



## PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course

# **Phase 5: Stages of a Claim**

## **Part 1: Determine Eligibility**

### **Lesson 8: Establish a Claim**

#### Trainee Guide

October 28, 2016

Version 1.0

**Lesson 8: Establish a Claim  
Trainee Guide**

**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 1–4 and Phase 5, Part 1, Lessons 1–7. (Refer to the <b>Master Course Map</b> 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"> <li>• <b>Master Course Map</b> learning aid</li> <li>• M21-1 III.ii.3.D (Claims Establishment)               <ul style="list-style-type: none"> <li>○ M21-1 III.ii.3.D.2.c (Establishing Claims in VBMS)</li> <li>○ M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE)</li> <li>○ M21-1 III.ii.3.D.2.d. (Description of Claim Information Fields in VBMS)</li> <li>○ M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS)</li> </ul> </li> <li>• M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)               <ul style="list-style-type: none"> <li>○ M21-4 Appendix B.I.a (Correct EP Use and Work Measurement)</li> <li>○ M21-4 Appendix B.I.f (Third Digit Modifiers)</li> </ul> </li> <li>• M21-4 Appendix C. (Index of Claim Attributes)</li> </ul>
Knowledge Check:	Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Claim Establishment Knowledge Check

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Topic	Description
Technical Competencies:	<ul style="list-style-type: none"> <li>• Program Benefits and Eligibility (PMC VSR)</li> <li>• Processing Claims (PMC VSR)</li> <li>• VBA Applications (PMC VSR)</li> </ul>
Lesson Objectives:	<p>Establish a claim (CEST).</p> <ul style="list-style-type: none"> <li>• Recognize common EPs a PMC VSR will CEST.</li> <li>• Select the correct system in which to CEST the claim.</li> <li>• Complete the CEST process in SHARE.</li> </ul>
What You Need:	<ul style="list-style-type: none"> <li>• Trainee Guide</li> <li>• <b>Master Course Map</b> learning aid</li> <li>• Access to SHARE</li> <li>• SHARE User Guide</li> </ul>

PowerPoint Slides	Notes
<p><b>Lesson 8: Establish a Claim</b></p> <p><b>You Are Here</b></p> <pre> graph TD     subgraph MainFlow [Main Process]         P1[PHASE 5 PART 1 Determine Eligibility] --&gt; P2[PHASE 5 PART 2 Process a Claim]         P2 --&gt; P3[PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision]         P3 --&gt; P4[PHASE 5 PART 4 Prepare Decision Notice]         P4 --&gt; P5[PHASE 5 PART 5 Award Adjustments]     end     subgraph SubFlow [Sub-process from Part 1]         P1a[PHASE 5 PART 1a Initial Screening and Establish a Claim] --&gt; P1b[PHASE 5 PART 1b Basic Eligibility]         P1b --&gt; P1c[PHASE 5 PART 1c Income Eligibility]         P1c --&gt; P1d[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate]     end     P1 --- P1a     </pre>	

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<p><b>Why It Matters</b></p> <ul style="list-style-type: none"> <li>• Results in an End Product (EP) and claim label assigned to pending claims</li> <li>• Supports the workload monitoring and management tool for the PMC</li> <li>• Facilitates proper control of pending workloads and appropriate work measurement credit</li> <li>• Substantiates staffing requirements and productive capacity</li> <li>• Facilitates formulation of the annual budget submission</li> </ul>	
<p><b>Technical Competencies</b></p> <ul style="list-style-type: none"> <li>• Program Benefits and Eligibility (PMC VSR)</li> <li>• Processing Claims (PMC VSR)</li> <li>• VBA Applications (PMC VSR)</li> </ul>	
<p><b>Objectives</b></p> <p>Establish a claim (CEST).</p> <ul style="list-style-type: none"> <li>• Recognize common End Products (EP) a PMC VSR will CEST.</li> <li>• Select the correct system in which to CEST.</li> <li>• Complete the CEST process in SHARE.</li> </ul>	

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PowerPoint Slides	Notes
<p><b>Knowledge Check</b></p> <pre> graph TD     A[PHASE 5 PART 1a Initial Screening and Establishing a Claim] --&gt; B{Phase 5 Part 1a Knowledge Check}     A --&gt; C[PHASE 5 PART 1b Basic Eligibility]     C --&gt; D{Phase 5 Part 1b Knowledge Check}     C --&gt; E[PHASE 5 PART 1c Income Eligibility]     E --&gt; F{Phase 5 Part 1c Knowledge Check}     E --&gt; G[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate]     G --&gt; H{Phase 5 Part 1d Knowledge Check}     </pre>	
<p><b>CEST</b></p> <ul style="list-style-type: none"> <li>• Definition—claims establishment</li> <li>• Purpose—control for pending claims</li> <li>• Outcome—EP and claim label assigned</li> <li>• PMC VSR Role—CEST when a new or changed pending issue is identified</li> </ul>	

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PowerPoint Slides	Notes
<p><b>Common EPs CESTed by PMC VSR</b></p> <ul style="list-style-type: none"><li>• Maintenance EPs<ul style="list-style-type: none"><li>○ 137</li><li>○ 150/157</li><li>○ 297</li><li>○ 607</li></ul></li><li>• Survivor EPs<ul style="list-style-type: none"><li>○ 147</li><li>○ 165</li><li>○ 167</li><li>○ 197</li></ul></li><li>• Miscellaneous EPs<ul style="list-style-type: none"><li>○ 330</li><li>○ 937</li></ul></li></ul>	

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PowerPoint Slides	Notes
<p><b>Where to CEST</b></p> <ul style="list-style-type: none"><li>• VBMS<ul style="list-style-type: none"><li>○ All original and subsequent claims for compensation</li><li>○ All claim types for which a VBMS record already exists</li></ul></li><li>• SHARE<ul style="list-style-type: none"><li>○ Veteran's Pension claims</li><li>○ Claimant is <i>not</i> the Veteran, including survivor benefits claims, such as:<ul style="list-style-type: none"><li>▪ Dependency and Indemnity Compensation (DIC)</li><li>▪ Survivor's Pension</li><li>▪ Accrued benefits</li><li>▪ Burial claims</li></ul></li><li>○ Dual (compensation and pension) claims</li><li>○ Pending paper claim, including any new claim filed while a paper claim is pending</li><li>○ All Sensitive 8 level cases</li><li>○ A claim/work item for which the claimant has a VA appointed fiduciary</li></ul></li></ul>	

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VBMS	SHARE
<ul style="list-style-type: none"> <li>• All original and subsequent claims for compensation</li> <li>• all claim types for which a VBMS record already exists</li> </ul>	<ul style="list-style-type: none"> <li>• Veteran’s Pension claims</li> <li>• Claimant is <i>not</i> the Veteran, including survivor benefits claims, such as:               <ul style="list-style-type: none"> <li>○ Dependency and Indemnity Compensation (DIC)</li> <li>○ Survivor’s Pension</li> <li>○ Accrued benefits</li> <li>○ Burial claims</li> </ul> </li> <li>• Dual (compensation and pension) claim</li> <li>• Pending paper claim, including any new claim filed while a paper claim is pending</li> <li>• All Sensitive 8 level cases</li> <li>• A claim/work item for which the claimant has a VA appointed fiduciary</li> </ul>

PowerPoint Slides	Notes
<p><b>Practice Exercise: Where to CEST</b></p> <ul style="list-style-type: none"> <li>• Instructions:           <ul style="list-style-type: none"> <li>○ Work with a partner to answer the questions on the worksheet in the Trainee Guide.</li> <li>○ Refer to M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS).</li> <li>○ Be prepared to share your responses.</li> </ul> </li> <li>• Time allowed: 10 minutes</li> </ul>	



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**Worksheet: Where to CEST?**

For each scenario, determine whether the claim should be established in VBMS or in SHARE, and why.




1. A surviving spouse submits a claim for survivor's pension benefits on February 26, 2016. The Veteran was receiving compensation rated at 20% prior to his death. Should this claim be established in VBMS or SHARE? Why?
  
2. A Veteran files a claim for non-service connected pension benefits on March 3, 2016. He has never filed a claim for benefits prior to his claim for non-service connected pension. Should this claim be established in VBMS or SHARE? Why?
  
3. A surviving spouse files a claim for DIC and survivors pension benefits on March 6, 2016. The Veteran had never filed a claim for compensation or pension benefits. Should the claim be established in VBMS or SHARE? Why?
  
4. A Veteran files a dual claim for compensation and non-service connected pension benefits on January 1, 2016. He has never filed a claim prior to this. Should the claim be established in VBMS or SHARE? Why?
  
5. A Veteran files a claim for non-service connected pension benefits on April 9, 2016. He currently has a compensation award of 10% disabling. Should the claim be established in VBMS or SHARE? Why?

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<b>PowerPoint Slides</b>	<b>Notes</b>
<p><b>Practice Exercise: Answers (1 of 3)</b></p> <p>Should this claim be established in VBMS or SHARE? Why?</p> <ol style="list-style-type: none"><li>1. A surviving spouse submits a claim for survivor's pension benefits on February 26, 2016. The Veteran was receiving compensation rated at 20% prior to his death.</li><li>2. A Veteran files a claim for non-service connected pension benefits on March 3, 2016. He has never filed a claim for benefits prior to his claim for non-service connected pension.</li></ol>	
<p><b>Practice Exercise: Answers (2 of 3)</b></p> <p>Should this claim be established in VBMS or SHARE? Why?</p> <ol style="list-style-type: none"><li>3. A surviving spouse files a claim for DIC and survivors pension benefits on March 6, 2016. The Veteran had never filed a claim for compensation or pension benefits.</li><li>4. A Veteran files a dual claim for compensation and non-service connected pension benefits on January 1, 2016. He has never filed a claim prior to this.</li></ol>	

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<p><b>Practice Exercise: Answers (3 of 3)</b></p> <p>Should this claim be established in VBMS or SHARE? Why?</p> <p>5. A Veteran files a claim for non-service connected pension benefits on April 9, 2016. He currently has a compensation award of 10% disabling.</p>	
<p><b>CESTing in VBMS</b></p> <ul style="list-style-type: none"><li>• M21-1 III.ii.3.D.2.d. (Description of Claim Information Fields in VBMS)</li><li>• M21-1 III.ii.3.D.2.c. (Establishing Claims in VBMS)</li></ul> 	
<p><b>Questions?</b></p> 	
<p><b>CESTing in SHARE</b></p> <ul style="list-style-type: none"><li>• M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE)</li><li>• SHARE User Guide</li></ul> 	

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PowerPoint Slides	Notes
<p><b>Common CESTing Errors</b></p> <ul style="list-style-type: none"> <li>• Failure to enter correct payee number</li> <li>• Failure to update the claimant's address</li> <li>• Failure to update or to enter the POA</li> </ul>	
<p><b>Practice Exercise: CEST in SHARE</b></p> <ul style="list-style-type: none"> <li>• Instructions: <ul style="list-style-type: none"> <li>○ Access Claim 3</li> <li>○ Use the scenario in the Trainee Guide and the provided VA Form 21P-530, Application for Burial Benefits.</li> <li>○ CEST the record in SHARE.</li> </ul> </li> <li>• Time allowed: 10 minutes</li> </ul>	


**Practice Exercise: Unestablished EP**

**Instructions:** Read the following scenario and use the VA Form 21P-530, Application for Burial Benefits, provided by the instructor, to CEST the record in SHARE.

**Scenario:** While working on an established survivors pension claim with a BIRLS record and a validated record in COVERS, you reviewed the VA Form 21-534EZ (Application for DIC, Death Pension and/or Accrued Benefits), received May 5, 2015, and supporting evidence in VVA. You found that a VA Form 21P-530 (Application for Burial Benefits, for nonservice-connected burial) was also received May 5, 2015, but no burial claim is pending.

A review of the Corporate Record showed no burial claim (160 series) with a date of claim of May 5, 2015. No burial award tab existed. You must CEST the claim.

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PowerPoint Slides	Notes
<b>Practice Exercise: Answer Key</b>	
<b>Questions?</b> 	
<b>Summary Discussion</b> <ol style="list-style-type: none"><li>1. Why is establishing a claim correctly important for the claimant?</li><li>2. Why is establishing a claim correctly important for the PMC VSR?</li><li>3. To which section of the manual does the PMC VSR refer to determine where to CEST a claim?</li><li>4. Where can you find instructions for CESTing a claim in SHARE?</li></ol>	

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<b>PowerPoint Slides</b>	<b>Notes</b>
<p><b>Summary Discussion Answers</b></p> <ol style="list-style-type: none"><li>1. Why is establishing a claim correctly important for the claimant?</li><li>2. Why is establishing a claim correctly important for the PMC VSR?</li><li>3. To which section of the manual does the PMC VSR refer to determine where to CEST a claim?</li><li>4. Where can you find instructions for CESTing a claim in SHARE?</li></ol>	
<p><b>What's Next?</b></p> <p>Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Claim Establishment Knowledge Check Preparation</p>	