



PENSION AND FIDUCIARY SERVICE

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

Lesson 2: Fully Developed Claims (FDCs)

Trainee Guide

October 28, 2016

Version 1.0

Lesson 2: Fully Developed Claims (FDCs)
Trainee Guide

Fully Developed Claims (FDCs)

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 prepare you to recognize FDCs and determine if information received is sufficient.
Prerequisite Training Requirements:	Prior to taking the Fully Developed Claims (FDCs) lesson, you must complete PMC VSR Core Course Phases 1–4, and Phase 5, Part 1, lesson 1. (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 III.i.3 (Fully Developed Claim Program) • M21-1 III.i.3.A (General Information About the Fully Developed Claim (FDC) Program) • M21-1 III.i.3.B.2 (Excluding Claims From the FDC Program) • M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs) • M21-1 III.i.3.B.3.a (Limitations on the Development of FDCs) • VA Form 21P-527EZ dated APR 2016 (Application for Pension) • VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits)
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"> • Income Counting and Net Worth • Program Benefits and Eligibility (PMC VSR)

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Topic	Description
	<ul style="list-style-type: none"> Processing Claims (PMC VSR)
Lesson Objectives:	<ul style="list-style-type: none"> Determine if claim can be processed as an FDC Determine if a claim meets FDC criteria for Veterans Non Service-Connected Pension Benefits Determine if a claim meets FDC criteria for DIC, survivors pension, and/or accrued benefits Determine under what circumstances a claim needing development can remain in FDC program Determine to exclude a claim from FDC program
What You Need:	<ul style="list-style-type: none"> Trainee Guide Master Course Map learning aid Access to VBA Intranet Access to CPKM

PowerPoint Slides	Notes
<p>Fully Developed Claims (FDCs)</p> <p>You Are Here</p> <pre> graph TD subgraph MainFlow [Main Process Flow] 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] end subgraph BranchFlow [Branch Process Flow] P1a[PHASE 5 PART 1a Initial Screening and Establish a Claim] --> 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] end P1 --- P1a </pre>	

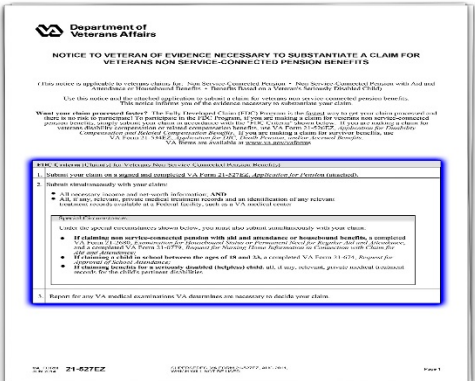
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PowerPoint Slides	Notes
<ul style="list-style-type: none"> • Initial Screening • Complete or Incomplete Applications for Benefits • Fully Developed Claims • Flash, Expedited, Previous, Reopened and Dual Claims • Date of Claim • Validate POA • End Product Codes • Introduction to Old Law and Section 306 Pension 	
<p>Icebreaker Activity</p> <p>On November 5, 2014, the Milwaukee PMC received a VA Form 21-526, 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 and the form has been signed. The application has no special handling flashes.</p>	<ul style="list-style-type: none"> •
<p>Technical Competencies</p> <ul style="list-style-type: none"> • Income counting and net worth • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR) 	

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PowerPoint Slides	Notes
<p>Objectives</p> <ul style="list-style-type: none"> • Determine if a claim can be processed as an FDC. • Determine if a claim meets FDC criteria for Veterans non Service-connected pension benefits. • Determine if a claim meets FDC criteria for DIC, survivors' pension, and/or accrued benefits. • Determine under what circumstances a claim needing development can remain in FDC program. • Determine to exclude a claim from FDC program. 	
<p>Knowledge Check</p> <pre> graph TD A[PHASE 5 PART 1a Initial Screening and Establishing a Claim] --> B[PHASE 5 PART 1b Basic Eligibility] B --> C[PHASE 5 PART 1c Income Eligibility] C --> D[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate] A --> AC{Phase 5 Part 1a Knowledge Check} B --> BC{Phase 5 Part 1b Knowledge Check} C --> CC{Phase 5 Part 1c Knowledge Check} D --> DC{Phase 5 Part 1d Knowledge Check} </pre>	

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PowerPoint Slides	Notes
<p>Fully Developed Claims (FDC) Program</p> <p>M21-1 III.i.3.A. (General Information About the Fully Developed Claim (FDC) Program)</p> <ul style="list-style-type: none"> 1. Overview of the FDC Program 2. Forms Claimants Must Use When Submitting an FDC 	
<p>FDC Forms</p> <ul style="list-style-type: none"> VA Form 21P-527EZ, dated APR 2016 (Application for Pension) VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits) 	
<p>Evidence Required for FDC Application for Pension</p>  <p>The screenshot shows the 'EVIDENCE REQUIRED' section of VA Form 21-527EZ. It lists the following requirements:</p> <ol style="list-style-type: none"> 1. Submit your claim on a signed and completed VA Form 21-527EZ, application for pension benefits. 2. Submit statements with your claim: <ul style="list-style-type: none"> • If you are the veteran, submit a statement. • All of any spouse, parent, dependent child, and an identification of any relevant evidence needed to complete a pension benefit claim as a veteran's estate. 3. Report for any VA medical examinations VA deems necessary to decide your claim. 	

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NOTICE TO VETERAN OF EVIDENCE NECESSARY TO SUBSTANTIATE A CLAIM FOR VETERANS NON SERVICE-CONNECTED PENSION BENEFITS

(This notice is applicable to veterans claims for: Non Service-Connected Pension • Non Service-Connected Pension with Aid and Attendance or Housebound Benefits • Benefits Based on a Veteran's Seriously Disabled Child)

Use this notice and the attached application to submit a claim for veterans non service-connected pension benefits. This notice informs you of the evidence necessary to substantiate your claim.

Want your claim processed faster? The Fully Developed Claim (FDC) Program is the fastest way to get your claim processed and there is no risk to participate! To participate in the FDC Program, if you are making a claim for veterans non service-connected pension benefits, simply submit your claim in accordance with the "FDC Criteria" shown below. If you are making a claim for veterans disability compensation or related compensation benefits, use VA Form 21-526EZ, *Application for Disability Compensation and Related Compensation Benefits*. If you are making a claim for survivor benefits, use VA Form 21-534EZ, *Application for DIC, Death Pension, and/or Accrued Benefits*. VA forms are available at www.va.gov/vaforms

FDC Criteria (Claim(s) for Veterans Non Service-Connected Pension Benefits)			
1.	Submit your claim on a <u>signed and completed</u> VA Form 21-527EZ, <i>Application for Pension</i> (attached).		
2.	Submit simultaneously with your claim: <ul style="list-style-type: none">• All necessary income and net-worth information; AND• All, if any, relevant, private medical treatment records and an identification of any relevant treatment records available at a Federal facility, such as a VA medical center <table border="1"><thead><tr><th>Special Circumstances</th></tr></thead><tbody><tr><td>Under the special circumstances shown below, you must also submit simultaneously with your claim:<ul style="list-style-type: none">• If claiming non service-connected pension with aid and attendance or housebound benefits, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i>;• If claiming a child in school between the ages of 18 and 23, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i>;• If claiming benefits for a seriously disabled (helpless) child, all, if any, relevant, private medical treatment records for the child's pertinent disabilities.</td></tr></tbody></table>	Special Circumstances	Under the special circumstances shown below, you must also submit simultaneously with your claim: <ul style="list-style-type: none">• If claiming non service-connected pension with aid and attendance or housebound benefits, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i>;• If claiming a child in school between the ages of 18 and 23, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i>;• If claiming benefits for a seriously disabled (helpless) child, all, if any, relevant, private medical treatment records for the child's pertinent disabilities.
Special Circumstances			
Under the special circumstances shown below, you must also submit simultaneously with your claim: <ul style="list-style-type: none">• If claiming non service-connected pension with aid and attendance or housebound benefits, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i>;• If claiming a child in school between the ages of 18 and 23, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i>;• If claiming benefits for a seriously disabled (helpless) child, all, if any, relevant, private medical treatment records for the child's pertinent disabilities.			
3.	Report for any VA medical examinations VA determines are necessary to decide your claim.		

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PowerPoint Slides	Notes
<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Department of Veterans Affairs</p> <p style="text-align: center;">NOTICE TO SURVIVOR OF EVIDENCE NECESSARY TO SUBSTANTIATE A CLAIM FOR DEPENDENCY AND INDEMNITY COMPENSATION, DEATH PENSION, AND/OR ACCRUED BENEFITS</p> <p style="font-size: small;">(This notice is applicable to survivors claims for: Death Pension * Dependency Indemnity Compensation (DIC) * FDC under VA U.S.C. 1151 * Accrued Survivors Benefits Based on NOD for AHJ and Attendance or Being Housebound * Accrued Benefits * Benefits Based on a Veterans Secondary Disability Claim)</p> <p style="font-size: x-small;">Use this notice and the attached application to submit a claim for FDC, Death Pension, and/or Accrued Benefits. This notice includes one of the evidence necessary to substantiate your claim.</p> <p style="font-size: x-small;">Want your claim processed faster? The Fully Developed Claims (FDC) Program is the single step to get your claim processed and paid as quickly as possible. To participate in the FDC Program, if you are making a claim for FDC, Death Pension, and/or Accrued Benefits, simply include your claim in accordance with the FDC Checklist shown below. If you are making a claim for veterans disability compensation or medical compensation benefits, see VA Form 21-0202-02, Application for Disability Compensation and Related Compensation Benefits. If you are making a claim for veterans non-service-connected pension benefits, see VA Form 21-0510-P, Application for Pension.</p> <p style="font-size: x-small;">1. Obtain your claim via a digital and completed VA Form 21-0202-02, Application for FDC, Death Pension, and/or Accrued Benefits (A-10000)</p> <p style="font-size: x-small;">2. Submit your claim electronically with your claim.</p> <p style="font-size: x-small;">3. A copy of the veteran's Death Certificate (either by or the end of active duty) AND</p> <p style="font-size: x-small;">IF FILING DEATH PENSION:</p> <ul style="list-style-type: none"> • All necessary income and net-worth information • If claiming death pension with increased survivor benefits, a completed VA Form 21-2030, Examination for Dependence Status or Dependency Award for Dependent and Survivors, and a completed VA Form 21-0202-02, Application for Survivors Claims Information in Connection with Claims for AHJ and Attendance <p style="font-size: x-small;">IF FILING DIC:</p> <ul style="list-style-type: none"> • All, if any, relevant private medical treatment records and an identification of any relevant treatment records available at a Federal facility, such as a VA medical clinic, that require your claim. • Any and all Service Treatment and Personnel Reports in the custody of the veteran's unit or nearest family. • If claiming FDC on the ground of the veteran, all necessary income and net-worth information and, if claiming benefits on the same ground of the veteran, a completed VA Form 21-524, Statement of Person Claiming to Be: Dependent or Survivor. <p style="font-size: x-small;">IF FILING SURVIVORS BENEFITS:</p> <ul style="list-style-type: none"> • A completed VA Form 21-0202-02, Application for FDC, Death Pension, and/or Accrued Benefits, and a completed VA Form 21-0790, Request for Change from Dependence or Survivorship Status for AHJ and Attendance. <p style="font-size: x-small;">Requirements for Certain Claims:</p> <p style="font-size: x-small;">Include the following information with your claim:</p> <ul style="list-style-type: none"> • If claiming benefits on the surviving spouse of the veteran, a copy of your marriage certificate showing you are in the same or If claiming benefits for a child, a birth certificate for you and the veteran, a copy of the birth certificate or court record of adoption showing relation to the veteran. • VA Form 21-0202-02, Application for Survivors Benefits, if you are claiming benefits on the same ground of the veteran. • If claiming benefits for a wholly abandoned (including child of the veteran, if, if any, relevant, private medical treatment records on the claim is pertinent information. <p style="font-size: x-small;">4. Expect for any VA medical examinations VA determines are necessary to decide your claim.</p> <p style="font-size: x-small;">11/16/14 21-0202-02 Page 1</p> </div>	

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Department of Veterans Affairs

NOTICE TO SURVIVOR OF EVIDENCE NECESSARY TO SUBSTANTIATE A CLAIM FOR DEPENDENCY AND INDEMNITY COMPENSATION, DEATH PENSION, AND/OR ACCRUED BENEFITS

(This notice is applicable to survivors claims for: Death Pension • Dependency Indemnity Compensation (DIC) • DIC under 38 U.S.C. 1151 • Increased Survivor Benefits Based on Need for Aid and Attendance or Being Housebound • Accrued Benefits • Benefits Based on a Veteran's Seriously Disabled Child)

Use this notice and the attached application to submit a claim for DIC, Death Pension, and/or Accrued Benefits.
This notice informs you of the evidence necessary to substantiate your claim.

Want your claim processed faster? The Fully Developed Claim (FDC) Program is the fastest way to get your claim processed, and there is no risk to participate! To participate in the FDC Program if you are making a claim for DIC, Death Pension, and/or Accrued Benefits, simply submit your claim in accordance with the "FDC Criteria" shown below. If you are making a claim for veterans disability compensation or related compensation benefits, use VA Form 21-526EZ, *Application for Disability Compensation and Related Compensation Benefits*. If you are making a claim for veterans non service-connected pension benefits, use VA Form 21-527EZ, *Application for Pension*. VA forms are available at www.va.gov/vaforms.

FDC Criteria (Claim(s) for DIC, Death Pension, and/or Accrued Benefits)	
1.	Submit your claim on a <u>signed and completed</u> VA Form 21-534EZ, <i>Application for DIC, Death Pension, and/or Accrued Benefits</i> (Attached).
2.	Submit simultaneously with your claim: <ul style="list-style-type: none"> A copy of the veteran's Death Certificate (unless he or she died on active duty); AND <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> If claiming death pension: <ul style="list-style-type: none"> • All necessary income and net-worth information • If claiming death pension with increased survivor benefits, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> If claiming DIC: <ul style="list-style-type: none"> • All, if any, relevant, private medical treatment records and an identification of any relevant treatment records available at a Federal facility, such as a VA medical center, that support your claim • Any and all Service Treatment and Personnel Records in the custody of the veteran's Guard or Reserve Unit(s) • If claiming DIC as the parent of the veteran, all necessary income and net-worth information and, if claiming benefits as the foster parent of the veteran, a completed VA Form 21-524, <i>Statement of Person Claiming to Have Stood in Relation of Parent</i> • If claiming DIC with increased survivor benefits, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i> </div> <div style="border: 1px solid black; padding: 5px;"> Requirements for Certain Claimants: <p>Under the circumstances shown below, you must also submit simultaneously with your claim:</p> <ul style="list-style-type: none"> • If claiming benefits as the surviving spouse of the veteran, a copy of your marriage certificate showing your marriage to the veteran, or if claiming benefits for a child or biological/adoptive parent of the veteran, a copy of the birth certificate or court record of adoption showing relation to the veteran • If claiming benefits for a child of the veteran between the ages of 18 and 23, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i> • If claiming benefits for a seriously disabled (helpless) child of the veteran, all, if any, relevant, private medical treatment records for the child's pertinent disabilities </div>
3.	Report for any VA medical examinations VA determines are necessary to decide your claim.

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PowerPoint Slides	Notes
Processing FDCs: Exclusions <ul style="list-style-type: none">• M21-1 III.i.3.B.2 (Excluding Claims From the FDC Program)	
Processing FDCs: Development <ul style="list-style-type: none">• M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs)	
Quiz: Develop or Exclude? <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Work independently○ Complete the Develop or Exclude quiz in the trainee guide○ Read each statement and determine whether to develop or exclude the claim from the FDC program○ Refer to M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs)• Time allowed: 10 minutes	

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Quiz: Develop or Exclude?

For each scenario below assume a complete application on the correct FDC application form.

For each scenario, write a D if you would **develop**, allowing the claim to remain in the FDC program. Write an E if you would **exclude** the claim from the FDC program because additional development is required.

Scenario	Develop (D) or Exclude (E)
1. The claim requires a character of discharge determination.	
2. The claim requires development for National Guard or reserve unit records.	
3. The claim requires development of records from a VA Medical Center.	
4. The survivor's claim does not include the Veteran's death certificate.	
5. The claim requires additional medical evidence in the custody of VAMC for service-connected death and there is no 4142 submitted.	
6. The claim requires service verification.	

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PowerPoint Slides	Notes
<p>Quiz: Develop or Exclude Answers (1 of 2)</p> <ol style="list-style-type: none">1. The claim requires a character of discharge determination.2. The claim requires development for National Guard or reserve unit records.3. The claim requires development of records from a VA Medical Center.	
<p>Quiz: Develop or Exclude Answers (2 of 2)</p> <ol style="list-style-type: none">4. The survivor's claim does not include the Veteran's death certificate.5. The claim requires additional medical evidence in the custody of VAMC for service-connected death.6. The claim requires service verification.	

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PowerPoint Slides	Notes
<p>Practice Exercise—FDCs</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into two groups.○ Each group will receive claim information:<ul style="list-style-type: none">▪ Group 1: Claim 1▪ Group 2: Claim 2○ Complete the FDCs worksheet in the trainee guide○ Use M21-1 III.i.3 (Fully Developed Claim Program) and the instruction pages on the application form to answer the questions in the worksheet• Time allowed: 30 minutes	

FDCs Worksheet

For each claim, answer the questions below. Include references to the M21-1 and sections of the application forms in your explanations.

Claim 1

1. Does the application meet the FDC criteria for Veterans non Service-connected pension benefits? If no, what criteria does it not meet?

2. Does the application meet the FDC criteria for DIC, survivors' pension, and/or accrued benefits? If no, what criteria does it not meet?

3. Should the application be excluded from the FDC program? If yes, why?


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Claim 2

1. Does the application meet the FDC criteria for Veterans non Service-connected pension benefits? If no, what criteria does it not meet?

2. Does the application meet the FDC criteria for DIC, survivors pension, and/or accrued benefits? If no, what criteria does it not meet?

3. Should the application be excluded from the FDC program? If yes, why?

PowerPoint Slides	Notes
<p>Lesson Summary</p> <ul style="list-style-type: none"> • What is the purpose of the FDC program? • What are the two FDC forms a PMC VSR will process? • What are reasons to exclude a claim from the FDC program? • Under what circumstances can a claim needing development remain in FDC program? 	
<p>Questions?</p> 	
<p>What's Next</p> <p>Phase 5: Stages of a Claim, Part 1: Determine Eligibility, Lesson 3: Flash, Expedited (Priority), Previous, Dual or Reopened/New Claims</p>	

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