



## PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course  
Phase 5: Stages of a Claim  
Part 1: Determine Eligibility

# **Lesson 2: Fully Developed Claims (FDCs)**

Lesson Plan

October 28, 2016

Version 1.0

**Lesson 2: Fully Developed Claims (FDCs)**  
**Lesson Plan**

**Fully Developed Claims (FDCs)**

**Lesson Overview**

Topic	Description
Time Estimate:	2 hours
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 PMC VSRs to recognize FDCs and determine if information received is sufficient.
Prerequisite Training Requirements:	Prior to taking the Fully Developed Claims (FDCs) lesson, trainees must complete PMC VSR Core Course Phases 1–4, and Phase 5, Part 1, Lesson 1. (Refer to the <b>Master Course Map</b> learning aid for a list of lessons.)
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>• Compensation and Pension Knowledge Management (CPKM)</li> <li>• M21-1 III.i.3 (Fully Developed Claim Program)</li> <li>• M21-1 III.i.3.A (General Information About the Fully Developed Claim (FDC) Program)</li> <li>• M21-1 III.i.3.B.2 (Excluding Claims From the FDC Program)</li> <li>• M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs)</li> <li>• M21-1 III.i.3.B.3.a (Limitations on the Development of FDCs)</li> <li>• VA Form 21P-527EZ dated APR 2016 (Application for Pension)</li> <li>• VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits)</li> </ul>
Knowledge Check:	Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Claim Establishment Knowledge Check
Technical Competencies:	<ul style="list-style-type: none"> <li>• Income Counting and Net Worth</li> <li>• Program Benefits and Eligibility (PMC VSR)</li> </ul>

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

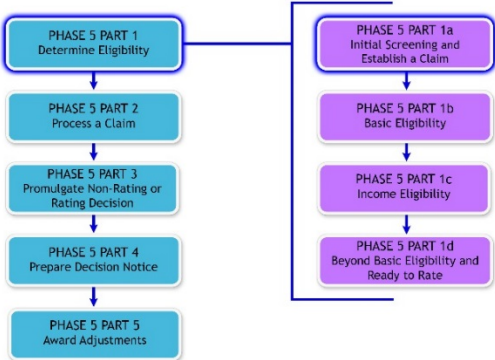


Topic	Description
	<ul style="list-style-type: none"><li>• Processing Claims (PMC VSR)</li></ul>
Lesson Objectives:	Determine if claim can be processed as an FDC <ul style="list-style-type: none"><li>• Determine if a claim meets FDC criteria for Veterans Non Service-Connected pension benefits</li><li>• Determine if a claim meets FDC criteria for DIC, survivors pension, and/or accrued benefits</li><li>• Determine under what circumstances a claim needing development can remain in FDC program</li><li>• Determine to exclude a claim from FDC program</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>• Access to CPKM</li><li>• Claim 1 (pmc_vsr_case_1) for practice exercise to include VA Form 21P-527EZ dated APR 2016 (Application for Pension) that meets the FDC criteria for Veterans Non Service-Connected Pension Benefits</li><li>• Claim 2 (pmc_vsr_case_2) for practice exercise to include VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits) that does <b>not</b> meet the FDC criteria for DIC, survivors pension, and/or accrued benefits</li></ul>

### Instructor Notes

This lesson introduces trainees to the concept of Fully Developed Claims (FDCs). Trainees will use the manual and FDC forms to learn to determine when a claim can be processed as an FDC, when a claim needing development can remain in FDC program, and when to exclude claim from FDC program.


## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p data-bbox="155 296 670 331"><b>Fully Developed Claims (FDCs)</b></p>	<p data-bbox="699 296 927 327"><b>DISPLAY</b> slide</p> <ol data-bbox="699 338 1222 373" style="list-style-type: none"><li>1. "Fully Developed Claims (FDCs)"</li></ol> <p data-bbox="699 394 1287 430"><b>INTRODUCE</b> yourself as the instructor.</p> <p data-bbox="699 451 1068 487"><b>INTRODUCE</b> the lesson.</p>
<p data-bbox="155 520 375 556"><b>You Are Here</b></p>  <pre>graph TD; P1[PHASE 5 PART 1 Determine Eligibility] --&gt; P2[PHASE 5 PART 2 Process a Claim]; P2 --&gt; P3[PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision]; P3 --&gt; P4[PHASE 5 PART 4 Prepare Decision Notice]; P4 --&gt; P5[PHASE 5 PART 5 Award Adjustments]; P1 --&gt; P1a[PHASE 5 PART 1a Initial Screening and Establish a Claim]; P1a --&gt; P1b[PHASE 5 PART 1b Basic Eligibility]; P1b --&gt; P1c[PHASE 5 PART 1c Income Eligibility]; P1c --&gt; P1d[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate];</pre>	<p data-bbox="699 520 927 556"><b>DISPLAY</b> slide</p> <ol data-bbox="699 567 963 602" style="list-style-type: none"><li>2. "You Are Here"</li></ol>  <p data-bbox="699 741 1450 814"><b>REFER</b> to the <b>Master Course Map</b> learning aid in the Trainee Guide.</p> <p data-bbox="699 835 1065 871"><b>DESCRIBE</b> the diagram.</p> <p data-bbox="699 892 1438 1052"><b>INFORM</b> trainees that Phase 5: Part 1 Determine Eligibility contains five subparts. The first subpart contains several lessons that focus on initial screening.</p>  <p data-bbox="699 1188 1438 1262"><b>EMPHASIZE</b> that each of these lessons relate to each other as part of the initial screening process.</p>

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Initial Screening</b></p> <ul style="list-style-type: none"> <li>• Complete or Incomplete Applications for Benefits</li> <li>• <b>Fully Developed Claims</b></li> <li>• Flash, Expedited, Previous, Reopened and Dual Claims</li> <li>• Date of Claim</li> <li>• Validate POA</li> <li>• End Product Codes</li> <li>• Introduction to Old Law and Section 306 Pension</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>3.</b> "Initial Screening"</p> <p><b>EXPLAIN</b> to the trainees that during the initial screening process, the PMC VSR verifies whether the Claims Assistant has processed the initial screening correctly and evaluates other aspects of the claim.</p> <p><b>INFORM</b> trainees that this lesson will focus on determining if a claim can be processed as a FDC.</p> <p><b>REMINDE</b> trainees that they have learned how to perform the following parts of the initial screening:</p> <ul style="list-style-type: none"> <li>• Determine whether the application for benefits is complete or incomplete.</li> </ul>
<p><b>Icebreaker Activity</b></p> <p>On November 5, 2014, the Milwaukee PMC received a VA Form 21-526, Application for Non-Service-Connected (NSC) Pension Benefits, for Veteran Dwight Lebowski. Mr. Lebowski lives in Green Bay, WI, which is in the jurisdiction. Mr. Lebowski can be properly identified in SHARE. All of the information on the application has been completed and the form has been signed. The application has no special handling flashes.</p>	<p><b>DISPLAY</b> slide</p> <p><b>4.</b> "Icebreaker Activity"</p> <p><b>REVIEW</b> the scenario presented in the last lesson.</p> <div style="text-align: center;">  </div> <p><b>ASK</b> what about the scenario, indicates if it is or is not an FDC?</p> <ul style="list-style-type: none"> <li>• <i>The application form used is not for a FDC. An FDC must use specified forms:</i> <ul style="list-style-type: none"> <li>○ <i>VA Form 21P-527EZ, dated APR 2016 (Application for Pension)</i></li> <li>○ <i>VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits)</i></li> </ul> </li> <li>• <i>The scenario indicates the claim has no special handling flashes. FDC are flashed for expedited handling.</i></li> </ul>

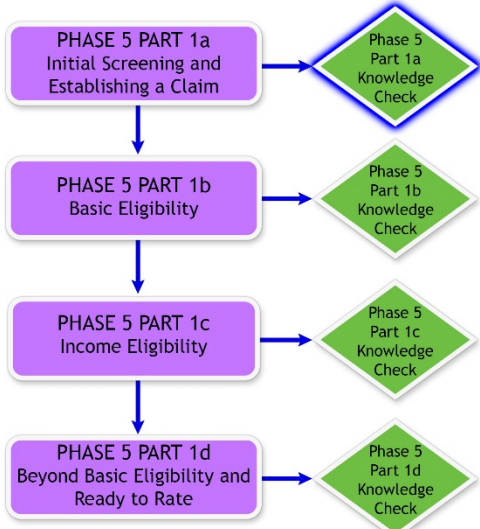

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Technical Competencies</b></p> <ul style="list-style-type: none"><li>• Income Counting and Net Worth</li><li>• Program Benefits and Eligibility (PMC VSR)</li><li>• Processing Claims (PMC VSR)</li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>5.</b> "Technical Competencies"</p> <p><b>EXPLAIN</b> that this lesson prepares them for the income and net worth, program benefits and eligibility, and processing claims competencies.</p>
<p><b>Objectives</b></p> <p>Determine if a claim can be processed as an FDC.</p> <ul style="list-style-type: none"><li>• Determine if a claim meets FDC criteria for Veterans non Service-connected pension benefits.</li><li>• Determine if a claim meets FDC criteria for DIC, survivors' pension, and/or accrued benefits.</li><li>• Determine under what circumstances a claim needing development can remain in FDC program.</li><li>• Determine to exclude a claim from FDC program.</li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>6.</b> "Objectives"</p> <p><b>PRESENT</b> the objectives for the lesson.</p>


## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Knowledge Check</b></p>  <pre>graph TD; A[PHASE 5 PART 1a Initial Screening and Establishing a Claim] --&gt; B{Phase 5 Part 1a Knowledge Check}; A --&gt; C[PHASE 5 PART 1b Basic Eligibility]; C --&gt; D{Phase 5 Part 1b Knowledge Check}; C --&gt; E[PHASE 5 PART 1c Income Eligibility]; E --&gt; F{Phase 5 Part 1c Knowledge Check}; E --&gt; G[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate]; G --&gt; H{Phase 5 Part 1d Knowledge Check};</pre> <p>The diagram illustrates the progression through Phase 5 parts and associated knowledge checks. It starts with 'PHASE 5 PART 1a Initial Screening and Establishing a Claim', which leads to a 'Phase 5 Part 1a Knowledge Check'. This is followed by 'PHASE 5 PART 1b Basic Eligibility', which leads to a 'Phase 5 Part 1b Knowledge Check'. 'PHASE 5 PART 1c Income Eligibility' leads to a 'Phase 5 Part 1c Knowledge Check'. Finally, 'PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate' leads to a 'Phase 5 Part 1d Knowledge Check'. Arrows indicate the flow from each part to the next part and to its respective knowledge check.</p>	<p><b>DISPLAY</b> slide 7. "Knowledge Check"</p> <p><b>INFORM</b> the trainees that they will be assessed on this content in the Phase 5: Stages of a Claim, Part 1(a): Initial Screening and Claim Establishment Knowledge Check. The Knowledge Check will be given after Phase 5, Part 1, Lesson 8.</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 2: Fully Developed Claims (FDCs)


### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Fully Developed Claims (FDC) Program</b></p> <ul style="list-style-type: none"><li>• M21-1 III.i.3.A. (General Information About the Fully Developed Claim (FDC) Program)<ul style="list-style-type: none"><li>○ 1. Overview of the FDC Program</li><li>○ 2. Forms Claimants Must Use When Submitting an FDC</li></ul></li></ul>	<p><b>DISPLAY</b> slide</p> <p>8. "Fully Developed Claims Program (FDC)"</p>  <p><b>REFER</b> to CPKM and have them locate and read the following sections:</p> <ul style="list-style-type: none"><li>• M21-1 III.i.3.A. (General Information About the Fully Developed Claim (FDC) Program)<ul style="list-style-type: none"><li>○ 1. Overview of the FDC Program</li><li>○ 2. Forms Claimants Must Use When Submitting an FDC</li></ul></li></ul> <p><b>DISCUSS</b> the following from the passages and ensure understanding:</p> <p>What is the purpose of the FDC program?</p> <ul style="list-style-type: none"><li>• <i>See M21-1 III.i.3.A.1.a, Purpose of the FDC Program</i></li></ul> <p>What are the benefits to the claimant for participating in the FDC program?</p> <ul style="list-style-type: none"><li>• <i>See M21-1 III.i.3.A.1.b, Benefits of and Criteria for Participation in the FDC Program</i></li></ul> <p>What forms must a claimant use for a live pension?</p> <ul style="list-style-type: none"><li>• <i>See M21-1 III.i.3.A.2.a, List of Forms Claimants Must Use to Participate in the FDC Program</i></li></ul> <p>What form must a claimant use for a survivor's benefit?</p> <ul style="list-style-type: none"><li>• <i>See M21-1 III.i.3.A.2.a, List of Forms Claimants Must Use to Participate in the FDC Program</i></li></ul> <p><b>EXPLAIN</b> that PMC VSRs will not use the VA Form 21-526EZ as disability compensation applications are processed by Compensation VSRs not PMC VSRs, but PMC VSRs will need to recognize their purpose when working accrued claims.</p>



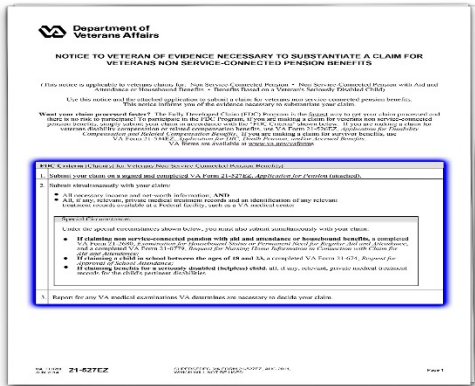
## Lesson 2: Fully Developed Claims (FDCs)

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PowerPoint Slides	Instructor Activities
<p><b>FDC Forms</b></p> <ul style="list-style-type: none"><li>• VA Form 21P-527EZ, dated APR 2016 (Application for Pension)</li><li>• VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits)</li></ul>	<p><b>DISPLAY</b> slide 9. "FDC Forms"</p>  <p><b>REFER</b> to form section in VBA Intranet and have them pull up the forms:</p> <ul style="list-style-type: none"><li>• VA Form 21P-527EZ, dated APR 2016 (Application for Pension)</li><li>• VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits)</li></ul> <p><b>EMPHASIZE</b> the specific evidence required in the evidence tables for each claim type.</p> <p><b>EMPHASIZE</b> the Claim Certification And Signature section on each form.</p>

## Lesson 2: Fully Developed Claims (FDCs) Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Evidence Required for FDC Application for Pension</b></p>	<p><b>DISPLAY</b> slide</p> <p><b>10.</b> "Evidence Required for FDC Application for Pension"</p> <p><b>DIRECT</b> the trainees to read the instructions on pages 1-4 of the VA Form 21P-527EZ dated APR 2016 (Application for Pension) and to find the evidence required to be submitted to substantiate the claim as an FDC for Pension.</p> <p><b>DISCUSS</b> the following from the passages and ensure understanding:</p> <p>Where on the form is the evidence required of the claimant listed?</p> <ul style="list-style-type: none"> <li>• <i>Page 3</i> <ul style="list-style-type: none"> <li>○ <i>What the evidence must show to support your claim</i></li> <li>○ <i>Evidence tables</i></li> </ul> </li> <li>• <i>Page 4 evidence tables</i></li> </ul> <p>Where are the responsibilities of the claimant listed?</p> <ul style="list-style-type: none"> <li>• <i>Page 1 FDC Criteria</i></li> <li>• <i>Page 2</i> <ul style="list-style-type: none"> <li>○ <i>What you need to do</i></li> <li>○ <i>How VA will help you obtain evidence for your claim</i></li> <li>○ <i>When you should send what we need</i></li> </ul> </li> </ul>



## Lesson 2: Fully Developed Claims (FDCs) Lesson Plan



### NOTICE TO VETERAN OF EVIDENCE NECESSARY TO SUBSTANTIATE A CLAIM FOR VETERANS NON SERVICE-CONNECTED PENSION BENEFITS

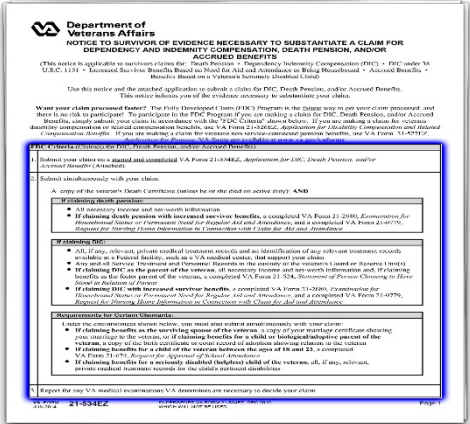
(This notice is applicable to veterans claims for: Non Service-Connected Pension • Non Service-Connected Pension with Aid and Attendance or Housebound Benefits • Benefits Based on a Veteran's Seriously Disabled Child)

Use this notice and the attached application to submit a claim for veterans non service-connected pension benefits. This notice informs you of the evidence necessary to substantiate your claim.

**Want your claim processed faster?** The Fully Developed Claim (FDC) Program is the **fastest** way to get your claim processed and there is no risk to participate! To participate in the FDC Program, if you are making a claim for veterans non service-connected pension benefits, simply submit your claim in accordance with the "FDC Criteria" shown below. If you are making a claim for veterans disability compensation or related compensation benefits, use VA Form 21-526EZ, *Application for Disability Compensation and Related Compensation Benefits*. If you are making a claim for survivor benefits, use VA Form 21-534EZ, *Application for DIC, Death Pension, and/or Accrued Benefits*. VA forms are available at [www.va.gov/vaforms](http://www.va.gov/vaforms)

FDC Criteria (Claim(s) for Veterans Non Service-Connected Pension Benefits)			
1.	Submit your claim on a <u>signed and completed</u> VA Form 21-527EZ, <i>Application for Pension</i> (attached).		
2.	Submit simultaneously with your claim: <ul style="list-style-type: none"><li>• All necessary income and net-worth information; <b>AND</b></li><li>• All, if any, relevant, private medical treatment records and an identification of any relevant treatment records available at a Federal facility, such as a VA medical center</li></ul> <table border="1"><thead><tr><th>Special Circumstances</th></tr></thead><tbody><tr><td>Under the special circumstances shown below, you must also submit simultaneously with your claim:<ul style="list-style-type: none"><li>• <b>If claiming non service-connected pension with aid and attendance or housebound benefits</b>, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i>;</li><li>• <b>If claiming a child in school between the ages of 18 and 23</b>, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i>;</li><li>• <b>If claiming benefits for a seriously disabled (helpless) child</b>, all, if any, relevant, private medical treatment records for the child's pertinent disabilities.</li></ul></td></tr></tbody></table>	Special Circumstances	Under the special circumstances shown below, you must also submit simultaneously with your claim: <ul style="list-style-type: none"><li>• <b>If claiming non service-connected pension with aid and attendance or housebound benefits</b>, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i>;</li><li>• <b>If claiming a child in school between the ages of 18 and 23</b>, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i>;</li><li>• <b>If claiming benefits for a seriously disabled (helpless) child</b>, all, if any, relevant, private medical treatment records for the child's pertinent disabilities.</li></ul>
Special Circumstances			
Under the special circumstances shown below, you must also submit simultaneously with your claim: <ul style="list-style-type: none"><li>• <b>If claiming non service-connected pension with aid and attendance or housebound benefits</b>, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i>;</li><li>• <b>If claiming a child in school between the ages of 18 and 23</b>, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i>;</li><li>• <b>If claiming benefits for a seriously disabled (helpless) child</b>, all, if any, relevant, private medical treatment records for the child's pertinent disabilities.</li></ul>			
3.	Report for any VA medical examinations VA determines are necessary to decide your claim.		

## Lesson 2: Fully Developed Claims (FDCs) Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Evidence Required for FDC Application for DIC, Survivors pension , and/or Accrued Benefits</b></p> 	<p><b>DISPLAY</b> slide</p> <p><b>11.</b> “Evidence Required for FDC Application for DIC, Survivors pension , and/or Accrued Benefits”</p> <p><b>DIRECT</b> the trainees to read the instructions on pages 1–5 of the VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits) and to find the evidence required to be submitted to substantiate the claim as an FDC for:</p> <ul style="list-style-type: none"> <li>• DIC</li> <li>• Survivors pension</li> <li>• Accrued benefits</li> </ul> <p><b>REMIND</b> trainees that they learned in Phase 3 that DIC, survivors’ pension, and accrued benefits are survivor’s benefits.</p> <p><b>DISCUSS</b> the following from the passages and ensure understanding:</p> <p>Where on the form is the evidence required of the claimant listed?</p> <ul style="list-style-type: none"> <li>• <i>Page 3</i> <ul style="list-style-type: none"> <li>○ <i>What the evidence must show to support the claim</i></li> <li>○ <i>Evidence tables</i></li> </ul> </li> <li>• <i>Pages 4 &amp; 5 evidence tables</i></li> </ul> <p>Where are the responsibilities of the claimant listed?</p> <ul style="list-style-type: none"> <li>• <i>Page 1 FDC Criteria</i></li> <li>• <i>Page 2</i> <ul style="list-style-type: none"> <li>○ <i>What you need to do</i></li> <li>○ <i>How VA will help you obtain evidence for your claim</i></li> <li>○ <i>When you should send what we need</i></li> </ul> </li> </ul>

## Lesson 2: Fully Developed Claims (FDCs) Lesson Plan



### NOTICE TO SURVIVOR OF EVIDENCE NECESSARY TO SUBSTANTIATE A CLAIM FOR DEPENDENCY AND INDEMNITY COMPENSATION, DEATH PENSION, AND/OR ACCRUED BENEFITS

(This notice is applicable to survivors claims for: Death Pension • Dependency Indemnity Compensation (DIC) • DIC under 38 U.S.C. 1151 • Increased Survivor Benefits Based on Need for Aid and Attendance or Being Housebound • Accrued Benefits • Benefits Based on a Veteran's Seriously Disabled Child)

Use this notice and the attached application to submit a claim for DIC, Death Pension, and/or Accrued Benefits.  
This notice informs you of the evidence necessary to substantiate your claim.

**Want your claim processed faster?** The Fully Developed Claim (FDC) Program is the **fastest** way to get your claim processed, and there is no risk to participate! To participate in the FDC Program if you are making a claim for DIC, Death Pension, and/or Accrued Benefits, simply submit your claim in accordance with the "FDC Criteria" shown below. If you are making a claim for veterans disability compensation or related compensation benefits, use VA Form 21-526EZ, *Application for Disability Compensation and Related Compensation Benefits*. If you are making a claim for veterans non service-connected pension benefits, use VA Form 21-527EZ, *Application for Pension*. VA forms are available at [www.va.gov/vaforms](http://www.va.gov/vaforms).

FDC Criteria (Claim(s) for DIC, Death Pension, and/or Accrued Benefits)	
1.	Submit your claim on a <b>signed and completed</b> VA Form 21-534EZ, <i>Application for DIC, Death Pension, and/or Accrued Benefits</i> (Attached).
2.	Submit simultaneously with your claim: <ul style="list-style-type: none"> <li>A copy of the veteran's Death Certificate (unless he or she died on active duty); <b>AND</b></li> </ul> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>If claiming death pension:</b></p> <ul style="list-style-type: none"> <li>• All necessary income and net-worth information</li> <li>• <b>If claiming death pension with increased survivor benefits</b>, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i></li> </ul> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>If claiming DIC:</b></p> <ul style="list-style-type: none"> <li>• All, if any, relevant, private medical treatment records and an identification of any relevant treatment records available at a Federal facility, such as a VA medical center, that support your claim</li> <li>• Any and all Service Treatment and Personnel Records in the custody of the veteran's Guard or Reserve Unit(s)</li> <li>• <b>If claiming DIC as the parent of the veteran</b>, all necessary income and net-worth information and, if claiming benefits as the foster parent of the veteran, a completed VA Form 21-524, <i>Statement of Person Claiming to Have Stood in Relation of Parent</i></li> <li>• <b>If claiming DIC with increased survivor benefits</b>, a completed VA Form 21-2680, <i>Examination for Housebound Status or Permanent Need for Regular Aid and Attendance</i>, and a completed VA Form 21-0779, <i>Request for Nursing Home Information in Connection with Claim for Aid and Attendance</i></li> </ul> </div> <div style="border: 1px solid black; padding: 5px;"> <p><b>Requirements for Certain Claimants:</b></p> <p>Under the circumstances shown below, you must also submit simultaneously with your claim:</p> <ul style="list-style-type: none"> <li>• <b>If claiming benefits as the surviving spouse of the veteran</b>, a copy of your marriage certificate showing your marriage to the veteran, or <b>if claiming benefits for a child or biological/adoptive parent of the veteran</b>, a copy of the birth certificate or court record of adoption showing relation to the veteran</li> <li>• <b>If claiming benefits for a child of the veteran between the ages of 18 and 23</b>, a completed VA Form 21-674, <i>Request for Approval of School Attendance</i></li> <li>• <b>If claiming benefits for a seriously disabled (helpless) child of the veteran</b>, all, if any, relevant, private medical treatment records for the child's pertinent disabilities</li> </ul> </div>
3.	Report for any VA medical examinations VA determines are necessary to decide your claim.


VA FORM 21-534EZ  
JUN 2014

SUPERSEDES VA FORM 21-534EZ, DEC 2012,  
WHICH WILL NOT BE USED.

Page 1


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### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Processing FDCs: Exclusions</b></p> <p>M21-1 III.i.3.B.2 (Excluding Claims From the FDC Program)</p>	<p><b>DISPLAY</b> slide</p> <p><b>12.</b> "Processing FDCs: Exclusions"</p>  <p><b>REFER</b> trainees to CPKM and have them locate and read the following section: M21-1 III.i.3.B.2 (Excluding Claims From the FDC Program)</p> <p><b>DISCUSS</b> with trainees the following key points from the manual regarding when to exclude applications from the FDC program:</p> <ul style="list-style-type: none"><li>• The claimant indicated a desire not to have the claim processed in the FDC Program (checked box above signature block).</li><li>• A related claim is pending at the time of receipt of the EZ form.</li><li>• A related appeal is pending at the time of receipt of the EZ form.</li><li>• The claim requires a character of discharge determination.</li><li>• Medical evidence from a private medical provider is needed.</li><li>• Incomplete FDCs<ul style="list-style-type: none"><li>○ Further evidence is needed from the claimant.</li><li>○ Death certificate not submitted with a claim for survivor's benefits.</li><li>○ Failure to report to VA Exam without "good cause."</li></ul></li></ul>

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Processing FDCs: Development</b></p> <p>M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs)</p>	<p><b>DISPLAY</b> slide</p> <p><b>13.</b> "Processing FDCs: Development"</p>  <p><b>REFER</b> trainees to CPKM and have them locate and read the following section: M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs).</p> <p><b>EXPLAIN</b> that they would not immediately exclude a claim from the FDC program if development is required for certain information.</p> <p><b>DISCUSS</b> the only development VA undertakes in connection with an FDC listed in M21-1 III.i.3.B.3.</p> <p><b>EXPLAIN</b> that they will learn more about developing for evidence in future lessons.</p>
<p><b>Quiz: Develop or Exclude?</b></p> <ul style="list-style-type: none"><li>• Instructions:<ul style="list-style-type: none"><li>○ Work independently</li><li>○ Complete the Develop or Exclude quiz in the trainee guide</li><li>○ Read each statement and determine whether to develop or exclude the claim from the FDC program</li><li>○ Refer to M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs)</li></ul></li><li>• Time allowed: 10 minutes</li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>14.</b> "Quiz: Develop or Exclude?"</p> <p><b>DIRECT</b> trainees to work independently to complete the quiz in the trainee guide.</p> <p><b>ALLOW</b> 10 minutes to complete quiz.</p>

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

#### Quiz: Develop or Exclude?

For each scenario below assume a complete application on the correct FDC application form.

For each scenario, write a D if you would **develop**, allowing the claim to remain in the FDC program. Write an E if you would **exclude** the claim from the FDC program because additional development is required.

Scenario	Develop (D) or Exclude (E)
1. The claim requires a character of discharge determination.	<i>E</i>
2. The claim requires development for National Guard or reserve unit records.	<i>D</i>
3. The claim requires development of records from a VA Medical Center.	<i>D</i>
4. The survivor's claim does not include the Veteran's death certificate.	<i>E</i>
5. The claim requires additional medical evidence in the custody of VAMC for service-connected death and there is no 4142 submitted.	<i>D</i>
6. The claim requires service verification.	<i>D</i>



## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Quiz: Develop or Exclude Answers (1 of 2)</b></p> <ol style="list-style-type: none"><li>The claim requires a character of discharge determination.<ul style="list-style-type: none"><li><i>Exclude per M21-1 III.i.3.B.2.a (Excluding a Claim From the FDC Program at CEST)</i></li></ul></li><li>The claim requires development for National Guard or reserve unit records.<ul style="list-style-type: none"><li><i>Develop per M21-1 III.i.3.B.3.a (Limitations on the Development of FDCs)</i></li><li><i>Such records are federal records</i></li></ul></li><li>The claim requires development of records from a VA Medical Center.<ul style="list-style-type: none"><li><i>Develop per M21-1 III.i.3.B.3.a (Limitations on the Development of FDCs)</i></li><li><i>Such records are federal records</i></li></ul></li></ol>	<p><b>DISPLAY</b> slide</p> <p><b>15.</b> "Quiz: Develop or Exclude Answers (1 of 2)"</p> <p><b>DEBRIEF</b> the exercise by having trainees report their answers for questions 1-3. Discuss if they are correct or incorrect and why.</p>

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Quiz: Develop or Exclude Answers (2 of 2)</b></p> <p>4. The survivor's claim does not include the Veteran's death certificate.</p> <ul style="list-style-type: none"><li>○ <i>Exclude per M21-1 III.i.3.B.3.a (Limitations on the Development of FDCs)</i></li><li>○ <i>A death certificate is not a federal record</i></li></ul> <p>5. The claim requires additional medical evidence in the custody of VAMC for service-connected death.</p> <ul style="list-style-type: none"><li>○ <i>Develop per M21-1 III.i.3.B.3.a (Limitations on the Development of FDCs)</i></li><li>○ <i>Such records are Federal records</i></li></ul> <p>6. The claim requires service verification.</p> <ul style="list-style-type: none"><li>○ <i>Develop per M21-1 III.i.3.B.3.a (Limitations on the Development of FDCs)</i></li><li>○ <i>Such records are Federal records</i></li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>16.</b> "Quiz: Develop or Exclude Answers (2 of 2)"</p> <p><b>DEBRIEF</b> the exercise by having trainees report their answers for questions 4-6. Discuss if they are correct or incorrect and why.</p>

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—FDCs</b></p> <ul style="list-style-type: none"><li>• Instructions:<ul style="list-style-type: none"><li>○ Divide into two groups.</li><li>○ Each group will receive claim information:<ul style="list-style-type: none"><li>▪ Group 1: Claim 1</li><li>▪ Group 2: Claim 2</li></ul></li><li>○ Complete the FDCs worksheet in the trainee guide</li><li>○ Use M21-1 III.i.3 (Fully Developed Claim Program) and the instruction pages on the application form to answer the questions in the worksheet</li></ul></li><li>• Time allowed: 30 minutes</li></ul>	<p><b>DISPLAY</b> slide <b>17.</b> "Practice Exercise—FDCs"</p> <p><b>DIVIDE</b> trainees into two groups.</p> <p><b>ASSIGN</b> each group an example claim:</p> <ul style="list-style-type: none"><li>• Group 1: Claim 1</li><li>• Group 2: Claim 2</li></ul> <p><b>DIRECT</b> trainees to consult with group members to answer the question in the trainee guide worksheet.</p> <p><b>ALLOW</b> 30 minutes to answer the questions.</p> <p><b>DEBRIEF</b> the exercise by discussing the answers to each question for each claim.</p> <p><i>Answers provided by instructor based on example claims used.</i></p>

### Practice FDCs Worksheet

For each claim, answer the questions below. Include references to the M21-1 and sections of the application forms in your explanations.

#### Claim 1

1. Does the application meet the FDC criteria for Veterans non Service-connected pension benefits? If no, what criteria does it not meet?

*Answers provided by instructor based on example claim used.*

2. Does the application meet the FDC criteria for DIC, survivors' pension, and/or accrued benefits? If no, what criteria does it not meet?

*Answers provided by instructor based on example claim used.*

3. Should the application be excluded from the FDC program? If yes, why?

## **Lesson 2: Fully Developed Claims (FDCs)**

### **Lesson Plan**

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*Answers provided by instructor based on example claim used.*

#### **Claim 2**

1. Does the application meet the FDC criteria for Veterans non Service-connected pension benefits? If no, what criteria does it not meet?

*Answers provided by instructor based on example claim used.*

2. Does the application meet the FDC criteria for DIC, survivors' pension, and/or accrued benefits? If no, what criteria does it not meet?

*Answers provided by instructor based on example claim used.*



3. Should the application be excluded from the FDC program? If yes, why?

*Answers provided by instructor based on example claim used.*

## Lesson 2: Fully Developed Claims (FDCs)

### Lesson Plan

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PowerPoint Slides	Instructor Activities
<p><b>Lesson Summary</b></p> <ul style="list-style-type: none"><li>• What is the purpose of the FDC program?</li><li>• What are the two FDC forms a PMC VSR will process?</li><li>• What are reasons to exclude a claim from the FDC program?</li><li>• Under what circumstances can a claim needing development remain in FDC program?</li></ul>	<p><b>DISPLAY</b> slide <b>18.</b> "Lesson Summary"</p> <p><b>SUMMARIZE</b> the key points of the lesson by ensuring the trainees can find the answers to the questions on the slide.</p> <ul style="list-style-type: none"><li>• What is the purpose of the FDC program?<ul style="list-style-type: none"><li>◦ <i>M21-1 III.i.3.A (General Information About the Fully Developed Claim (FDC) Program)</i></li></ul></li><li>• What are the two FDC forms a PMC VSR will process?<ul style="list-style-type: none"><li>◦ <i>VA Form 21P-527EZ dated APR 2016 (Application for Pension)</i></li><li>◦ <i>VA Form 21-534EZ (Application for DIC, Death Pension, and/or Accrued Benefits)</i></li></ul></li><li>• What are reasons to exclude a claim from the FDC program?<ul style="list-style-type: none"><li>◦ <i>M21-1 III.i.3.B.2 (Excluding Claims From the FDC Program)</i></li></ul></li><li>• Under what circumstances can a claim needing development can remain in FDC program?<ul style="list-style-type: none"><li>◦ <i>M21-1 III.i.3.B.3 (Development the Department of Veterans Affairs (VA) Undertakes in Connection with FDCs)</i></li></ul></li></ul>
<p><b>Questions?</b></p> 	<p><b>DISPLAY</b> slide <b>19.</b> "Questions?"</p>  <p><b>ASK</b> if they have any questions or concerns about determining if a claim can be processed in the FDC program. Use this time to clear up any confusion or misconceptions about the information presented.</p>

**Lesson 2: Fully Developed Claims (FDCs)**

**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>What's Next</b></p> <p>Phase 5: Stages of a Claim, Part 1: Determine Eligibility, Lesson 3: Flash, Expedited (Priority), Previous, Dual or Reopened/New Claims</p>	<p><b>DISPLAY</b> slide <b>20.</b> "What's Next"</p> <p><b>DISCUSS</b> the upcoming Stage 5, Part 1, Lesson 3: Flash, Expedited (Priority), Previous, Dual or Reopened/New Claims lesson with trainees.</p>