Pension and Fiduciary Service

PMC VSR Basic Core Course

Phase 4: Foundational Enrichment

Establish a Claim

Trainee Guide

December 2024

Establish a Claim

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 you to establish a claim.  |
| Prerequisite Training Requirements: | Prior to taking the Establish a Claim lesson, you must complete PMC VSR Core Course Phases 1–3.  |
| Target Audience: | This lesson is for entry level PMC VSRs. |
| Lesson References: | * M21-1 II.iii.3.A, Claims Establishment
* M21-4 Appendix B, End Product Codes and Work-Rate Standards for Quantitative Measurements
* M21-4 Appendix C, Index of Claim Labels
 |
| Knowledge Check | Phase 4: Establish a Claim Knowledge Check |
| Lesson Objectives: | By the end of this lesson, you should be able to:* Establish a claim (CEST)
* Recognize common EPs a PMC VSR will CEST
* Select the correct system in which to CEST the claim
* Demonstrate the CEST process in VBMS and SHARE
 |
| What You Need: | * Trainee Guide
* Access to VBMS
* Access to SHARE
* VBMS User Guide
* **SHARE User Guide**
* **Appendix A - Practice Exercise Worksheet: Where to CEST**
* Access to the Assessment Portal
 |

| PowerPoint Slides | Notes |
| --- | --- |
| Establish a Claim |  |
| ObjectivesBy the end of this lesson, you should be able to:* Establish a claim (CEST)
* Recognize common End Products (EP) a PMC VSR will CEST
* Select the correct system in which to CEST
* Demonstrate the CEST process in VBMS and SHARE
 |  |
| Why It Matters* The **Establish a Claim** course matters because claim labels provide a more specific description of the claim type that a corresponding end product (EP) represents.
 |  |
| Definitions* For ***claims establishment (CEST) purposes***, the date of claim (DOC) is the earliest date the claim or information is received in any Department of Veterans Affairs (VA) facility.
* ***Unidentifiable mail*** is defined as any mail lacking identifying attributes or adequate information necessary to conclusively identify an individual, associate the correspondence with an existing claims folder, or create a new eFolder.
* A ***paper claims folder*** is a repository for paper documents related to a single Veteran and associated with a claims folder number.
	+ VBA has two types of paper claims folders: claims folders and notice of death folders.
* An ***electronic claims folder***  (eFolder) is an electronic repository for scanned documents related to a single Veteran and associated with a claims folder number.
 |  |
| Common PMC EPs* Rating EPs
	+ 180
	+ 190
	+ 120
	+ 140
	+ 020
* Maintenance EPs
	+ 130
	+ 150
	+ 290
	+ 600
* Survivor EPs
	+ 140
	+ 165
	+ 160
	+ 190
* Miscellaneous Eps
	+ 930
 |  |
| Payee Codes and Benefit TypesPayee codes are based on the claimant/beneficiary:* Veteran = 00
* Spouse = 10
* First child = 11
* Subsequent children = 12, 13, 14, etc.
* Father = 50
* Mother = 60

Benefit types are either:* Live CPL – Compensation –Pension Live

Death CPD – Compensation – Pension Death |  |
| Where to CEST* VBMS
	+ All initial and subsequent claims for compensation
	+ Pension and survivors claims
	+ Claims where the claimant has a VA-appointed fiduciary
	+ Most claim types for which a VBMS record already exists
* SHARE
	+ Any claim where the claimant is an organization
	+ **Exception**: State plot claims can be established in VBMS.
	+ Legacy appeals where the appellant is not a child, spouse or parent of the Veteran
	+ Accrued claims upon the death of a surviving spouse or child
* Caseflow
	+ EPs 030 and 040
	+ Only certain employees have access to Caseflow
 |  |

| PowerPoint Slides | Notes |
| --- | --- |
| Practice Exercise: Where to CEST* **Instructions**:
	+ Work with a partner to answer the questions on the worksheet in the Trainee Guide.
	+ Refer to M21-1 II.iii.3.A.1.a. Types of Claims Excluded From Establishment in VBMS
	+ Be prepared to share your responses.
* **Time allowed**: 10 minutes
 |  |

| PowerPoint Slides | Notes |
| --- | --- |
| Common CESTing Errors* Failure to enter correct payee number
* Failure to update the claimant's address
* Failure to update or to enter the POA
 |  |
| Knowledge Check: Lesson Summary Review **Time Allowed:** 10 minutes |  |
| What’s Next?* Complete Establish a Claim evaluation course: **TMS ID: 4189361**
 |  |