PENSION AND FIDUCIARY SERVICE

PMC VSR Core Course
Phase 4: Introduction to Pension Management

Lesson 3: Pension Claims eFolder/Records Management

Trainee Guide

October 28, 2016

Version 1.0

Pension Claims eFolder/Records Management

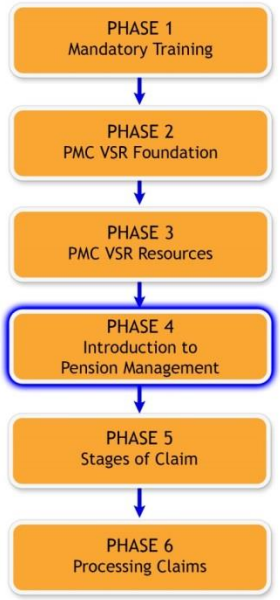
Lesson Overview

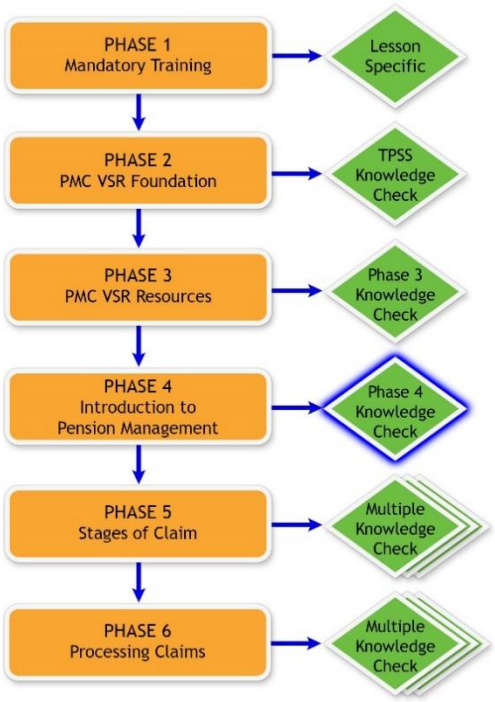
Topic	Description
Time Estimate:	2 hours
Purpose of the Lesson:	This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this introductory lesson is to introduce you to the structure and function of the eFolder and train you to update the claimant's records.
Prerequisite Training Requirements:	Prior to taking the Pension Claims eFolder/Records Management lesson, trainees must complete PMC VSR Core Course Phases 1 and 2.
Lesson References:	• **Master Course Map** learning aid • M21-1 III (General Claims Process) • M21-1 III.ii.3.C.1 (Change of Address and Direct Deposit Processing) • M21-1 III.ii.4.D (Lost Paper Claims Folders, Reconciliation of Duplicate Records in the Beneficiary Identification and Records Locator Subsystem (BIRLS), and Misplaced Claims Documents) • **Common VA Terms** job aid • **Locating and Updating a Claimant Record** job aid • **Lost Claims Checklist** job aid • **Pension Systems and Applications** job aid
Knowledge Check:	Phase 4: Introduction to Pension Management Knowledge Check
Technical Competencies:	• Processing Claims (PMC VSR) • VBA Applications (PMC VSR)
Lesson Objectives:	• Locate information in a record • Update records when errors are identified

Topic	Description
	• Address lost claims

What You Need:	• Trainee Guide
	• **Master Course Map** learning aid
	• Appendix A: Pension Claims eFolder/Records Management worksheet
	• Access to VBA Intranet
	• Pen and paper
	• Access to the following systems:
	  ○ SHARE
	  ○ VVA
	  ○ MAP-D
	  ○ COVERS
	  ○ PIES
	  ○ VBMS
	• Access to the following job aids from VSR Assistant:
	  ○ **Common VA Terms** job aid
	  ○ **Locating and Updating a Claimant Record** job aid
	  ○ **Lost Claims Checklist** job aid
	  ○ **Pension Systems and Applications** job aid

PowerPoint Slides	Notes
Lesson 3: Pension Claims eFolder/Records Management	
You Are Here	

PowerPoint Slides	Notes
	
The Importance of Records Management • One of your duties as a PMC VSR involves locating and updating records in the eFolder, corporate record, and claimant record. • These records must be tracked and updated to ensure that the claimant is receiving the benefits entitled and to ensure that you, the PMC VSR, have the evidence needed to justify claim decisions.	
Technical Competencies • Processing Claims (PMC VSR) • VBA Applications (PMC VSR)	

PowerPoint Slides	Notes
Lesson Objectives • Locate information in a record. • Update records when errors are identified. • Address lost claims.	
Knowledge Check 	

PowerPoint Slides	Notes

For Your Review—Pension Systems and Applications
• Instructions:
  ○ Access Appendix A: Pension Claims eFolder/Records Management worksheet.
  ○ Access the **Pension Systems and Applications** job aid, located in the VSR Assistant from the PMC VSR button.
  ○ In the worksheet, write the appropriate system or application next to the corresponding description.
  ○ Once complete, trade your worksheet with another trainee.
• Time allowed: 5 min.	

For Your Review—Pension Systems and Applications Answers	
Locating and Updating a Claimant Record Job Aid • The **Locating and Updating a Claimant Record** job aid, located in the VSR Assistant from the PMC VSR button, will be used throughout this lesson. • The job aid contains the following information:	

PowerPoint Slides	Notes
○ The system/application ○ How to locate a record in a specific system/application ○ What information can be updated in a specific system/application ○ How to update information in a specific system/application	
The eFolder • Housed in VVA or VBMS • Contains the following information: ○ Any information or documentation sent by the claimant ○ Information used by the PMC VSR or RVSR to make a claim decision ○ Any correspondence sent to the claimant	

PowerPoint Slides	Notes

The Corporate Record
• Contains Veteran information that is created/updated in SHARE and/or VBMS
• Veteran information found in the corporate record includes:
  ○ Veteran's name
  ○ DOB
  ○ SSN
  ○ Dependents
  ○ Service information
  ○ Information regarding previous claims
  ○ Award information	

The Claimant Record • The claimant record includes everything from the eFolder and corporate record. • Any information found in any system or application pertaining to the claim is part of the claimant record.	

PowerPoint Slides	Notes

Locate and Update the Record—SHARE
• SHARE is used to access:
  ○ BIRLS
  ○ Pre-conversion Compensation and Pension Master Records
  ○ Pending issue file
  ○ Payment history file
  ○ Corporate database
  ○ Social Security Administration
  ○ COVERS records
  ○ Rating information
  ○ Income, expense and net worth information	

Locate and Update the Record—VVA • Virtual VA (VVA) houses the Veteran's eFolder • VVA provides electronic storage for applications and evidence received by the VA • Current storage location for all FTI claims due to its Personally Identifiable Information (PII) restriction capabilities • Allows the user to categorize, search, and sort the contents of the eFolder to assist in evaluating a claim	

PowerPoint Slides	Notes
Locate and Update the Record—MAP-D • Tool used to provide good customer service to Veterans and their families • Used mainly for claim development • All development actions are automatically tracked	
Locate and Update the Record—VBMS • Currently being used for electronic storage for applications and evidence received by VA • Once fully developed, VBMS will be used to process electronic claims from start to finish • Will eventually replace all VA legacy systems	

PowerPoint Slides	Notes

Locate and Update the Record—COVERS
• The primary function of COVERS is to track the location of folders within and between offices
• Uses barcode technology to support RO/PMC and Record Management Center (RMC) folder activities, including:
  ○ Requests
  ○ Mail
  ○ Search
  ○ External transfers
• COVERS tracks the following:
  ○ File number
  ○ File name
  ○ Power Of Attorney (POA)
  ○ Current and historical location of folder	

PowerPoint Slides	Notes

Locating and Updating the Record—PIES
• You will use PIES if you receive a claim from a Veteran requiring service records or records not already in VA custody
• Provides the ability to search the BIRLS database for Veteran information
• Can be used to search for:
  ○ An existing 3101 request
  ○ Checking the status of a 3101 request
  ○ Printing a 3101 request
  ○ Selecting appropriate reports	

PowerPoint Slides	Notes

Practice Exercise—Scenarios
• Instructions:
  ○ Access the **Locating and Updating a Claimant Record** job aid.
  ○ Review the items needing updating and the associated questions on the next slides.
  ○ Raise your hand when you know the answer.
  ○ Each correct answer is worth five points.
  ○ The first person to answer correctly receives the points.
• Time allowed: 10 min.	

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Practice Exercise—Scenario (1 of 3) You have received new evidence that contains information about dependents. You review the claim file and do not find any information regarding dependents. You determine that you need to update the claim file to reflect the new dependents. 1. What system will you need to access to update dependent information? 2. Where in the system do you need to access to review and add dependent information?	
Practice Exercise—Scenario Answers (1 of 3)	
Practice Exercise—Scenario (2 of 3) You have attempted to reach a claimant by phone regarding additional information needed but have been unable to make contact. 1. What system will you need to access to document your unsuccessful phone calls to the claimant? 2. Where in the system do you need to document this information?	

PowerPoint Slides	Notes
Practice Exercise—Scenario Answers (2 of 3)	
Practice Exercise—Scenario (3 of 3) You have received a new claim. You know your first step is to perform an SSA inquiry. 1. What system will you need to access to perform the SSA inquiry? 2. What information do you need to enter to find the record to begin the inquiry?	
Practice Exercise—Scenario Answers (3 of 3)	
Lost Claims • You may receive new information for a claim that needs to be added or updated, but when you search, you are unable to locate the claim. • In the event you are unable to locate a claim, your PMC will have a Lost Claims Checklist.	
Lost Claims Checklist • Each PMC has a Lost Claims Checklist used to document the attempts made to determine if a claim is lost. • You are responsible for attempting to locate the claim.	

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• The checklist should be printed out and, once completed and signed; it should be forwarded to your supervisor. • Instances of lost claims have been greatly reduced and are rare due to upfront scanning replacing centralized mail.	

Lost Claim Memorandum Checklist

Date Process Initiated: _____

File Number: _____ Name of veteran/claimant: _____

The following steps were taken when trying to locate the paperwork associated with:

EP(s): _____ _____

Payee: _____

Date(s) of Claim: _____

Current DISP Code/Suspense Reason: _____

Date DISP Code Updated/Action Completed On: _____

For Completion by PMC VSR:

- Checked my records, including:
  - Personal workspace
  - Aspen
- Checked team records, including:
  - Team shared/centralized file drawers
  - Team mail areas
  - Other teams possibly involved (such as Authorization, Rating Board, et cetera)
  - Checked with all employees who have been involved with the case, based on claim history in Share and MAP-D
- Checked Virtual VA, including:
  - All documents in file
  - Journal entries, e-folder history, and work objects; if applicable
- Checked c-file, if on station
  - Verified in COVERs that there has been no recent file activity
  - Checked with HRO if file recently transferred
- Checked IVM file, if applicable- both historical and active cabinets
- Checked SHARE records, including:
  - BIRLS, Corporate, Payment History, PIF Inquiry
- Checked MAP-D records, including:
  - MAP-D Notes, Letters, Evidence, Messages, Contentions, Tracked items

- Checked VACOLS records
- Checked 800 series write-outs (for possible establishment due to write-out)
- Checked PCLTRS in the H Drive to see if a letter may have been written
- Checked with Service Organization and claimant, if possible/applicable
- E-mails sent out to:
  - Team of jurisdiction, Date email sent: _____
  - Entire division for claims search, Date email sent: _____

PMC VSR signature_____ Date: _____

For Completion by Supervisor:
Physically checked my team and my office for the claim? □ YES □ NO

Checked Aspen and with any employee who took credit for claim? □ YES □ NO

EP cancelled due to lost claim? □ YES □ NO

If so, please note date of PCAN: _____

MAP-D note entered to record lost claim and date of PCAN? □ YES □ NO

Was lost claim letter released? □ YES □ NO

If so, on what date: _____

Supervisor signature_____ Date: _____

APMCM signature_____ Date: _____

PowerPoint Slides	Notes

Practice Exercise—Update the Record
• Instructions:
  ○ Divide trainees into groups of three.
  ○ Provide each group with a written synopsis of the case they will need to locate and update.
  ○ Have each group locate the record and update the record based on the synopsis given.
  ○ When complete, review each case with all groups to show how each record was located and what was updated.
• Time allowed: 20 min.	

Practice Exercise—Update the Record Answers • Review each case and the appropriate system and steps as outlined in the job aid and by the instructor. • Did your group update and locate the record correctly? • Use this time to ask questions and get any clarification needed on locating and updating a claimant record.	

PowerPoint Slides	Notes
Questions? 	
What's Next • Phase 4, Lesson 4, Provide Benefit Information • Review of all job aids provided in this lesson	