## PENSION AND FIDUCIARY SERVICE

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

# Lesson 6: End Product (EP) Codes

Trainee Guide

October 28, 2016

Version 1.0

# EP Codes

## Lesson Overview

| Topic | Description |
|---|---|
| Time Estimate: | 1.5 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 show PMC VSRs how to decide whether the end product established by the claims assistant is correct. |
| Prerequisite Training Requirements: | Prior to taking the End Product Codes lesson, trainees must complete PMC VSR Core Course Phase 1–4, and Phase 5, Part 1 lessons 1–5. (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><li>**Master Course Map** learning aid</li><li>Compensation and Pension Knowledge Management (CPKM)</li><li>M21-1 III.ii.2.D.1.b (Definition: Reopened Claim)</li><li>M21-1 III.ii.2.F.1.a (Definition: Request for Reconsideration)</li><li>M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)</li><li>M21-4 Appendix B.1.a (Correct EP Use and Work Measurement)</li><li>M21-4 Appendix B.1.f (Third Digit Modifiers)</li><li>M21-4 Appendix B.II (End Products - Compensation, Pension, and Fiduciary Operations)</li><li>**End Product (EP) Codes** job aid</li><li>**Modifying End Product (EP) Codes** job aid</li></ul> |
| Knowledge Check: | Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Claim Establishment Knowledge Check |

| Topic | Description |
|---|---|
| Technical Competencies: | • Program Benefits and Eligibility (PMC VSR)<br><br>• Processing Claims (PMC VSR)<br><br>• VBA Applications (PMC VSR) |
| Lesson Objectives: | Confirm End Product (EP) is correct<br><br>• Define an EP code<br><br>• Verify the EP code matches the type of claim<br><br>• Verify the correct EP code is used in SHARE, MAP-D, and VBMS<br><br>• Modify the EP code under Pending Issue File (PIF) change (PCHG) |
| What You Need: | • Training Guide<br><br>• **Master Course Map** learning aid<br><br>• Access to VBA Intranet<br><br>• Access to CPKM<br><br>• Access to the following job aids from VSR Assistant:<br><br>    o **EP Codes** job aid<br><br>    o **Modify EP Code Process** job aid |

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| **End Product (EP) Codes** | |

| PowerPoint Slides | Notes |
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| **You Are Here**<br><br>PHASE 5 PART 1 — Determine Eligibility<br>PHASE 5 PART 2 — Process a Claim<br>PHASE 5 PART 3 — Promulgate Non-Rating or Rating Decision<br>PHASE 5 PART 4 — Prepare Decision Notice<br>PHASE 5 PART 5 — Award Adjustments<br><br>PHASE 5 PART 1a — Initial Screening and Establish a Claim<br>PHASE 5 PART 1b — Basic Eligibility<br>PHASE 5 PART 1c — Income Eligibility<br>PHASE 5 PART 1d — Beyond Basic Eligibility and Ready to Rate | |
| **Initial Screening**<br><br>• Complete or Incomplete Applications for Benefits<br><br>• Fully Developed Claims<br><br>• Flash, Expedited (Priority), Previous, Dual or Reopened /New Claims<br><br>• Date of Claim<br><br>• Validate POA<br><br>• **End Product Codes**<br><br>• Introduction to Old Law and Section 306 Pension | |

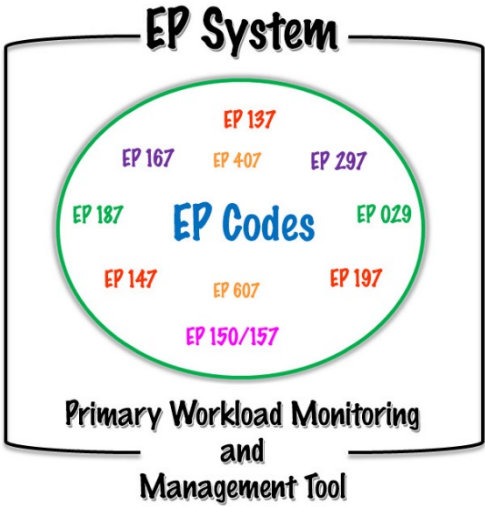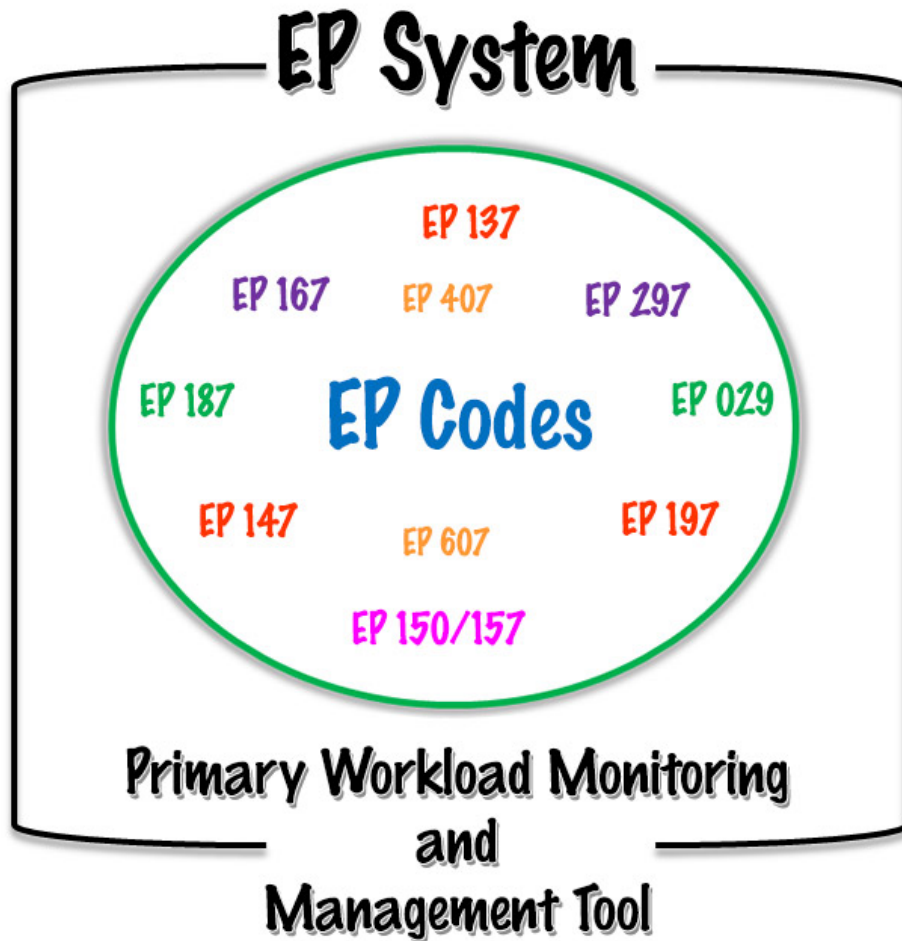| PowerPoint Slides | Notes |
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| **Ice Breaker Activity (1 of 2)**<br><br>• Instructions:<br><br>   o Access **End Product (EP) Codes** job aid from the VSR Assistant.<br><br>   o Read the scenario on the next slide.<br><br>   o Use the job aid to confirm the EP code and Date of Claim (DOC) are correct.<br><br>   o Write down your answer.<br><br>• Time allowed: 5–7 minutes | |
| **Ice Breaker Activity (2 of 2)**<br><br>**Scenario:**<br><br>Megan Andrews submits a completed VA Form 21-534EZ (Application for DIC, Survivors pension, and/or Accrued Benefits) and indicating she wants survivors pension on January 7, 2016. A review of the corporate record indicates no previous claims have been submitted. The Claims Assistant selected an EP of 190 and a DOC of 1/07/2016 for this claim. | |
| **Technical Competencies**<br><br>• Program Benefits and Eligibility (PMC VSR)<br><br>• Processing Claims (PMC VSR)<br><br>• VBA Applications (PMC VSR) | |

| PowerPoint Slides | Notes |
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| **Lesson Objectives**<br><br>Confirm End Product (EP) code is correct.<br><br>• Define an EP code.<br><br>• Verify the EP code matches the type of claim.<br><br>• Verify the correct EP code is used in SHARE, MAP-D, and VBMS.<br><br>• Modify the EP code under Pending Issue File (PIF) change (PCHG). | |
| **Knowledge Check**<br><br>PHASE 5 PART 1a — Initial Screening and Establishing a Claim → Phase 5 Part 1a Knowledge Check<br><br>PHASE 5 PART 1b — Basic Eligibility → Phase 5 Part 1b Knowledge Check<br><br>PHASE 5 PART 1c — Income Eligibility → Phase 5 Part 1c Knowledge Check<br><br>PHASE 5 PART 1d — Beyond Basic Eligibility and Ready to Rate → Phase 5 Part 1d Knowledge Check | |

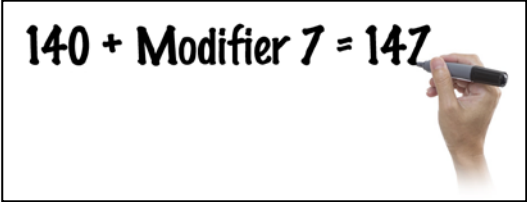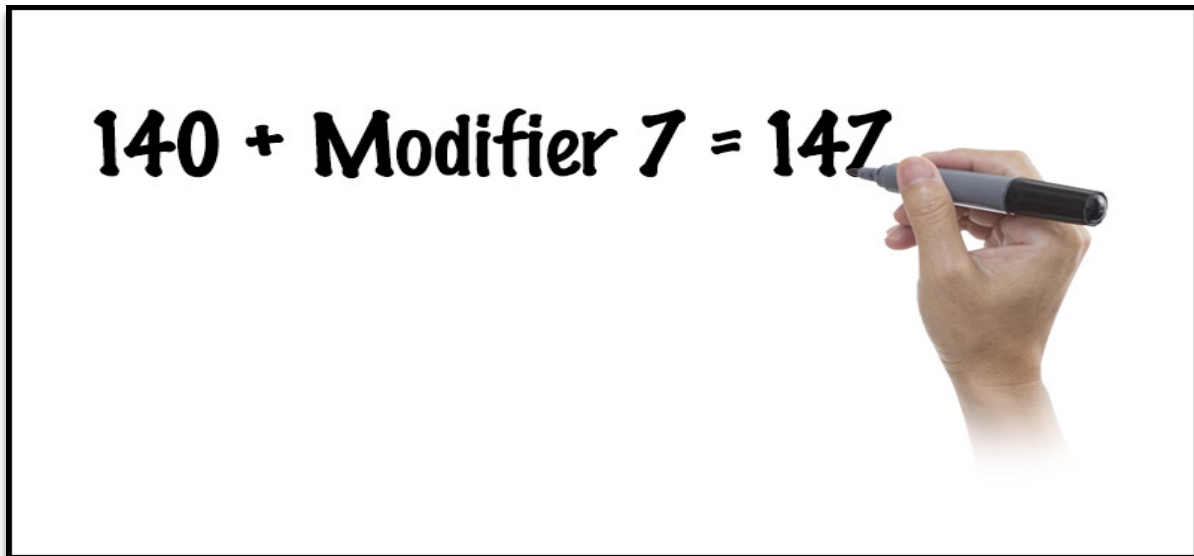| PowerPoint Slides | Notes |
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| **What Is an EP Code?**<br><br>• EP codes are three-digit numbers.<br><br>• Each claim is established with an EP code.<br><br>• EP codes are part of the EP system that is the primary workload monitoring and management tool.<br><br>**EP System**<br><br>EP 137<br>EP 167   EP 407   EP 297<br>EP 187   **EP Codes**   EP 029<br>EP 147   EP 607   EP 197<br>EP 150/157<br><br>**Primary Workload Monitoring and Management Tool** | |

| PowerPoint Slides | Notes |
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| **Third-digit Modifiers (1 of 2)**<br><br>• "Modifier" and "Incremental" are used interchangeably<br><br>• EP codes may be modified to identify<br><br>   o  Issues<br><br>   o  Type of claim<br><br>   o  Incremental multiple claims of the same EP category | |

| PowerPoint Slides | Notes |
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| **Third-digit Modifiers (2 of 2)**<br><br>140 + Modifier 7 = 147 | |

140 + Modifier 7 = 147

| PowerPoint Slides | Notes |
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| **List of Authorized EP Codes**<br><br>Pension Claim Types:<br><br>• Original<br><br>• Maintenance<br><br>• New<br><br>• Reconsidered | |
| **EP Codes and Claim Types (1 of 3)**<br><br>• When should the original EP code be used?<br><br>• When are maintenance EP codes most commonly used? | |
| **EP Codes and Claim Types (2 of 3)**<br><br>• Reopened claims are now referred to as *new* claims for pension purposes.<br><br>• Reopened claims are still used for DIC and compensation claims | |

| PowerPoint Slides | Notes |
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| **EP Codes and Claim Types (3 of 3)**<br><br>• A reconsidered EP code would be any EP code **OTHER** than an original EP.<br><br>• Example EP codes for reconsidered claims:<br> o 137 (reconsideration of dependency)<br> o 150 (reconsideration of income/net worth)<br> o 029 (reconsideration of DIC)<br> o 127 (reconsideration of competency or SMP)<br> o 160 (reconsideration of burial)<br> o 290 (reconsideration of eligibility) | |

| PowerPoint Slides | Notes |
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| **Group Activity—Practice Exercise**<br><br>• Instructions:<br><br>   o Each group has the following roles:<br><br>      ▪ Announcer—Gives the group the EP code from the left column of the EP Code Worksheet in Trainee Guide<br><br>      ▪ Navigator—Looks up the EP code in the **End Product (EP) Codes** job aid<br><br>      ▪ Transcriber—Notes the answer in right column of the EP Code Worksheet in Trainee Guide<br><br>   o Using the **End Product (EP) Codes** job aid as a reference, select the claim type (original, reopened, new, or maintenance) for the given the EP code.<br><br>• Time allowed: 10–12 minutes | |

## Group Activity: Practice Exercise

| EP Code | Pension Claim Types Original, Reopened, New or Maintenance |
|---------|---------------------------------------------------------|
| EP 137 | |
| EP 029 | |
| EP 187 | |
| EP 147 | |
| EP 127 | |
| EP 197 | |
| EP 150/157 | |

| PowerPoint Slides | Notes |
|-------------------|-------|
| **Group Activity—Practice Exercise Answers (1 of 4)**<br><br>| EP Code | Pension/DIC Claim Types Original, Reopened, New or Maintenance |<br>|---|---|<br>| EP 137 | |<br>| EP 029 | |<br>| EP 187 | |<br>| EP 147 | |<br>| EP 127 | |<br>| EP 197 | |<br>| EP 150/157 | | | |

| PowerPoint Slides | Notes |
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| **Group Activity—Practice Exercise Answers (2 of 4)**<br><br>Original Claims:<br><br>• **EP 187**—This EP is used for a Veteran who is applying for pension benefits and has **never** applied for any VBA benefits before.<br><br>• **EP 197**—This EP is used for surviving spouses or children of Veterans applying for pension who have **never** applied before.<br><br>• **EP 147**—This EP is used for surviving spouses or children of Veterans applying for DIC benefit (Dependency and Indemnity Compensation) service connected survivors' benefit who have **never** applied before. | |
| **Group Activity—Practice Exercise Answers (3 of 4)**<br><br>**New/Reopened Claims:**<br><br>• **EP 029**—This EP applies to **reopened** DIC claims and requests for aid and attendance while receiving DIC.<br><br>• **EP 127**—This EP applies to **new** disability pension and survivors' pension claims. | |

| PowerPoint Slides | Notes |
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| **Group Activity—Practice Answers (4 of 4)**<br><br>**Maintenance claims:**<br><br>• **EP 137**—This EP applies to all actions involving dependency determinations where the primary issue involved is entitlement based on relationship or dependency.<br><br>• **EP 150/157**—This EP applies to survivors and disability claims where the issue involved is entitlement of benefits based on income or estate factors. This EP also applies to adjustments based on medical expenses submitted. | |
| **EP Codes in VBA Applications**<br><br>EP Code can be verified in the following VBA Applications:<br><br>• SHARE<br><br>• MAP-D<br><br>• VBMS | |
| **Modifying an EP Code**<br><br>Modifying an EP code involves using the PIF change (PCHG) function in SHARE. | |

| PowerPoint Slides | Notes |
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| **Group Activity—Practice**<br><br>• Instructions*:*<br><br>    o Divide into groups of two or three.<br><br>    o Each group will receive one sample EP code to change in SHARE.<br><br>    o Use the **Modifying End Product (EP) Codes** job aid in the VSR Assistant to practice the process of modifying the EP code.<br><br>• Time allowed: 10–15 minutes | |
| **Group Activity—Practice Exercise**<br><br>• Instructions:<br><br>    o Divide into groups of two or three.<br><br>    o Use the **End Product (EP) Codes** job aid in the VSR Assistant to confirm the EP code is correct based on the scenario.<br><br>    o Provide the rationale for your decision.<br><br>    o Write answers in the space provided.<br><br>    o Submit one answer sheet per group to the instructor.<br><br>• Time allowed: 8–10 min. | |

## Group Activity: Practice Exercise Worksheet

**Scenario 1:** On February 8, 2016, VA received a VA Form 21-4138, Statement in Support of Claim, and a Social Security benefit statement signed by the beneficiary Frank Rogers indicating he began receiving Social Security benefits in the amount of $1,250.00 per month. The Claims Assistant entered an EP 150 into the system.

• Is the EP code correct? Should be EP 150

• What is the rationale for your decision?

**Scenario 2:** VA received a VA Form 21-601, Application for Accrued Amounts Due a Deceased Beneficiary, on March 3, 2016, signed by the beneficiary Angela Roberts. Mrs. Roberts is the surviving spouse of Anthony Roberts who is a deceased Veteran previously in receipt of VA compensation benefits. The Claims Assistant entered EP 147 into the system.

• Is the EP code correct?

• What is the rationale for your decision?

**Scenario 3:** VA received a completed VA Form 21-674, Request for Approval of School Attendance, on January 15, 2016, signed by the beneficiary from Joan Smith. Mrs. Smith wants to continue her school age child, Jeffrey, as a dependent on her award. The Claim Assistant entered EP 157 into the system.

• Is the EP code correct?

• What is the rationale for your decision?

| PowerPoint Slides | Notes |
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| **Group Activity—Practice Exercise Answers (1 of 3)**<br><br>**Scenario 1:** On February 8, 2016, Frank Rogers submits a VA Form 21-4138, Statement in Support of Claim, and a Social Security benefit statement indicating he began receiving Social Security benefits in the amount of $1,250.00 per month. The Claims Assistant entered an EP 150 into the system. | |
| **Group Activity—Practice Exercise Answers (2 of 3)**<br><br>**Scenario 2:** Angela Roberts, the surviving spouse of Anthony Roberts—a deceased Veteran previously in receipt of VA Compensation benefits—submits a VA Form 21-601, Application for Accrued Amounts Due a Deceased Beneficiary, on March 3, 2016. The Claim Assistant entered EP 147 into the system. | |
| **Group Activity—Practice Exercise Answers (3 of 3)**<br><br>**Scenario 3:** Joan Smith submits a completed VA Form 21-674, Request for Approval of School Attendance, on January 15, 2016, to continue her school age child, Jeffrey, as a dependent on her award. The Claims Assistant entered EP 157 into the system. | |

| PowerPoint Slides | Notes |
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| **Lesson Summary**<br><br>• What is an EP code?<br><br>• What is the third-digit modifier used for?<br><br>• Where should you go to find the authorized list of EP codes?<br><br>• Why do you need to verify the EP code is correct?<br><br>• What happens if the EP code is incorrect in a VBA application?<br><br>• Where do you go to fix an incorrect EP code? | |
| **Questions?** | |
| **What's Next**<br><br>Phases 5, Part 1, Lesson 7: Introduction to Old Law and Section 306 Pension | |