



PENSION AND FIDUCIARY SERVICE

PMC VSR Core Course
Phase 4: Introduction to Pension
Management

Phase 4 Knowledge Check Preparation

Trainee Guide

October 28, 2016

Version 1.0

**Phase 4 Knowledge Check Preparation
Trainee Guide**

Phase 4 Knowledge Check Preparation

Lesson Overview

Topic	Description
Time Estimate:	1.5 hour
Purpose of the Knowledge Check preparation:	This Knowledge Check preparation is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this Knowledge Check preparation is to get you ready to take the Phase 4 Knowledge Check.
Prerequisite Training Requirements:	Prior to taking the Phase 4 Knowledge Check Preparation, you must complete PMC VSR Core Course Phases 1–4. (Refer to the Master Course Map learning aid for a list of lessons.)
Target Audience:	This Knowledge Check preparation is for entry-level PMC VSRs.
References:	<ul style="list-style-type: none"> • M21-1 III.ii.1 (Initial Screening Process) • M21-1 V.iii.1.A (General Information on the Effect Income and Net Worth Have on Pension and Parents DIC) • M21-1 III.v.2.A (Decision Authorization) • M21-1 III.v.2.B (Decision Notices) • M21-1 III (General Claims Process) • M27-1 I.2.2 (Providing Information to a Third Party) • M27-1 I.2.3 (Providing Information About VA Benefits) • M27-1 I.2.6 (Handing Non-Claim Actions) • M27-1 I.2.7 (Claimant Representation by Non-Attorney or Non-Accredited Agents) • M27-1 I.7 (Freedom of Information Act [FOIA] and Privacy Act [PA]) • 38 CFR 14.630 (Authorization for a particular claim) • VA Accreditation Search • CPKM

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Topic	Description
Technical Competencies:	<ul style="list-style-type: none"> • Processing Claims (PMC VSR) • VBA Applications (PMC VSR)
Knowledge Check:	<ul style="list-style-type: none"> • Phase 4: Introduction to Pension Management Knowledge Check
What You Need:	<ul style="list-style-type: none"> • Trainee Guide • Appendix A and B • Claim Types job aid • Locating and Updating a Claimant Record job aid • Provide Benefit Information job aid • Lost Claims Checklist job aid • Access to CPKM • Access to VSR Assistant

PowerPoint Slides	Notes
Phase 4: Knowledge Check Preparation	

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PowerPoint Slides	Notes
<p>You Are Here</p> <pre>graph TD; P1[PHASE 1 Mandatory Training] --> P2[PHASE 2 PMC VSR Foundation]; P2 --> P3[PHASE 3 PMC VSR Resources]; P3 --> P4[PHASE 4 Introduction to Pension Management]; P4 --> P5[PHASE 5 Stages of Claim]; P5 --> P6[PHASE 6 Processing Claims];</pre>	

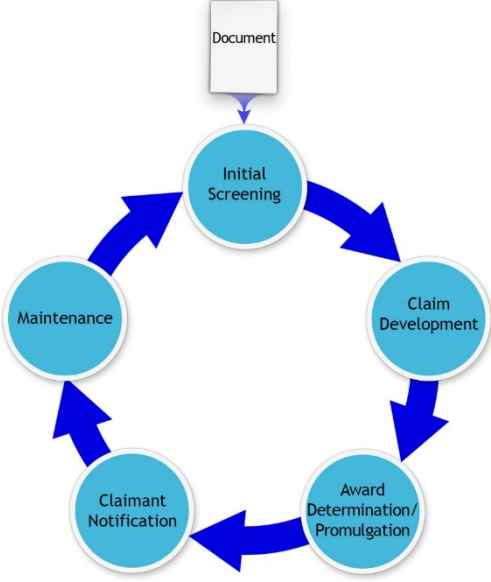
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PowerPoint Slides	Notes
<p>Why It Matters!</p> <ul style="list-style-type: none"> • Phase 4 provides: <ul style="list-style-type: none"> ○ High-level overview of the stages of a claim ○ Various types of claims they will encounter in training and on the job ○ Means of managing those claims (records) • These broad concepts provide structure for the rules and procedures that will be learned in Phases 5 and 6 	
<p>Knowledge Check</p> <pre> graph TD P1[PHASE 1 Mandatory Training] --> P2[PHASE 2 PMC VSR Foundation] P2 --> P3[PHASE 3 PMC VSR Resources] P3 --> P4[PHASE 4 Introduction to Pension Management] P4 --> P5[PHASE 5 Stages of Claim] P5 --> P6[PHASE 6 Processing Claims] P1 --- C1{Lesson Specific} P2 --- C2{TPSS Knowledge Check} P3 --- C3{Phase 3 Knowledge Check} P4 --- C4{Phase 4 Knowledge Check} P5 --- C5{Multiple Knowledge Check} P6 --- C6{Multiple Knowledge Check} style C4 stroke:#0000FF,stroke-width:2px style C5 stroke:#0000FF,stroke-width:2px style C6 stroke:#0000FF,stroke-width:2px </pre>	

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PowerPoint Slides	Notes
<p>Knowledge Check Preparation Overview</p> <p>This Knowledge Check preparation will consist of the following:</p> <ul style="list-style-type: none">• Lesson objectives review• Partner activity• Question/answer forum	
<p>Phase 4 Lessons</p> <p>Phase 4 consists of the following four lessons:</p> <ol style="list-style-type: none">1. Stages of a Pension Claim2. Types of Pension Claims and Claims Recognition3. Pension Claims eFolder/Records Management4. Provide Benefit Information	

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PowerPoint Slides	Notes
<p>VA Stages of a Pension Claim</p> <ul style="list-style-type: none">Understanding the stages of a pension claim will help you efficiently and effectively process pension claims  <pre>graph TD; Document[Document] --> IS((Initial Screening)); IS --> CD((Claim Development)); CD --> ADP((Award Determination/Promulgation)); ADP --> CN((Claimant Notification)); CN --> M((Maintenance)); M --> IS;</pre>	

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PowerPoint Slides	Notes
<p>VA Stages of a Pension Claim Objectives</p> <ul style="list-style-type: none">• Describe the stages of a pension claim<ul style="list-style-type: none">○ Describe the purpose for initial screening and determining eligibility○ Describe the purpose of claims development and duty to assist○ Describe the purpose of award determination and promulgation○ Describe the purpose of claimant notification○ Describe the purpose of claim maintenance	
<p>Partner Activity—What’s the Question?</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into pairs.○ Complete Part A of Appendix A: Phase 4 Worksheet.○ Take turns giving the answer and selecting the correct questions.○ Be prepared to share your finished activity with the class.• Time allowed: 7–10 minutes	

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PowerPoint Slides	Notes
<p>Partner—What’s the Question? Answers (1 of 2)</p> <ol style="list-style-type: none">1. This stage is for reviewing all incoming applications, correspondence, and evidence to determine if a claim warrants priority processing because of its nature or facts.2. This stage addresses all issues pertaining to a single claim by denying benefits when entitlement does not exist.3. This stage makes the appropriate award adjustments following changes to income subsequent to the original claim.4. This stage provides the claimant with full knowledge of the decision made and his/her rights pertaining to that decision.	

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PowerPoint Slides	Notes
<p>Partner—What’s the Question? Answers (2 of 2)</p> <p>5. This stage address all issues pertaining to a single claim by awarding benefits when entitlement exists.</p> <p>6. This stage assists claimants in obtaining evidence to substantiate the claim before VA makes a decision.</p> <p>7. This stage reviews all evidence to determine if an immediate denial is warranted.</p>	
<p>VA Stages of a Pension Claim Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix B: Phase 4 Question and Answer Worksheet to write any questions regarding VA stages of a pension claim.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	

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PowerPoint Slides	Notes
<p>Types of Pension Claims and Claims Recognition</p> <ul style="list-style-type: none">• To be a successful PMC VSR, you need to recognize that there are a variety of claim types• Failing to recognize characteristics of various claims causes time-consuming and benefit-affecting errors such as:<ul style="list-style-type: none">○ Processing the claim incorrectly○ Failure to recognize that the claim requires a rating decision	
<p>Types of Pension Claims and Claims Recognition Objectives</p> <ul style="list-style-type: none">• Recognize the most common types of PMC VSR claims:<ul style="list-style-type: none">○ Recognize the characteristics of each claim type○ Identify the correct forms or other correspondence of each claim type	

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PowerPoint Slides	Notes
<p>Individual Activity—Know the Claim Type</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Complete Part B of Appendix A: Phase 4 Worksheet.○ Match the definition with the correct claim type.○ Use the Claim Types job aid.○ Be prepared to share your finished activity with other trainees.• Time allowed: 10 minutes	

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PowerPoint Slides	Notes
<p>Partner Activity—Know the Claim Answers (1 of 2)</p> <ol style="list-style-type: none">1. A monetary benefit payable to a low-income, un-remarried surviving spouse and/or unmarried children of a deceased Veteran with wartime service.<ul style="list-style-type: none">○2. A one-time benefit in which a surviving spouse may receive pension or DIC for the last month that the Veteran was entitled to before death.<ul style="list-style-type: none">○3. An additional monetary benefit for Veterans and survivors who are eligible for pension benefits and who are housebound. VA Form 21-2680 is associated with this claim type.<ul style="list-style-type: none">○	

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PowerPoint Slides	Notes
<p>Partner Activity—Know the Claim Answers (2 of 2)</p> <p>4. A benefit generally payable to survivors of Veterans who died from service-connected disabilities.</p> <ul style="list-style-type: none">○ <p>5. A monetary benefit payable to low-income wartime Veterans. Also referred to as live or new pension.</p> <ul style="list-style-type: none">○ <p>6. A record received by VA matching programs that indicates a contradiction or mandated review, which requires action by a PMC VSR.</p> <ul style="list-style-type: none">○	
<p>Pension Claim Types Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix B: Phase 4 Question and Answer Worksheet to write any questions regarding types of pension claims.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	

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PowerPoint Slides	Notes
<p>Pension Claims eFolder/Records Management</p> <ul style="list-style-type: none">• One of your duties as a PMC VSR involves locating and updating records in the:<ul style="list-style-type: none">○ eFolder○ Corporate record○ Claimant record• These records must be tracked and updated to ensure that the:<ul style="list-style-type: none">○ Claimant is receiving the benefits entitled○ PMC VSR has the evidence needed to justify claim decisions	
<p>Pension Claims eFolder/Records Management Objectives</p> <ul style="list-style-type: none">• Locate information in a record• Update records when errors are identified• Address lost claims	

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PowerPoint Slides	Notes
<p>Partner Activity—Update the Record</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into pairs.○ Complete Part C of Appendix A: Phase 4 Worksheet.○ Read each scenario.○ Answer questions about updating the claimant’s record.○ Be prepared to share your finished activity with the class.• Time allowed: 10 minutes	

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PowerPoint Slides	Notes
<p>Partner Activity—Update the Record Answers (1 of 2)</p> <p>Scenario 1:</p> <ul style="list-style-type: none">• What system will you need to access to perform the SSA inquiry?<ul style="list-style-type: none">○• What information do you need to access the eFolder to begin the inquiry?<ul style="list-style-type: none">○ <p>Scenario 2:</p> <ul style="list-style-type: none">• What system(s) will you need to access to upload VA Form 27-0820? (Select all that apply)<ul style="list-style-type: none">○• Where in the system would you find this VA form once uploaded?<ul style="list-style-type: none">○	
<p>Partner Activity— Update the Record Answers (2 of 2)</p> <p>Scenario 3:</p> <ul style="list-style-type: none">• What system will you need to access to update the direct deposit information?<ul style="list-style-type: none">○• Where in the system do you update the direct deposit information?<ul style="list-style-type: none">○	

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PowerPoint Slides	Notes
<p>Pension Claims Records Management Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix B: Phase 4 Question and Answer Worksheet to write any questions regarding pension claims.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	
<p>Provide Benefit Information</p> <ul style="list-style-type: none">• Verifying the caller is extremely important when you receive a request for benefits because you are the only one able to provide information regarding the benefits of the Veteran or beneficiary• Be cautious when providing information to a third party caller because the caller may not be authorized to receive all benefit information	

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PowerPoint Slides	Notes
<p>Provide Benefit Information Objectives</p> <ul style="list-style-type: none">• Respond to direct inquiries from callers requesting benefit information• Verify the inquirer before providing information• Provide correct pension benefit information• Document the call in Modern Awards Processing Development (MAP-D) notes and/or on VA Form 27-0820 (Report of General Information)	


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PowerPoint Slides	Notes
<p>Partner Activity—Think It Through</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Work with a partner.○ Complete Part D of Appendix A: Phase 4 Worksheet using the Provide Benefit Information job aid.○ Read each scenario and determine:<ul style="list-style-type: none">▪ Type of caller▪ Information needed to verify the caller▪ Type of information that can be provided to the caller○ Be prepared to share your finished activity with the class.• Time allowed: 10 minutes	
<p>Partner Activity—Think It Through Answers (1 of 3)</p> <p>Scenario 1:</p> <ul style="list-style-type: none">• Type of caller:• Information needed to verify caller:• Type of information that can be provided to the caller:	

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PowerPoint Slides	Notes
<p>Partner Activity—Think It Through Answers (2 of 3)</p> <p>Scenario 2:</p> <ul style="list-style-type: none">• Type of caller:• Information needed to verify caller:<ul style="list-style-type: none">○• Type of information that can be provided to the caller:<ul style="list-style-type: none">○	
<p>Partner Activity—Think It Through Answers (3 of 3)</p> <p>Scenario 3:</p> <ul style="list-style-type: none">• Type of caller:• Information needed to verify caller:<ul style="list-style-type: none">○• Type of information that can be provided to the caller:<ul style="list-style-type: none">○	

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<p>Provide Benefit Information Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix B: Phase 4 Question and Answer Worksheet to write any questions regarding benefit information.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	
<p>Question and Answer Forum</p> <ul style="list-style-type: none">• Instructions<ul style="list-style-type: none">○ Divide into groups of three or four.○ Review the Appendix B: Phase 4 Question and Answer Worksheet with your group.○ Mark any questions that need further clarification from the instructor.• Time allowed: 7–10 minutes	
<p>Question and Answer Clarification</p> 	

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What's Next? Phase 4: Introduction to Pension Management Knowledge Check	