PENSION AND FIDUCIARY Service

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

Process VAMC Facility Adjustments

Appendix A

June 2024

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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) |