



## PENSION AND FIDUCIARY SERVICE

PMC VSR Core Course Phase 4:  
Introduction to Pension Management

# **Lesson 1: Stages of a Pension Claim**

Lesson Plan

July 11, 2017

Version 1.0

**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

**Stages of a Pension Claim**

**Lesson Overview**

Topic	Description
Time Estimate:	1 hour
Purpose of the Lesson:	The purpose of this lesson is to introduce PMC VSRs to the stages of a pension claim and the activities in each stage.
Prerequisite Training Requirements:	Prior to taking the Stages of a Pension Claim lesson, trainees must complete PMC VSR Core Course Phases 1–3.
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.ii.1 (Initial Screening Process)</li> <li>• M21-1 V.iii.1.A (General Information on the Effect Income and Net Worth Have on Pension and Parents DIC)</li> <li>• M21-1 III.v.2.A (Decision Authorization)</li> <li>• M21-1 III.v.2.B (Decision Notices)</li> </ul>
Knowledge Check:	Phase 4: Introduction to Pension Management Knowledge Check
Technical Competencies:	Processing Claims (PMC VSR)

**Lesson 1: Stages of a Pension Claim  
Lesson Plan**

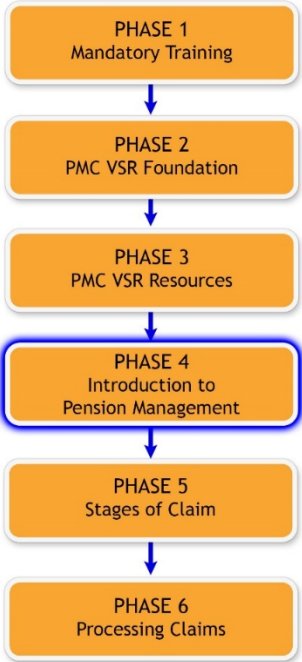

Topic	Description
Lesson Objectives:	<ul style="list-style-type: none"> <li>• Describe the stages of a pension claim               <ul style="list-style-type: none"> <li>○ Describe the purpose for initial screening and determining eligibility</li> <li>○ Describe the purpose of claims development and duty to assist</li> <li>○ Describe the purpose of award determination and promulgation</li> <li>○ Describe the purpose of claimant notification</li> <li>○ Describe the purpose of claim maintenance</li> </ul> </li> </ul>
What You Need:	<ul style="list-style-type: none"> <li>• Lesson Plan</li> <li>• <b>Master Course Map</b> learning aid</li> <li>• Slides</li> <li>• Projector</li> <li>• Access to VBA Intranet</li> <li>• Chunking Worksheet</li> <li>• Scissors</li> </ul>

**Instructor Notes**

This lesson provides trainees an overview of the stages of a pension claim. Trainees will learn about each stage and the role of the PMC VSR when processing pension claims. The lesson includes a group puzzle exercise to encourage trainees to work together while using resources explained in previous lessons and a quiz to check for understanding.

PowerPoint Slides	Instructor Activities
<b>Stages of a Pension Claim</b>	<p><b>DISPLAY</b> slide</p> <p><b>1.</b> "Stages of a Pension Claim"</p> <p><b>INTRODUCE</b> yourself as the instructor.</p> <p><b>INTRODUCE</b> the lesson.</p>


**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>You Are Here</b></p>  <pre> graph TD     P1[PHASE 1 Mandatory Training] --&gt; P2[PHASE 2 PMC VSR Foundation]     P2 --&gt; P3[PHASE 3 PMC VSR Resources]     P3 --&gt; P4[PHASE 4 Introduction to Pension Management]     P4 --&gt; P5[PHASE 5 Stages of Claim]     P5 --&gt; P6[PHASE 6 Processing Claims]     style P4 stroke:#0000FF,stroke-width:2px             </pre>	<p><b>DISPLAY</b> slide 2. "You Are Here"</p>  <p><b>REFER</b> to the <b>Master Course Map</b> learning aid in the Trainee Guide.</p> <p><b>DESCRIBE</b> the diagram.</p> <p><b>EXPLAIN</b> where the trainees are in the phase, what they have completed, and where they are headed next.</p>
<p><b>Why It Matters!</b></p> <ul style="list-style-type: none"> <li>Understanding the stages of a pension claim will help you efficiently and effectively process pension claims.</li> </ul>	<p><b>DISPLAY</b> slide 3. "Why It Matters!"</p> <p><b>EXPLAIN</b> to trainees that pension claims go through a set of basic stages for processing.</p>
<p><b>Technical Competencies</b></p> <ul style="list-style-type: none"> <li>Processing Claims (PMC VSR)</li> </ul>	<p><b>DISPLAY</b> slide 4. "Technical Competencies"</p> <p><b>REVIEW</b> technical competencies with trainees.</p>


**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Objectives</b></p> <ul style="list-style-type: none"> <li>• Describe the stages of a pension claim. <ul style="list-style-type: none"> <li>○ Describe the purpose for initial screening and determining eligibility.</li> <li>○ Describe the purpose of claims development and duty to assist.</li> <li>○ Describe the purpose of award determination and promulgation.</li> <li>○ Describe the purpose of claimant notification.</li> <li>○ Describe the purpose of claim maintenance.</li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide 5. "Objectives"</p> <p><b>PRESENT</b> the objectives for the lesson.</p> <p><b>EXPLAIN</b> that in this lesson trainees will learn about the stages of a pension claim, the purpose of each stage, and the role of the PMC VSR for each stage.</p>
<p><b>Knowledge Check</b></p> <pre> graph TD     P1[PHASE 1 Mandatory Training] --&gt; P2[PHASE 2 PMC VSR Foundation]     P2 --&gt; P3[PHASE 3 PMC VSR Resources]     P3 --&gt; P4[PHASE 4 Introduction to Pension Management]     P4 --&gt; P5[PHASE 5 Stages of Claim]     P5 --&gt; P6[PHASE 6 Processing Claims]     P1 --- K1{Lesson Specific}     P2 --- K2{TPSS Knowledge Check}     P3 --- K3{Phase 3 Knowledge Check}     P4 --- K4{Phase 4 Knowledge Check}     P5 --- K5{Multiple Knowledge Check}     P6 --- K6{Multiple Knowledge Check}     style K4 stroke:#0000FF,stroke-width:2px     style K5 stroke:#0000FF,stroke-width:2px     style K6 stroke:#0000FF,stroke-width:2px     </pre>	<p><b>DISPLAY</b> slide 6. "Knowledge Check"</p> <p><b>INFORM</b> the trainees that they will be assessed on this content in the Phase 4 Knowledge Check.</p> <p><b>REFER</b> to the <b>Master Course Map</b> learning aid, <i>Lessons by Phase</i> section, to review the lessons included within the Knowledge Check.</p>

**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Chunk Puzzle Worksheet (1 of 2)</b></p> <ul style="list-style-type: none"> <li>• Instructions:           <ul style="list-style-type: none"> <li>○ Divide into groups of two or three.</li> <li>○ Use the chunk puzzle worksheet.</li> <li>○ Cut out the chunks or work out the solution on a separate piece of paper.</li> <li>○ Be prepared to discuss your answers.</li> </ul> </li> <li>• Time allowed: 15–20 minutes</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>7.</b> "Practice Exercise—Chunk Puzzle Worksheet (1 of 2)"</p> <p><b>DIVIDE</b> trainees into groups, minimum of three per group. Assign groups or ask trainees to form groups.</p> <div style="text-align: center;">  </div> <p><b>REFER</b> the trainees to the Chunk Puzzle worksheet in the trainee guide.</p> <p><b>DIRECT</b> trainees to consult with group members to solve the chunk puzzle. Give groups 10 minutes to discuss and record their answers. Have each group share their answers.</p> <p><b>DISCUSS</b> each group's answers. For each group's answers, give feedback supported with examples or references.</p> <p><b>PROVIDE</b> correct answers for each question using the answer key below.</p> <p><b>SHOW</b> hints on the next slide to help trainees solve the chunk puzzle.</p>

**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Chunk Puzzle Worksheet (2 of 2)</b></p> <ul style="list-style-type: none"><li>• Hints:<ul style="list-style-type: none"><li>○ Locate the last chunk with a period. You can work backward from this chunk. Look for other chunks that could precede this chunk.</li><li>○ Any chunk that begins with a space is the beginning of a new word. Look for other chunks that could follow this chunk.</li><li>○ Write down different words and phrases and rearrange them into a sentence later. Put a mark next to the chunks that you have already incorporated in your solution.</li></ul></li></ul>	<p><b>DISPLAY</b> slide</p> <p>8. "Practice Exercise—Chunk Puzzle Worksheet (2 of 2)"</p> <p></p> <p><b>ASK</b> trainees if they have any question about the hints listed.</p> <p><b>NOTE</b> trainees can attempt to put the answers in sequential order, if time permits.</p> <p><b>SHOW</b> the next two slides as you discuss the answers.</p>

**Practice Exercise—Chunk Puzzle Worksheet Answers**

1. In what stage would you evaluate incoming material received by the VA Pension Management Center (PMC)?

NG. INI CRE L S ENI TIA

*Answer: Initial Screening*

2. In what stage would you issue a written correspondence notifying the claimant of the decision the VA made on their claim?

**Lesson 1: Stages of a Pension Claim**

**Lesson Plan**

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NT AI N IC IO N. CL OT  
AT MA IF

*Answer: Claimant Notification*

3. In what stage would you notify the claimant of the information or evidence necessary to substantiate the claim?

PME IM ELO NT. CLA  
DEV

*Answer: Claim Development*

4. What is the final stage in adjudicating a claim, after all evidence has been collected and reviewed?

DET INA N / AWA N. TIO  
OMU TIO RD LGA  
ERM PR

*Answer: Award Determination / Promulgation*

5. What is the stage for non-rating claims received after an original eligibility determination?



*Lesson 1: Stages of a Pension Claim*

*Lesson Plan*


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INT E IM S. MA CLA EN  
ANC

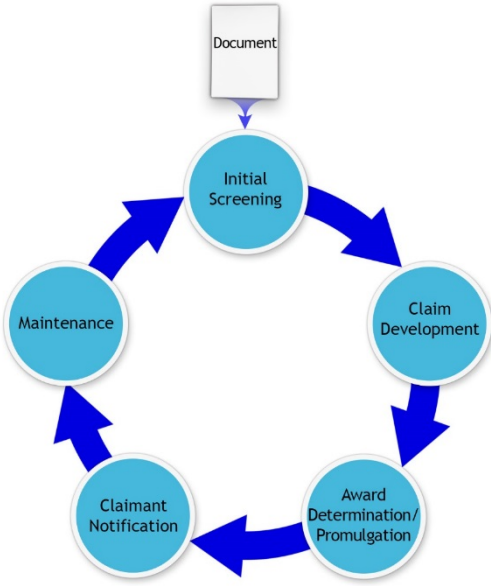
*Answer: Maintenance Claims*

**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

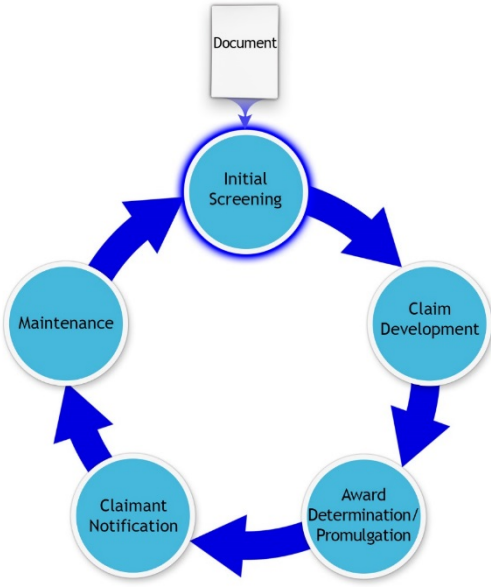
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PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Chunk Puzzle Worksheet Answers</b></p> <ol style="list-style-type: none"><li>1. In what stage would you evaluate incoming material received by the Department of Veteran’s Affairs Pension Management Center? <i>o Answer: Initial Screening</i></li><li>2. In what stage would you issue a written correspondence notifying the claimant of the decision the VA made on their claim? <i>o Answer: Claimant Notification</i></li><li>3. In what stage would you notify the claimant of the information or evidence necessary to substantiate their claim? <i>o Answer: Claim Development</i></li><li>4. What is the final stage in adjudicating a claim after all evidence has been collected and reviewed? <i>o Answer: Award Determination / Promulgation</i></li><li>5. What is the stage for non-rating claims received after an original eligibility determination? <i>o Answer: Maintenance Claims</i></li></ol>	<p><b>DISPLAY</b> slide <b>9. &amp; 10.</b> “Practice Exercise—Chunk Puzzle Worksheet Answers”</p> <p><b>PROVIDE</b> correct answers for each question.</p> <p></p> <p>(Optional: <b>ASK</b> trainees to recite the correct order of each stage. This will be discussed in the next slide.)</p> <p><b>DISCUSS</b> each group’s answers. Give feedback for each group’s answers supported with examples or references.</p>

**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p data-bbox="154 296 581 331"><b>Stages of a Pension Claim</b></p>  <pre data-bbox="170 352 657 934">graph TD; Document[Document] --&gt; IS((Initial Screening)); IS --&gt; CD((Claim Development)); CD --&gt; ADP((Award Determination/Promulgation)); ADP --&gt; CN((Claimant Notification)); CN --&gt; M((Maintenance)); M --&gt; IS;</pre>	<p data-bbox="699 296 925 331"><b>DISPLAY</b> slide</p> <p data-bbox="699 338 1170 373"><b>11.</b> "Stages of a Pension Claim"</p> <p data-bbox="699 394 1463 472"><b>EXPLAIN</b> to trainees that all claims go through the same process.</p> <p data-bbox="699 493 1414 571"><b>REVIEW</b> the definitions of each stage that were provided in the previous activity.</p>

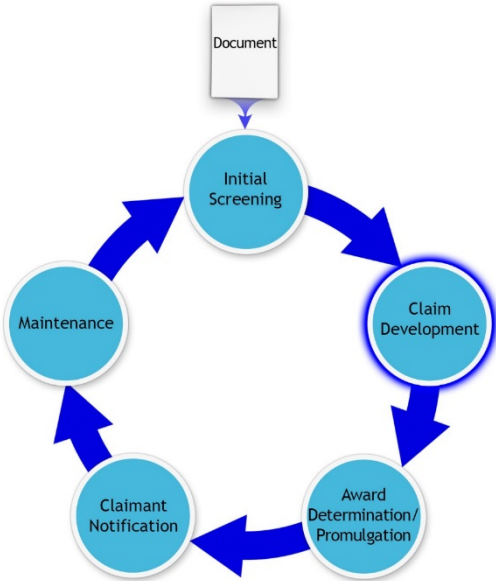
**Lesson 1: Stages of a Pension Claim  
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Initial Screening (1 of 2)</b></p>  <pre>graph TD; Document[Document] --&gt; IS((Initial Screening)); IS --&gt; CD((Claim Development)); CD --&gt; ADP((Award Determination/Promulgation)); ADP --&gt; CN((Claimant Notification)); CN --&gt; M((Maintenance)); M --&gt; IS;</pre> <p>Purpose: Review all incoming applications, correspondence, and evidence to determine if a claim:</p> <ul style="list-style-type: none"><li>• Warrants priority processing because of its nature or facts</li><li>• Is submitted with evidence that requires immediate review by the rating activity</li><li>• Is incomplete and requires further development</li><li>• Warrants immediate denial</li></ul>	<p><b>DISPLAY</b> slide <b>12.</b> "Initial Screening (1 of 2)"</p> <p><b>EXPLAIN</b> the purpose of the initial screening stage of a claim.</p> <p><b>DESCRIBE</b> how an application comes in to the PMC through triage and is assigned to a PMC VSR.</p> <p><b>NOTE</b> that the details of initial screening will be covered in a later lesson.</p>

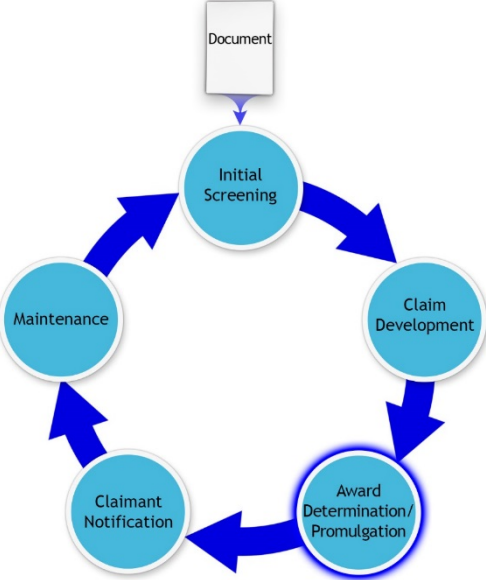
**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Initial Screening (2 of 2)</b></p> <p>The role of PMC VSR is to:</p> <ul style="list-style-type: none"> <li>• Ensure that the evidence considered is a valid claim or evidence in support of a valid claim.</li> <li>• Verify that the claim is assigned to the correct jurisdiction.</li> <li>• Check for pending appeals surrounding the issue.</li> <li>• Determine if additional evidence is required in support of the claim.</li> </ul>	<p><b>DISPLAY</b> slide <b>13.</b> "Initial Screening (2 of 2)"</p> <p><b>EXPLAIN</b> to the trainees what they will be responsible for during the initial screening stage of a claim.</p> <p><b>EMPHASIZE</b> to trainees the importance of checking for pending claims.</p> <p><b>DESCRIBE</b> the criteria for a substantially complete claim.</p> <p><b>USE</b> personal examples to further explain the importance checking to ensure the claim is CESTed properly (trainees will learn what CEST means in a later lesson) and that no prior issue exists. For example:</p> <ul style="list-style-type: none"> <li>• There can only be one initial claim (either compensation or pension).</li> <li>• The payee code cannot be incorrect, or the claim must be re-CESTed.</li> </ul>

**Lesson 1: Stages of a Pension Claim  
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Claim Development (1 of 2)</b></p>  <pre> graph TD     Document[Document] --&gt; IS((Initial Screening))     IS --&gt; CD((Claim Development))     CD --&gt; ADP((Award Determination/Promulgation))     ADP --&gt; CN((Claimant Notification))     CN --&gt; M((Maintenance))     M --&gt; IS     </pre> <p>Purpose: To assist claimants in obtaining evidence and/or request evidence from claimants that substantiates the claim before VA makes a decision on it.</p>	<p><b>DISPLAY</b> slide  <b>14.</b> "Claim Development (1 of 2)"</p> <p><b>EXPLAIN</b> the purpose of claim development.</p> <p><b>NOTE</b> that claim development process will be covered in more detail in a later lesson.</p>
<p><b>Claim Development (2 of 2)</b></p> <p>As long as the claimant provides the proper authorization to release the records to VA, the role of the PMC VSR is to:</p> <ul style="list-style-type: none"> <li>• Make every effort to request all the evidence needed to decide a claim.</li> <li>• Make reasonable efforts to obtain records held by a Federal records custodian, and/or privately held records the claimant identified.</li> </ul>	<p><b>DISPLAY</b> slide  <b>15.</b> "Claim Development (2 of 2)"</p> <p><b>EXPLAIN</b> to trainees what they are responsible for ensuring when developing for missing information.</p> <p><b>USE</b> personal examples to further explain the importance of claim development.</p>

**Lesson 1: Stages of a Pension Claim  
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Award Determination/Promulgation (1 of 2)</b></p>  <p>Purpose: To address all issues pertaining to a single claim by:</p> <ul style="list-style-type: none"> <li>• Awarding benefits when entitlement exists</li> <li>• Denying benefits when entitlement does not exist</li> </ul>	<p><b>DISPLAY</b> slide  <b>16.</b> "Award Determination/Promulgation (1 of 2)"</p> <p><b>EXPLAIN</b> the purpose of award determination/promulgation.</p> <p><b>DESCRIBE</b> the process of award determination/promulgation.</p> <p><b>NOTE</b> that the process of award determination/promulgation will be covered in more detail in a later lesson.</p>

**Lesson 1: Stages of a Pension Claim  
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Award Determination/Promulgation (2 of 2)</b></p> <p>The PMC VSR must:</p> <ul style="list-style-type: none"> <li>• Conduct a thorough review of the evidence of record.</li> <li>• Ensure that development has been completed (if applicable).</li> <li>• Accurately enter the data into the claims-processing system.</li> <li>• Generate the award.</li> </ul>	<p><b>DISPLAY</b> slide 17. "Award Determination/Promulgation (2 of 2)"</p> <p><b>EXPLAIN</b> to trainees what they will be responsible for during the award determination/promulgation stage of a claim.</p> <p><b>USE</b> personal examples to further explain the importance of award determination/promulgation.</p>
<p><b>Claimant Notification (1 of 2)</b></p> <div style="text-align: center;"> </div> <p>Purpose: To provide the claimant with full knowledge of the decision made and their rights pertaining to that decision.</p>	<p><b>DISPLAY</b> slide 18. "Claimant Notification (1 of 2)"</p> <p><b>EXPLAIN</b> the purpose of claimant notification.</p> <p><b>DESCRIBE</b> the process of claimant notification.</p> <p><b>NOTE</b> that the claimant notification process will be covered in more detail in a later lesson.</p>



**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

<b>PowerPoint Slides</b>	<b>Instructor Activities</b>
<p><b>Claimant Notification (2 of 2)</b></p> <p>The PMC VSR must notify the claimant of the decision the VA made:</p> <ul style="list-style-type: none"><li>• If the VA grants entitlement to a benefit, then the PMC VSR must notify the claimant of information such as the monthly rate of payment, the effective dates of entitlement and payment, and his or her appeal rights.</li><li>• If the VA denies entitlement to a benefit, then the PMC VSR must provide the claimant with information such as the reason(s) for the decision, a summary of the evidence considered, and his or her appeal rights.</li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>19.</b> "Claimant Notification (2 of 2)"</p> <p><b>EXPLAIN</b> to trainees what they will be responsible for during the claimant notification stage of a claim.</p> <p><b>USE</b> personal examples to further explain the importance of claimant notification.</p>

**Lesson 1: Stages of a Pension Claim  
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p data-bbox="154 296 618 327"><b>Maintenance Claims (1 of 2)</b></p> <div data-bbox="164 394 659 972"><pre>graph TD; Document[Document] --&gt; IS((Initial Screening)); IS --&gt; CD((Claim Development)); CD --&gt; ADP((Award Determination/Promulgation)); ADP --&gt; CN((Claimant Notification)); CN --&gt; M((Maintenance)); M --&gt; IS;</pre></div> <p data-bbox="154 1005 662 1119">Purpose: To make the appropriate award adjustments following changes to:</p> <ul data-bbox="154 1144 662 1495" style="list-style-type: none"><li>• Income</li><li>• Net worth</li><li>• Expenses</li><li>• Dependency</li><li>• Hospitalization</li><li>• Other issues possibly affecting entitlement</li></ul>	<p data-bbox="699 296 1203 369"><b>DISPLAY</b> slide 20. "Maintenance Claims (1 of 2)"</p> <p data-bbox="699 394 1382 426"><b>EXPLAIN</b> the purpose of maintenance claims.</p> <p data-bbox="699 451 1382 483"><b>DESCRIBE</b> the process of maintenance claims.</p> <p data-bbox="699 508 1438 581"><b>NOTE</b> that the process of maintenance claims will be covered in more detail in a later lesson.</p>

**Lesson 1: Stages of a Pension Claim  
Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Maintenance Claims (2 of 2)</b></p> <p>The PMC VSR must:</p> <ul style="list-style-type: none"> <li>• Review all correspondence to determine if the claim is substantially complete</li> <li>• Initiate development (if necessary)</li> <li>• Enter the new/amended data into the claims-processing system</li> <li>• Generate the award</li> <li>• Provide the claimant with notification of the VA's decision</li> </ul>	<p><b>DISPLAY</b> slide 21. "Maintenance Claims (2 of 2)"</p> <p><b>EXPLAIN</b> to trainees in general what they will be responsible for when processing maintenance claims.</p> <p><b>USE</b> personal examples to further explain the importance of understanding how to identify and process maintenance claims.</p>
<p><b>Practice Exercise—Stages of a Pension Claim Quiz (1 of 3)</b></p> <ul style="list-style-type: none"> <li>• Instructions: <ul style="list-style-type: none"> <li>○ Divide into groups of two.</li> <li>○ Review the questions below.</li> <li>○ Write answers on a blank sheet of paper.</li> <li>○ Submit answers to instructor.</li> </ul> </li> <li>• Time allowed: 5 minutes</li> </ul>	<p><b>DISPLAY</b> slide 22. "Practice Exercise—Stages of a Pension Claim Quiz"</p> <p><b>DIVIDE</b> trainees into groups of two. Assign groups or ask trainees to form groups.</p>

**Answer Key: Stages of Pension Claim Answer Key**

1. What are the stages of a pension claim?
  - *Answer: Initial Screening, Claim Development, Award Determination/Promulgation, Claimant Notification*
2. What stage ensures the claimant has full knowledge of the decision made and their rights pertaining to that decision?
  - *Answer: Claimant Notification*


**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

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3. What stage requires all PMC VSRs to conduct a thorough review of the evidence of record, ensure that development has been completed (if applicable), accurately enter the data into the claims-processing system, and generate award?
  - o *Answer: Award Determination/Promulgation*
4. Which stage requires all PMC VSRs to make every effort to request all the evidence needed to decide a claim?
  - o *Answer: Claim Development*
5. What stage is for immediately reviewing all incoming correspondence?
  - o *Answer: Initial Screening*

**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

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<b>PowerPoint Slides</b>	<b>Instructor Activities</b>
<p><b>Practice Exercise—Stages of a Pension Claim Quiz (2 of 3)</b></p> <ol style="list-style-type: none"><li>1. What are the stages of a pension claim?</li><li>2. What stage ensures the claimant has full knowledge of the decision made and their rights pertaining to that decision?</li><li>3. What stage requires all PMC VSRs to conduct a thorough review of the evidence of record, ensure that development has been completed (if applicable), accurately enter the data into the claims-processing system, and generate award?</li><li>4. Which stage requires all PMC VSRs to make every effort to request all the evidence needed to decide a claim?</li><li>5. What stage is for immediately reviewing all incoming correspondence?</li></ol>	<p><b>DISPLAY</b> slide</p> <p><b>23.</b> "Practice Exercise—Quiz"</p> <p></p> <p><b>ASK</b> trainees to consult with their group members to answer the five questions on the slide. Give groups 5 min. to come up with answers. Have each group share their answers.</p>

**Lesson 1: Stages of a Pension Claim**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Stages of a Pension Claim Quiz Answers (3 of 3)</b></p> <ol style="list-style-type: none"> <li>1. Answer: Initial Screening, Claim Development, Award Determination/Promulgation, Claimant Notification</li> <li>2. Answer: Claimant Notification</li> <li>3. Answer: Award Determination/Promulgation</li> <li>4. Answer: Claim Development</li> <li>5. Answer: Initial Screening</li> </ol>	<p><b>DISPLAY</b> slide 24. "Practice Exercise—Stages of a Pension Claim Quiz Answers"</p> <p><b>DISCUSS</b> each group's answers. Give feedback for each group's answers supported with examples or references</p>
<p><b>Lesson Summary</b></p> <ul style="list-style-type: none"> <li>• Stages of a pension claim</li> <li>• Purpose of each stage of a pension claim</li> <li>• Role of PMC VSR</li> </ul>	<p><b>DISPLAY</b> slide 25. "Lesson Summary"</p> <p><b>REVIEW</b> the stages of a pension claim.</p> <p><b>EMPHASIZE</b> how understanding the basic stages of a claim and the role of PMC VSRs will help trainees' process pension claims more efficiently.</p>
<p><b>Questions?</b></p> 	<p><b>DISPLAY</b> slide 26. "Questions?"</p>  <p><b>ASK</b> trainees if they have any questions or concerns about the basic stages of a pension claim. Use this time to clear up any confusion or misconceptions about the information presented.</p>
<p><b>What's Next</b></p> <p>Phase 4, Lesson 2, Types of Pension Claims and Claims Recognition</p>	<p><b>DISPLAY</b> slide 27. "What's Next"</p> <p><b>EXPLAIN</b> that trainees will learn about the most common claim types in the next lesson.</p>