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 |
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| 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 |
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| Establish a Claim |  |
| Objectives  By 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 Types  Payee 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 |  |

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| --- | --- |
| 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** |  |