PENSION AND FIDUCIARY Service

PMC VSR Advanced Core Course

Phase 6: Practical Application and Experience

Process DIC Claims

Appendix A

June | 2024

Prerequisites

| Learning Objectives | Job Aids and References |
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| Determine whether the application for benefits is complete or incomplete | * M21-1 **I.i.1.A.** (Description and General Information on Duty to Notify and Duty to Assist) * M21-1 **II.iii.1.A.1.a****.**(**Requirements for a Complete Claim Received on or After March 24, 2015** ) * M21-1 II.iii.2.A.1.a (Communication of an ITF) * M21-1 **II.iii.2.H** (Historical Guidance on Formal Applications and Informal Claims Received Prior to March 24, 2015) |
| Confirm special claim types | * **Pension Systems and Applications** job aid * M21-1 II.iii.2.B (Supplemental Claims) * M21-1 III.i.2.F.1.b.  (Corporate Flashes) * M21-1 **V.ii.1.A.1.** (**Guidelines for Evaluating Evidence**) * M21-1 X.i.1.1 (Priority Processing Programs) |
| Confirm the Date of Claim (DOC) is correct | * M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements) * M21-1 **II.i.2.C** (Mail Management) * M21-1 **II.i.2.A.1** (**Overview of the Initial Mail Screening Process**) * M21-1 **II.iii.1.A.4.c****.** (Determining the Proper DOC for Claims Establishment Purposes) |
| 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) |
| Confirm the End Product (EP) code is correct | * M21-4 Appendix A and B |
| Determine dependency eligibility for a spouse of a Veteran | * **Dependency Eligibility Requirements** job aid * **Dependency Eligibility: Spouse** job aid * M21-1 **VII.i.1.A** (General Information on Relationship and Dependency) * M21-1 VII.i.2.A (Establishing the Validity of a Marriage for Department of Veterans Affairs VA Purposes) * M21-1 VII.i.2.B (Establishing Common Law Marriages) * M21-1 VII.i.2.D (Establishing Marital Relationship in Survivors Cases) * M21-1 VII.i.2.E (Remarriage of a Surviving Spouse) |
| Determine dependency eligibility for a child of a Veteran | * 38 CFR 3.57 (Child) * M21-1 VII.i.3.A (Establishing a Child’s Age and Relationship) * M21-1 VII.i.3.B (Biological Children, Adopted Children, and Stepchildren) * M21-1 VII.i.3.C (Marriage of a Child) * M21-1 VII.ii.1 (School Attendance) * M21-1 **IX.iii.1.E.4**(Surviving Child Entitled to Survivors Pension in Their Own Right) |
| Determine dependency eligibility for a helpless child of a Veteran | * 38 CFR 3.356 (Conditions Which Determine Permanent Incapacity for Self-Support) * M21-1 **X.ii.6.B** (A Child’s Permanent Incapacity for Self-Support) |
| * Determine eligibility requirements for Accrued Benefits * Determine Substitution Eligibility | * **Accrued Benefits** job aid * **Determine Substitution Eligibility** job aid * 38 CFR 3.1000 (Entitlement Under 38 U.S.C. 5121 to Benefits Due and Unpaid Upon Death of a Beneficiary) * M21-1 XI.ii.3.B (Substitution in Case of Death of Claimant) * M21-1 XI.ii.3.D (Rating Accrued Claims) * M21-1 XI.ii.3.E (Accrued Authorization and Notification) |
| Determine whether the surviving spouse is eligible for MOD benefits | * **Process a Month of Death (MOD)Claim Checklist** job aid * 38 CFR 3.20 (Surviving Spouse's Benefit for Month of Veteran's Death) * M21-1 **XI.ii.2** (Month of Death (MOD) Benefits) |
| Demonstrate how to develop for information/evidence needed to fulfill duty to assist | * **Develop for Missing Information/Evidence** job aid * 38 CFR 3.159 (VA Assistance in Developing Claims) * M21-1 III.i.2.D (**Evidence Requested from the Claimant**) * M21-1 **I.i.1.A.** (Description and General Information on Duty to Notify and Duty to Assist) * M21-1 III.i.2.C (Duty to Assist with Obtaining Records) * M21-1 III.i.2.D (Evidence Requested from the Claimant) * M21-1 III.i.2.D.1.d (Claims Development by E-Mail, Telephone, and Electronic Means) * M21-1 III.i.2.D.1.e. (Documenting Information Received by Telephone) |
| Decide the award action | * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid * **Processing an Award Adjustment** job aid * **Time Limits** job aid * **Annotate the Award Checklist** job aid * M21-1 VI.i.1.A. (Decision Authorization) * M21-1 VI.i.1.B. (Decision Notices) |
| Determine whether a claim requires a rating decision | * **Ready to Rate** job aid * **Accuracy of a Rating Decision** job aid * M21-1 **V.i.1.B**(Referrals to the Rating Activity) * M21-1 V.iv.1.E (Reviewing the Rating Decision) * M21-1 XII.i.2.A (Ratings for Dependency and Indemnity Compensation (DIC)) |
| Prepare a decision notification | * **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 (Notification Requirements) * M21-1 VI.i.1.B.3 (Decision Notices Containing FTI) * M21-1 X.ii.3.A (Notice of Proposed Adverse Action) |