Pension and fiduciary service

PMC VSR Intermediate Core Course
Phase 5.1(a): Types of Claims

Phase 5.1(a) Knowledge Check Prep

Trainee Guide

July 2024

Phase 5.1(a) Knowledge Check Prep

Lesson Overview

| Topic | Description |
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| Time Estimate: | 2.5 hours |
| Purpose of the Lesson: | This Knowledge Check Preparation (KC Prep) is part of the Core Pension Training (CPT) curriculum for PMC VSRs. The purpose of the Phase 5.1(a) KC Prep serves as a supplemental resource that provides additional activities and content to reinforce material covered throughout training, as well as to prepare the VSR to resubmit the Level 2 assessment(s). |
| Prerequisite Training Requirements: | Prior to taking the Phase 5.1(a) KC Prep lesson, trainees must complete PMC VSR Core Course Phases 1–5.1(a).  |
| Target Audience: | This Knowledge Check preparation is for entry-level PMC VSRs. |
| Lesson References: | * **Claim Types** job aid
* **Old Law and Section 306 Pension Programs**
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| Lesson Objectives: | By the end of this lesson, the trainee will be able to:* Recall the proper steps in determining the type of claim reviewed, priority processing needed, and VA Representative
* Identify when Third-Party Authorization is applicable
* Define Old Law and Section 306 Programs
* Discuss steps for establishing FDC, NOD, FNOD, and MOD Claims
* Recall stages of an initial and supplemental claims
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| What You Need: | * Trainee Guide
* Access to Appendix A Phase 5.1(a) KC Prep Worksheet
* Access to VBA Intranet
* Pen and paper or access to a whiteboard
* Access to the following systems:
	+ SHARE
	+ VBMS
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| PowerPoint Slides | Notes |
| --- | --- |
| **Phase 5.1(a): Knowledge Check Prep** |  |
| **Lesson Objectives*** Recall the proper steps in determining the type of claim reviewed, priority processing needed, and VA Representative
* Identify when Third-Party Authorization is applicable
* Define Old Law and Section 306 Programs
* Discuss steps for establishing FDC, NOD, FNOD, and MOD Claims
* Recall stages of an initial and supplemental claims
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| **Why This Matters!*** Phase 5.1(a) is comprised of intermediate level courses requirements in types of claims and priority processing and VA Representation.
* Lessons throughout Phase 5.1(a) provide an overview of steps required when processing FNOD, NOD, initial claims, supplemental claims, and FDCs; therefore, the KC Prep is used to reinforce various concepts via practice activities and exercises for continued development.​
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| **Knowledge Check Preparation Overview*** This Knowledge Check preparation will consist of the following:
	+ Lesson objectives review
	+ Group activities/games
	+ Question/answer forum
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| **Phase 5.1(a) Lessons*** VA Representation and Third-Party Authorization
* Introduction to Old Law and Section 306 Programs
* Fully Developed Claims (FDCs)
* Introduction to NOD\_FNOD\_MOD Claims, and
* Introduction to Initial vs Supplemental Claims
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| **VA Representation and Third-Party Authorization Objectives** * Understand a claimant’s right to representation
* Define POA
* Understand the types of POAs
* Know the authority of the representative
* Review the POA forms
* Modify VBMS with correct POA information.
* Know the process for revoking and terminating representation
* Understand the Third-Party Authorization process
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| **VA Representation and Third-Party Authorization** |  |
| **Practice Exercise – Reps and Third-Parties*** **Instructions**:
	+ Work in groups of two.
	+ Review the chart in **Part 1 of Appendix A: Phase 5.1.a Worksheet** to determine the stage of the application.
	+ Complete **Part 1 – Reps and Third-Parties** exercise
	+ Be prepared to share your responses and rationale with the class.
* **Time allowed: 10 minutes**
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| **Introduction to Old Law and Section 306 Programs Objectives*** Recognize an Old Law or Section 306 pension claim.
* Describe the characteristics of Old Law.
* Describe the characteristics of Section 306 pension.

**NOTE:** 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 |  |
| **Class Activity: Old Things**1. Name 3 reasons Old Law and Section 306 Pension can be discontinued.
2. Claims for Old Law must show that continuous entitlement can be established from what date?
3. Claims for Section 306 pension must show that continuous entitlement can be established from what date?
4. How are benefits for Old Law are calculated?
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| **Fully Developed Claims (FDC) Objectives*** Determine if a claim can be processed as an FDC
* Determine if a claim meets FDC criteria for Veterans non Service-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
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| **FDC*** The Fully Developed Claims (FDC) course is important because the Department of Veterans Affairs (VA) designed the FDC Program for the purpose of reducing its backlog of pending claims and improving claims-processing timeliness.
	+ Although VA no longer prioritizes FDC Claims, claimants can participate in the FDC program by providing claims with supporting documentation that are ready for processing according to VA prescribed application forms.
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| **Group Exercise: Exclusion*** **Instructions:**
	+ Work in groups of four.
	+ Review the chart in Part 2 of Appendix A: Phase 5.1.a Worksheet to determine the stage of the application.
	+ Complete Part 2 – Exclusion exercise
	+ Be prepared to share your responses and rationale with the class.

**Time allowed: 15 minutes** |  |
| Introduction to NOD\_FNOD\_MOD Claims Objectives* Define the Notice of Death (NOD) and First Notice of Death (FNOD)
* Explain the NOD and FNOD process
* Understand steps required to process the MOD
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| Introduction to NOD\_FNOD\_MOD Claims* This course matters because the Veteran First Notice of Death (FNOD) processing establishes or updates a Veteran’s Beneficiary Identification and Records Locator Subsystem record with the date of the Veteran’s death.
* If the Veteran was receiving, or was entitled to receive, disability compensation or pension, or Medal of Honor Pension, the rate payable for the MOD is the greater amount payable.
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| Practice Exercise: Giving a NOD* Instructions:
	+ Work individually.
	+ Review the sentences in Part 3 of Appendix A: Phase 5.1.a Worksheet to determine the stage of the application.
	+ Complete Part 3 – Giving a NOD exercise
	+ Be prepared to share your responses and rationale with the class.

Time allowed: 15 minutes |  |
| Introduction to Initial vs Supplemental Objectives* Define and identify Initial Claims for pension
* Define the Appeals Modernization Act (AMA)
* Define the criteria for substantially complete supplemental claims
* Define potentially new evidence
* Identify supplemental claims for pension
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| Introduction to Initial vs Supplemental Claims* Initial Pension claim: Any complete claim, other than a supplemental claim, for a benefit on a form prescribed by the Secretary.
* Supplemental Pension claim: Any complete claim for a Department of Veterans Affairs (VA) benefit on a prescribed application form where the claimant or his/her authorized representative disagrees with the decision VA made on an initial or supplemental claim for the same or similar benefit on the same or similar basis.
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| Group Activity: Working the System* Instructions:
	+ Work in groups of 4.
	+ Review the sentences in Part 4 of Appendix A: Phase 5.1.a Worksheet to determine the stage of the application.
	+ Complete Part 4 – What’s Sup exercise
	+ Be prepared to share your responses and rationale with the class.
* Time allowed: 15 minutes
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| Questions? |  |
| What’s Next* Assigned Knowledge Check in the Assessment Portal as determined by the Training Manager (TM) and/or Instructor.
* Complete the Phase 5.1(a) Knowledge Check Prep Survey (TMS ID: 4660046)
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Appendix

**VA Representation and Third-Party Authorization**

