PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 6: Processing Claims

Lesson 14: Process Apportionment Claims

Appendix A

July 25, 2017

Version 1.0

Table of Contents

Lesson 14 Prerequisites

Description

This Appendix A lists the references according to the prerequisite learning objectives. The reference types include the corresponding lesson title, job aids, 38 Code of Federal Regulations (CFR) and M21-1 Adjudication Procedures Manual.

Recognize indicators of Veterans Pension claim

Reference Type	Reference Name
Lesson	Phase 4, Lesson 2: *PMC VSR Overview Types of Pension Claims and Claims Recognition*
Job Aids	**Claim Types** job aid

Determine whether the application for benefits is complete or incomplete

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 1: *Complete and Incomplete Applications for Benefits*
Job Aids	None
38 CFR and M21-1 Manual	- M21-1 I.1.B (Duty to Notify Under 38 U.S.C. 5102 and 5103) - M21-1 III.ii.2.B (Applications for Disability Compensation and/or Pension, and Applications for Survivors Benefits) - M21-1 III.ii.2.C (Informal Claims Received Prior to March 24, 2015, Communication of an Intent to File [ITF], and Requests for an Application)

Confirm special claim types

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 3: *Flash, Expedited (Priority), Previous, Dual, or Reopened/New Claims*
Job Aids	**Pension Systems and Applications** job aid
38 CFR and M21-1 Manual	• M21-1 III.ii.1.D (Claims That Require Priority Processing) • M21-1 III.iii.1.D.1.b (Claimant Flashes) • M21-1 III.iv.2.B.3.e (Definition: New and Material Evidence) • M21-1 I.5.A.2.b (Overview of the Appeal Process)

Determine if an appeal is pending

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 3: *Flash, Expedited (Priority), Previous, Dual, or Reopened/New Claims*
Job Aids	**Pension Systems and Applications** job aid
38 CFR and M21-1 Manual	See Phase 5, Part 1, Lesson 3 above for references

Confirm the Date of Claim (DOC) is correct

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 4: *Date of Claim*
Job Aids	None
38 CFR and M21-1 Manual	• M21-1 III.ii.1.B (Mail Management) • M21-1 III.ii.1.C (Initial Screening Policies) • M21-1 III.ii.2.B.3.c (Determining the Proper DOC for Claims Establishment Purposes) • M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)

Validate Power of Attorney (POA)

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 5: *Validate Power of Attorney (POA)*
Job Aids	None
38 CFR and M21-1 Manual	• M21-1 I.3.B.1.a (A Claimant's Right to Representation) • M21-1 III.ii.3.C.5 (Updating Electronic Systems for POA) • M21-1 III.ii.3.C.6 (POA Codes) • 38 CFR 3.103 (Procedural due process and appellate rights.) • 38 CFR 14.630 (Authorization for a particular claim.)

Confirm the End Product (EP) code is correct

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 6: *End Product (EP) Codes*
Job Aids	• **End Product (EP) Code** job aid • **Modifying End Product (EP) Codes** job aid
38 CFR and M21-1 Manual	M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)

Describe administrative decision making process

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 9: *Overview of Administrative Decisions*
Job Aids	None
38 CFR and M21-1 Manual	• M21-1 III.v.1.A.1 (General Information on Administrative Decisions) • M21-1 III.v.1.A.2 (Making A Decision) • M21-1 III.v.1.A.3.c (Notifying Claimants of an Unfavorable Administrative Decision) • M21-1 III.iv.5.2 (Evidentiary Concepts) • M21-1 III.iv.5.A.1.f (Overview of Evaluating Evidence) • M21-1 III.iv.5.A.9 (Weighing All of the Evidence) • M21-1 III.v.1.A.2.e (Evidence Thresholds) • M21-1 III.v.1.A.2.f (Application of the Reasonable-Doubt Rule) • 38 CFR 3.102 (Reasonable doubt.) • M21-1 III.v.1.A.3 (Preparing Administrative Decisions)

Determine dependency eligibility for a spouse of a Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 12: *Determine Dependency Eligibility: Spouse*
Job Aids	• **Dependency Eligibility Requirements** job aid • **Dependency Eligibility: Spouse** job aid
38 CFR and M21-1 Manual	• M21-1 III.iii.5.A (General Information on Relationship and Dependency) • M21-1 III.iii.5.B (Establishing the Validity of a Marriage for VA Purposes) • M21-1 III.iii.5.C (Establishing Common Law Marriages) • M21-1 III.iii.5.D (Establishing Other Types of Marriages) • M21-1 III.iii.5.E (Establishing Marital Relationship in Survivors Cases) • M21-1 IV.iii.3.D (Remarriage of a Surviving Spouse) • M21-1 V.i.3.A (General Information on Income and Net Worth Development)

Determine dependency eligibility for a child of a Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 13: *Dependency Eligibility: Child*
Job Aids	**Dependency Eligibility Requirements** job aid
38 CFR and M21-1 Manual	• 38 CFR 3.57 (Child.) • M21-1 III.iii.5.F (Establishing a Child's Age and Relationship) • M21-1 III.iii.5.G (Establishing a Biological Child, Adopted Child, or Stepchild as a Veteran's Child for Department of Veterans Affairs [VA] Purposes) • M21-1 III.iii.6 (School Attendance) • M21-1 V.iii.1.E.4.a (General Information on a Surviving Child Entitled to Survivors Pension in His/Her Own Right)

Determine dependency eligibility for a helpless child of a Veteran

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 14: *Determine Dependency Eligibility: Helpless Child*
Job Aids	**Dependency Eligibility Requirements** job aid
38 CFR and M21-1 Manual	• 38 CFR 3.315(a) (Child over 18 years.) • 38 CFR 3.356 (Conditions which determine permanent incapacity for self-support.) • 38 CFR 3.57 (Child.) • M21-1 III.iii.5.F (Establishing a Child's Age and Relationship) • M21-1 III.iii.5.G (Establishing a Biological Child, Adopted Child, or Stepchild, as a Veteran's Child for Department of Veterans Affairs [VA] Purposes) • M21-1 III.iii.7 (A Child's Permanent Incapacity for Self-Support)

Establish periods for calculating income

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 16: *Establish Periods for Calculating Income*
Job Aids	• **Initial Year** job aid • **Income and Net Worth Status** job aid
38 CFR and M21-1 Manual	• 38 CFR 3.400—3.404 (Effective dates.) • 38 CFR 3.31 (Commencement of the period of payment.) • M21-1 V.iii.1.A.4 (Pension and Parents' DIC Award Effective Dates and Payment Dates) • M21-1 V.iii.1.A.5 (General Information on the Payment Date Under 38 CFR 3.31) • M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year) • M21-1 V.iii.1.H.1.b (Time Limit to Furnish Amended Income Information to Increase the Rate) • M21-1 V.iii.1.E.7.a (Definition: Initial Year) • M21-1 V.iii.1.H.1.c (Definition: Same Calendar Year Under 38 CFR 3.660(b)(1)) • M21-1 V.iii.1.G.4.p (Overlapping Initial Year and Calendar Year Periods) • M21-1 V.iii.1.E.7.i (Counting the Initial 12 Months of Income for Disallowed Claims) • M21-1 V.iii.1.E.7.j (Counting the Second 12 Months of Income for Disallowed Claims) • M21-1 V.i.3.A.3.c (Reporting Period for Current-Law Pension)

Determine the types of income for pension purposes

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 17: *Determine Types of Income*
Job Aids	• **Income and Net Worth Status** job aid • **Income Classification and Counting Table** job aid • **Countable Income** job aid • **SSA Inquiry** job aid • **Initial Year** job aid
38 CFR and M21-1 Manual	• 38 CFR 3.271 (Computation of income.) • M21-1 V.iii.1.I (Improved Pension—Counting Specific Types of Income) • M21-1 V.iii.1.B.3 (Computing Monthly SSA and Medicare Benefits) • M21-1 V.iii.1.E.6 (Counting Income for Department of Veterans Affairs Purposes [IVAP]) • 38 CFR 3.272 (Exclusions from income.) • M21-1 V.iii.1.I.3 (Income Exclusions) • M21-1 V.iii.1.F.2 (Counting the Income of Dependents) • M21-1 V.iii.1.G.10 (Hardship Deductions from a Child's Income)

Select qualifying expenses for calculating income

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 18: *Select Qualifying Expenses*
Job Aids	• **Care Expense Guide** job aid • **Claim Types** job aid • **Income and Net Worth Status** job aid • **Initial Year** job aid
38 CFR and M21-1	• 38 CFR 3.272 (Exclusions from income.)

Reference Type	Reference Name
Manual	• M21-1 V.i.3.D.1 (Determining When Unreimbursed Medical Expenses Are Deductible)
	• M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year)
	• M21-1 V.iii.1.E.7.a (Definition: Initial Year)
	• M21-1 V.iii.1.E.7.b (Deductible Medical Expenses Paid During the Initial Year)
	• M21-1 V.iii.1.G.2 (Unreimbursed Medical Expense (UME) Deductions)
	• M21-1 V.iii.1.G.3 (Sources of Medical Expenses)
	• M21-1 V.iii.1.G.4.b (Information Required for a Medical Expense Deduction Claim)
	• M21-1 V.iii.1.G.4.d (Allowing Medical Expenses Prospectively)
	• M21-1 V.iii.1.G.4.e (Example of Annual Amount vs. Calculated Estimated Actual Amount)
	• 38 CFR 3.262(o) (Final expenses of veteran or parent's spouse; dependency and indemnity compensation.)
	• M21-1 V.iii.1.G.6 (Final Expense Deductions—Overview and Definitions)
	• M21-1 V.iii.1.G.7 (Processing Final Expense Deductions)
	• 38 CFR 3.272(g) (Exclusions from income; Medical expenses.)
	• 38 CFR 3.272(h) (Expenses of last illness, burials, and just debts).
	• 38 CFR 3.272(i) (Educational expenses.)
	• M21-1 V.iii.1.G.8 (Educational Expense Deductions)

Determine income status

Reference Type	Reference Name

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 19: *Determine Income Status*
Job Aids	• **Income Eligibility** job aid • **Countable Income** job aid • **Care Expense Guide** job aid • **Federal Tax Information (FTI) Income Reference List** job aid • **Upfront Verification** job aid • **Income and Net Worth Status** job aid • **Claim Types** job aid • **Income Classification and Counting Table** job aid • **Initial Year** job aid
38 CFR and M21-1 Manual	• M21-1 V.iii.1.G (Pension-Deductible Expenses) • M21-1 V.iii.1.B (Social Security Administration [SSA] Benefits Program) • M21-1 V.iii.1.I (Improved Pension—Counting Specific Types of Income) • M21-1 V.iii.1.A.3 (Denying a Claim When IVAP is Excessive; Considering Amended Income Information) • M21-1 V.i.3.A (General Information on Income and Net Worth Development) • M21-1 X.9.A.1 (Introduction to FTI Match and Corresponding Definitions) • M21-1 X.9.A.1.d (Upfront Verification) • 38 CFR 3.271 (Computation of income.)

Determine net worth status

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 20: *Determine Net Worth Status*

Reference Type	Reference Name
Job Aids	• **Income and Net Worth Status** job aid • **Claim Type** job aid • **Net Worth Corpus of Estate Determination** job aid
38 CFR and M21-1 Manual	• 38 CFR 3.263 (Corpus of estate; net worth.) • 38 CFR 3.274 (Relationship of net worth to pension entitlement.) • 38 CFR 3.275 (Criteria for evaluating net worth.) • M21-1 V.i.3.A.1.c (Definition: Net Worth) • M21-1 V.iii.1.A (General Information on the Effect Income and Net Worth Have on Pension and Parents DIC) • M21-1 V.iii.1.J.1.a (Impact of the Claimant's Net Worth on VA Benefits) • M21-1 V.iii.1.J.1.b (Net Worth Criteria) • M21-1 V.iii.1.J.1.g (Evaluating Net Worth) • M21-1 V.iii.1.J.1.h (Effect of Net Worth on Benefit Eligibility) • M21-1 V.iii.1.J.3.b (Criteria for Excessive Net Worth) • M21-1 V.iii.1.J.4.a (Excessive Net Worth as a Question of Fact) • M21-1 V.iii.1.J.4.e (Specific Exclusions From Net Worth) • M21-1 V.iii.1.J.4.f (Convertibility of Assets) • M21-1 V.iii.1.J.5.c (Excluding the Value of a Single-Family Dwelling)

Determine whether a claim requires a rating decision

Reference Type	Reference Name
Lesson	Phase 5, Part 1, Lesson 27: *Overview of Ready to Rate*
Job Aids	**Ready to Rate** job aid

Reference Type	Reference Name
38 CFR and M21-1 Manual	- M21-1 III.iv.6.C.1.b (Definition: Rating Decision) - M21-1 III.iv.1.1.a (Definition of the Rating Activity) - M21-1-1 III.ii.7.1.a (Referring Claims to the Rating Activity After Development Is Complete) - M21-1 III.iv.1.1.b (Specific Issues Requiring a Rating Decision) - M21-1 V.i.2.2.e (When a Rating Determination of Permanent and Total Disability Is Required) - M21-1 V.i.2.2.a (When a Rating Determination of Permanent and Total Disability Is Not Required) - M21-1 III.iii.7.2.a (When to Request Evidence of Permanent Incapacity for Self-Support) - M21-1 III.iii.7.2.b (Considerations of the Rating Activity to Resolve the Claim) - M21-1 VIII.1.4.a (General Policy Information) - M21-1 III.ii.7.3.a (Special Purpose Determinations That Do Not Require a Claim for Survivors Benefits) - M21-1 VIII.4.1.d (Considering a Rating Decision Dated Prior to Death) - M21-1 IV.iii.1.B.1.i (Refer DIC Cases to the Rating Activity) - M21-1 IV.iii.1.B.1.g (Obtaining Evidence Relating the Cause of Death to an SC Condition) - M21-1 IV.iii.2.A.1.g (When a Survivor Claim Does Not Require a Rating Decision) - M21-1 IV.iii.1.B.2 (DIC Under 38 U.S.C. 1151) 38 CFR 3.353 (Determinations of incompetency and competency.) - M21-1 III.iv.8.A.1.d (Making a Finding of Incompetency) - M21-1 III.iv.8.A.2.a (Considering Whether to Address Competency of a Veteran) - M21-1 III.iv.8.A.5.b (Determining When a Competency

Reference Type	Reference Name
	Rating is Needed After a Decree by a Court)
	• M21-1 V.ii.3.1.b (Medical Evidence Used for A&A Ratings)
	• 38 CFR 3.3.51(d) (Housebound, or permanent and total plus 60 percent; disability pension.)
	• M21-1 III.ii.2.D.3.a (Referring Additional Medical Evidence to the Rating Activity)
	• M21-1 V.i.2.2.f (Acceptable Medical Evidence and Definition of Adequate Medical Evidence for Pension Rating Purposes)
	• M21-1 V.i.2.2.g (VA Examination Authorization)
	• M21-1 V.ii.3.1.b (Medical Evidence Used for A&A Ratings)
	• M21-1 III.iii.7.1 (General Information on Proof of Permanent Incapacity for Self-Support)
	• 38 CFR 3.159 (Department of Veterans Affairs Assistance in Developing claims.)
	• M21-1 IV.ii.1.A.1.a (General Overview of the Compensation Claims Development Process)
	• 38 CFR 3.211 (Death.)
	• 38 CFR 3.202 (Evidence from foreign countries.)
	• M21-1 IV.iii.1.B.1.e (Evidence Required to Determine Entitlement to DIC)

Demonstrate how to develop for information/evidence needed to fulfill duty to assist

Reference Type	Reference Name
Lesson	Phase 5, Part 2, Lesson 1: *Overview of the Development Process*
Job Aid	**Develop for Missing Information/Evidence** job aid
38 CFR and M21-1 Manual	• M21-1 III.iii.1.B (Evidence Requested from the Claimant) • 38 CFR 3.159 (VA assistance in developing claims.) • M21-1 III.iii.1.A.1 (General Information on the Department of Veterans Affairs' [VA's] Duty to Assist Claimants) • Public Law (PL) 106-475 (Veterans Claims Assistance Act of 2000) • M21-1 III.iii.1.B.1.b (Notice of Time Limits to Submit Evidence) • M21-1 III.iii.1.A.1.d (Handling Concurrent Development Actions) • M21-1 III.iii.1.B.1.c (Claims Development by E-Mail, Fax, and Telephone) • M21-1 III.iii.1.B.1.d (Documenting Information Received by Telephone) • M21-1 III.iii.1.B.1.a (Written Requests for Evidence) • M21-1 III.iii.1.C (Requesting Evidence From Sources Other Than the Claimant) • M21-1 I.1.C (Requesting Records)

Describe how to prepare an award action

Reference Type	Reference Name
Lesson	Phase 5, Part 3, Lesson 2: *Overview of the Award Process*
Job Aids	• **Processing a Grant of Benefits** job aid • **Processing a Denial of Benefits** job aid • **Processing an Award Adjustment** job aid • **Annotate the Award Checklist** job aid
38 CFR and M21-1 Manual	• M21-1 III.v.2.A (Decision Authorization) • M21-1 III.v.2.B (Decision Notices) • M21-1 III.v.2.A.2 (General Information on Processing Decisions) • M21-1 III.v.2.A.2.c (Award Processing Responsibilities) • M21-1 III.v.2.A.3 (General Information on Denials) • M21-1 III.v.2.A.3.a (Definition: Denial) • M21-1 III.v.2.A.4 (Denials Based on a Claimant's Failure to Furnish Requested Evidence) • M21-1 III.ii.2.G (Withdrawal of Claims) • 38 CFR 3.106 (Renouncement.) • M21-1 III.ii.2.H.1 (General Information About Renouncements) • M21-1 III.ii.2.H.3.c (System Entries for Discontinuing an Award)

Create decision notice

Reference Type	Reference Name
Lesson	Phase 5, Part 4, Lesson 1: *Prepare the Decision Notice*
Job Aids	• **Processing a Grant of Benefits** job aid • **Processing a Denial of Benefits** job aid • **Processing an Award Adjustment** job aid
38 CFR and M21-1 Manual	M21-1 III.v.2.B (Decision Notices)

Determine qualifying expense adjustments

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 1: *Determine Qualifying Expense Adjustments*
Job Aids	• **Care Expense Guide** job aid • **Income and Net Worth Status** job aid • **Initial Year** job aid • **Integration of Medical Expenses in VBMS-A** job aid • **Processing an Award Adjustment** job aid
38 CFR and M21-1 Manual	• M21-1 V.iii.1.A.3.g (Definition of Initial Year for Pension and Time Limit for Establishing Entitlement for the Initial Year) • M21-1 V.i.3.D.2 (Developing for Unreimbursed Medical Expenses) • M21-1 V.i.3.D.3 (Developing for Unreimbursed Funeral and Other Final Expenses) • M21-1 V.i.3.D.4 (Developing for Unreimbursed Educational Expenses) • M21-1 V.iii.1.E.7.b (Deductible Medical Expenses Paid During the Initial Year)

Reference Type	Reference Name
	• M21-1 V.iii.1.G.2 (Unreimbursed Medical Expense [UME] Deductions) • M21-1 V.iii.1.G.3 (Sources of Medical Expenses) • M21-1 V.iii.1.G.4 (Processing UME Deductions) • M21-1 V.iii.1.G.6 (Final Expense Deductions – Overview and Definitions) • M21-1 V.iii.1.G.7 (Processing Final Expense Deductions) • M21-1 V.iii.1.G.8 (Educational Expense Deductions)

Determine award adjustment based on amended income

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 2: *Determine Amended Income Adjustments*
Job Aids	• **Annotate the Award Checklist** job aid • **Countable Income** job aid • **Develop for Missing Information/Evidence** job aid • **Federal Tax Information (FTI) Income Reference List** job aid • **Income and Net Worth Status** job aid • **Income Classification and Counting Table** job aid • **Initial Year** job aid • **Income Eligibility** job aid • **Processing Award Adjustments** job aid • **Time Limits** job aid • **Upfront Verification** job aid
38 CFR and M21-1 Manual	• M21-1 V.i.3.A.2 (Development of Income and Net Worth) • M21-1 III.ii.2.B.1.b (Requirements for a Complete Claim Received on or After March 24, 2015)

Reference Type	Reference Name
	• M21-1 V.iii.1.A.1 (Income Reporting for Pension and Parents' DIC)
	• M21-1 V.iii.1.H.1 (Adjustments Based on Changes in Income)
	• M21-1 V.iii.1.H.2 (Cost-of-Living Adjustments [COLA])
	• M21-1 V.iii.1.E.5 (Income Classifications)
	• M21-1 V.iii.1.A.6.h (Increases Resulting Solely from the Enactment of Legislation)
	• M21-1 V.iii.1.B.1.k (SSI Program)
	• M21-1 V.iii.1.I.1.i (Gains From Gambling)
	• M21-1 III.iii.3.A.4.a (Using the SSA Inquiry Command in Share)
	• M21-1 V.iii.1.I.1.g (Gifts and Inheritances of Property or Cash)
	• M21-1 I.2.A.1.d (Definition: Third Party Information)
	• M21-1 V.iii.1.E.1.a (Changing Rate of Pension)
	• M21-1 V.iii.1.E.1.b (Knowledge Needed to Determine Monthly Rate of Pension)
	• M21-1 V.iii.1.E.7 (Counting Income During the Initial Year)
	• M21-1 V.i.3.C.1.a (General Information on Developing for Recurring Income)

Determine award adjustment based on change in dependency

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 4: *Determine Dependency Adjustments*
Job Aids	• **Processing an Award Adjustment** job aid • **Annotate the Award Checklist** job aid • **Initial Year** job aid • **Income and Net Worth Status** job aid • **Time Limits** job aid • **Dependency Eligibility Requirements** job aid • **Dependency Eligibility: Spouse** job aid • **Develop for Missing Information/Evidence** job aid
38 CFR and M21-1 Manual	• 38 CFR 3.57(a)(1) (Child: General.) • 38 CFR 3.204 (Evidence of dependents and age.) • 38 CFR 3.205 (Marriage.) • 38 CFR 3.206 (Divorce.) • 38 CFR 3.207 (Void or annulled marriage.) • 38 CFR 3.208 (Claims based on attained age.) • 38 CFR 3.209 (Birth.) • 38 CFR 3.210 (Child's relationship.) • 38 CFR 3.211 (Death.) • M21-1 III.iii.5.C.3.a (Recognition of Common Law Marriages by State) • M21-1 III.iii.5 (Relationship and Dependency) • M21-1 III.iii.6 (School Attendance) • M21-1 III.iii.5.G (Establishing a Biological Child, Adopted Child, or Stepchild as a Veteran's Child for Department of Veterans Affairs [VA] Purposes) • M21-1 III.iii.5.D.1 (Tribal, Proxy, and Transgender Marriages)

Reference Type	Reference Name
	• M21-1 III.iii.5.C.2.b (How to Develop for Common Law Marriage)
	• M21-1 III.iii.5.G.6 (Establishing a Stepchild as a Veteran's Child for VA Purposes)
	• M21-1 III.iii.5.A.4.a (Forms Claimants Must Use to Initiate the Process of Adding a Dependent to Their Award)
	• M21-1 III.ii.2.B.1.b (Requirements for a Complete Claim Received on or After March 24, 2015)
	• M21-1 V.iii.1.F (Dependents for Current- Law Pension Purposes)
	• M21-1 V.i.3.A.2.a (Income Development for Original and Reopened Claims)
	• M21-1 V.iii.1.F.2.a (General Information on Counting the Income of Dependents)
	• M21-1 IV.iii.1.A.2.a (Definition: DIC)

Apply due process provisions to a claim

Reference Type	Reference Name
Lesson	Phase 5, Part 5, Lesson 5: *Apply/Issue Due Process Provisions and Verify Time Limits*
Job Aids	• **Processing an Award Adjustment** job aid • **Initial Year** job aid • **Time Limits** job aid
38 CFR and M21-1 Manual	• M21-1 I.2.A.1.a (Due Process and the U.S. Constitution) • M21-1 I.2.A.1.b (Due Process and VA) • M21-1 III.v.1.I.1 (Overview of Erroneous Payments) • M21-1 III.v.1.I.2 (Adjusting Awards for Erroneous Benefits (Based on Duplicate Payment[s]) • M21-1 III.v.3.B (Adjusting Apportioned Awards) • M21-1 III.iii.6.B (Awards and Adjustments Based upon School Attendance) • M21-1 III.iii.6.B.6.f (Failure to Certify School Attendance) • M21-1 III.iii.5.K (Verification of Marital Status and the Status of Dependents) • M21-1 III.iii.5.K.4 (Failure to Return a Questionnaire) • M21-1 III.v.6.C.1.d (Due Process and Control Procedures for Hospitalization) • 38 CFR 3.551 (Reduction because of hospitalization.) • 38 CFR 3.552 (Adjustment of allowance for aid and attendance.) • M21-1 III.v.8.C.2.b (Providing Notification to an Incarcerated Surviving Spouse) • M21-1 III.v.8.A.2 (Benefit-Specific Effects of a Beneficiary's Incarceration) • M21-1 III.v.9.B.3 (Due Process Requirements for Incompetency Determinations) • M21-1 III.iv.8.A.5.a (Decree by a Court as Notice and

Reference Type	Reference Name
	Hearing)
	• M21-1 X.5.2.h (DMF Match Identifies Veteran's Spouse)
	• M21-1 X.16.2.d (Deciding Whether an Individual Is a Fugitive Felon and Notifying the Beneficiary of the Decision)
	• M21-1 X.9.F (Income Verification Match)
	• M21-1 X.15.2 (Social Security Prison Match Worksheets)
	• M21-1 X.2.5.n (Monthly Entitlement Amount is Erroneous)
	• M21-1 III.vi.2.A.1 (General Information About Simultaneous Award Adjustments)
	• M21-1 III.vi.2.A.2 (Processing Simultaneous Award Adjustments)
	• M21-1 III.v.1.A.3.d (Sample Format for an Administrative Decision)
	• M21-1 I.2.C (Adverse Action Proposal Period)
	• M21-1 I.2.B.2 (Required Elements for a Notice of Proposed Adverse Action)

Process contested claims

Reference Type	Reference Name
Lesson	Phase 6, Lesson 10: *Process Contested Claims*
Job Aids	**Processing Contested Claims Checklist** job aid
38 CFR and M21-1 Manual	• M21-1 I.2 (Due Process) • M21-1 III.ii.3.E.1.j (Determining If an NOD is Timely) • M21-1 III.iii.5.E.9 (Deemed Valid Marriage: Multiple Claimants) • M21-1 III.iii.5.I (Establishing Parental Relationship) • M21-1 III.vi.6 (Contested Claims) • M21-1 III.v.1.A.3.d (Sample Format for an Administrative Decision) • M21-1 III.v.2.B.1.j (Providing Appellate Rights in a Decision Notice) • M21-1 III.v.3 (Apportionments) • 38 CFR 3.451 (Special apportionments.)

Process new or reconsidered claims

Reference Type	Reference Name
Lesson	Phase 6, Lesson 9: *Process New or Reconsidered Claims*
Job Aids	**Processing a New or Reconsidered Claim Checklist** job aid
38 CFR and M21-1 Manual	• M21-1 III.ii.2.B.1.b (Requirements for a Complete Claim Received on or After March 24, 2015) • M21-1 III.ii.2.D.1.a (Definition: Claim to Reopen and Reopened Claim) • M21-1 III.ii.2.D.1.b (Types of Claims that May be Reopened) • M21-1 III.ii.2.D.1.c (Difference Between a Claim to Reopen and a Claim for Reconsideration) • M21-1 III.ii.2.D.1.e (Definitions: New Evidence and Material Evidence) • M21-1 III.iii.1.B.6 (New and Material Evidence Under 38 CFR 3.156) • 38 CFR 3.156 (New and material evidence.) • M21-1 III.ii.2.F.1.a (Definition: Request for Reconsideration) • M21-1 I.i.B.2.a (Section 5103 Notice for Requests to Reopen a Previously Denied Claim) • M21-1 III.iv.2.B.3 (Reopening a Previously Denied Claim Based on New and Material Evidence) • M21-1 III.iv.2.B.3.c (Section 5103 Requirements) • M21-1 III.iv.2.B.3.d (Definition: New and Material Evidence) • 38 CFR 3.160(e) (Status of claims: Reopened claim.) • M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)

Process a dependency adjustment claim

Reference Type	Reference Name
Lesson	Phase 6, Lesson 12: *Process Dependency Adjustment Claims*
Job Aids	**Processing a Dependency Adjustment Claim Checklist** job aid
38 CFR and M21-1 Manual	• 38 CFR 3.50 (Relationship—Spouse and surviving spouse.) • 38 CFR 3.52 (Relationship—Marriage deemed valid.) • 38 CFR 3.54 (Relationship—Marriage dates.) • 38 CFR 3.57 (Relationship—Child.) • 38 CFR 3.204 (Evidence requirements—Evidence of dependents and age.) • 38 CFR 3.205 (Evidence requirements—Marriage.) • 38 CFR 3.210 (Evidence requirements—Child's relationship.) • 38 CFR 3.356 (Rating for special purposes—Conditions which determine permanent incapacity for self-support.) • 38 CFR 3.451 (Special apportionments.) • 38 CFR 3.667 (School attendance.) • M21-1 I.2 (Due Process) • M21-1 III.iii (General Development and Dependency Issues) • M21-1 III.v.3 (Apportionments) • M21-1 III.vi.6 (Dependency Adjustment Claims) • M21-1 IV.iii.3.D (Remarriage of a Surviving Spouse)