



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 5, Part 1(a): Initial Screening
and Claim Establishment

Phase 5, Part 1(a) Knowledge Check Preparation Trainee Guide

October 28, 2016

Version 1.0

**Phase 5, Part 1(a) Knowledge Check Preparation
Trainee Guide**

Phase 5, Part 1(a) Knowledge Check Preparation

Lesson Overview

Topic	Description
Time Estimate:	2 hours
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 prepare PMC VSRs to take the Phase 5, Part 1(a) Knowledge Check.
Prerequisite Training Requirements:	Prior to taking the Phase 5, Part 1(a) Knowledge Check Preparation, you must complete PMC VSR Core Course Phases 1–4, and Phase 5, Part 1(a), lessons 1-7. (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.
Preparation References:	<ul style="list-style-type: none"> • Claim Types job aid • End Product (EP) Codes job aid • Modifying End Product (EP) Codes job aid • Old Law and Section 306 Pension Programs job aid • Compensation and Pension Knowledge Management (CPKM) • M21-1 I.1.B (Duty to Notify Under 38 U.S.C. 5102 and 5103) • M21-1 III.ii.2.B (Applications for Disability Compensation and/or Pension) • M21-1 III.ii.2.C (Informal Claims Received Prior to March 24, 2015, Communication of an Intent to File [ITF], and Requests for an Application) • M21-1 III.ii.1.D (Claims That Require Priority Processing) • M21-1 III.iii.1.D.1.b (Claimant Flashes) • M21-1, II.iv.2.B.3.d (New and Material Evidence) • M21-1 I.5.A.2.b (Overview of the Appeal Process) • M21-1 III.i.3.A (General Information About the Fully

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Topic	Description
	<p>Developed Claim [FDC] Program)</p> <ul style="list-style-type: none"> • M21-1 III.i.3.B.2 (Excluding Claims from the FDC Program) • M21-1 III.i.3.B.3 (Development the VA Undertakes in Connection with FDCs) • M21-1 III.ii.1.C (Initial Screening Policies) • M21-1 I.3.B.1.a (A Claimant's Right to Representation) • M21-1 III.ii.3.C.5.a (Updating the POA in SHARE and VBMS) • M21-1 III.ii.2.D.1.b (Definition: Reopened Claim) • M21-1 III.ii.2.F.1.a (Definition: Request for Reconsideration) • M21-1 V.iii.1.C (Section 306 Pension and Old Law Pension) • M21-1 V.iii.5.1.c (When the Right of Continued Entitlement to Old Law or Section 306 Pension Is Not Protected) • M21-1 V.iii.5.1.d (Changing a Beneficiary's Benefit Type) • M21-1 V.iii.5.2.b (Action to Take When an Election Is Not in the Claimant's Interest) • M21-1 III.ii.3.D (Claims Establishment) • M21-4 Appendix C (End Product Codes and Work-Rate Standards for Quantitative Measurements) • M21-4 Appendix C (End Product Codes and Work-Rate Standards for Quantitative Measurements) • M21-4 Appendix C (Index of Claim Attributes) • 38 CFR 3.103(a) (Procedural due process and appellate rights) • 38 CFR 14.630 (Authorization for a particular claim)
Technical Competencies	<ul style="list-style-type: none"> • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR) • VBA Applications (PMC VSR)
Knowledge Check	Phase 5, Part 1(a): Initial Screening and Claim Establishment Knowledge Check

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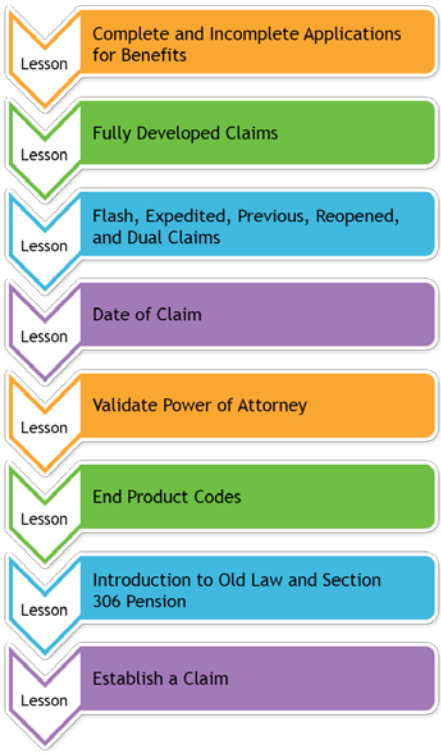
Topic	Description
What You Need:	<ul style="list-style-type: none"> • Trainee Guide • Appendix A: Example Claim • Appendix B: Knowledge Check Preparation Worksheet • Appendix C: Question and Answer Worksheet • Access to VSR Assistant for: <ul style="list-style-type: none"> ○ Claim Types job aid ○ End Product (EP) Codes job aid ○ Modifying End Product (EP) Codes job aid ○ Old Law and Section 306 Pension Programs job aid • Access to CPKM

PowerPoint Slides	Notes
<p>Phase 5, Part 1(a): Knowledge Check Preparation</p> <p>You Are Here</p> <pre> graph TD P1[PHASE 5 PART 1 Determine Eligibility] --> P2[PHASE 5 PART 2 Process a Claim] P2 --> P3[PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision] P3 --> P4[PHASE 5 PART 4 Prepare Decision Notice] P4 --> P5[PHASE 5 PART 5 Award Adjustments] P1a[PHASE 5 PART 1a Initial Screening and Establish a Claim] --> P1b[PHASE 5 PART 1b Basic Eligibility] P1b --> P1c[PHASE 5 PART 1c Income Eligibility] P1c --> P1d[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate] P1 --- P1a </pre>	

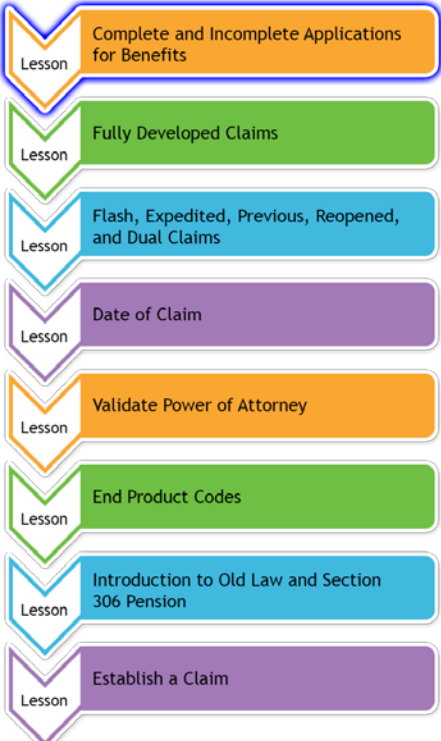
**Phase 5, Part 1(a) Knowledge Check Preparation
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PowerPoint Slides	Notes
<p>Why It Matters!</p> <ul style="list-style-type: none"> Phase 5, Part 1(a) provides the fundamental claim processing rules and procedures performed most frequently These are the building blocks to be integrated into the processing of claim types to be learned in Phase 6 	
<p>Knowledge Check</p> <pre> graph TD A[PHASE 5 PART 1a Initial Screening and Establishing a Claim] --> B[PHASE 5 PART 1b Basic Eligibility] B --> C[PHASE 5 PART 1c Income Eligibility] C --> D[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate] A --> AC{Phase 5 Part 1a Knowledge Check} B --> BC{Phase 5 Part 1b Knowledge Check} C --> CC{Phase 5 Part 1c Knowledge Check} D --> DC{Phase 5 Part 1d Knowledge Check} </pre>	
<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 Activities Question/Answer Forum 	

**Phase 5, Part 1(a) Knowledge Check Preparation
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PowerPoint Slides	Notes
<p>Phase 5, Part 1(a) Lessons</p> <p style="text-align: center;">Phase 5, Part 1(a)</p>  <ul style="list-style-type: none">Lesson Complete and Incomplete Applications for BenefitsLesson Fully Developed ClaimsLesson Flash, Expedited, Previous, Reopened, and Dual ClaimsLesson Date of ClaimLesson Validate Power of AttorneyLesson End Product CodesLesson Introduction to Old Law and Section 306 PensionLesson Establish a Claim	

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PowerPoint Slides	Notes
<p>Complete and Incomplete Applications for Benefits</p> <ul style="list-style-type: none">• During the initial screening process, the PMC VSR verifies whether the Claims Assistant (CA) has processed the initial screening correctly and evaluates other aspects of the claim• Recognizing whether the application for benefits is complete or incomplete is important so that VA can grant entitlement to benefits in a timely manner <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	

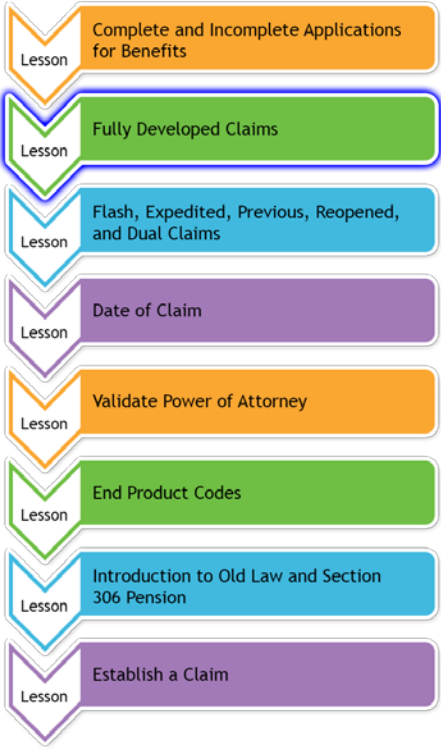
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PowerPoint Slides	Notes
<p>Complete and Incomplete Applications for Benefits Objectives</p> <ul style="list-style-type: none">• Determine whether the application for benefits is complete or incomplete.<ul style="list-style-type: none">○ Recognize the requirements for a formal claim received prior to March 24, 2015.○ Recognize the requirements for an informal claim received prior to March 24, 2015.○ Recognize the requirements for a completed claim received on or after March 24, 2015.○ Recognize the requirements for an Intent To File (ITF) received on or after March 24, 2015.○ Recognize the requirements for a Request For Application (RFA) received on or after March 24, 2015.	

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PowerPoint Slides	Notes
<p>Complete and Incomplete Applications for Benefits Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding complete and incomplete applications for benefits○ Questions will be answered at the end of the Knowledge Check preparation• Time allowed: 5 minutes	

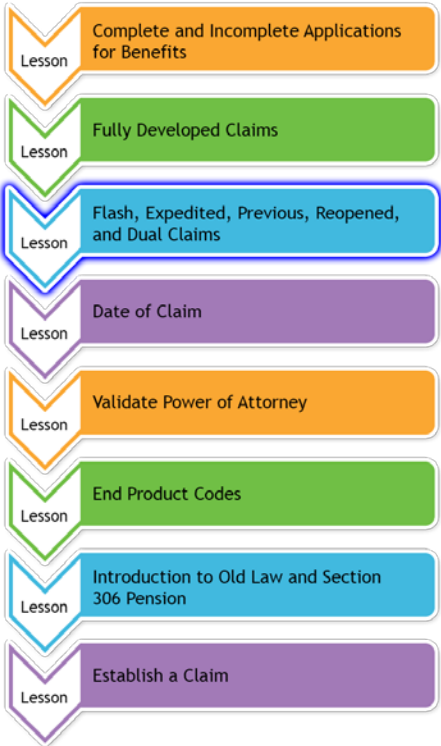
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PowerPoint Slides	Notes
<p>Fully Developed Claims</p> <ul style="list-style-type: none">• Purpose of the Fully Developed Claim (FDC) Program is to reduce the backlog of pending claims and to improve claims-processing timeliness• FDC program requires claimants to submit their claim on specific forms <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	

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PowerPoint Slides	Notes
<p>FDC Objectives</p> <ul style="list-style-type: none">• Determine if claim can be processed as an FDC.• Determine if a claim meets FDC criteria for Veteran’s nonservice-connected pension benefits.• Determine if a claim meets FDC criteria for DIC, survivors pension, and/or accrued benefits.• Determine under what circumstances a claim needing development can remain in FDC program.• Determine to exclude a claim from FDC program.	
<p>FDC Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding the FDC program○ Questions will be answered at the end of the Knowledge Check preparation• Time allowed: 5 minutes	

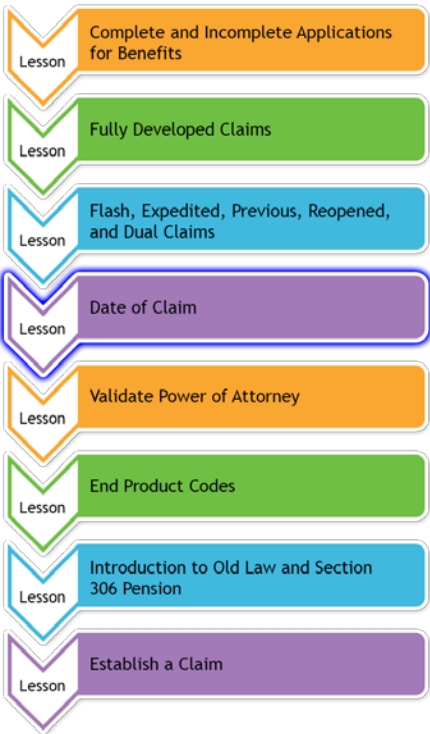
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PowerPoint Slides	Notes
<p>Flash, Expedited, Previous, Reopened, and Dual Claims</p> <ul style="list-style-type: none">• Some claims require special processing. The following are special claim types:<ul style="list-style-type: none">○ Priority○ Previous○ Reopened/New○ Dual• Flashes are person-specific indicators that represent an attribute, fact, or status that is unlikely to change. <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	

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PowerPoint Slides	Notes
<p>Flash, Expedited, Previous, Reopened, and Dual Claims Objectives</p> <ul style="list-style-type: none">• Confirm the special claim types.• Check whether an original claim was previously established.• Check whether the original claim had a prior decision.• Check whether evidence is new and material evidence.• Determine if an appeal is pending.	
<p>Flash, Expedited, Previous, Reopened, and Dual Claims Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding special claim types.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	

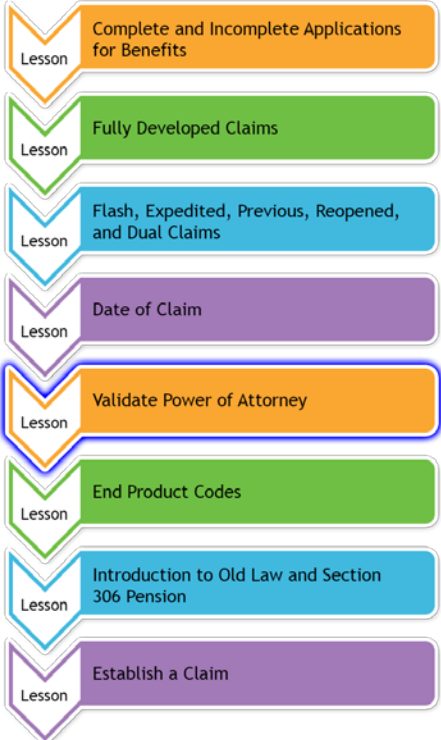
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PowerPoint Slides	Notes
<p>Date of Claim</p> <p>The Date Of Claim (DOC):</p> <ul style="list-style-type: none">• Assists in determining the effective date of an award• Will govern subsequent action for following applications:<ul style="list-style-type: none">○ Informal○ Intent To File (ITF)○ Request For Application (RFA) <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	

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PowerPoint Slides	Notes
<p>Date of Claim Objectives</p> <ul style="list-style-type: none">• Confirm that DOC is correct.<ul style="list-style-type: none">○ Define a DOC.○ Identify the date of receipt.○ Recognize exceptions to DOC.○ Determine if the DOC is correct.	
<p>Date of Claim Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding the DOC○ Questions will be answered at the end of the Knowledge Check preparation• Time allowed: 5 minutes	

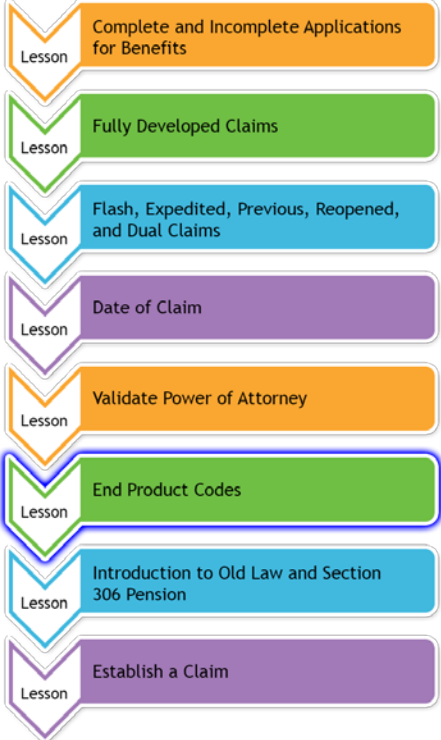
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PowerPoint Slides	Notes
<p>Validate Power Of Attorney (POA)</p> <ul style="list-style-type: none">• Accredited POAs<ul style="list-style-type: none">○ Service Organization Representative○ Claims Agent○ Attorney• Non-licensed POAs<ul style="list-style-type: none">○ Anyone who is listed on VA Form 21-22 and who has not been recognized by VA's Office of General Council (OGC) as accredited <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	

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PowerPoint Slides	Notes
<p>Validate POA Objectives</p> <ul style="list-style-type: none">• Validate Power of Attorney.<ul style="list-style-type: none">○ Define POA.○ Determine POA action required.○ Determine to grant one-time representation.○ Modify SHARE with correct POA information.	
<p>Validate POA Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding validating POA.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	

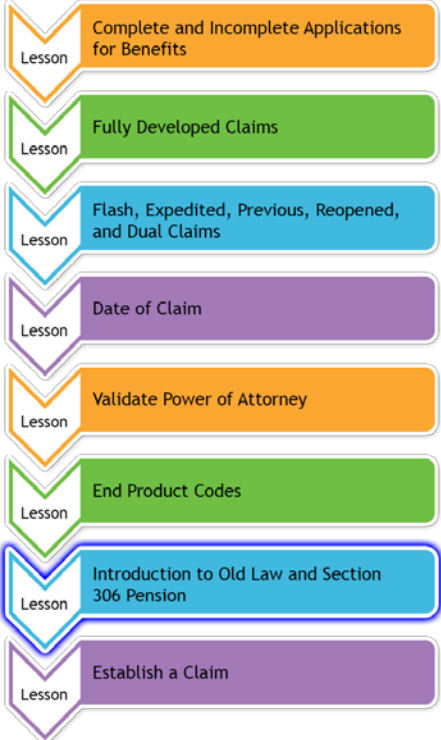
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PowerPoint Slides	Notes
<p>End Product (EP) Codes</p> <ul style="list-style-type: none">• EP codes are three-digit numbers.• Each claim is established with an EP code.• EP codes are part of the EP system, which is the primary workload monitoring and management tool.• Modifying an EP code involves using the PIF change (PCHG) function in SHARE. <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	

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PowerPoint Slides	Notes
<p>EP Code Objectives</p> <ul style="list-style-type: none">• Confirm that EP is correct.<ul style="list-style-type: none">○ Define an EP code.○ Verify the EP code matches the type of claim.○ Verify the correct EP code is used in SHARE, MAP-D, and VBMS.• Modify the EP code under Pending Issue File (PIF) change (PCHG).	
<p>EP Code Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding EP codes.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	

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PowerPoint Slides	Notes
<p>Introduction to Old Law and Section 306 Pension</p> <ul style="list-style-type: none">• These types of claims are rare.• Entitlement to these pension programs is restricted to beneficiaries who were continuously entitled to receive benefits from the dates on which the programs were phased out until the present.• Section 306 and Old Law beneficiaries continue to receive the rates to which they were entitled on their respective phase-out dates. <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	

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PowerPoint Slides	Notes
<p>Introduction to Old Law and Section 306 Pension Objectives</p> <ul style="list-style-type: none">• Recognize an Old Law or Section 306 pension claim.• Describe the characteristics of Old Law pension.• Describe the characteristics of Section 306 pension.	
<p>Old Law and Section 306 Pension Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding Old Law and Section 306 pension○ Questions will be answered at the end of the Knowledge Check preparation• Time allowed: 5 minutes	

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PowerPoint Slides	Notes
<p>Partner Activity—Initial Screening</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into pairs.○ Review example claim in Appendix A: Example Claim.○ Complete Part A of Appendix B: Knowledge Check Preparation Worksheet.○ Use the job aids to help answer the questions.○ Be prepared to share your finished activity with the class.• Time allowed: 20–25 minutes	
<p>Partner Activity—Initial Screening Answers (1 of 4)</p> <ol style="list-style-type: none">1. Is the application dated before or after 3/24/2015?<ul style="list-style-type: none">○○2. Is the application substantially complete? Provide the rationale for your decision.<ul style="list-style-type: none">○	

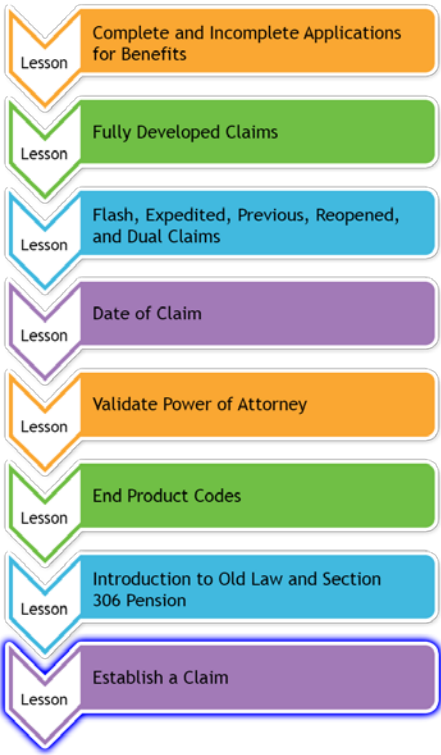
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PowerPoint Slides	Notes
<p>Partner Activity—Initial Screening Answers (2 of 4)</p> <p>3. Does this claim meet the requirements of a FDC program? Provide the rationale for your decision.</p> <ul style="list-style-type: none">○ <p>4. Does this claim meet the requirement for special processing (e.g., Priority, Flashes, Dual, Reopened)? Provide the rationale for your decision.</p> <ul style="list-style-type: none">○ <p>5. Does this claim meet the characteristics of an Old Law pension? Provide the rationale for your decision.</p> <ul style="list-style-type: none">○	
<p>Partner Activity—Initial Screening Answers (3 of 4)</p> <p>6. What is the DOC for this claim? Provide the rationale for your decision.</p> <ul style="list-style-type: none">○○ <p>7. Determine if the DOC is correct in SHARE. Provide rationale for your decision.</p> <ul style="list-style-type: none">○	

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PowerPoint Slides	Notes
<p>Partner Activity—Initial Screening Answers (4 of 4)</p> <p>8. Using the example claim and End Product (EP) Code job aid, determine if the EP code is correct. Provide the rationale for your decision.</p> <ul style="list-style-type: none">○○ <p>9. Does the claimant list a POA? If POA is listed, is POA accredited. Remember to use the <u>Accreditation Search</u>.</p> <ul style="list-style-type: none">○○	

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PowerPoint Slides	Notes
<p>Establish a Claim (CEST)</p> <ul style="list-style-type: none">• Results in an EP code and claim label assigned to pending claims• Supports the workload monitoring and management tool for the PMC• Facilitates proper control of pending workloads and appropriate work measurement credit• Substantiates staffing requirements and productive capacity• Facilitates formulation of the annual budget submission <p style="text-align: center;">Phase 5, Part 1(a)</p>  <p>Lesson Complete and Incomplete Applications for Benefits</p> <p>Lesson Fully Developed Claims</p> <p>Lesson Flash, Expedited, Previous, Reopened, and Dual Claims</p> <p>Lesson Date of Claim</p> <p>Lesson Validate Power of Attorney</p> <p>Lesson End Product Codes</p> <p>Lesson Introduction to Old Law and Section 306 Pension</p> <p>Lesson Establish a Claim</p>	


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PowerPoint Slides	Notes
<p>Establish a Claim Objectives</p> <ul style="list-style-type: none">• Establish a claim (CEST).<ul style="list-style-type: none">○ Recognize common EPs a PMC VSR will CEST.○ Select the correct system in which to CEST the claim.○ Complete the CEST process in SHARE.	
<p>CESTing Question Writing Opportunity</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Use Appendix C: Question and Answer Worksheet to write any questions regarding CESTing.○ Questions will be answered at the end of the Knowledge Check preparation.• Time allowed: 5 minutes	

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PowerPoint Slides	Notes
<p>Partner Activity—CESTing</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into pairs.○ Review example claim in Appendix A: Example Claim.○ Complete Part B of Appendix B: Knowledge Check Preparation Worksheet:<ul style="list-style-type: none">▪ Review the SHARE screens.▪ Determine if the claim has been established.○ Be prepared to share your finished activity with the class.• Time allowed: 5–7 minutes	
<p>Partner Activity—CESTing Answers</p> <ul style="list-style-type: none">• Use the example claim and the SHARE screens to determine if the claim has been established. Provide rationale for your decision.<ul style="list-style-type: none">○○	

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PowerPoint Slides	Notes
<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 C: Question and Answer Worksheet with your group.○ Mark any questions that need further clarification from the instructor.• Time allowed: 10–15 minutes	
<p>Question and Answer Clarification</p> 	
<p>What's Next?</p> <p>PMC VSR Phase 5, Part 1(a): Knowledge Check</p>	