



PENSION AND FIDUCIARY SERVICE

PMC VSR Core Course
Phase 3: PMC VSR Resources

Lesson 2: VBA Intranet Resources for the PMC VSR

Trainee Guide

July 11, 2017

Version 1.0

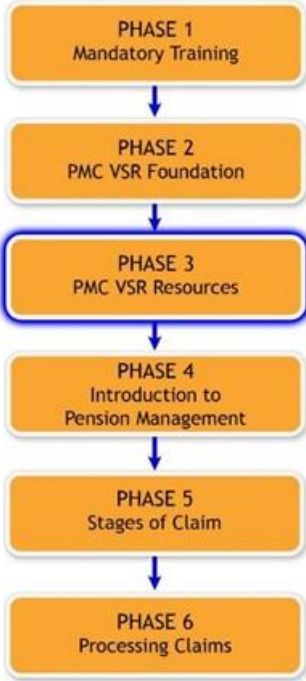
**Lesson 2: VBA Intranet Resources for the PMC VSR
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VBA Intranet Resources for the PMC VSR

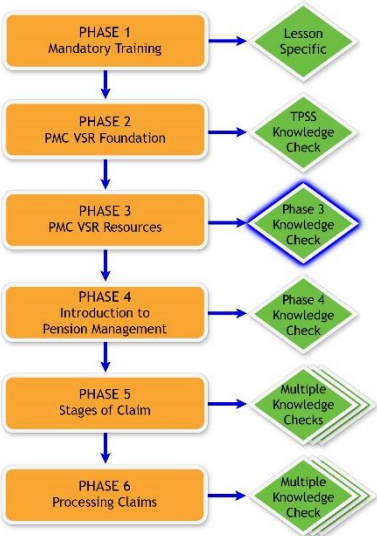
Lesson Overview

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.
Prerequisite Training Requirements:	Prior to taking the Pension Website lesson, trainees must complete: <ul style="list-style-type: none"> • PMC VSR Core Course Phases 1-2 • PMC VSR Core Course Phase 3, Lesson 1
Target Audience:	This lesson is for entry level PMC VSRs.
Lesson References:	<ul style="list-style-type: none"> • Master Course Map learning aid • VBA Intranet and Pension Home Page job aid
Knowledge Check:	Phase 3: PMC VSR Resources Knowledge Check
Technical Competencies:	<ul style="list-style-type: none"> • Program Benefits and Eligibility • VBA Applications
Lesson Objectives:	Navigate VBA Intranet and Pension Home pages
What You Need:	<ul style="list-style-type: none"> • Trainee Guide • Master Course Map learning aid • VBA Intranet and Pension Home Page job aid • Access to VBA Intranet

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PowerPoint Slides	Notes
VBA Intranet Resources for the PMC VSR	
<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>	
<p>Why It Matters</p> <ul style="list-style-type: none">• Rules, forms, and other references<ul style="list-style-type: none">○ Large quantity○ Periodic changes○ Always need to use information relevant to the timing of the claim• PMC VSRs need to know where to locate references and other resources to perform on the job.	

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PowerPoint Slides	Notes
<p>Technical Competencies</p> <ul style="list-style-type: none"> • Program Benefits and Eligibility • VBA Applications 	
<p>Lesson Objective</p> <ul style="list-style-type: none"> • Navigate VBA intranet and Pension Home page. 	
<p>Knowledge Check</p>  <pre> graph TD P1[PHASE 1 Mandatory Training] --> C1{Lesson Specific} P1 --> P2[PHASE 2 PMC VSR Foundation] P2 --> C2{TPSS Knowledge Check} P2 --> P3[PHASE 3 PMC VSR Resources] P3 --> C3{Phase 3 Knowledge Check} P3 --> P4[PHASE 4 Introduction to Pension Management] P4 --> C4{Phase 4 Knowledge Check} P4 --> P5[PHASE 5 Stages of Claim] P5 --> C5{Multiple Knowledge Checks} P5 --> P6[PHASE 6 Processing Claims] P6 --> C6{Multiple Knowledge Checks} </pre>	
<p>VBA Intranet and Pension Home Page Job Aid</p> <ol style="list-style-type: none"> 1. The job aids are located in the VSR Assistant from the PMC VSR button. 2. Select VBA Intranet and Pension Home Page job aid. 	

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PowerPoint Slides	Notes
<p>VBA Intranet</p> <ul style="list-style-type: none"> • The VBA intranet home page is the initial webpage within the Veterans Benefits Administration’s private network. • Vbaw.vba.va.gov 	
<p>VBA Intranet Home—Forms and Publications Section</p> <p>The Publications Index offers links to:</p> <ul style="list-style-type: none"> • Regulations (e-CFR) • CPKM (Live Manual) • Letters • VA Forms 	
<p>Practice Exercise—VBA Intranet Scavenger Hunt</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Divide into groups of two or three. ○ Record your answers for each question on the VBA Intranet Scavenger Hunt worksheet. ○ Use the VBA Intranet and Pension Home Page job aid to answer questions on the scavenger hunt worksheet. ○ Be prepared to share your answers. • Time allowed Pension Home: 15–20 minutes 	

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VBA Intranet Scavenger Hunt Worksheet

1. Which U.S.C. & Public Laws are found in the Publications Index?
 - *Answer:*
2. What is the title of VA Form 21-8049?
 - *Answer:*
3. What is the effective date for the VA to accept dependency claims for same-sex marriages regardless of which state the beneficiary resides?
 - *Answer:*
4. What is the payable rate of compensation for a Veteran with a spouse rated 60% disabled effective December 1, 2014?
 - *Answer:*
5. What is the phone number for the BVA Admin Hotline?
 - *Answer:*

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PowerPoint Slides	Notes
<p>Practice Exercise—VBA Intranet Scavenger Hunt Answers</p> <ol style="list-style-type: none">1. Which U.S.C. & Public Laws are found in the Publications Index? <ul style="list-style-type: none">○ <i>Answer:</i>2. What is the title of VA Form 21-8049? <ul style="list-style-type: none">○ <i>Answer:</i>3. What is the effective date for the VA to accept dependency claims for same-sex marriages regardless of which state the beneficiary resides? <ul style="list-style-type: none">○ <i>Answer:</i>4. What is the payable rate of compensation for a Veteran with a spouse rated 60% disabled effective December 1, 2014? <ul style="list-style-type: none">○ <i>Answer:</i>5. What is the phone number for the BVA Admin Hotline? <ul style="list-style-type: none">○ <i>Answer:</i>	

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PowerPoint Slides	Notes
<p>Pension Home Page</p> <ul style="list-style-type: none">• Vbaw.vba.va.gov > Pension and Fiduciary Service > Pension• Pension home page sections:<ul style="list-style-type: none">○ Directories○ FAQ○ Training and Contract Management○ Quality Assurance○ Federal Tax Information○ Veteran Services○ Pension and Parent's DIC Fact Sheets○ Miscellaneous○ Business Management	

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PowerPoint Slides	Notes
<p>Practice Exercise—Pension Home Page Tic Tac Toe</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into two teams.○ Review the VBA Intranet and Pension Home Page job aid to answer the question from the worksheet.○ Select a number on square and provide the correct answer to question for that number to place your team’s symbol (X or O) in the square.○ The team with three in a row wins.• Time allowed: 15–20 minutes	

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Pension Home Page Tic-Tac-Toe Worksheet

1. What was the subject for FL 12-23?
 - *Answer:*
2. What's the PMC Contact Number for VSOs in Milwaukee?
 - *Answer:*
3. What is the Revision Date for VA Form 21-22a?
 - *Answer:*
4. What applications would a claimant submit for pension benefits in conjunction with the Fully Developed Claims (FDC) Program?
 - *Answer:*
5. What topic can be found in M21-1 1.2?
 - *Answer:*
6. The Veteran served in active duty from January 2, 1951 through March 3, 1952. What is the wartime period considered for this Veteran?
 - *Answer:*
7. What is the 5% medical expense deductible for a surviving spouse with no dependents effective December 1, 2013?
 - *Answer:*
8. What is the title for Part V of M21-1 on CPKM (Live Manual)?
 - *Answer:*
9. What is the first topic under the May 2016 PMC Monthly Call Bulletin?
 - *Answer:*

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PowerPoint Slides	Notes
<p>Practice Exercise—Pension Home Page Tic-Tac-Toe Answers</p> <ol style="list-style-type: none">1. What was the subject for FL 12-23? ○ <i>Answer:</i>2. What is the PMC contact number for VSOs in Milwaukee? ○ <i>Answer:</i>3. What is the revision date for VA Form 21-22a? ○ <i>Answer:</i>4. What applications would a claimant submit for pension benefits in conjunction with the Fully Developed Claims (FDC) Program? ○ <i>Answer:</i>5. What topic can be found in M21-1 1.2? ○ <i>Answer:</i>6. The Veteran served in active duty January 2, 1951, through March 3, 1952. What is the name of the wartime period for this Veteran? ○ <i>Answer:</i>7. What is the 5% medical expense deductible for a surviving spouse with no dependents effective December 1, 2013? ○ <i>Answer:</i>8. What is the title for Part V of M21-1 on CPKM (Live Manual)? ○ <i>Answer:</i>	

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PowerPoint Slides	Notes
9. What is the first topic under the May 2016 PMC Monthly Call Bulletin? <ul style="list-style-type: none">o <i>Answer:</i>	
Review Why is it important to know how to navigate the VBA intranet and Pension home page?	
Questions? 	
What's Next Phase 3, Lesson 3 References	