Pension and fiduciary service

PMC VSR Basic Core Course  
Phase 3: PMC VSR Resources

VBA Intranet Resources for the PMC VSR

Trainee Guide

September 2024

VBA Intranet Resources for the PMC VSR

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 1 Hour |
| 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 prepare entry-level PMC VSRs to use the Pension website to locate resources. |
| Target Audience: | This lesson is for entry level PMC VSRs. |
| Lesson References: | * **VBA Intranet and Pension Home Page** job aid |
| Knowledge Check: | Phase 3: PMC VSR Resources Knowledge Check |
| Lesson Objectives: | By the end of this lesson, you should be able to:   * Navigate VBA Intranet and Pension home pages * Access job aids for specific topics |
| What You Need: | * Trainee Guide * **VBA Intranet and Pension Home Page** job aid * Access to VBA Intranet |

| PowerPoint Slides | Notes |
| --- | --- |
| **VBA Intranet Resources for the PMC VSR** |  |
| **Lesson Objective**  By the end of this lesson, you should be able to:   * Navigate VBA Intranet and Pension home pages * Access job aids for specific topics |  |
| **Why This Matters!**  The **VBA Intranet Resources for the PMC VSR** course matters because it helps employees locate references and other resources more effectively, shows employees how to access updates, and improves quality and increases timeliness. |  |

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| **PowerPoint Slides** | **Notes** |
| **Definitions: VBA Intranet**   * [Veterans Benefits Administration Intranet Home](https://vbaw.vba.va.gov/benefits/index.asp) - encompasses all VBA benefits, forms and other publications. * [Compensation Service Intranet Home Page](https://vbaw.vba.va.gov/bl/21/index.htm) - used to access VSR resources. * [Pension and Fiduciary Service Intranet Home Page](https://vbaw.vba.va.gov/pensionandfiduciary/) – used to access PMC VSR resources. * [Pension and Fiduciary Service Intranet PACT Act Subpage](https://vbaw.vba.va.gov/pensionandfiduciary/pact-act.asp) - used to access tools used regarding VA health care and benefits for Veterans exposed to burn pits and other toxic substances. |  |
| **VBA Intranet—Publications Index**  [**Publications Index**](https://vbaw.vba.va.gov/bl/21/publicat/pub_home.htm)offers links to:   * CPKM (M21-1 Live Manual) * Calendar (recent changes) * VA Forms * e-CFRs (parts 3, 4, 13, 14, & 20) * [VSR Assistant - PMC Job Aids](http://epss.vba.va.gov/vsr_assistant/pmc_vsr/index.html) |  |
| **Pension Home Page**  [**Pension Service Intranet**](https://vbaw.vba.va.gov/PENSIONANDFIDUCIARY/pension/index.asp) **offers links to:**   * Directories * AO73 – Net Worth, Asset Transfers, and Income Exclusions for Needs-Based Benefits * Skills Certification Homepage * Burial and Plot-Internment Allowances FAQ * FTI and Upfront Verification * [**Rate Table**](https://benefits.va.gov/Compensation/current_rates_dic.asp) |  |

| PowerPoint Slides | Notes |
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| **Practice Exercise 1** — **VBA Intranet Scavenger Hunt**   * Instructions:   + Divide into groups of three or four.   + Using the Compensation Service homepage, answer the following questions and record your answers.   + Use the **VBA Intranet and Pension Home Page** job aid for assistance in locating the answers.   Time allowed: 10-15 minutes |  |
| **Practice Exercise 1 —VBA Intranet Scavenger Hunt Answers**   1. Which U.S.C. & Public Laws are found in the Publications Index?   Answer:   1. What is the title of VA Form 21P-8416?   Answer:   1. What is the MAPR for a qualified suriving child effective May 1, 2021?   Answer:   1. What is the phone number for the BVA Admin Hotline?   Answer: |  |
| **Practice Exercise 2 — Pension Home Page**   * Instructions:   + Review the **VBA Intranet and Pension Home Page** job aid, located in the VSR Assistant from the PMC VSR button, to answer the question on the worksheet. * Time allowed: 15–20 minutes |  |
| 1. What is the amount of the deductible transportation expense for medical purposes as of January 1, 2019? 2. What application provides the ability to link a Veteran to military exposures and/or deployments to improve the efficiency, effectiveness, and quality of care? 3. What is the title of 38 CFR 3.155? 4. What is the 5% medical expense deductible for a surviving spouse with no dependents effective December 1, 2017? |  |

| PowerPoint Slides | Notes |
| --- | --- |
| **Practice Exercises 1&2 – Challenge Exercise—**  **VBA Intranet and Compensation/Pension home pages**   * What is the CFR that provides guidance on the proper effective date for granting dependency and indemnity compensation (DIC) for a surviving spouse. * Locate M21-1 XI.iii.1.C.2.a., and name the title of the block. * Locate M21-1 XII.ii.2.B.1.a.,and name the title of the block. * Is the service-connected death burial allowance payable when DIC entitlement is established under 38 U.S.C. 1318? Provide the M21-1 reference that supports your answer.   Time allowed: 10-15 minutes |  |
| **Knowledge Check: Lesson Summary Review**    **Time Allowed**: 10 minutes |  |
| **What’s Next**   * Complete the **Intranet Resources for the PMC VSR** evaluation course in TMS” - TMS: **4189330** |  |

Pension Home Page

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4. What is the 5% medical expense deductible for a surviving spouse with no dependents effective December 1, 2017?

VBA Intranet Scavenger Hunt Worksheet

1. Which U.S.C. & Public Laws are found in the Publications Index?
2. What is the title of VA Form 21P-8416?
3. What is the MAPR for a qualified surviving child effective May 1, 2021?
4. What is the phone number for the BVA Admin Hotline?

VBA Challenge Exercises

* What is the CFR that provides guidance on the proper effective date for granting dependency and indemnity compensation (DIC) for a surviving spouse.
* Locate M21-1XI.iii.1.C.2.a., and name the title of the block
* Locate M21-1 XII.ii.2.B.1.a., and name the title of the block
* Is the service-connected death burial allowance payable when DIC entitlement is established under 38 U.S.C. 1318? Provide the M21-1 reference that supports your answer.