



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course

Phase 5: Stages of a Claim

Part 1: Determine Eligibility

Lesson 8: Establish a Claim

Lesson Plan

October 28, 2016

Version 1.0

Lesson 8: Establish a Claim
Lesson Plan

Establish a Claim

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 PMC VSRs to establish a claim.
Prerequisite Training Requirements:	Prior to taking the Establish a Claim lesson, trainees must complete PMC VSR Core Course Phases 1–4 and Phase 5, Part 1, Lessons 1–7. (Refer to the Master Course Map 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"> • Master Course Map learning aid • M21-1 III.ii.3.D (Claims Establishment) <ul style="list-style-type: none"> ○ M21-1 III.ii.3.D.2.c (Establishing Claims in VBMS) ○ M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE) ○ M21-1 III.ii.3.D.2.d. (Description of Claim Information Fields in VBMS) ○ M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS) • M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements) <ul style="list-style-type: none"> ○ M21-4 Appendix B.I.a (Correct EP Use and Work Measurement) ○ M21-4 Appendix B.I.f (Third Digit Modifiers) • M21-4 Appendix C (Index of Claim Attributes)
Knowledge Check:	<ul style="list-style-type: none"> • Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Claim Establishment Knowledge Check


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Topic	Description
Technical Competencies:	<ul style="list-style-type: none"> • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR) • VBA Applications (PMC VSR)
Lesson Objectives:	<p>Establish a claim (CEST).</p> <ul style="list-style-type: none"> • Recognize common EPs a PMC VSR will CEST. • Select the correct system in which to CEST the claim. • Complete the CEST process in SHARE.
What You Need:	<ul style="list-style-type: none"> • Lesson plan • Master Course Map learning aid • Slides • Projector • Access to SHARE • SHARE User Guide • Claim 1 (pmc_vsr_case_3) to demonstrate CEST in VBMS [NOTE: At this time VBMS is primarily used for compensation claims, therefore, PMC VSRs rarely have to CEST in VBMS. In this lesson, the instructor will demonstrate how to CEST in VBMS and the trainees will have the manual as a reference if they encounter it on the job. However, trainees will not have to practice CEST in VBMS nor will they be tested on it. When VBMS is updated to include CESTing of pension related claims, practice and testing should be added.] • Claim 2 (pmc_vsr_case_1) to demonstrate CEST in SHARE • Claim 3 (pmc_vsr_case_5) to practice CEST in SHARE: VA Form 21P-530, Application for Burial Benefits, with the following characteristics: <ul style="list-style-type: none"> ○ File number: (as appropriate) ○ Claimant's Name, Address, Tel#, Email ○ Date of Claim: 05/05/2015

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Instructor Notes

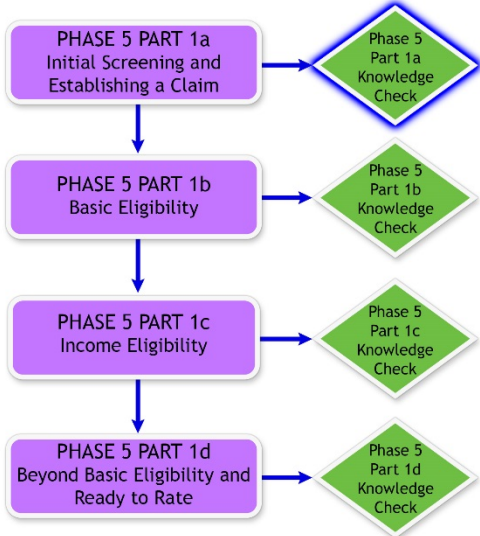

This lesson provides trainees with the references and the steps needed to establish a claim. The lesson offers opportunities to work independently and in small groups to practice the skills and decisions for establishing a claim.

PowerPoint Slides	Instructor Activities
<p>Lesson 8: Establish a Claim</p>	<p>DISPLAY slide</p> <p>1. "Lesson 8: Establish a Claim"</p> <p>INTRODUCE yourself as the instructor.</p> <p>INTRODUCE the lesson.</p>
<p>You Are Here</p>	<p>DISPLAY slide</p> <p>2. "You Are Here"</p>  <p>REFER to the Master Course Map learning aid in the Trainee Guide.</p> <p>EXPLAIN that trainees are now in Lesson 8 of Phase 5, Part 1: Initial Screening and Establish a Claim, of the PMC Core Course. They should have completed the following lessons from Phase 5, Part 1:</p> <ul style="list-style-type: none"> • Complete and Incomplete Applications of Benefits • Fully Developed Claims (FDCs) • Flash, Expedited (Priority), Previous, Dual or Reopened/New Claims • Date of Claim • Validate Power of Attorney (POA) • End Product (EP) Codes • Introduction to Old Law and Section 306 Pension <p>EXPLAIN that this lesson will prepare PMC VSRs to establish a claim in the appropriate system.</p>


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PowerPoint Slides	Instructor Activities
<p>Why It Matters</p> <ul style="list-style-type: none"> • Results in an End Product (EP) and claim label assigned to pending claims • Supports the workload monitoring and management tool for the PMC • Facilitates proper control of pending workloads and appropriate work measurement credit • Substantiates staffing requirements and productive capacity • Facilitates formulation of the annual budget submission 	<p>DISPLAY slide</p> <p>3. "Why it Matters"</p> <p>EXPLAIN the importance of claims establishment for workload monitoring and management.</p> <ul style="list-style-type: none"> • CESTing creates a control for a pending claim and results in an End Product (EP) and claim label assigned to that claim. • The EP and claim label system is the primary workload monitoring and management tool for the PMC. • Correct use of the EP system facilitates proper control of pending workloads and appropriate work measurement credit. • Correct work measurement is essential to substantiate proper staffing requirements and determine productive capacity. • Received and completed EPs are also used to formulate the annual budget submission to the Secretary, Office of Management and Budget (OMB), the President, and Congress. <p>NOTE that they will learn more about workload management and work measurement credit in later lessons. For now, explain that they receive a specified amount of credit for each claim worked based on the type of claim established.</p>
<p>Technical Competencies</p> <ul style="list-style-type: none"> • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR) • VBA Applications (PMC VSR) 	<p>DISPLAY slide</p> <p>4. "Technical Competencies"</p> <p>REVIEW the technical competencies with the trainees.</p>

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PowerPoint Slides	Instructor Activities
<p>Objectives</p> <p>Establish a claim (CEST)</p> <ul style="list-style-type: none"> Recognize common End Products (EP) a PMC VSR will CEST. Select the correct system in which to CEST. Complete the CEST process in SHARE. 	<p>DISPLAY slide</p> <p>5. "Objectives"</p> <p>PRESENT the objectives for the lesson.</p> <p>EXPLAIN that in this lesson trainees will learn how to establish a claim by recognizing common EPs a PMC VSR will CEST, selecting the correct system in which to CEST, and completing the CEST process in SHARE.</p>
<p>Knowledge Check</p>  <pre> graph TD A[PHASE 5 PART 1a Initial Screening and Establishing a Claim] --> B{Phase 5 Part 1a Knowledge Check} A --> C[PHASE 5 PART 1b Basic Eligibility] C --> D{Phase 5 Part 1b Knowledge Check} C --> E[PHASE 5 PART 1c Income Eligibility] E --> F{Phase 5 Part 1c Knowledge Check} E --> G[PHASE 5 PART 1d Beyond Basic Eligibility and Ready to Rate] G --> H{Phase 5 Part 1d Knowledge Check} </pre>	<p>DISPLAY slide</p> <p>6. "Knowledge Check"</p> <p>EXPLAIN that this lesson content will be tested in the Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Establishing a Claim Knowledge Check.</p>  <p>REFER to the Master Course Map learning aid, <i>Lessons by Phase</i> section, to review the lessons included within the Knowledge Check.</p>



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PowerPoint Slides	Instructor Activities
<p>CEST</p> <ul style="list-style-type: none"> • Definition—claims establishment • Purpose—control for pending claims • Outcome—EP and claim label assigned • PMC VSR Role—CEST when a new or changed pending issue is identified 	<p>DISPLAY slide 7. "CEST"</p> <p>EXPLAIN:</p> <ul style="list-style-type: none"> • Claims establishment is known as <i>CESTing</i>. • The purpose of CESTing a claim is to create a control for a pending claim. • When CESTing a claim, an EP and claim label are assigned to that claim based on the type of claim (e.g., EP 157 Income Adjustment). <p></p> <p>ASK one of the trainees to summarize what they learned about EP codes in the previous lesson.</p> <p>EXPLAIN that CESTing is initially completed by the Claims Assistant. Nevertheless, the PMC VSR will encounter situations where he or she will have to CEST a claim. When a new or changed pending issue is identified, the PMC VSR will have to CEST the new control.</p> <p>PROVIDE examples of when a PMC VSR will have to CEST or use the examples below.</p> <ul style="list-style-type: none"> • PMC VSR identified an unestablished EP. • PMC VSR determined a corrective award action is required. • PMC VSR determined the due process is required and sent due process notification to claimant. • PMC VSR determined Accrued is payable. • A pending write-out resulted in pending award action.

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PowerPoint Slides	Instructor Activities
<p>Common EPs CESTed by PMC VSR</p> <ul style="list-style-type: none"> • Maintenance EPs <ul style="list-style-type: none"> ○ 137 ○ 150/157 ○ 297 ○ 607 • Survivor EPs <ul style="list-style-type: none"> ○ 147 ○ 165 ○ 167 ○ 197 • Miscellaneous EPs <ul style="list-style-type: none"> ○ 330 ○ 937 	<p>DISPLAY slide 8. "Common EPs CESTed by PMC VSR"</p> <p>EXPLAIN that trainees will learn when they will CEST the various claim types when they learn about those claim types in future lessons.</p> <p>DESCRIBE the common EPs a PMC VSR will CEST:</p> <ul style="list-style-type: none"> • Maintenance EPs: <ul style="list-style-type: none"> ○ 137: Dependency Adjustments, Apportionments, Death of Beneficiary, Reopened DIC (with prior entitlement), etc. ○ 150/157: Income Adjustments, Expense Adjustments, Reopened Claims (when basic eligibility is established), etc. ○ 297: Incarceration Adjustments, Fiduciary Adjustments, Eligibility Determinations, Suspend/Resume cases, MOD, etc. ○ 607: Due Process • Survivor EPs: <ul style="list-style-type: none"> ○ 147: Initial DIC claim ○ 165: Accrued ○ 167: Burial ○ 197: Initial Death (Survivors) Pension Claim • Miscellaneous: <ul style="list-style-type: none"> ○ 330: Reviews - Regulatory and Procedural ○ 937: Correction of Award (could be based on any other EP listed above) <p>REMIND trainees they can refer to the full list of EP codes in M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements).</p>

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PowerPoint Slides	Instructor Activities
<p>Where to CEST</p> <ul style="list-style-type: none"> • VBMS <ul style="list-style-type: none"> ○ All original and subsequent claims for compensation ○ All claim types for which a VBMS record already exists • SHARE <ul style="list-style-type: none"> ○ Veteran’s Pension claims ○ Claimant is <i>not</i> the Veteran, including survivor benefits claims, such as: <ul style="list-style-type: none"> ▪ Dependency and Indemnity Compensation (DIC) ▪ Survivor’s Pension ▪ Accrued benefits ▪ Burial claims ○ Dual (compensation and pension) claims ○ Pending paper claim, including any new claim filed while a paper claim is pending ○ All Sensitive 8 level cases ○ A claim/work item for which the claimant has a VA appointed fiduciary 	<p>DISPLAY slide</p> <p>9. “Where to CEST”</p> <p>EXPLAIN that depending on the type of claim, CEST is completed in either VBMS or SHARE.</p>  <p>REFER to M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS)</p> <p>ALLOW five minutes to read the section.</p>  <p>ASK volunteers to summarize what this section means to the PMC VSR. Ensure the following key points are addressed:</p> <ul style="list-style-type: none"> • VBMS is used for original and subsequent claims for compensation. <ul style="list-style-type: none"> ○ Ensure trainees understand the difference between a compensation claim and a claim for pension, DIC, or survivor’s benefits. • VBMS is used for all claim types for which a VBMS record already exists. So if the claim is not already in VBMS, establish the claim in SHARE. • SHARE is used for the majority of claims processed by the PMC VSR, including: <ul style="list-style-type: none"> ○ Veterans Pension claims ○ When the claimant is not the Veteran, including survivor’s benefits claims, such as Dependency and Indemnity Compensation (DIC) claims, Survivor’s Pension, Accrued claims, and Burial claims.

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VBMS	SHARE
<ul style="list-style-type: none"> • All original and subsequent claims for compensation • All claim types for which a VBMS record already exists 	<ul style="list-style-type: none"> • Veteran's Pension claims • Claimant is <i>not</i> the Veteran, including survivor benefits claims, such as: <ul style="list-style-type: none"> ○ Dependency and Indemnity Compensation (DIC) ○ Survivors Pension ○ Accrued benefits ○ Burial claims • Dual (compensation and pension) claims • Pending paper claim, including any new claim filed while a paper claim is pending • All Sensitive 8 level cases • A claim/work item for which the claimant has a VA appointed fiduciary

PowerPoint Slides	Instructor Activities
<p>Practice Exercise: Where to CEST</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Work with a partner to answer the questions on the worksheet in the Trainee Guide. ○ Refer to M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS). ○ Be prepared to share your responses. • Time allowed: 10 minutes 	<p>DISPLAY slide 10. "Practice Exercise: Where to CEST"</p> <p>DIRECT trainees to work with a partner to answer the questions on the worksheet in the trainee Guide.</p> <p>REMINDE them that they can refer to M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS)</p> <p>ALLOW 10 minutes.</p> <p>DEBRIEF the exercise using the answer key below. Ask volunteers to provide the answers to the questions and to explain why they chose as they did. After the discussion, show the next slides to review the answers.</p>

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Worksheet: Where to CEST?

For each scenario, determine whether the claim should be established in VBMS or in SHARE, and why.

1. A surviving spouse submits a claim for survivor's pension benefits on February 26, 2016. The Veteran was receiving compensation rated at 20% prior to his death. Should this claim be established in VBMS or SHARE? Why?
 - o *VBMS because the Veteran was already receiving compensation benefits prior to death and the VBMS record already exists.*
2. A Veteran files a claim for non-service connected pension benefits on March 3, 2016. He has never filed a claim for benefits prior to his claim for non-service connected pension. Should this claim be established in VBMS or SHARE? Why?
 - o *SHARE because no prior record exists in VBMS and this claim is not a compensation claim.*
3. A surviving spouse files a claim for DIC and survivors pension benefits on March 6, 2016. The Veteran had never filed a claim for compensation or pension benefits. Should the claim be established in VBMS or SHARE? Why?
 - o *SHARE because no prior record exists in VBMS and this claim is not a compensation claim.*
4. A Veteran files a dual claim for compensation and non-service connected pension benefits on January 1, 2016. He has never filed a claim prior to this. Should the claim be established in VBMS or SHARE? Why?
 - o *SHARE because no prior record exists in VBMS, and this is a dual claim, which, according to the manual, should be excluded from VBMS.*
5. A Veteran files a claim for non-service connected pension benefits on April 9, 2016. He currently has a compensation award of 10% disabling. Should the claim be established in VBMS or SHARE? Why?
 - o *VBMS because the Veteran was already receiving compensation benefits prior to death and the VBMS record already exists.*





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PowerPoint Slides	Instructor Activities
<p>Practice Exercise: Answers (1 of 3)</p> <p>Should this claim be established in VBMS or SHARE? Why?</p> <ol style="list-style-type: none">1. A surviving spouse submits a claim for survivor's pension benefits on February 26, 2016. The Veteran was receiving compensation rated at 20% prior to his death.<ul style="list-style-type: none">o <i>VBMS because the Veteran was already receiving compensation benefits prior to death and the VBMS record already exists.</i>2. A Veteran files a claim for non-service connected pension benefits on March 3, 2016. He has never filed a claim for benefits prior to his claim for non-service connected pension.<ul style="list-style-type: none">o <i>SHARE because no prior record exists in VBMS and this claim is not a compensation claim.</i>	<p>DISPLAY slide</p> <p>11. "Practice Exercise: Answers (1 of 3)"</p>






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<p>Practice Exercise: Answers (2 of 3)</p> <p>Should this claim be established in VBMS or SHARE? Why?</p> <p>3. A surviving spouse files a claim for DIC and survivors pension benefits on March 6, 2016. The Veteran had never filed a claim for compensation or pension benefits.</p> <ul style="list-style-type: none">o <i>SHARE because no prior record exists in VBMS and this claim is not a compensation claim.</i> <p>4. A Veteran files a dual claim for compensation and non-service connected pension benefits on January 1, 2016. He has never filed a claim prior to this.</p> <ul style="list-style-type: none">o <i>SHARE because no prior record exists in VBMS, and this is a dual claim, which, according to the manual, should be excluded from VBMS.</i>	<p>DISPLAY slide</p> <p>12. "Practice Exercise: Answers (2 of 3)"</p>




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<p>Practice Exercise: Answers (3 of 3)</p> <p>Should this claim be established in VBMS or SHARE? Why?</p> <p>5. A Veteran files a claim for non-service connected pension benefits on April 9, 2016. He currently has a compensation award of 10% disabling.</p> <ul style="list-style-type: none"> ○ <i>VBMS because the Veteran was already receiving compensation benefits prior to death and the VBMS record already exists.</i> 	<p>DISPLAY slide</p> <p>13. "Practice Exercise: Answers (3 of 3)"</p>
<p>CESTing in VBMS</p> <ul style="list-style-type: none"> • M21-1 III.ii.3.D.2.d. (Description of Claim Information Fields in VBMS) • M21-1 III.ii.3.D.2.c. (Establishing Claims in VBMS) 	<p>DISPLAY slide</p> <p>14. "CESTing in VBMS"</p>  <p>REFER trainees to M21-1 III.ii.3.D.2.d. (Description of Claim Information Fields in VBMS).</p> <p>EXPLAIN that they may use this section as a reference if they are CESTing in VBMS.</p>  <p>REFER trainees to M21-1 III.ii.3.D.2.c. (Establishing Claims in VBMS) and tell them to follow along as you demonstrate.</p>  <p>DEMONSTRATE establishing a claim in VBMS. Use Claim 1 and follow the steps in M21-1 III.ii.3.D.2.c. (Establishing Claims in VBMS).</p>

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PowerPoint Slides	Instructor Activities
<p>Questions?</p> 	<p>DISPLAY slide 15. "Questions"</p>  <p>ASK trainees if they have any questions on establishing a claim in VBMS.</p>
<p>CESTing in SHARE</p> <ul style="list-style-type: none"> • M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE) • SHARE User Guide 	<p>DISPLAY slide 16. "CESTing in SHARE"</p>  <p>REFER trainees to M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE) and tell them to follow along as you demonstrate.</p>  <p>DEMONSTRATE establishing a claim in SHARE. Use Claim 2 and follow the steps in M21-1 III.ii.3.D.2.e (Establishing Claims in SHARE).</p>

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PowerPoint Slides	Instructor Activities
<p>Common CESTing Errors</p> <ul style="list-style-type: none">• Failure to enter correct payee number• Failure to update the claimant's address• Failure to update or to enter the POA	<p>DISPLAY slide 17. "Common CESTing Errors"</p> <p>REVIEW the common errors and point out where the information is recorded in SHARE.</p> <p>EXPLAIN how to determine the correct payee number.</p> <p></p> <p>REFER trainees to the SHARE User Guide. Note that Payee Codes may be obtained from the SHARE User Guide.</p> <p></p> <p>DEMONSTRATE where to find the Payee Number drop down in SHARE.</p> <p>REMIND trainees that they learned in an earlier lesson when they should update the claimant's address.</p> <p></p> <p>ASK a volunteer to state when a claimant's address should be updated.</p> <p>REMIND trainees they learned about the POA in an earlier lesson.</p>

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PowerPoint Slides	Instructor Activities
<p>Practice Exercise: CEST in SHARE</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Access Claim 3 ○ Use the scenario in the Trainee Guide and the provided VA Form 21P-530, Application for Burial Benefits. ○ CEST the record in SHARE. • Time allowed: 10 minutes 	<p>DISPLAY slide 18. "Practice Exercise: CEST in SHARE"</p> <p>DIRECT trainees to work independently to CEST the Claim 3 in SHARE using:</p> <ul style="list-style-type: none"> • The scenario information in the Trainee Guide • VA Form 21P-530, Application for Burial Benefits provided <p>ALLOW 10 minutes.</p> <p>EXPLAIN that they will assess their own performance.</p>

Practice Exercise: Unestablished EP

Instructions: Read the following scenario and use the VA Form 21P-530, Application for Burial Benefits, provided by the instructor, to CEST the record in SHARE.

Scenario: While working on an established survivors pension claim with a BIRLS record and a validated record in COVERS, you reviewed the VA Form 21-534EZ (Application for DIC, Death Pension and/or Accrued Benefits), received May 5, 2015, and supporting evidence in VVA. You found that a VA Form 21P-530 (Application for Burial Benefits, for nonservice-connected burial) was also received May 5, 2015, but no burial claim is pending.

A review of the Corporate Record showed no burial claim (160 series) with a date of claim of May 5, 2015. No burial award tab existed. You must CEST the claim.

Answer:

- *Selected the Claims Establishment C+P command on the SHARE Ready Screen and submitted the following information to start the CEST in SHARE:*
 - *File number: (as appropriate)*
 - *Benefit type: Death CPD*
 - *Payee: 00 – Veteran*
 - *Claim Type: 160 PMC Non SC Burial.*
- *On the 101 Pending Issue/Corporate Control screen:*

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- *Selected incremental "7"*
- *Entered Claimant's Name, Address, Tel#, Email*
- *Entered Date of Claim: 05/05/2015*
- *Entered Suspense Date: (30 days from date CESTed),*
- *Selected Section: 21.*
- *Selected "Create Establishment."*
- *As a result, the PIF/EP 167 was established.*

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PowerPoint Slides	Instructor Activities
<p>Practice Exercise: Answer Key</p> <ul style="list-style-type: none"> • <i>Selected the Claims Establishment C+P command on the SHARE Ready Screen and submitted the following information to start the CEST in SHARE:</i> <ul style="list-style-type: none"> ○ <i>File number: (as appropriate)</i> ○ <i>Benefit type: Death CPD</i> ○ <i>Payee: 00 – Veteran</i> ○ <i>Claim Type: 160 PMC Non SC Burial</i> • <i>On the 101 Pending Issue/Corporate Control screen:</i> <ul style="list-style-type: none"> ○ <i>Selected incremental "7"</i> ○ <i>Entered Claimant's Name, Address, Tel#, Email</i> ○ <i>Entered Date of Claim: 05/05/2015</i> ○ <i>Entered Suspense Date: (30 days from date CESTed)</i> ○ <i>Selected Section: 21</i> ○ <i>Selected "Create Establishment."</i> • <i>As a result, the PIF/EP 167 was established.</i> 	<p>DISPLAY slide 19. "Practice Exercise: Answer Key"</p> <p>DEBRIEF the exercise by following the steps in M21-1 III.ii.3.D.2.e (Establishing Claims in SHARE), and asking trainees to answer the questions in the manual.</p> <p>DIRECT trainees to assess their own performance and to ask questions as needed.</p>

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PowerPoint Slides	Instructor Activities
<p>Questions?</p> 	<p>DISPLAY slide 20. "Questions"</p>  <p>ASK if they have any questions on establishing a claim in SHARE.</p>
<p>Summary Discussion</p> <ol style="list-style-type: none"> 1. Why is establishing a claim correctly important for the claimant? 2. Why is establishing a claim correctly important for the PMC VSR? 3. To which section of the manual does the PMC VSR refer to determine where to CEST a claim? 4. Where can you find instructions for CESTing a claim in SHARE? 	<p>DISPLAY slide 21. "Summary Discussion"</p> <p>CONDUCT a review discussion using the questions provided. The answers are provided on the next slide.</p>

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PowerPoint Slides	Instructor Activities
<p>Summary Discussion Answers</p> <ol style="list-style-type: none"> 1. Why is establishing a claim correctly important for the claimant? <ul style="list-style-type: none"> o <i>Establishing a claim correctly provides a control mechanism for processing the claim.</i> 2. Why is establishing a claim correctly important for the PMC VSR? <ul style="list-style-type: none"> o <i>Establishing a claim correctly controls workloads and work measurement credit.</i> 3. To which section of the manual does the PMC VSR refer to determine where to CEST a claim? <ul style="list-style-type: none"> o <i>M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS)</i> 4. Where can you find instructions for CESTing a claim in SHARE? <ul style="list-style-type: none"> o <i>M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE)</i> 	<p>DISPLAY slide</p> <p>22. "Summary Discussion Answers"</p> <ol style="list-style-type: none"> 1. Why is establishing a claim correctly important for the claimant? <ul style="list-style-type: none"> o <i>Establishing a claim correctly provides a control mechanism for processing the claim.</i> 2. Why is establishing a claim correctly important for the PMC VSR? <ul style="list-style-type: none"> o <i>Establishing a claim correctly controls workloads and work measurement credit.</i> 3. To which section of the manual does the PMC VSR refer to determine where to CEST a claim? <ul style="list-style-type: none"> o <i>M21-1 III.ii.3.D.5.a. (Types of Claims Excluded From VBMS)</i> 4. Where can you find instructions for CESTing a claim in SHARE? <ul style="list-style-type: none"> o <i>M21-1 III.ii.3.D.2.e. (Establishing Claims in SHARE)</i>
<p>What's Next?</p> <p>Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Claim Establishment Knowledge Check Preparation</p>	<p>DISPLAY slide</p> <p>23. "What's Next?"</p> <p>EXPLAIN that next in the PMC VSR core course is the Knowledge Check preparation for Phase 5: Stages of a Claim, Part 1 (a): Initial Screening and Claim Establishment.</p>