Pension and fiduciary service

PMC VSR Basic Core Course  
Phase 3: PMC VSR Resources

Overview of Pension Systems and Applications

Trainee Guide

February 2024

Overview of Pension Systems and Applications

Lesson Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 2 hours |
| 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 provide you an overview of systems used by PMC VSRs to process claims. |
| Prerequisite Training Requirements: | Prior to taking the Overview of Pension Systems and Applications lesson, you must complete:   * PMC VSR Core Course Phases 1–2 |
| Target Audience: | This lesson is for entry level PMC VSRs. |
| Lesson References: | * Software systems user manuals on the VBA intranet * **Pension Systems and Applications** job aid |
| Knowledge Check: | Phase 3: PMC VSR Resources Knowledge Check |
| Technical Competencies: | VBA Applications (PMC VSR) |
| Lesson Objectives: | By the end of this lesson, you will be able to:   * Identify the purpose of systems used to initiate, develop, and process claims * Locate systems used to initiate, develop, and process claims * Log in to systems used to initiate, develop, and process claims |
| What You Need: | * Trainee Guide * **Pension Systems and Applications** job aid * Access to VBA intranet * Access to each system:   + CBCM   + CAPRI   + DPRIS   + EMS   + FAS   + MAP-D   + PCGL   + PIES   + SHARE   + VACOLS   + VBMS-Core   + VBMS-Award * Log in information including user names and passwords for each system. * A computer with access to the VBA intranet |

| PowerPoint Slides | Notes |
| --- | --- |
| Overview of Pension Systems and Applications |  |
| Objectives  By the end of this lesson, you will be able to:   * Identify the purpose of systems used to initiate, develop, and process claims. * Locate systems used to initiate, develop, and process claims. * Are Log in to systems used to initiate, develop, and process claims. |  |
| **Importance of Systems and Applications**   * The following actions require systems and/or applications for processing:   + Initiate claims   + Develop evidence for claims   + Promulgate the awards for claims * Notify the claimant of actions taken on the claim |  |
| **Caseflow:** Establishes new claims received under the Appeals Modernization Act (AMA)   * EP 030 (Request for higher-level review) * EP 040 (Request for supplemental claim) |  |
| **CBCM:** Centralized Benefits Communication Management (CBCM) is a program that:   * Streamlines the delivery of outbound communication across all business lines * Provides a more automated and efficient means of generating and delivering notification letters to claimants * Reduces the risk of PII violations |  |
| **CAPRI:** is a joint VBA and VHA effort that:   * Improves Compensation and Pension exam information flow with minimal cost * Acts as a bridge between VBA and VHA information systems * Offers VBA Rating Specialists help in building the ratings |  |
| **DPRIS:** Defense Personnel Records Information Retrieval System (DPRIS) is a secure electronic gateway that provides authorized government users access to:   * Veterans' Official Military Personnel File (OMPF) information from each of the Service-specific OMPF imaging systems * Post-traumatic stress disorder and Agent Orange incident information from the Joint Services Records Research Center (JSRRC)   Enables individual Service members and Veterans access to their own OMPF information. |  |
| **EMS:** Exam Management System (EMS) manages exam scheduling requests from within VBMS-Core   * All contracted exams for compensation, Veteran’s pension, and survivor benefits are completed through EMS |  |
| **FAS:** Finance and Accounting System (FAS) is an online financial and accounting application that:   * Provides fiscal and accounting transaction processing * Supports generation and audit of benefit payments * Provides the ability to perform on-line transaction processing and on-line audit functions * Has automated manual review processes such as:   + Check verification   + Fiscal Adjustments (FISA) * Review of account with prior waiver or write-off adjustments |  |
| **MAP-D:** Modern Awards Processing Development (MAP-D) supports generation of development letters to the claimant and to third parties   * Requested evidence controlled by tracked items |  |
| **PCGL:** Personal Computer Generated Letters (PCGL) is designed to generate letters using a “free form” or “predefined” mode:   * Free form allows you to type a letter from scratch or to select individual paragraphs in putting together a letter. It will also set up the proper spacing and formatting for the address, greeting, and closing for a letter that you type yourself. The free form mode may not be available to all users. * Predefined letters minimize user input. PCGL provides letter generation capabilities using PCs and accessing VBMS data. |  |
| **PIES:** Personnel Information Exchange System (PIES) is designed to improve quality and timeliness of requesting Veteran information from outside agencies by:   * Automating and standardizing the data requests which are uploaded to VBMS * Improving routing * Requesting tracking * Standardizing output generation processes * Processing metrics involved with claims development |  |
| **SHARE:** allows employees to inquire against legacy information such as:   * Beneficiary Information Locater System (BIRLS) and Benefits Delivery Network (BDN) * Control of Veterans Records System (COVERS) * Other agencies' information (e.g. SSA)   It is composed of five primary parts: BIRLS, Corporate, Master Education Record, Payment Date, and PIF Inquiry |  |
| **VACOLS:** allows personnel to view, update, and track the status of legacy appeals cases pending either with the Regional Offices/PMCs or submitted to the Board of Veteran Appeals (BVA). |  |
| **VBMS:** Veteran Benefits Management System Core (VBMS) is:   * A web-based, electronic claims processing solution complemented by improved business processes. * Serves as the enabling technology for quicker, more accurate, and integrated claims processing. * Assists in providing timelier and more responsive customer service to Veterans and their families. |  |
| **VBMS-A:** Veteran’s Benefits Management System-Awards (VBMS-A) is interconnected with VBMS.   * Allows VSRs to view and promulgate awards for Veterans and beneficiaries |  |
| **Individual Longitudinal Exposure Record (ILER)**   * Individual Longitudinal Exposure Record (ILER) is a joint Department of Defense (DoD) and Veterans Affairs (VA) web-based application that provides the ability to link a Veteran to military exposures and/or deployments to improve the efficiency and effectiveness in decision making.   + mandatory tool that all claims processors must use when reviewing and processing certain service-connected claims that may be subject to a toxic exposure risk activity (TERA) |  |
| Pension Systems and Applications Job Aid   * Instructions   + Access **Pension Systems and Applications** job aid, located in the VSR Assistant from the PMC VSR button   + Review and answer the following questions listed in the training guide * Time allowed: 10 minutes |  |
| Question 1  Which system is used to update **military service?** |  |
| Answer: |  |
| Question 2  Which system is used to request contracted examinations and medical opinions? |  |
| Answer: |  |
| Question 3  Which system in development will eventually replace VETSNET? |  |
| Answer: |  |
| Question 3  Which system is used for preparing development letters? |  |
| **Answer:** |  |
| Question 4  Which system provides PMC VSRs access to a Veteran's electronic claims folder (e-folder) and eliminates the need to locate the paper file? |  |
| Answer: |  |
| Question 5  Which system is used to generate awards for beneficiaries? |  |
| Answer: |  |
| Question 6  Which system is used for preparing most notification letters and other forms of correspondence with the claimant? |  |
| Answer: |  |
| Question 7  Which system is used to deliver outbound communication to claimants and beneficiaries? |  |
| Answer: |  |
| Question 8  Which system is used to verify service dates and request service treatment records for an Army Veteran that was released from active duty November 4, 1975? |  |
| Answer: |  |
| Question 9  Which application is used to access medical information about beneficiaries who have received care by a Veterans Affairs Medical Center (VAMC)? |  |
| Answer: |  |
| Knowledge Check: Lesson Summary Review    **Time Allowed: 10 minutes** |  |
| **Questions?**  This icon prompts you to ask trainees a discussion question or to ask trainees if they have any questions before proceeding with instruction. |  |
| **What’s Next**  TMS Evaluation: **VA TMS 4189336**, Overview of Pension Systems and Applications |  |