



PENSION AND FIDUCIARY SERVICE

PMC VSR Core Course
Phase 3: PMC VSR Resources

Lesson 1: VA Terminology

Trainee Guide

October 28, 2016

Version 1.0

**Lesson 1: VA Terminology
Trainee Guide**

VA Terminology

Lesson Overview

Topic	Description
Time Estimate:	30 min
Purpose of the Lesson:	This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this lesson is to introduce PMC VSRs to VA Terminology.
Prerequisite Training Requirements:	Prior to taking the VA Terminology lesson, trainees must complete PMC VSR Core Course Phases 1 and 2.
Lesson References:	<ul style="list-style-type: none">• Common VA Terms job aid, located in the VSR Assistant from the PMC VSR button• Master Course Map learning aid
Knowledge Check:	Phase 3: PMC VSR Resources Knowledge Check
Technical Competencies:	Program Benefits and Eligibility (PMC VSR)
Lesson Objectives:	<ul style="list-style-type: none">• Define common VA terms used in VA correspondence.• Identify common VA terms used in VA correspondence.• Identify when it is appropriate to use VA terms.
What You Need:	<ul style="list-style-type: none">• Trainee Guide• Appendix A: VA Terminology worksheet• Access to VBA Intranet• Access to the Common VA Terms job aid located in the VSR Assistant from the PMC VSR button• Master Course Map learning aid

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PowerPoint Slides	Notes
Lesson 1: VA Terminology	
<p>You Are Here</p> <pre>graph TD; P1[PHASE 1 Mandatory Training] --> P2[PHASE 2 PMC VSR Foundation]; P2 --> P3[PHASE 3 PMC VSR Resources]; P3 --> P4[PHASE 4 Introduction to Pension Management]; P4 --> P5[PHASE 5 Stages of Claim]; P5 --> P6[PHASE 6 Processing Claims];</pre>	

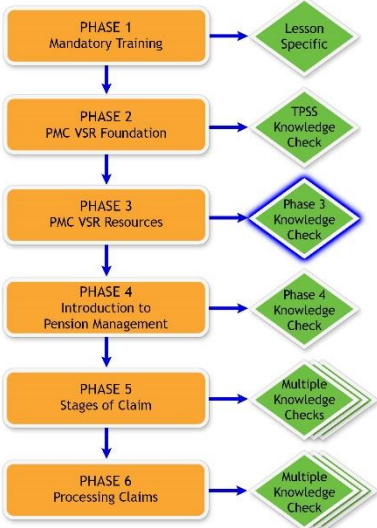
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PowerPoint Slides	Notes
<p>The Importance of Knowing VA Terminology</p> <ul style="list-style-type: none">• VA terminology (i.e. abbreviations, acronyms, and initialisms) are regularly used in all PMC VSR jobs and tasks.• It is important to know your audience when using VA terms.• When used incorrectly, VA terms can cause confusion and misunderstanding, especially when used incorrectly with Veterans and claimants.	

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PowerPoint Slides	Notes
<p>Examples of How to Use VA Terminology in Claimant Correspondence</p> <p>Correct way:</p> <ul style="list-style-type: none">• We considered your expenses for Medicare Part B premium for both you and your spouse, which totaled \$2,517.00; however, your income for VA purposes is still greater than the allowable limit. We can consider only medical expenses that are more than \$842.00, which is 5% of \$16,851.00, the basic maximum annual pension rate. <p>Incorrect way:</p> <ul style="list-style-type: none">• We considered your expenses for Medicare Part B premium for both you and your spouse, which totaled \$2,517.00; however, your IVAP is still greater than the allowable limit. We can consider only UMEs that are more than \$842.00, which is 5% of \$16,851.00, the basic MAPR.	
<p>Technical Competencies</p> <ul style="list-style-type: none">• Program Benefits and Eligibility	

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PowerPoint Slides	Notes
<p>Lesson Objectives</p> <ul style="list-style-type: none">• Define common VA terms used in VA correspondence.• Identify common VA terms used in VA correspondence.• Identify when it is appropriate to use VA terms.	
<p>Knowledge Check</p>  <pre>graph TD; P1[PHASE 1 Mandatory Training] --> C1{Lesson Specific}; P2[PHASE 2 PMC VSR Foundation] --> C2{TPSS Knowledge Check}; P3[PHASE 3 PMC VSR Resources] --> C3{Phase 3 Knowledge Check}; P4[PHASE 4 Introduction to Pension Management] --> C4{Phase 4 Knowledge Check}; P5[PHASE 5 Stages of Claim] --> C5{Multiple Knowledge Checks}; P6[PHASE 6 Processing Claims] --> C6{Multiple Knowledge Check}; P1 --> P2; P2 --> P3; P3 --> P4; P4 --> P5; P5 --> P6;</pre>	


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PowerPoint Slides	Notes
<p>Commonly Used VA Terms</p> <ul style="list-style-type: none">• CPKM• VBA• PIF• FTI• DEA• DIC• PCAN• VBMS• STR• CEST	
<p>Practice Exercise—Fill in the Blanks</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Complete Part A of Appendix A: VA Terminology worksheet○ Access the Common VA Terms job aid, located in the VSR Assistant from the PMC VSR button.○ Complete the worksheet using the job aid by writing the correct phrase next to the corresponding VA term.• Time allowed: 3 min.	
<p>Practice Exercise—Fill in the Blanks Answers (1 of 2)</p>	

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PowerPoint Slides	Notes
Practice Exercise—Fill in the Blanks Answers (2 of 2)	
<p>Using VA Terminology</p> <ul style="list-style-type: none"> • Avoid VA terms in all VA letters to Veterans and claimants. • If using VA terms, write out the words for the VA term the first time, followed by the abbreviated VA term in parenthesis. • Example: “Your claim for Coronary Artery Disease (CAD) is being processed.” 	
<p>Practice Exercise—Identify the VA Terms</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Complete Part B of Appendix A: VA Terminology worksheet ○ Using the Common VA Terms job aid, identify the terms found in the statements ○ Write the VA term followed by the words for the VA term in the spaces provided in the worksheet • Time allowed: 10 min 	
Practice Exercise—Identify the VA Terms Answers (1 of 2)	

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PowerPoint Slides	Notes
Practice Exercise—Identify the VA Terms Answers (2 of 2)	
Lesson Summary <ul style="list-style-type: none">• Avoid VA terms in all VA letters to Veterans and claimants.• If you use VA terms, write out the words for the VA term the first time followed by the abbreviated VA term in parenthesis.	
Questions? 	
What's Next <ul style="list-style-type: none">• Phase 3, Lesson 2, VBA Intranet Resources for the PMC VSR	