Pension and Fiduciary Service

PMC VSR Advanced Core Course Phase 6: Practical Application and Experience

Process Cases with Multiple Issues

Trainee Guide

April 2024

Process Cases with Multiple Issues

Lesson Overview

| Topic | Description |
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| Time Estimate: | 4 hours |
| Purpose of the Lesson: | This lesson is part of the entry-level course for PMC VSRs. The purpose of this lesson is to provide you with drill and practice in recognizing all issues in a claim and correctly processing the issues. Performance on the practice provides a mechanism for instructors and coaches to provide directed remediation and determine if trainees are ready to move on to Phase 7, on-the-job training. |
| Prerequisite Training Requirements: | Prior to taking the Process Cases with Multiple Issues lesson, you must complete the entry-level course Phases 1–5. |
| Target Audience: | This lesson is for entry-level PMC VSRs. |
| Lesson References: | * See job aids and appendices from previous phases and lessons. |
| Technical Competencies: | * Processing Claims (PMC VSR) * Income Counting and Net Worth * Special Monthly Pension (SMP) Processing * VBA Applications (PMC VSR) * Program Benefits and Eligibility (PMC VSR) |
| Knowledge Check | Phase 6: Process Cases with Multiple Issues Knowledge Check |
| Lesson Objectives: | By the end of this lesson, you will be able to:   * Process cases with multiple issues. * Recognize all issues in the claim. * Confirm claim characteristics assigned by claims assistant. * Determine if the claim can be denied without development. * Determine if the evidence is sufficient to process the claim. * Determine if due process provisions are applicable to the claim. * Apply the correct development actions for the information/evidence missing from the claim. * Determine entitlement/change to the entitlement. * Determine if the claim should be submitted to the rating activity. * Decide the award action(s). * Prepare the decision notice. * Submit the claim to the Authorizer. |
| What You Need: | * Trainee Guide * **Access to VSR Assistant to use the job aids associated with each claim** |

| PowerPoint Slides | Notes |
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| Process Cases with Multiple Issues |  |
| Lesson Objectives (1 of 2)  By the end of this lesson, you will be able to:   * Process cases with multiple issues. * Recognize all issues in the claim. * Confirm claim characteristics assigned by claims assistant. * Determine if the claim can be denied without development. * Determine if the evidence is sufficient to process the claim. * Determine if due process provisions are applicable to the claim. |  |
| Lesson Objectives (2 of 2)   * Apply the correct development actions for the information/evidence missing from the claim. * Determine entitlement/change to the entitlement. * Determine if the claim should be submitted to the rating activity. * Decide the award action(s). * Prepare the decision notice. * Submit the claim to the Authorizer. |  |
| Why It Matters!  The **Process Cases with Multiple Issues** course is important because it helps adjudicators understand how to identify and correctly process claims with multiple issues as claimants may apply for multiple benefits at once. It is imperative that you grant whenever possible and deny only when necessary. |  |
| General Examples of Cases  with Multiple Issues   * VA Form 21P-534EZ: Application for DIC, Survivors Pension and/or Accrued * VA Form 21P-527EZ: Application for Pension received with VA Form 21-2680: Examination for Housebound Status or Permanent Need for Regular Aid and Attendance * VA Form 21P-8416: Medical Expense Report received with a Social Security Award Letter indicating a change in monthly benefits * Pending EP 600 proposing to reduce pension based on an increase in Railroad Retirement benefits where the claimant subsequently submits a VA Form 21P-8416: Medical Expense Report |  |
| Review—Eligibility   * Veteran eligibility   + **Processing an Original Veterans Pension Claim** job aid * Dependency eligibility requirements   + Child   + Spouse   + **Dependency Eligibility Requirements** job aid   + **Dependency Eligibility: Spouse** job aid   + **Parents’ DIC Eligibility Requirements** job aid |  |
| Review—Developing for Missing Information/Evidence   * **Develop for Missing Information/Evidence** job aid   + Develop for dependency related information   + Develop for missing information related to employment   + Develop for income/net worth related claim information   + Service connection |  |
| Review—Processing Original Claims for Veterans Pension/Survivors Pension   * **Processing an Original Veterans Pension Claim Checklist** job aid * **Process an Original Survivors Pension Claim Checklist** job aid   + Sufficient evidence to process for Veterans pension/survivors pension   + Entitlement to Veterans pension/survivors pension   + May or may not require a rating |  |
| Review—Award Adjustments   * Completing adjustments for changes in:   + Expenses   + Net worth   + Income   + Dependency |  |
| **Lesson Overview**   * **Guided Practice Exercise—Trainees process a claim with questions and feedback/remediation.** * **Individual Practice Claim Exercise—**Traineesprocess a claim individually with little assistance from the instructor and submit the completed claim to the instructor for feedback/remediation. |  |
| Guided Practice Exercise Overview   * Instructions:   + Process Claim 1 from beginning to end.   + Use the job aids, references, and systems available.   + Select a partner before beginning the exercise to confer with after completing each step individually.   + Consult with instructors for assistance.   + Be prepared to discuss your results with the class. |  |
| ****Claim 1—****Identify Issues in the Claim   * Instructions:   + Perform the steps to identify the issues for Claim 1.   + Use the job aids, references, and systems available.   + Confer with your partner.   + Be prepared to discuss your results with the class. * Time allowed: 10 minutes |  |
| ****Claim 1—****Confirm Claim Characteristics   * Instructions:   + Perform the steps to confirm the claim characteristics identified by the Claims Assistant for Claim 1.   + Use the job aids, references, and systems available.   + Confer with your partner.   + Be prepared to discuss your results with the class. * Time allowed: 15 minutes |  |
| ****Claim 1—****Determine if the Claim Can Be Denied Without Development   * Instructions:   + Perform the steps to determine if the claim can be denied without development for Claim 1.   + Use the job aids, references, and systems available.   + Confer with your partner.   + Be prepared to discuss your results with the class. * Time allowed: 15 minutes |  |
| Claim 1—Determine if Evidence Is Sufficient to Process the Claim   * Instructions:   + Perform the steps to determine if the evidence is sufficient to process Claim 1.   + Use the job aids, references, and systems available.   + Confer with your partner.   + Be prepared to discuss your results with the class. * Time allowed: 15 minutes |  |
| Claim 1—Determine What Information Needs to Be Developed   * **Instructions:**   + **Determine what information needs to be developed for claim 1.**   + **Perform the steps to develop the information needed to be developed for Claim 1.**   + **Use the job aids, references, and systems available.**   + **Confer with your partner.**   + **Be prepared to discuss your results with the class.** * **Time allowed: 15 minutes** |  |
| Claim 1—Determine Claimant’s Entitlement/Change to Entitlement   * **Instructions:**   + **Perform the steps to determine the claimant’s entitlement for Claim 1.**   + **Use the job aids, references, and systems available.**   + **Confer with your partner.**   + **Be prepared to discuss your results with the class.** * **Time allowed: 15 minutes** |  |
| Claim 1—Determine if the Claim Requires a Rating   * **Instructions:**   + **Determine if a rating is required for claim 1.**   + **Perform the steps to determine and obtain a rating, if required for Claim 1.**   + **Use the job aids, references, and systems available.**   + **Confer with your partner.**   + **Be prepared to discuss your results with the class.** * **Time allowed: 15 minutes** |  |
| Claim 1—Generate Award   * **Instructions:**   + **Perform the steps to generate the award for Claim 1.**   + **Use the job aids, references, and systems available.**   + **Confer with your partner.**   + **Be prepared to discuss your results with the class.** * **Time allowed: 15 minutes** |  |
| Claim 1—Prepare a Decision Notice   * **Instructions:**   + **Perform the steps to prepare the decision notice for Claim 1.**   + **Use the job aids, references, and systems available.**   + **Confer with your partner to assess each other’s decision notice.**   + **Ask for guidance from the instructor if you identify discrepancies.** * **Time allowed: 20 minutes** |  |
| ****Claim 1—Submit the Claim to the Authorizer****   * Instructions:   + Finalize notes for Claim 1 and save completed work in appropriate locations for review by Authorizer.   + Use the job aids, references, and systems available. * Time allowed: 10 minutes |  |
| Claims 2 and 3—Individual Example Claims Exercise   * **Instructions:**   + **Access the example claims provided by the instructor in VBMS.**   + **Access the VSR Assistant to use any job aids you may need to process the claims.**   + **Be prepared to answer questions about:**     - **The issues you identified in each claim**     - **Characteristics of each claim**     - **Whether development was needed for either claim**     - **Entitlement for each claimant**     - **Need for due process/ contemporaneous notice**     - **Whether a rating decision was required for either claim**     - **Elements of the decision notice for each claim** * **Time allowed: 2 hours** |  |
| Claims 2 and 3—Individual Example Claims Exercise Debrief   * Review completed claims * Discuss outcome of the claims * Q&A Session |  |
| Knowledge Check: Lesson Summary Review Questions    **Time Allowed: 10 minutes** |  |
| What’s Next?  Complete the Process Cases with Multiple Issues course evaluation **TMS ID #4408421** |  |