PENSION AND FIDUCIARY Service

PMC VSR Advanced Core Course Phase 6: Processing Claims

Lesson 15: Process 810 Series Work Items (Notice of Benefit Payment Transaction)

Appendix A

June 2022

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Lesson 15 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.

Confirm the End Product (EP) code is correct

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1: *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) |

Establish a claim (CEST)

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1: *Establish a Claim* |
| Job Aids | None |
| M21-1 Manual | * M21-1 III.ii.3.D (Claims Establishment)   + **M21-1 III.ii.3.D.2.c (Establishing Claims in VBMS)**   + M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE)   + M21-1 III.ii.3.D.2.d. (Description of Claim Information Fields in VBMS)   + M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS) * **M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)**   + M21-4 Appendix B.I.a (Correct EP Use and Work Measurement)   + M21-4 Appendix B.I.f (Third Digit Modifiers) * M21-4 Appendix C (Index of Claim Attributes) |

Determine dependency eligibility for a spouse of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1: *Determine Dependency Eligibility: Spouse* |
| Job Aids | * **Dependency Eligibility Requirements** job aid * **Dependency Eligibility: Spouse** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.50 (Spouse and Surviving Spouse) * 38 CFR 3.52 (Marriages Deemed Valid) * 38 CFR 3.55 (Reinstatement of Benefits Eligibility Based Upon Terminated Marital Relationships) * 38 CFR 3.205 (Marriage) * 38 CFR 3.213 (Change of Status Affecting Entitlement) * M21-1 VII.i.2.A (Establishing the Validity of a Marriage for Department of Veterans Affair (VA) Purposes * M21-1 VII.i.2.B (Establishing Common Law Marriages) * M21-1 VII.i.2.B.1.e. (Establishing that Parties Held Themselves out to the Public as Married) * M21-1 VII.i.2.B.1.f. (Evidence to Prove Parties Held Themselves Out to the Public as Married) * 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 XIV.2.C (Social Security Number (SSN) Verification) |

Determine dependency eligibility for a child of a Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1: *Dependency Eligibility: Child* |
| Job Aids | **Dependency Eligibility Requirements** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.24 (Improved Pension Rates – Surviving Children) * 38 CFR 3.57 (Child) * 38 CFR 3.204 (Evidence of Dependents and Age) * 38 CFR 3.461 (Dependency and indemnity Compensation) * 38 CFR 3.660 (Dependency, Income and Estate) * 38 CFR 3.667 (School Attendance) * M21-1 VII.i.1.A (General Information on Relationship and Dependency * 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 o a Child) * M21-1 VII.i.3.D (Children with Two Veteran-Parents) * M21-1 IX.iii.1.E.4 (Suriving Child Entitled to Survivors Pension in Their Own Right) * M21-1 X.ii.6.B.  (A Child’s Permanent Incapacity for Self-Support) |

Verify proof of death of Veteran

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 1: *Verify Proof of Death of Veteran for Survivors’ Benefits* |
| Job Aids | None |
| 38 CFR and M21-1 Manual | * 38 CFR 3.211 (Death) * M21-1 XII.i.3.B.1.a. Acceptable Proof of Death * M21-1 XII.i.1.B.1.g.  Obtaining Evidence Relating to Cause of Death * M21-1 XII.i.1.B.1.n. Developing for Proof of Death * M21-1 XI.iii.1.A.4.e. Proof of Death |

Describe how to prepare an award action

| Reference Type | Reference Name |
| --- | --- |
| Lesson | * Phase 5, Part 3: *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 VI.i.1.A. (Decision Authorization) * M21-1 VI.i.1.A.1.a. (Final Stage in Adjudicating a Claim) * M21-1 VI.i.1.A.1.b. (Responsibility for Awarding or Denying Benefits) * M21-1 VI.i.1.A.2. (General Information on Processing Decisions) * M21-1 VI.i.1.A.2.c. (Award Processing Responsibilities) * M21-1 VI.i.1.A.3. (General Information on Denials) * M21-1 VI.i.1.A.3.a. (Definition: Denial) * M21-1 VI.i.1.A.2.d. (Circumstances Under Which a VSR May Authorize His/Her Own Award Action) * M21-1 VI.i.1.A.4. (Denials Based on a Claimant’s Failure to Furnish Requested Evidence) * M21-1 VI.i.1.B. (Decision Notices) * M21-1 VI.i.1.B.1.b. (Decision Notice Requirements) * M21-1 X.iv.4. (Renouncements) * M21-1 X.iv.4.1. (General Information About Renouncement) * M21-1 X.iv.4.1.b. (Acceptable Means of Renouncing the Right to a Benefit) * M21-1 X.iv.4.3.c. (System Entries for Discontinuing an Award) * M21-1 X.iv.4.3.d. (Notification of Renouncement of the Right to Pension or Parents DIC) * M21-1 X.iv.4.3.e. (Notification of Renouncement of the Right to Benefits Other Than Pension or Parents DIC) |

Prepare the decision

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 4: *Prepare the Decision Notice* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid |
| 38 CFR and M21-1 Manual | * M21-1, I.i.1.B General Information on Due Process * M21-1, X.ii.3.A Notice of Proposed Adverse Action * M21-1, X.ii.3.C Contemporaneous Notice * M21-1, VI.i.1.B Decision Notices * M21-1, VI.i.1.B.1.b. Decision Notice Requirements * M21-1, VI.i.1.B.1.c. Failure to Issue a Decision Notice * M21-1, VI.i.1.B.1.d. Requirement to Use a Single Decision Notice * M21-1, VI.i.1.B.1.j. Providing Review Rights in a Decision Notice * M21-1, VI.i.1.B.1.k. Notifying Claimants of Potential Entitlement to Additional Benefits * M21-1, VI.i.1.B.2 Special Requirements for Visually Impaired Veterans * M21-1, VI.i.1.B.1.m.  Steps to Follow After Preparing a Decision Notice * M21-1, VI.i.1.B.3.a.  Protecting FTI * M21-1, VI.i.1.B.5. Exhibit: Review Rights Language for PCGL |

Determine award adjustment based on change in dependency

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5: *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 II.iii.1.A.1.a. (Requirements for a Complete Claim Received on or After March 24, 2015) * M21-1 VII.i.1.A. (General Information on Relationship and Dependency) * M21-1 VII.i.1.A.4.a. (Forms Claimants Must Use to Initiate the Process of Adding a Dependent to Their Award) * M21-1 VII.i.2.B.2.b. (How to Develop for Evidence of a Common Law Marriage) * M21-1 VII.i.2.B.3.a. (Recognition of Common Law Marriages by State) * M21-1 VII.i.2.C.1. (Tribal and Proxy Marriages) * M21-1 VII.i.3.B. (Biological Children, Adopted Children, and Stepchildren) * M21-1 VII.i.3.B.6 (Award Adjustments Involving Stepchildren) * M21-1 VII.ii. (School Attendance) * M21-1 XII.i.1.A.1.a. (Definition: DIC) * M21-1 IX.i.3.A.2.a. (Income Development for Initial and Supplemental Claims) * M21-1 IX.iii.1.F. (Dependents for Current- Law Pension Purposes) * M21-1 IX.iii.1.F.2.a. (General Information on Counting the Income of Dependents) * M21-1 IX.iii.1.F.2.k. (Failure to Resolve the Income of Dependents) |

Apply due process provisions to a claim

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5: *Apply/Issue Due Process Provisions* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Initial Year** job aid * **Time Limit** job aid * **Due Process** job aid |
| 38 CFR and M21-1 Manual | * VA Form 27-0820 (Report of General Information) * 38 CFR 3.103 (Procedural Due Process and Appellate Rights) * 38 CFR 3.551 (Reduction Because of Hospitalization) * 38 CFR 3.552 (Adjustment of Allowance for Aid and Attendance) * M21-1 I.i.1.B (General Information on Due Process) * M21-1 I.i.1.B.1.a. (Due Process and the U.S. Constitution) * M21-1 I.i.1.B.1.b. (Due Process and VA) * **M21-1 I.i.1.B.2.a. (Types of Notification Concerning Change in Benefits)** * M21-1 X.ii.3.A.2.a. (Required Elements for Notice of Proposed Adverse Action) * M21-1 X.ii.3.B (Adverse Action Proposal Period)   + **M21-1 X.ii.3.B.3 (Hearings Requested in Response to a Proposed Adverse Action)** * M21-1 X.ii.3.C.1. (Contemporaneous Notice) * M21-1 VII.i.1.B(Verification of Marital Status and the Status of Dependents)   + M21-1 VII.i.1.B.4 (Failure to Return VA Form 21-0538 or VA Form 21P-0537) * M21-1 VII.ii.1.B (Awards and Adjustments Based upon School Attendance)   + M21-1 VII.ii.1.B.6.e. (Failure to Certify School Attendance) * M21-1 X.ii.6.A.5.a. (Decree by a Court as Notice and Hearing) * M21-1 X.v.1.C.3.g. (Sample Format for Documenting an Administrative Decision) * M21-1 VI.i.2.B.1 (Overview of Erroneous Payments) * M21-1 VI.i.2.B.2 (Handling Cases That Involve the Duplicate Payment of Benefits ) * M21-1 VII.iii.1.B (Adjusting Apportioned Awards) * M21-1 X.ii.3.A.3.c. (Special Procedures for Hospitalized Veterans) * M21-1 VI.iii.1.A.2 (Benefit-Specific Effects of a Beneficiary’s Incarceration) * M21-1 VI.iii.1.A.3.a. (Action to Take Upon Receipt of Notice of Incarceration) * M21-1 VI.iii.1.C.2.b. Processing Notice of the Incarceration of a Surviving Spouse * M21-1 VI.iii.2.A.1 (General Information About Simultaneous Award Adjustments) * M21-1 VI.iii.2.A.2 (Processing Simultaneous Award Adjustments) * M21-1 X.ii.6.D.3 (Due Process Requirements for Incompetency Determinations) * M21-1 XIV.2.A.5.n. (Monthly Entitlement Amount is Erroneous) * M21-1 XIV.2.B.2.h. (DMF Match Identifies Veteran’s Spouse) * M21-1 XIV.4.D (Federal Tax Information (FTI): Income Verification Match (IVM)) * M21-1 XIV.7.2 (Processing Worksheets Data-Matching Programs Generate) * M21-1 XIV.8.2.d. (Deciding Whether an Individual Is a Fugitive Felon and Notifying the Beneficiary of the Decision) |

Recognize whether a waiver withholding is required

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 5, Part 5: *Introduction to Overpayments and Waiver Withholdings* |
| Job Aids | * **Processing an Award Adjustment** job aid * **Time Limit** job aid |
| 38 CFR and M21-1 Manual | * 38 USC 5302 (Waiver of Recovery of Claims by the US) * 38 CFR 1.912 (Collection by Offset) * M21-1 VI.iii.2.C (Debt Collection) * M21-1 VI.iii.2.A.4 (General Information on the COWC) * M21-1 VI.iii.2.B.2 (Reviewing an Award for Indebtedness) * M21-1 III.vi.2.B.2.b. (Debt Management) |

Process an original claim for Veterans Pension

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6: *Process Original Veterans Pension Claims* |
| Job Aids | **Processing an Original Veterans Pension Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 I.i.1.A.4.b. (Refraining From or Discontinuing Assistance) * M21-1 III.i.1.A. (Establishing Veteran Status) * M21-1 IX.i.1. (Overview of Requirements and Development for Pension and Parents’ Dependency and Indemnity Compensation (DIC)) * M21-1 IX.i.2. (Original Pension Claims Development) * M21-1 II.iii.1.A.1.a. (Requirements for a Complete Claim Received on or After March 24, 2015) * M21-4. Appendix B (End Products) |

Process a claim for Month of Death (MOD) benefits

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6: *Process Month of Death (MOD) Claims* |
| Job Aids | **Processing a Month of Death (MOD) Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.20 (Surviving Spouse's Benefit for Month of Veteran's Death) * M21-1, Part XI, Subpart ii, Chapter 2 - Month of Death (MOD) Benefit * M21-1, Part XI, Subpart i, Chapter 1, Section B. 3. Processing MOD Payments With Other Death Benefits * M21-4 Appendix A (Payee Codes) |

Process a claim for Original Survivors Pension

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6: *Process Original Survivors Pension Claims* |
| Job Aids | **Processing an Original Survivors Pension Claim** **Checklist** job aid |
| 38 CFR and M21-1 Manual | * M21-1 I.1.A.4.b (Refraining from or Discontinuing Assistance) * M21-1 I.1.A.4.c (Claims That are Inherently Incredible or Lack Merit) * M21-1 I.1.A.4.f (Definition: Substantially Complete Application) * M21-1 I.ii.2.2.b (Definition: Survivors Pension) * M21-1 II.iii.1.A.3.e. (Non-Discretionary Application of 38 CFR 3.152[b]) * 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.C (Establishing Other Types of Marriages) * M21-1 VII.i.2.D (Establishing Marital Relationship in Survivors Cases) * M21-1 VII.i.3.A (Establishing a Child’s Age and Relationship) * M21-1 VII.i.3.B (Establishing a Biological Child, Adopted Child, or Stepchild as a Veteran’s Child for Department of Veterans Affairs (VA) Purposes) * M21-1 VII.ii.1.A (Benefit Entitlement for School Children) * M21-1 VII.ii.1.B (Awards and Adjustments Based Upon School Attendance) * M21-1 IX.ii.2.C (Special Monthly Pension) * M21-1 IX.i.2.1.d (Effective Dates and Payment Dates for Survivors Pension) * M21-1 X.ii.6.B (A Child’s Permanent Incapacity for Self-Support) * M21-1 XI.ii.1.1.b (General Policy Regarding the Referral of Survivors Benefits Claims to the Rating Activity) * M21-1 XI.ii.1.1.c (Specific Situations in Which Survivors Benefits Claims Should Be Referred to the Rating Activity) * M21-1 XII.i.2.A.1.g (When Survivor Claim Does Not Require a Rating Decision) |

Process a dependency adjustment claim

| Reference Type | Reference Name |
| --- | --- |
| Lesson | Phase 6: *Process Dependency Adjustment Claims* |
| Job Aids | **Processing a Dependency Adjustment Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 3.50 (Spouse and surviving spouse) * 38 CFR 3.52 (Marriages deemed valid) * 38 CFR 3.54 (Marriage dates) * 38 CFR 3.57 (Child) * 38 CFR 3.204 (Evidence of dependents and age) * 38 CFR 3.205 (Marriage) * 38 CFR 3.210 (Child’s relationship) * 38 CFR 3.356 (Conditions which determine permanent incapacity for self-support) * 38 CFR 3.667 (School attendance) * M21-1 III.i.2.D (Evidence Requested From the Claimant) * M21-1 IV.iii.3.D (Remarriage of a Surviving Spouse) * M21-1 VII (Dependency) * M21-1 VII.i.1.A (General Information on Relationship and Dependency) * M21-1 VII.i.1.B (Verification of Marital Status and the Status of Dependents) * M21-1 VII.i.1.C (Adjusting Awards for Dependents) * M21-1 IX.iii.1.F (Dependents for Current-Law Pension Purposes) * M21-1 X.ii.3 (Due Process) |