PENSION AND FIDUCIARY Service

PMC VSR Advanced Core Course Phase 6: Practical Application and Experience

Process VAMC Facility Adjustments

Appendix A

June 2024

Table of Contents

[Lesson Prerequisites 3](#_Toc167254441)

[Description 3](#_Toc167254442)

[Check whether an original claim was previously established 3](#_Toc167254443)

[Check whether the original claim had a prior decision 3](#_Toc167254444)

[Confirm the End Product (EP) code is correct 4](#_Toc167254445)

[Establish a claim (CEST) 4](#_Toc167254446)

[Establish Veteran status 4](#_Toc167254447)

[Determine the types of income for pension purposes 6](#_Toc167254448)

[Describe how to prepare an award action 7](#_Toc167254449)

[Create decision notice 8](#_Toc167254450)

[Determine qualifying expense adjustments 8](#_Toc167254451)

[Determine award adjustment based on amended income 9](#_Toc167254452)

[Determine award adjustment based on change in dependency 10](#_Toc167254453)

[Apply due process provisions to a claim 11](#_Toc167254454)

[Process special monthly pension (SMP) claims (A&A/HB) 12](#_Toc167254455)

Lesson 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.

Check whether an original claim was previously established

| Reference Type | Reference Name |
| --- | --- |
| Job Aids | **Pension Systems and Applications job aid** |
| M21-1 Manual | * M21-1 X.i.1.1.a (Types of Claims That Require Priority Processing)
* M21-1 III.i.2.F.1.b (Corporate Flashes)
 |

Check whether the original claim had a prior decision

| Reference Type | Reference Name |
| --- | --- |
| Job Aids  | **Pension Systems and Applications job aid** |
| M21-1 Manual | * M21-1 X.i.1.1.a (Types of Claims That Require Priority Processing)
* M21-1 III.i.2.F.1.b (Corporate Flashes)
 |

Confirm the End Product (EP) code is correct

| Reference Type | Reference Name |
| --- | --- |
| Job Aids | None |
| 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 |
| --- | --- |
| Job Aids  | *None* |
| M21-1 Manual | * 38 CFR 3.217 Submission of Statements or Information Affecting Entitlement to Benefits
* 38 CFR 3.2130 Will VA Accept a Signature by Mark or Thumbprint?
* M21-1.II.iii.3.A (Claims Establishment)
* 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)
 |

Establish Veteran status

| Reference Type | Reference Name  |
| --- | --- |
| Job Aids | **None** |
| 38 CFR and M21-1 Manual | * 38 CFR 3.1. (Definitions)
* M21-1 III.i.1.A (Establishing Veteran Status)
* M21-1 III.i.1.A.1.h (Characterizing the Service of Academy Attendees)
* M21-1 III.i.1.A.2.b (ADT or IADT Service in the Reserves or National Guard)
* M21-1 III.i.1.A.3 (Duty Status and Eligibility of Reservists)
* M21-1 III.i.1.B (Service Requirements and Verification of Eligibility)
* M21-1 III.i.1.B.1.a (Requirement for Minimum Period of Active Duty)
* M21-1 III.i.1.B.1.b (Entitlement to VA Benefits When the Minimum Active Duty Requirements Are Not Met)
* M21-1 III.i.1.B.1.c (Exceptions to Minimum Active Duty Requirement)
* M21-1 III.i.1.B.2.a (Verifying Service and COD)
* M21-1 III.i.1.B.3.a (Acceptable Forms of Evidence of Qualifying Active Service)
* M21-1 III.i.1.B.3.b (Verification of Service Using the VID Tab in Share)
* M21-1 III.i.1.C. (Civilian Groups Approved for Veteran Status
 |

Determine the types of income for pension purposes

| Reference Type | Reference Name  |
| --- | --- |
| Job Aids | * **Income and Net Worth Status** 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.)
* 38 CFR 3.272 (Exclusions from income.)
* M21-1 IX.III.1.B.3 (Computing Monthly SSA and Medicare Benefits)
* M21-1 IX.iii.1.E.6 (Counting Income for Department of Veterans Affairs Purposes [IVAP])
* M21-1 IX.iii.1.F.2 (Counting the Income of Dependents)
* M21-1 IX.iii.1.I (Counting Specific Types of Income)
* M21-1 IX.iii.1.K.5 (Hardship Deductions from a Child’s Income)
 |

Describe how to prepare an award action

| Reference Type | Reference Name  |
| --- | --- |
| 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 | * 38 CFR 3.106 (Renouncement)
* M21-1 II.iii.2.F (Withdrawal of Initial Claims)
* M21-1 VI.i.1.A (Decision Authorization)
* M21-1 VI.v.2.B (Decision Notices)
* 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.4 (Denials Based on a Claimant’s Failure to Furnish Requested Evidence)
* M21-1 X.iv.4 (Renouncements)
 |

Create decision notice

| Reference Type | Reference Name  |
| --- | --- |
| 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 VI.i.1.B.1.b (Decision Notice Requirements)
* M21-1 VI.i.1.B.1.h. (Rules for Providing the Reasons for a Decision in a 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.1.n. (Steps to Follow After Preparing a Decision Notice)
* M21-1 VI.i.1.B.2 (Decision Notices Containing Federal Tax Information [FTI])
* M21-1 X.i.1.9 (Special Requirements for Visually Impaired Claimants)
 |

Determine qualifying expense adjustments

| Reference Type | Reference Name  |
| --- | --- |
| Job Aids | * **Care Expense Guide** job aid
* **Income and Net Worth Status** job aid
* **Initial Year** job aid
* **Processing an Award Adjustment** job aid
 |
| 38 CFR and M21-1 Manual | * 38 CFR 3.660 (Dependency, Income and Estate)
* M21-1 IX.iii.1.G. (Pension-Deductible Medical Expenses)
* M21-1 IX.iii.1.G.2.a. (Rules for Deductibility of UMEs)
* M21-1 IX.iii.1.G.2.c. (List of Common Allowable Medical Expenses)
* M21-1 IX.iii.1.G.3 (Sources of Medical Expenses)
* M21-1 IX.iii.1.G.3.j. (Medical Expense Deductions for Nursing Home Fees)
* M21-1 IX.iii.1.G.4.a. (General Rule on Allowing Medical Expenses)
 |

Determine award adjustment based on amended income

| Reference Type | Reference Name  |
| --- | --- |
| Job Aids | * **Annotate the Award Checklist job a**id
* **Develop for Missing Information/Evidence** job aid
* **Income and Net Worth Status** job aid
* **Initial Year** job aid
* **Processing Award Adjustments** job aid
* **Time Limits** job aid
* **Upfront Verification** job aid
 |
| 38 CFR and M21-1 Manual | * M21-1 II.iii.1.A.1.a (Requirements for a Complete Claim Received on or After March 24, 2015)
* M21-1 IX.i.3.A (General Information on Income and Net Worth Development)
* M21-1 IX.iii.1.G.3.p. (Medical Insurance Premiums)
* M21-1 IX.iii.1.G.3.q. (Medicare Premiums)
* M21-1 IX.iii.1.A.1 (Income Reporting for Pension and Parents’ DIC)
* M21-1 IX.iii.1.H.1 (Changes in Income and Time Limits)
* M21-1 IX.iii.1.H.3.b. (VA System Calculated Social Security Rates)
 |

Determine award adjustment based on change in dependency

| Reference Type | Reference Name  |
| --- | --- |
| 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 Limit** job aid
* **Dependency Eligibility Requirements** job aid
* **Dependency Eligibility: Spouse** 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 VII.i (Relationship and Dependency)
* M21-1 VII.ii (School Attendance)
* M21-1 IX.iii.1.F.1.b (Establishing Dependents for Current-Law Pension Purposes)
* M21-1 IX.iii.1.H.5.a. (Entitlement of In-Custody Children)
* M21-1 IX.iii.1.H.5.b. (Entitlement of Out-of-Custody Children)
* M21-1 IX.iii.1.H.5.c. (Remarriage of the Surviving Spouse)
* M21-1 IX.iii.1.H.5.d. (Discontinuance of a Child’s Award)
 |

Apply due process provisions to a claim

| Reference Type | Reference Name  |
| --- | --- |
| Job Aids | * **Processing an Award Adjustment** job aid
* **Initial Year** job aid
* **Time Limit** job aid
 |
| 38 CFR and M21-1 Manual | * 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 IX. iii.1.H.3.e. (Report of Death and Due Process)
* M21-1 X.iii.1.D.1.f (Due Process and Controls for Hospital Adjustments)
* M21-1 X.iii.1.D.2.a. (Establishing a Date of Reduction for an Initial Grant of Pension)
* M21-1 X.iii.1.D.2.b. (Reducing Current-Law Pension: Admission After January 31, 1990)
* M21-1 X.ii.3 (Applicability of Due Process)
* M21-1 X.ii.3.A.2 (Elements of the Notice of Proposed Adverse Action)
 |

Process special monthly pension (SMP) claims (A&A/HB)

| Reference Type | Reference Name  |
| --- | --- |
| Job Aids | **Processing an SMP Claim Checklist** job aid |
| 38 CFR and M21-1 Manual | * 38 CFR 17.73 (Medical foster homes—General.)
* 38 CFR 3.351(c) (Aid and attendance; Criteria.)
* M21-1 IX.ii (Special Monthly Pension [SMP] Ratings)
* M21-1 IX.ii.1.A (General Information on Retirements for Aid and Attendance (A&A) and Housebound Status Under 38 CFR 3.351
* M21-1 IX.ii.1.B. (Aid and Attendance (A&A) Status for Beneficiaries Who are Patients in a Qualified Nursing Home
* M21-1 IX.iii.1.G.3.i. (A&A or Housebound Effective Date vs IVAP)
 |