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 |
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| 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
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| 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
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| PowerPoint Slides | Notes |
| --- | --- |
| Overview of Pension Systems and Applications |  |
| ObjectivesBy 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 1Which system is used to update **military service?** |  |
| Answer:  |  |
| Question 2Which system is used to request contracted examinations and medical opinions?  |  |
| Answer:  |  |
| Question 3Which system in development will eventually replace VETSNET? |  |
| Answer:  |  |
| Question 3Which system is used for preparing development letters?  |  |
| **Answer:** |  |
| Question 4Which 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 5Which system is used to generate awards for beneficiaries? |  |
| Answer:  |  |
| Question 6Which system is used for preparing most notification letters and other forms of correspondence with the claimant?  |  |
| Answer:  |  |
| Question 7Which system is used to deliver outbound communication to claimants and beneficiaries? |  |
| Answer:  |  |
| Question 8Which 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 9Which 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 |  |