.1.B.1.a-m. Notification Requirements * M21-1 VI.i.1.B.2. Special Requirements for Visually Impaired Claimants * M21-1 XI.ii.2.1.h. Providing Notification to the Surviving Spouse on How to Return the Veteran's Payments |