



## PENSION AND FIDUCIARY SERVICE

PMC VSR Core Course  
Phase 5: Stages of a Claim  
Part 3: Promulgate a Non-rating or  
Rating Decision

# **Lesson 1: Confirm Accuracy of a Rating Decision**

Trainee Guide

February 8, 2017

Version 1.0

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Trainee Guide**

**Confirm Accuracy of a Rating Decision**

**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 review a rating decision for completion and accuracy.
Prerequisite Training Requirements:	Prior to taking the Confirm Accuracy of a Rating Decision lesson, you must complete PMC VSR Core Course Phases 1–4, and Phase 5, Part 1 and 2.
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.v.2.A.2.c (Award Processing Responsibilities)</li> <li>• M21-1 III.iv.7.B.1.a (Review of Rating Decisions)</li> <li>• M21-1 III.iv.7.B.4.b (Handling Scheduler Revisions)</li> <li>• <b>Confirm Accuracy of a Rating Decision</b> job aid</li> <li>• <b>Effective Dates EPSS</b> job aid</li> <li>• <b>Ready to Rate</b> job aid</li> <li>• <b>Pension Systems and Applications</b> job aid</li> </ul>
Knowledge Check:	Phase 5: Stages of a Claim, Part 3: Promulgate a Non-rating or Rating Decision
Technical Competencies:	<ul style="list-style-type: none"> <li>• Program Benefits and Eligibility (PMC VSR)</li> <li>• Processing Claims (PMC VSR)</li> </ul>
Lesson Objectives:	<ul style="list-style-type: none"> <li>• Confirm accuracy of a rating decision.               <ul style="list-style-type: none"> <li>○ Confirm effective date is correct.</li> <li>○ Confirm information in rating decision is technically accurate.</li> <li>○ Complete request for corrected rating.</li> </ul> </li> </ul>

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Topic	Description
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 VBA intranet</li><li>• Pen and paper</li><li>• Access to the following VBA systems in academy mode:<ul style="list-style-type: none"><li>○ VBMS</li><li>○ SHARE</li><li>○ BIRLS</li><li>○ VVA</li></ul></li><li>• Access to the following job aids:<ul style="list-style-type: none"><li>○ <b>Confirm Accuracy of a Rating Decision</b> job aid</li><li>○ <b>Effective Dates EPSS</b> job aid</li><li>○ <b>Ready to Rate</b> job aid</li><li>○ <b>Pension Systems and Applications</b> job aid</li></ul></li></ul>

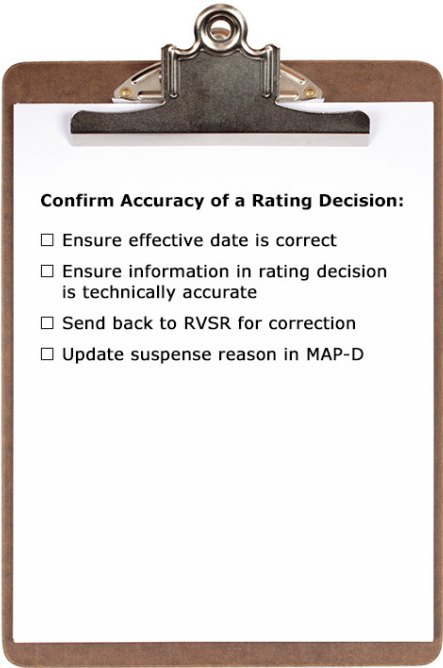
## Lesson 1: Confirm Accuracy of a Rating Decision Trainee Guide

PowerPoint Slides	Notes
<p><b>Lesson 1: Confirm Accuracy of a Rating Decision</b></p>	
<p><b>You Are Here</b></p>	
<p><b>Promulgate a Non-rating or Rating Decision</b></p> <ul style="list-style-type: none"> <li>• <b>Confirm Accuracy of a Rating Decision</b></li> <li>• Overview of the Award Process</li> </ul>	
<p><b>Technical Competencies</b></p> <ul style="list-style-type: none"> <li>• VBA Applications (PMC VSR)</li> <li>• Processing claims (PMC VSR)</li> </ul>	

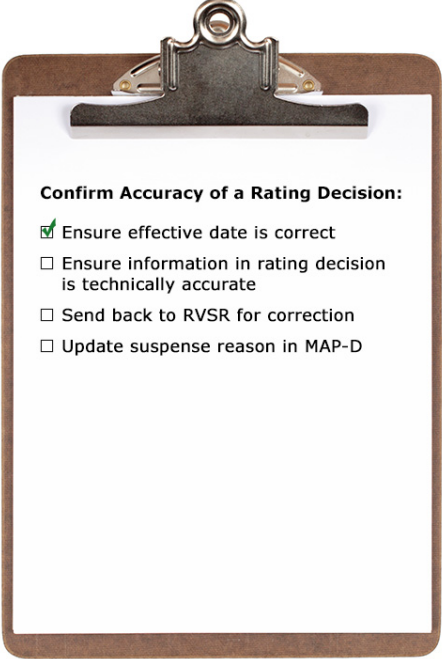
## Lesson 1: Confirm Accuracy of a Rating Decision Trainee Guide

PowerPoint Slides	Notes
<p><b>Lesson Objectives</b></p> <ul style="list-style-type: none"> <li>• Confirm accuracy of a rating decision. <ul style="list-style-type: none"> <li>○ Confirm effective date is correct.</li> <li>○ Confirm information in rating decision is technically accurate.</li> <li>○ Complete request for corrected rating.</li> </ul> </li> </ul>	
<p><b>Knowledge Check</b></p> <pre> graph TD     P1[PHASE 5 PART 1 Determine Eligibility] --&gt; P2[PHASE 5 PART 2 Process a Claim]     P2 --&gt; KC2{Phase 5 Part 2 Knowledge Check}     P2 --&gt; P3[PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision]     P3 --&gt; KC3{Phase 5 Part 3 Knowledge Check}     P3 --&gt; P4[PHASE 5 PART 4 Notify Claimant]     P4 --&gt; KC4{Phase 5 Part 4 Knowledge Check}     P4 --&gt; P5[PHASE 5 PART 5 Award Adjustments]     P5 --&gt; KC5a{Phase 5 Part 5a Knowledge Check}     P5 --&gt; KC5b{Phase 5 Part 5b Knowledge Check}     </pre> <p>The flowchart illustrates the Phase 5 process. It begins with 'PHASE 5 PART 1 Determine Eligibility', which leads to 'PHASE 5 PART 2 Process a Claim'. From Part 2, the process can proceed to 'PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision' or to a 'Phase 5 Part 2 Knowledge Check'. From Part 3, the process can proceed to 'PHASE 5 PART 4 Notify Claimant' or to a 'Phase 5 Part 3 Knowledge Check'. From Part 4, the process can proceed to 'PHASE 5 PART 5 Award Adjustments' or to a 'Phase 5 Part 4 Knowledge Check'. From Part 5, the process can proceed to either a 'Phase 5 Part 5a Knowledge Check' or a 'Phase 5 Part 5b Knowledge Check'. The 'Phase 5 Part 3 Knowledge Check' diamond is highlighted with a blue border.</p>	

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<b>PowerPoint Slides</b>	<b>Notes</b>
<p><b>Why It Matters!</b></p> <ul style="list-style-type: none"><li>• Last step before processing the award</li><li>• Information must be correct and accurate to properly process the award</li></ul>	
<p><b>Confirm Accuracy of a Rating Decision</b></p>  <p><b>Confirm Accuracy of a Rating Decision:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Ensure effective date is correct</li><li><input type="checkbox"/> Ensure information in rating decision is technically accurate</li><li><input type="checkbox"/> Send back to RVSR for correction</li><li><input type="checkbox"/> Update suspense reason in MAP-D</li></ul>	

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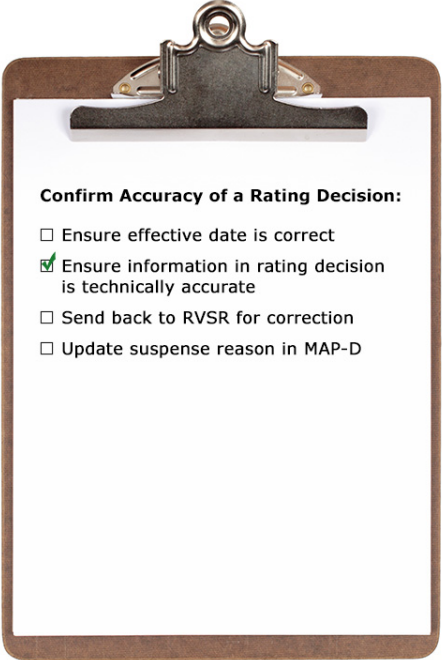
<b>PowerPoint Slides</b>	<b>Notes</b>
<p><b>Ensure Effective Date is Correct</b></p> <ul style="list-style-type: none"><li>• Compare the effective date on the rating decision with the effective date in the claim documents and the date entered in VBMS-A.</li><li>• The effective date on the rating decision may not always match the effective date in basic eligibility.</li></ul>  <p><b>Confirm Accuracy of a Rating Decision:</b></p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Ensure effective date is correct</li><li><input type="checkbox"/> Ensure information in rating decision is technically accurate</li><li><input type="checkbox"/> Send back to RVSR for correction</li><li><input type="checkbox"/> Update suspense reason in MAP-D</li></ul>	
<p><b>Ensure Information in Rating Decision is Technically Accurate</b></p> <ul style="list-style-type: none"><li>• Review the rating decision for spelling/grammar errors.</li><li>• Ensure the decision is consistent with rationale provided in rating decision.</li></ul>	

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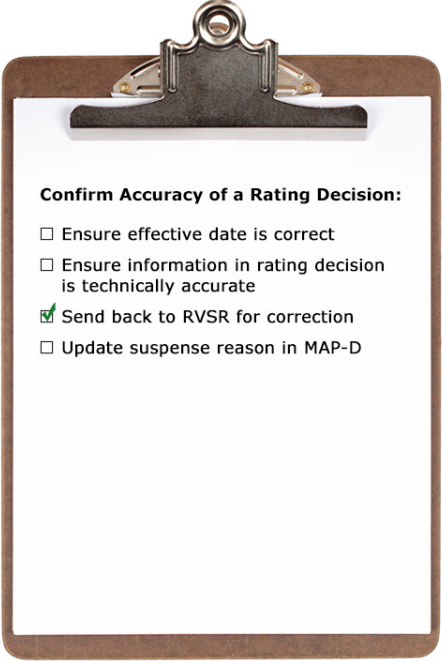
<b>PowerPoint Slides</b>	<b>Notes</b>
<ul style="list-style-type: none"><li>• Ensure all issues are addressed:<ul style="list-style-type: none"><li>○ All eligible benefits were considered.</li><li>○ Date of death is accurate.</li></ul></li><li>• If there is a POA, ensure the POA is indicated on the first page of the rating decision.</li><li>• If death was service-connected or DIC under 38 USC 1318 was granted, ensure entitlement to Chapter 35/DEA was considered.</li><li>• Verify no claim or appeal was pending at time of Veteran's death.<ul style="list-style-type: none"><li>○ Refer to rating if review of accrued benefits is necessary.</li></ul></li></ul>	



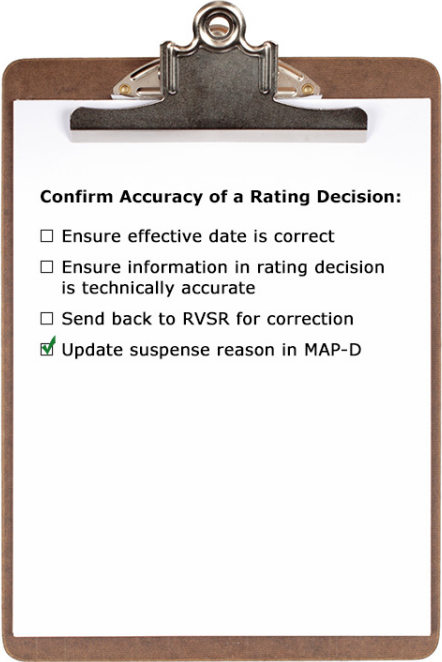
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PowerPoint Slides	Notes
 <p><b>Confirm Accuracy of a Rating Decision:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Ensure effective date is correct</li><li><input checked="" type="checkbox"/> Ensure information in rating decision is technically accurate</li><li><input type="checkbox"/> Send back to RVSR for correction</li><li><input type="checkbox"/> Update suspense reason in MAP-D</li></ul>	

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PowerPoint Slides	Notes
<p><b>Send Back to the RVSR for Correction</b></p> <ul style="list-style-type: none"><li>• Notify the RVSR via email, phone, or in person.</li><li>• Request that rating be corrected.</li></ul>  <p><b>Confirm Accuracy of a Rating Decision:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Ensure effective date is correct</li><li><input type="checkbox"/> Ensure information in rating decision is technically accurate</li><li><input checked="" type="checkbox"/> Send back to RVSR for correction</li><li><input type="checkbox"/> Update suspense reason in MAP-D</li></ul>	

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PowerPoint Slides	Notes
<p><b>Update Suspense in MAP-D</b></p> <ul style="list-style-type: none"><li>• Update suspense reason in MAP-D.</li><li>• Wait 1-2 days for the corrected rating decision to be returned.</li><li>• If no corrections are needed, continue processing the award.</li></ul>  <p><b>Confirm Accuracy of a Rating Decision:</b></p> <ul style="list-style-type: none"><li><input type="checkbox"/> Ensure effective date is correct</li><li><input type="checkbox"/> Ensure information in rating decision is technically accurate</li><li><input type="checkbox"/> Send back to RVSR for correction</li><li><input checked="" type="checkbox"/> Update suspense reason in MAP-D</li></ul>	

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<b>PowerPoint Slides</b>	<b>Notes</b>
<p><b>Example Scenario 1—Ensure All Issues are Addressed</b></p> <p>You processed a claim for Dependency &amp; Indemnity Compensation (DIC). During your review of the rating decision you see the RVSR granted service connection for the cause of death and established eligibility to Chapter 35 benefits. You review the claim documents in VBMS and discover a VA Form 21-2680 (Examination for Housebound Status or Permanent Need for Regular Aid and Attendance) was submitted with the original claim documents.</p> <p><b><i>The rating did not address the issue of Aid and Attendance or Housebound benefits; therefore, you would return the claim to the RVSR so that a decision can be made on all claimed issues.</i></b></p>	

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<p><b>Example Scenario 2—Ensure Date of Death is Correct</b></p> <p>You processed a claim for survivor's pension with the aid and attendance allowance and are reviewing the rating decision completed by an RVSR. You determine the aid and attendance allowance decision is accurate; however, the date of death of the Veteran listed in the narrative is incorrect. You review SHARE and BIRLS and determine the date of death was input incorrectly into the VA system programs.</p> <p><b><i>You verify the date of death provided on the death certificate and perform a BIRLS update to correct the date of death. You would then forward the claim to the RVSR to correct the rating decision.</i></b></p>	


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<b>PowerPoint Slides</b>	<b>Notes</b>
<p><b>Demonstration—Review the Rating Decision</b></p> <ul style="list-style-type: none"><li>• Instructions:<ul style="list-style-type: none"><li>○ Access Claim 1.</li><li>○ Access the <b>Confirm Accuracy of a Rating Decision</b> job aid.</li><li>○ Follow along as the instructor reviews the rating decision for accuracy.</li></ul></li><li>• Time allowed: 10 minutes</li></ul>	
<p><b>Claim 2 Activity—Confirm Accuracy of a Rating Decision</b></p> <ul style="list-style-type: none"><li>• Instructions:<ul style="list-style-type: none"><li>○ Divide into groups of three.</li><li>○ Access the <b>Confirm Accuracy of a Rating Decision</b> job aid to complete the exercise.</li><li>○ Review Claim 2.</li><li>○ Be prepared to explain your group’s findings for each claim.</li></ul></li><li>• Time allowed: 10 minutes</li></ul>	

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<p><b>Claim 2 Activity—Confirm Accuracy of a Rating Decision Debrief</b></p> <ul style="list-style-type: none"><li>• Follow along as the instructor reviews the correct findings for each rating decision.</li><li>• Ask for clarification on steps or actions, if needed.</li></ul>	
<p><b>Confirm Accuracy of a Rating Decision Review</b></p> <p>When reviewing a rating decision for accuracy:</p> <ul style="list-style-type: none"><li>• Confirm information in rating decision is technically accurate.<ul style="list-style-type: none"><li>○ Review the rating decision for spelling/grammar errors.</li><li>○ Ensure the decision is consistent with rationale provided in rating decision.</li><li>○ Ensure all issues are addressed.</li><li>○ If there is a POA, ensure the POA is indicated on the first page of the rating decision.</li><li>○ If death was service-connected or DIC under 38 USC 1318 was granted, ensure entitlement to Chapter</li></ul></li></ul>	

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<p>35/DEA was considered.</p> <ul style="list-style-type: none"> <li>○ Verify no claim or appeal was pending at time of Veteran's death.</li> </ul> <ul style="list-style-type: none"> <li>• Ensure effective date is correct.               <ul style="list-style-type: none"> <li>○ Compare with effective date entered in VBMS-A.</li> </ul> </li> <li>• Complete request for corrected rating.               <ul style="list-style-type: none"> <li>○ Notify the RVSR via email, phone, or in person.</li> <li>○ Update suspense reason in MAP-D.</li> </ul> </li> </ul>	
<p><b>Questions?</b></p> 	
<p><b>What's Next?</b></p> <ul style="list-style-type: none"> <li>• Phase 5, Part 3, Lesson 2: Overview of the Award Process</li> <li>• Review all references and job aids provided in this lesson</li> </ul>	