Pension and fiduciary service

PMC VSR Advanced Core Course
Phase 5: Stages of a Claim
Part 4: Prepare Decision Notice

Prepare the Decision Notice Knowledge Check

Trainee Guide

May 2022

Prepare the Decision Notice Knowledge Check

Knowledge Check Overview

| Topic | Description |
| --- | --- |
| Time Estimate: | 1.5 hours |
| Purpose of the Knowledge Check: | This Knowledge Check is part of the entry-level course for PMC VSRs. The purpose of this Knowledge Check is for you to apply the knowledge you learned from Lesson 1: Prepare the Decision Notice to create a Personal Computer Generated Letter (PCGL) decision notice informing the claimant of grant, denial, or adjustment of benefits. |
| Prerequisite Training Requirements: | Prior to taking the Prepare the Decision Notice Knowledge Check, you must complete the entry-level course of the PMC VSR Core Course Phases 1–4, PMC VSR Advanced Core Course Phase 5, Parts 1-3, and Part 4, Lesson 1: Prepare The Decision Notice.  |
| Target Audience: | This lesson is for entry-level PMC VSRs. |
| Lesson References: | * M21-1 I.i.1.B (General Information on Due Process)
* M21-1 X.ii.3.A (Notice of Proposed Adverse Action)
* M21-1 VI.i.1.B.1 (Notification Requirements)
* M21-1 VI.i.1.B.2 (Special Requirements for Visually Impaired Veterans)
* M21-1 VI.i.1.B.3 (Decision Notices Containing FTI)
* M21-1 V.ii.4.A.6 (Determining Effective Dates Based on New Guidance)
* M21-1 V.ii.4.A.6.f. (Provisions of 38 CFR 3.114(a) on Eligibility for Retroactive Benefits)
* **M21-1 IX.iii.1.A.4.d. (Retroactive Effect Dates to Pension Due to Liberalizing Law)**
* **PCGL User Guide**
* **Processing a Grant of Benefits** job aid
* **Processing a Denial of Benefits** job aid
 |
| Technical Competencies: | * VBA Applications (PMC VSR)
* Processing Claims (PMC VSR)
 |
| Knowledge Check Objective: | * Create decision notice.
	+ Apply reader-focused writing principles.
	+ Compose decision notice letter.
 |
| What You Need: | * Trainee Guide
* Access to VBA intranet
* Your assigned instructor’s email address.
* Access to the following VBA systems:
	+ VBMS
	+ PCGL
* Access to the following job aids:
	+ **PCGL User Guide**
	+ **Processing a Denial of Benefits** job aid
	+ **Processing a Grant of Benefits** job aid
* Local instructions on PCGL:
	+ Templates
	+ PCGL autotext location
	+ How to use local PCGL autotext
* Access to Catherine Abel claim located in Appendix A: Catherine Abel claim (TRA-57-6817).
* Access to Appendix B: Decision Notice Evaluation and Remediation Checklist
* Access to email to send the decision notice you created to your assigned instructor.
 |

| PowerPoint Slides | Notes |
| --- | --- |
| Welcome to the Prepare the Decision Notice Knowledge CheckYour objective is to prepare a decision notice letter using the PCGL system based on simulated case documents. |  |
| Prepare the Decision Notice Knowledge Check Overview* You are encouraged to use your notes, trainee guide, references, and job aids to prepare your decision notice letter.
* Once you have completed the decision notice letter, you will receive individualized feedback from your assigned instructor at the end of the knowledge check.
* Upon completion of this knowledge check, you should feel confident in your knowledge to prepare a decision notice via PCGL.
 |  |
| Prepare the Decision Notice Knowledge Check Instructions (1 of 2)* Instructions:
	+ Access the following job aids:
		- **Processing a Grant of Benefits**
		- **Processing a Denial of Benefits**
		- **PCGL User Guide**
		- Local templates
		- Local auto text
	+ Access the trainee guide for manual references.
 |  |
| Prepare the Decision Notice Knowledge Check Instructions (2 of 2)* Instructions:
	+ Access the Catherine Abel claim (TRA-57-6817).
	+ Access the PCGL system.
	+ Prepare the decision notice letter using PCGL.
	+ Submit completed decision notice letter via email to your assigned instructor for evaluation and feedback.
* Time Allowed: 30 min.
 |  |