



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 5: Stages of a Claim
Part 2: Process a Claim

Lesson 1: Overview of the Development Process

Appendix A

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Practice Exercise Worksheet

Part A: Define the Term

Use the following references for assistance:

- M21-1 III.iii.1.A.1 (Initial Considerations Regarding the Development Process)
- M21-1 I.1.A.3 (Definitions Related to Duty to Notify and Duty to Assist)
- M21-1 III.iii.1.C (Requesting Evidence From Sources Other Than the Claimant)

Given the following definition, select the correct term.

1. Request for documentation from state government, local government, and privately held entity.
 - a. Information
 - b. Duty to Assist
 - c. Lay evidence
 - d. Federal records
 - e. Non-Federal records

2. Provided by a person who is qualified through education, training, or experience to offer medical diagnoses, statements, or opinions.
 - a. Duty to Assist
 - b. Lay evidence
 - c. Federal records
 - d. Non-Federal records
 - e. Competent medical evidence

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3. Help claimant obtain information or evidence to substantiate the claim.
 - a. Information
 - b. Lay evidence
 - c. Duty to Notify
 - d. Federal records
 - e. Non-Federal records
4. Non-evidentiary facts used to substantiate the claim.
 - a. Information
 - b. Duty to Notify
 - c. Federal records
 - d. Non-Federal records
 - e. Medical evidence
5. Request for documentation from Social Security Administration (SSA), VA Medical Centers (VAMCs), or National Personnel Records Center (NPRC).
 - a. Duty to Assist
 - b. Lay evidence
 - c. Federal records
 - d. Non-Federal records
 - e. Medical evidence

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6. Provide a notice of any information or evidence needed to substantiate the claim.
 - a. Information
 - b. Lay evidence
 - c. Duty to Notify
 - d. Federal records
 - e. Medical evidence

7. Provided by a nonexpert who has knowledge of facts or circumstances and conveys matters that can be observed.
 - a. Duty to Assist
 - b. Competent lay evidence
 - c. Duty to Notify
 - d. Federal records
 - e. Medical evidence

Part B: What Would You Do Next?

Read each scenario and decide what you would do next. Use the **Develop for Missing Information/Evidence** job aid for more information.

Scenario 1: You received VA Form 21-526 from Peter Pembroke. While reviewing the form you notice that there are only eight numbers listed for the Veteran's social security number. You determine this is information the Veteran has to submit. What do you do next?

Scenario 2: You are working a burial claim for a service-connected death for Paul Barnett. You determine that there is incomplete evidence related to proof of death and cause of death. You determine that you need to obtain the evidence from a

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non-Federal agency. You send a 30-day development letter requesting the death certificate for proof of death and autopsy report for cause of death. What would you do next?

Scenario 3: You are working a claim for Veteran Deborah Mulberry. You determine that there is missing evidence related to unverified service. You contact the Veteran and she notifies you of her service dates, but does not have her DD214 in her files because she recently moved to an assisted living facility. You determine that this is evidence you will have to obtain from a Federal entity. You determine that the Veteran proposed service dates fall under the service dates available in the Personnel Information Exchange System (PIES). Unfortunately, the results are negative from PIES because the records are a fire-related case. What would you do next?

Scenario 4: You are working a surviving spouse claim for Marie Murphy. After reviewing the application the claimant reported \$6,000.00 in Interest-Bearing Assets and no Interest earnings. The interest earnings will need to be provided by the claimant.

This income and net worth evidence will need to be provided by the claimant. You attempt to call the Mrs. Murphy, but no answer. You create and send her a 30-day development letter. You add a suspense date in MAP-D for 30-days. After 30 days, the suspense expires on the development and the claim is on your WIPP list. You notice Mrs. Murphy has provided the requested income and net worth information. What would you do next?