Pension and Fiduciary Service

PMC VSR Core Course

Upfront Verification

Job Aid

June 2024

This job aid describes the steps for performing upfront verification. For more information, refer to M21-1 XIV.4.A.1.d.(Upfront Verification) and M21-1 IX.iii.1.A.2.e. (Analyzing FTI).

Perform Upfront Verification

| Steps | Details |
| --- | --- |
| **Step 1—Access SHARE**  | Access the Corporate>Claims/Denials>Benefit Claim Information (for desired EP) |
| **Step 2—Check IRS tab** | Check IRS tab for FTI listed benefit information. Once the claim has been CESTed, the IRS has a set time allowed to provide the information.**NOTE:** If information is not received within the time allowed, proceed without the information and annotate accordingly. **Do not use the IRS/SSA return data for an end product 040 that was previously denied for service-connected death or DIC**. |
| **Step 3—Determine Unearned Income** | * Determine unearned income information provided by the IRS. All income must be both countable and dated within the previous year of the CESTed date (e.g., if the CEST date was in 2020, view only 2019 income).
* Determine countable income by doing the following:
	+ Match the source of income and the income types on the IRS SHARE screen to the source of income and the income types listed on the FTI Income Reference Spreadsheet located on the Pension and Fiduciary Service homepage. Determine whether the source of income and the type of income reported in the IRS screen is countable for purposes of income verification by using the FTI Income Reference Spreadsheet.
	+ Social Security income should be verified through the Social Security data exchange in Share/VBMS. Refer to M21-1 IX.iii.1.A.2.f.
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| **Step 4—Check SSA tab** | **Check SSA tab for FTI listed benefit information.** Once the claim has been CESTed, the SSA has a set time allowed to provide the information.**NOTE:** If information is not received within the time allowed, proceed without the information.  |
| Step 5—Determine Earned Income  | Determine earned income information provided by SSA. All income must be both countable and dated within the previous year of the CESTed date (e.g., if the CEST date was in 2020, view only 2019 income). **NOTE:** If SSA reports significant wages for the claimant in the most recent year, determine whether the claimant is still employed. |
| Step 6—Add IRS and SSA  | Add the IRS and SSA benefit information that is countable for purposes of upfront verification determined in steps 3 and 5. |
| Step 7—Subtract Medical Expenses | Subtract the totaled medical expense amount to acquire the upfront verification IVAP. |
| Step 8—Calculate IVAP  | Calculate the Income for VA Purposes (IVAP) using the countable income reported on the claimant’s application and the Social Security income verified through the Social Security data exchange in Share/VBMS. Refer to M21-1 IX.iii.1.A.2.f. |
| Step 9—Compare Income | Compare the IRS and SSA income sums determined in step 6 to the application income sum determined in step 8 and take the higher income (e.g., if the IRS and SSA income is $1,250 and the application shows $1,000, the higher income would be $1,250). |