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

Table of Contents

[Lesson 15 Prerequisites 3](#_Toc494344718)

[Description 3](#_Toc494344719)

[Confirm the End Product (EP) code is correct 3](#_Toc494344720)

[Establish a claim (CEST) 3](#_Toc494344721)

[Determine dependency eligibility for a spouse of a Veteran 4](#_Toc494344722)

[Determine dependency eligibility for a child of a Veteran 5](#_Toc494344723)

[Verify proof of death of Veteran 6](#_Toc494344725)

[Describe how to prepare an award action 7](#_Toc494344726)

[Create decision notice 8](#_Toc494344727)

[Determine award adjustment based on change in dependency 8](#_Toc494344728)

[Apply due process provisions to a claim 10](#_Toc494344729)

[Recognize whether a waiver withholding is required 11](#_Toc494344730)

[Process an original claim for Veterans Pension 12](#_Toc494344731)

[Process a claim for Month of Death (MOD) benefits 12](#_Toc494344732)

[Process a claim for Original Survivors Pension 13](#_Toc494344733)

[Process a dependency adjustment claim 14](#_Toc494344734)

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)
 |