



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 5: Stages of a Claim
Part 1: Determine Eligibility

Lesson 1: Complete and Incomplete Applications for Benefits Claims

Trainee Guide

October 28, 2016

Version 1.0

**Lesson 1: Complete and Incomplete Applications for Benefits
Trainee Guide**

Complete and Incomplete Applications for Benefits

Lesson Overview

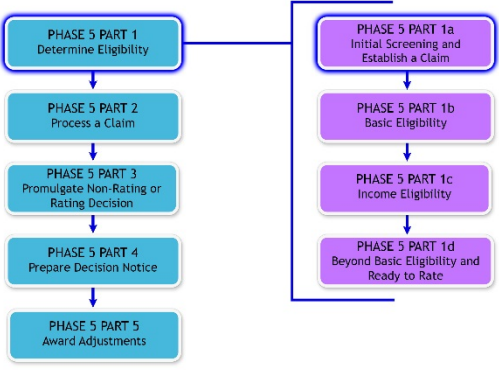
Topic	Description
Time Estimate:	1 hour
Purpose of the Lesson:	This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this lesson is to prepare PMC VSRs to distinguish between complete and incomplete applications for benefits.
Prerequisite Training Requirements:	Prior to taking the Complete and Incomplete Applications for Benefits lesson, trainees must complete PMC VSR Course Phases 1–4. (Refer to the Master Course Map learning aid for a list of lessons.)
Target Audience:	This lesson is for entry level PMC VSRs.
Lesson References:	<ul style="list-style-type: none"> • Master Course Map learning aid • Compensation and Pension Knowledge Management (CPKM) • M21-1 I.1.B (Duty to Notify Under 38 U.S.C. 5102 and 5103) • M21-1 I.1.B.1.b (Criteria for Substantially Complete Applications) • M21-1 III.ii.2.B (Applications for Disability Compensation and/or Pension) • M21-1 III.ii.2.B.1.a (Applications for Disability Compensation and/or Pension) • M21-1 III.ii.2.C (Informal Claims Received Prior to March 24, 2015, Communication of an Intent to File (ITF), and Requests for an Application) <ul style="list-style-type: none"> ○ M21-1 III.ii.2.C.1.a (Characteristics of an Informal Claim) ○ M21-1 III.ii.2.C.1.d (Communication of an ITF) ○ M21-1 III.ii.2.C.1.f (Why Communication of an ITF Is Important)

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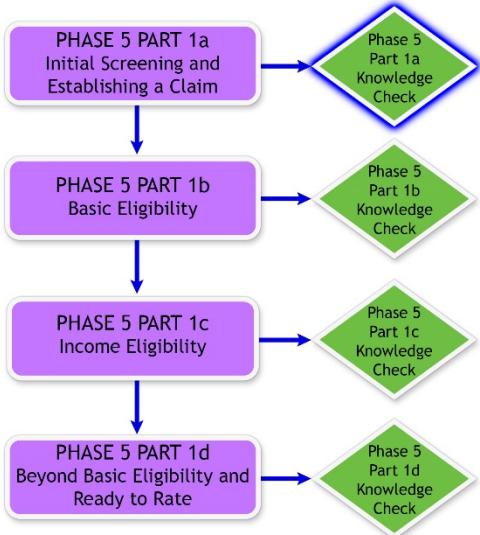
Topic	Description
Knowledge Check:	Phase 5: Stages of a Claim, Part 1(a): Initial Screening and Claim Establishment Knowledge Check
Technical Competencies:	<ul style="list-style-type: none"> • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR)
Lesson Objectives:	<p>Determine whether the application for benefits is complete or incomplete</p> <ul style="list-style-type: none"> • Recognize the requirements for a formal claim received prior to March 24, 2015 • Recognize the requirements for an informal claim received prior to March 24, 2015 • Recognize the requirements for a completed claim received on or after March 24, 2015 • Recognize the requirements for an Intent To File (ITF) received on or after March 24, 2015 • Recognize the requirements for a Request For Application (RFA) received on or after March 24, 2015
What You Need:	<ul style="list-style-type: none"> • Trainee guide • Master Course Map learning aid • Access to VBA Intranet • Access to CPKM • Ability to send and receive e-mail in the classroom

PowerPoint Slides	Notes
Complete and Incomplete Applications for Benefits	

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PowerPoint Slides	Notes
<p>You Are Here</p>  <pre>graph TD; P1[PHASE 5 PART 1 Determine Eligibility] --> P2[PHASE 5 PART 2 Process a Claim]; P2 --> P3[PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision]; P3 --> P4[PHASE 5 PART 4 Prepare Decision Notice]; P4 --> P5[PHASE 5 PART 5 Award Adjustments]; P1 --> P1a[PHASE 5 PART 1a Initial Screening and Establish a Claim]; P1a --> P1b[PHASE 5 PART 1b Basic Eligibility]; P1b --> P1c[PHASE 5 PART 1c Income Eligibility]; P1c --> P1d[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate];</pre> <p>The flowchart illustrates the Phase 5 process. It starts with 'PHASE 5 PART 1 Determine Eligibility' (blue box), which leads to 'PHASE 5 PART 2 Process a Claim' (blue box), 'PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision' (blue box), 'PHASE 5 PART 4 Prepare Decision Notice' (blue box), and 'PHASE 5 PART 5 Award Adjustments' (blue box). A secondary path branches from 'PHASE 5 PART 1' to 'PHASE 5 PART 1a Initial Screening and Establish a Claim' (purple box), which then leads to 'PHASE 5 PART 1b Basic Eligibility' (purple box), 'PHASE 5 PART 1c Income Eligibility' (purple box), and 'PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate' (purple box).</p>	
<p>Initial Screening</p> <ul style="list-style-type: none">• Complete or Incomplete Applications for Benefits• Fully Developed Claims• Flash, Expedited, Previous, Reopened and Dual Claims• Date of Claim• Validate POA• End Product Codes• Introduction to Old Law and Section 306 Pension	

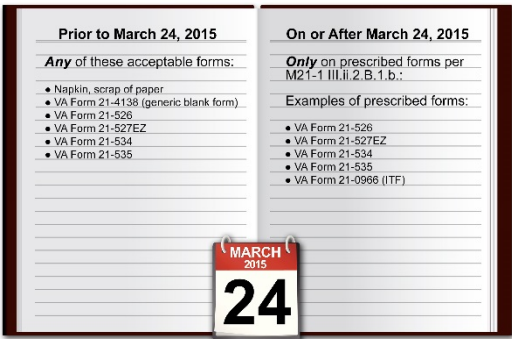
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PowerPoint Slides	Notes
<p>Ice Breaker Activity</p> <p>Scenario:</p> <p>On November 5, 2014, the Milwaukee PMC received a VA Form 21-526 (Veteran's Application for Compensation and/or Pension) application for Non-Service-Connected (NSC) pension benefits for Veteran Dwight Lebowski. Mr. Lebowski lives in Green Bay, WI, which is in the jurisdiction. Mr. Lebowski can be properly identified in SHARE. All of the information on the application has been completed but the form has not been signed. The application has no special handling flashes and is not a FDC claim.</p>	
<p>Knowledge Check</p>  <pre> graph TD A[PHASE 5 PART 1a Initial Screening and Establishing a Claim] --> B{Phase 5 Part 1a Knowledge Check} A --> C[PHASE 5 PART 1b Basic Eligibility] C --> D{Phase 5 Part 1b Knowledge Check} C --> E[PHASE 5 PART 1c Income Eligibility] E --> F{Phase 5 Part 1c Knowledge Check} E --> G[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate] G --> H{Phase 5 Part 1d Knowledge Check} </pre>	

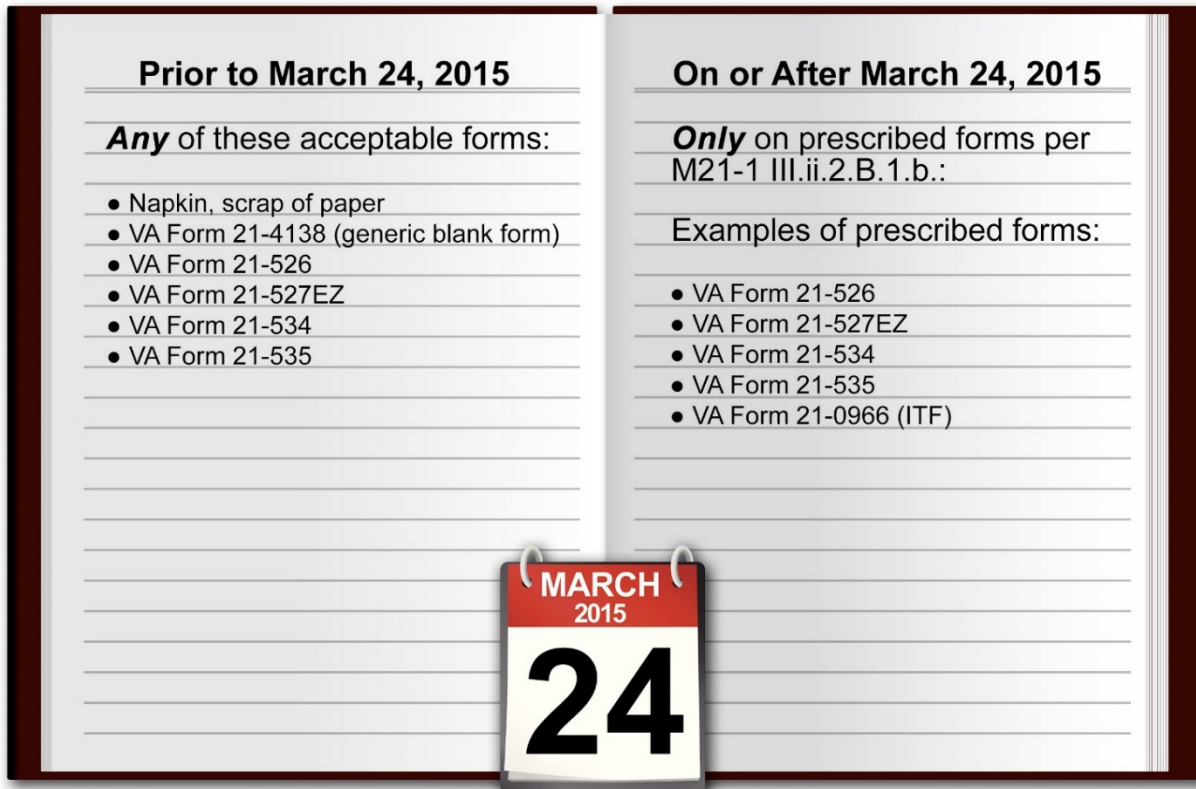
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PowerPoint Slides	Notes
<p>Technical Competencies</p> <ul style="list-style-type: none">• Program Benefits and Eligibility (PMC VSR)• Processing Claims (PMC VSR)	
<p>Lesson Objectives</p> <p>Determine whether the application for benefits is complete or incomplete.</p> <ul style="list-style-type: none">• Recognize the requirements for a formal claim received prior to March 24, 2015.• Recognize the requirements for an informal claim received prior to March 24, 2015.• Recognize the requirements for a completed claim received on or after March 24, 2015.• Recognize the requirements for an Intent To File (ITF) received on or after March 24, 2015.• Recognize the requirements for a Request for Application (RFA) received on or after March 24, 2015.	

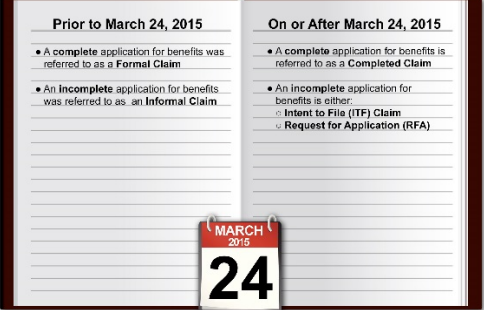
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PowerPoint Slides	Notes
<h3>History of Acceptable Forms</h3> 	

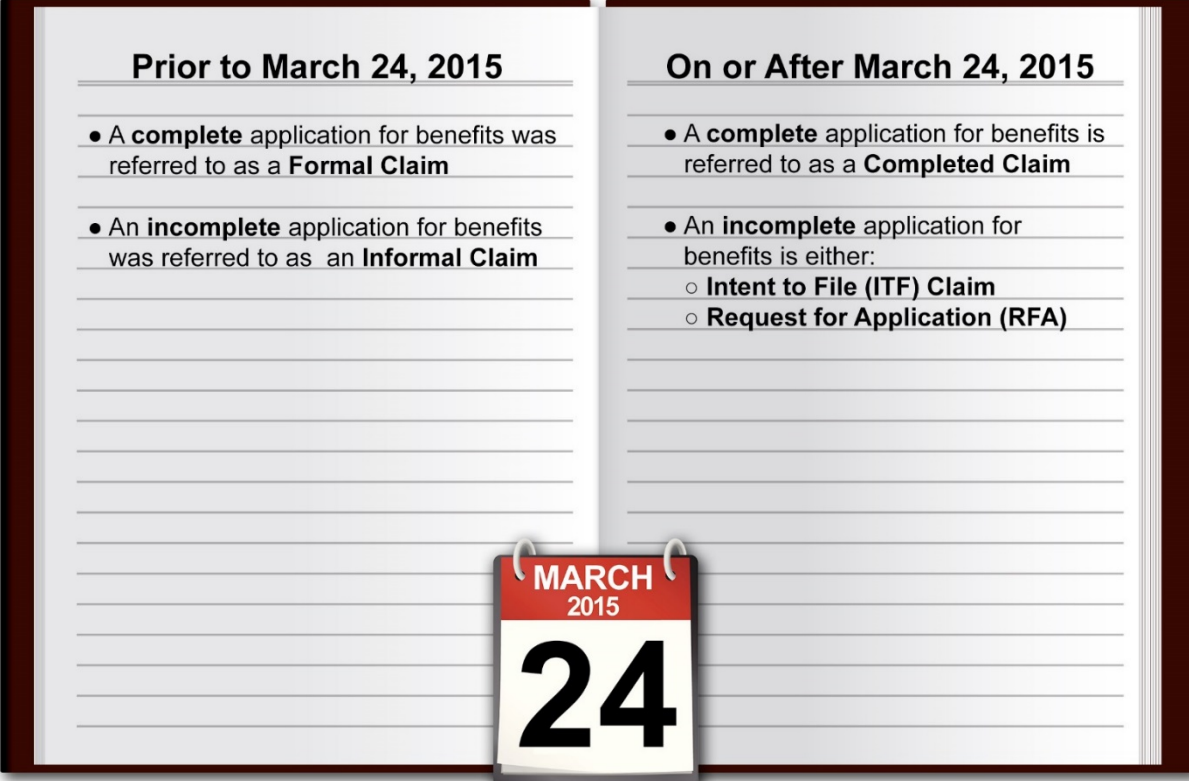
Learning Aid: History of Acceptable Forms



Lesson 1: Complete and Incomplete Applications for Benefits Trainee Guide

PowerPoint Slides	Notes
<p>Terminology</p>  <p>Prior to March 24, 2015</p> <ul style="list-style-type: none">• A complete application for benefits was referred to as a Formal Claim• An incomplete application for benefits was referred to as an Informal Claim <p>On or After March 24, 2015</p> <ul style="list-style-type: none">• A complete application for benefits is referred to as a Completed Claim• An incomplete application for benefits is either:<ul style="list-style-type: none">○ Intent to File (ITF) Claim○ Request for Application (RFA)	

Learning Aid: Terminology




Prior to March 24, 2015

- A **complete** application for benefits was referred to as a **Formal Claim**
- An **incomplete** application for benefits was referred to as an **Informal Claim**

On or After March 24, 2015

- A **complete** application for benefits is referred to as a **Completed Claim**
- An **incomplete** application for benefits is either:
 - **Intent to File (ITF) Claim**
 - **Request for Application (RFA)**

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PowerPoint Slides	Notes
<p>Applications Received Prior March 24, 2015</p> <p><u>Prior to March 24, 2015</u> Complete application = Formal Claim Incomplete application = Informal Claim</p> 	

Prior to March 24, 2015

Complete application = Formal Claim

Incomplete application = Informal Claim




PowerPoint Slides	Notes
<p>Formal Claims (1 of 2)</p> <p>A formal claim is an application for benefits that must be:</p> <ul style="list-style-type: none">• Received prior March 24, 2015• On a prescribed VA form	

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PowerPoint Slides	Notes
<p>Formal Claim (2 of 2)</p> <p>A formal claim is an application for benefits that <u>also</u> must be:</p> <ul style="list-style-type: none"> • Substantially complete • Signed 	
<p>Informal Claims</p> <p>An informal claim is an application for benefit that is:</p> <ul style="list-style-type: none"> • Received prior March 24, 2015 • Any communication or action indicating an intent to apply for VA benefits • Substantially incomplete 	
<p>Group Activity—Scenario</p> <p>Scenario:</p> <p>On January 1, 2015, the Philadelphia Pension Management Center receives VA Form 21P-527EZ dated APR 2016 (Application for Pension), signed by World War II Veteran Eric Wright. The Claims Assistant (CA) reviews the evidence of record verifying that all of the required fields are complete and the form is signed. After screening this claim, the CA establishes end product 187 identifying this as an original pension claim.</p>	
<p>Group Activity—Scenario Answer</p>	

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PowerPoint Slides	Notes
<p>Applications Received On or After March 24, 2015</p> <p><u>On or After March 24, 2015</u> Complete application = Complete Claim Incomplete application = ITF or RFA</p> 	

On or After March 24, 2015

Complete application = Complete Claim

Incomplete application = ITF or RFA



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PowerPoint Slides	Notes
<p>ITF Claims</p> <ul style="list-style-type: none"> • What is the acceptable form for submitting an ITF? • What are some additional methods for communicating ITF? 	
<p>ITF Claims Answers</p> <ul style="list-style-type: none"> • What is the acceptable form for submitting an ITF? • What are some additional methods for communicating ITF? 	
<p>Communication of an ITF</p> <ul style="list-style-type: none"> • Why is communicating of an ITF important? • What is the time frame for submitting the substantially complete application? • When is the claimant required to submit a prescribed form after submitting an ITF claim? 	
<p>Communication of an ITF Answers</p> <ul style="list-style-type: none"> • Why is communicating of an ITF important? • What is the time frame for submitting the substantially complete application? • When is the claimant required to submit a prescribed form after submitting an ITF claim? 	

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PowerPoint Slides	Notes								
<p>Complete ITF</p> <table border="1"> <thead> <tr> <th style="background-color: #ffff00;">Complete if . . .</th> <th style="background-color: #a0c0ff;">Incomplete if . . .</th> </tr> </thead> <tbody> <tr> <td>Claimant can be identified</td> <td>Claimant <u>cannot</u> be identified</td> </tr> <tr> <td>Claimant or representative signed VA Form 21-0966</td> <td>Claimant can be identified but the form was <u>not</u> signed</td> </tr> <tr> <td>Benefit they are seeking is identified</td> <td>Claimant can be identified but does <u>not</u> identify benefit sought</td> </tr> </tbody> </table>	Complete if . . .	Incomplete if . . .	Claimant can be identified	Claimant <u>cannot</u> be identified	Claimant or representative signed VA Form 21-0966	Claimant can be identified but the form was <u>not</u> signed	Benefit they are seeking is identified	Claimant can be identified but does <u>not</u> identify benefit sought	
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Complete if...	Incomplete if...
Claimant can be identified	Claimant cannot be identified
Claimant or representative signed VA Form 21-0966 (Intent to File a Claim)	Claimant can be identified but the form was not signed
Benefit they are seeking is identified	Claimant can be identified but does not identify benefit sought

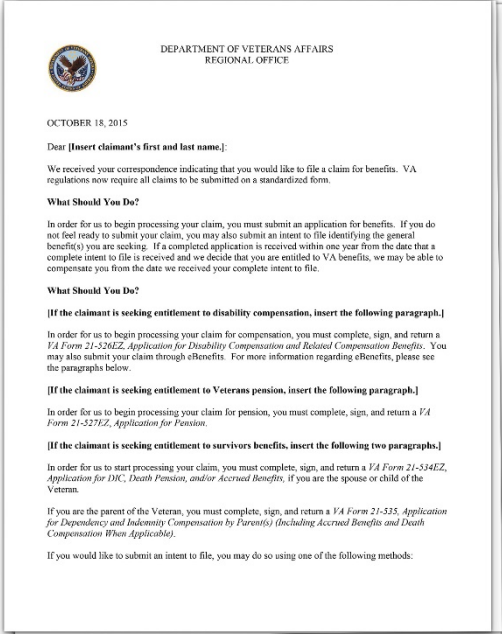
PowerPoint Slides	Notes								
<p>Incomplete ITF</p> <table border="1"> <thead> <tr> <th style="background-color: #a0c0ff;">Complete if . . .</th> <th style="background-color: #ffff00;">Incomplete if . . .</th> </tr> </thead> <tbody> <tr> <td>Claimant can be identified</td> <td>Claimant <u>cannot</u> be identified</td> </tr> <tr> <td>Claimant or representative signed VA Form 21-0966</td> <td>Claimant can be identified but the form was <u>not</u> signed</td> </tr> <tr> <td>Benefit they are seeking is identified</td> <td>Claimant can be identified but does <u>not</u> identify benefit sought</td> </tr> </tbody> </table>	Complete if . . .	Incomplete if . . .	Claimant can be identified	Claimant <u>cannot</u> be identified	Claimant or representative signed VA Form 21-0966	Claimant can be identified but the form was <u>not</u> signed	Benefit they are seeking is identified	Claimant can be identified but does <u>not</u> identify benefit sought	
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Complete if...	Incomplete if...
Claimant can be identified	Claimant cannot be identified
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Benefit they are seeking is identified	Claimant can be identified but does not identify benefit sought

PowerPoint Slides	Notes
<p>Request for Application (RFA)</p> <ul style="list-style-type: none"> • On or After March 24, 2015 • An incomplete ITF application • Not filed on an appropriate prescribed form 	
<p>RFA Example Scenario:</p> <p>On August 15, 2015, VA received a VA Form 21-4138, Statement in Support of Claim from Veteran Robert Lederman requesting non-service connected pension benefits. He signed the form and he can be properly identified in SHARE. He served honorably in the Army from August 31, 1962, to September 22, 1973.</p>	

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PowerPoint Slides	Notes
<p>RFA Letter</p>  <p>DEPARTMENT OF VETERANS AFFAIRS REGIONAL OFFICE</p> <p>OCTOBER 18, 2015</p> <p>Dear [Insert claimant's first and last name:]</p> <p>We received your correspondence indicating that you would like to file a claim for benefits. VA regulations now require all claims to be submitted on a standardized form.</p> <p>What Should You Do?</p> <p>In order for us to begin processing your claim, you must submit an application for benefits. If you do not feel ready to submit your claim, you may also submit an intent to file identifying the general benefit(s) you are seeking. If a completed application is received within one year from the date that a complete intent to file is received and we decide that you are entitled to VA benefits, we may be able to compensate you from the date we received your complete intent to file.</p> <p>What Should You Do?</p> <p>[If the claimant is seeking entitlement to disability compensation, insert the following paragraph.]</p> <p>In order for us to begin processing your claim for compensation, you must complete, sign, and return a <i>VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits</i>. You may also submit your claim through eBenefits. For more information regarding eBenefits, please see the paragraphs below.</p> <p>[If the claimant is seeking entitlement to Veterans pension, insert the following paragraph.]</p> <p>In order for us to begin processing your claim for pension, you must complete, sign, and return a <i>VA Form 21-527EZ, Application for Pension</i>.</p> <p>[If the claimant is seeking entitlement to survivors benefits, insert the following two paragraphs.]</p> <p>In order for us to start processing your claim, you must complete, sign, and return a <i>VA Form 21-534EZ, Application for DIC, Death Pension, and/or Accrued Benefits</i>, if you are the spouse or child of the Veteran.</p> <p>If you are the parent of the Veteran, you must complete, sign, and return a <i>VA Form 21-535, Application for Dependency and Indemnity Compensation by Parents (Including Accrued Benefits and Death Compensation When Applicable)</i>.</p> <p>If you would like to submit an intent to file, you may do so using one of the following methods:</p>	

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Learning Aid: RFA Sample Letter



DEPARTMENT OF VETERANS AFFAIRS
REGIONAL OFFICE

OCTOBER 18, 2015

Dear **[Insert claimant's first and last name.]**:

We received your correspondence indicating that you would like to file a claim for benefits. VA regulations now require all claims to be submitted on a standardized form.

What Should You Do?

In order for us to begin processing your claim, you must submit an application for benefits. If you do not feel ready to submit your claim, you may also submit an intent to file identifying the general benefit(s) you are seeking. If a completed application is received within one year from the date that a complete intent to file is received and we decide that you are entitled to VA benefits, we may be able to compensate you from the date we received your complete intent to file.

What Should You Do?

[If the claimant is seeking entitlement to disability compensation, insert the following paragraph.]

In order for us to begin processing your claim for compensation, you must complete, sign, and return a VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits. You may also submit your claim through eBenefits. For more information regarding eBenefits, please see the paragraphs below.

[If the claimant is seeking entitlement to Veterans pension, insert the following paragraph.]

In order for us to begin processing your claim for pension, you must complete, sign, and return a VA Form 21P-527EZ dated APR 2016, Application for Pension.

[If the claimant is seeking entitlement to survivor's benefits, insert the following two paragraphs.]

In order for us to start processing your claim, you must complete, sign, and return a VA Form 21-534EZ, Application for DIC, Death Pension, and/or Accrued Benefits, if you are the spouse or child of the Veteran.

If you are the parent of the Veteran, you must complete, sign, and return a VA Form 21-535, Application for Dependency and Indemnity Compensation by Parent(s) (Including Accrued Benefits and Death Compensation When Applicable).

If you would like to submit an intent to file, you may do so using one of the following methods:

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Learning Aid: RFA Sample Letter

- Visit eBenefits.va.gov and initiate an application for benefits (compensation only). This will protect your date of claim similar to VA Form 21-0966, Intent to File a Claim for Compensation and/or Pension, or Survivor's Pension and/or DIC.
- Call us at 1-800-827-1000 to submit an intent to file over the telephone. If you use a Telecommunications Device for the Deaf (TDD), the Federal number is 711.
- Complete, sign, and return VA Form 21-0966, Intent to File a Claim for Compensation and/or Pension, or Survivors Pension and/or DIC, and identify the general type of benefit for which you intend to file a claim.

We will take no further action until we receive your completed application for benefits or complete intent to file. To locate the appropriate form(s), please visit the following website: www.va.gov/vaforms.

What is eBenefits?

eBenefits provides electronic resources in a self-service environment to service members, Veterans, and their families. Use of these resources often helps us serve you faster!

Enrolling in eBenefits is easy. Just visit www.eBenefits.va.gov for more information. If you submit a claim in the future, consider filing through eBenefits. Filing electronically, especially if you participate in our fully developed claim program, may result in a faster decision than if you submit your claim through the mail.

If You Have Questions or Need Assistance

If you have any questions or need assistance with this claim, you may contact us by telephone, e-mail, or letter.

In all cases, be sure to refer to your VA file number **[Insert the file number]**.

If you are looking for general information about benefits and eligibility, you should visit our web site at <http://www.va.gov> or search the Frequently Asked Questions (FAQs) at <http://iris.va.gov>.

[If the claimant has appointed a VSO/POA, insert the following paragraph.]

We sent a copy of this letter to **[Insert the name of the VSO/POA.]**, who you have appointed as your representative. If you have questions or need assistance, you can also contact your representative.

[If the claimant has not appointed a VSO/POA, insert the following paragraph.]

We have no record of you appointing a service organization or representative to assist you with your claim. You can contact us for a listing of the recognized Veterans' Service Organizations and/or representatives. Veterans' Service Organizations, which are recognized or approved to provide services to the veteran community, can also help you with any questions.

Thank you,

Regional Office Director

Enclosure(s): Where to Send Your Written Correspondence

cc: **[Insert the name of the VSO/POA if the claimant appointed one.]**

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PowerPoint Slides	Notes
<p>Practice Exercise—Scenario</p> <p>Scenario:</p> <ul style="list-style-type: none">• On June 12, 2015, VA received a VA Form 21-4138, Statement in Support of Claim, from Veteran Anthony Green requesting non-service connected pension benefits with the aid and attendance allowance. He signed the form and he can be properly identified in SHARE. He served honorably in the Navy from August 31, 1950, to September 22, 1954, and reported he couldn't have had a better crew to sail with.• Based on the information provided, would this application be considered a complete claim, ITF, or RFA?	
<p>Group Activity—Scenario</p> <p>Answers</p> <ul style="list-style-type: none">• Based on the information given, you would consider this as a:• The rationale for selecting this answer:	

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PowerPoint Slides	Notes
<p>Practice Exercise—Quiz</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into groups of two or three.○ Each group will receive one scenario.○ Determine whether the scenario meets the requirements for formal, informal, complete, ITF, or RFA.○ Write answers in the space provided.○ Submit one answer sheet per group to the instructor.• Time allowed: 10 min.	

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Practice Exercise: Quiz

Scenario 1: On March 28, 2015, a complete VA Form 21-0966 (Intent to File a Claim) is received at the PMC. The claimant indicates she is claiming pension.

Scenario 2: On January 23, 2015, the VA received a letter from a Veteran requesting to initiate a claim for pension.

Scenario 3: On April 5, 2016, a surviving spouse submits a VA Form 21-4138, Statement in Support of Claim, stating she wished to apply for non-service connected survivors' pension benefits. A review of the corporate record shows the Veteran died in 2010.


Scenario 4: On January 1, 2015, a surviving spouse submits a VA Form 21-4138, Statement in Support of Claim, stating she wished to apply for non-service connected survivors' pension benefits. A review of the corporate record, show the Veteran died in 2010.

PowerPoint Slides	Notes
<p>Practice Exercise–Quiz Answers (1 of 2)</p> <p>Scenario 1: On March 28, 2015, a complete VA Form 21-0966 (Intent to File a Claim) is received at the PMC. The claimant indicates she is claiming pension.</p> <p>Scenario 2: On January 23, 2015, the VA received a letter from a Veteran requesting to initiate a claim for pension.</p>	

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PowerPoint Slides	Notes
<p>Practice Exercise–Quiz Answers (2 of 2)</p> <p>Scenario 3: On April 5, 2016, a surviving spouse submits a VA Form 21-4138, Statement in Support of Claim, stating she wished to apply for non-service connected survivors' pension benefits. A review of the corporate record shows the Veteran died in 2010.</p> <p>Scenario 4: On January 1, 2015, a surviving spouse submits a VA Form 21-4138, Statement in Support of Claim, stating she wished to apply for non-service connected survivors' pension benefits. A review of the corporate record shows the Veteran died in 2010.</p>	

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PowerPoint Slides	Notes
<p>Lesson Summary</p> <p>Prior to March 24, 2015</p> <ul style="list-style-type: none">• Complete application is a formal claim• Incomplete application is an informal claim <p>On or After March 24, 2015</p> <ul style="list-style-type: none">• Complete application is a completed claim• Incomplete application is an:<ul style="list-style-type: none">○ ITF○ RFA	
<p>Questions?</p> 	
<p>What's Next</p> <p>Phases 5, Part 1, Lesson 2: Fully Developed Claims (FDCs)</p>	