



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 6: Processing Claims

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

September 11, 2017

Version 1.0

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

Process Incarceration/Fugitive Felon Adjustments

Lesson Overview

Topic	Description
Time Estimate:	6 hours
Purpose of the Lesson:	This lesson is part of the entry-level course for PMC VSRs. The purpose of this lesson is to prepare trainees to recognize and process adjustments to the awards of beneficiaries with changes in incarceration and fugitive felon status.
Prerequisite Training Requirements:	Prior to taking the Process Incarceration/Fugitive Felon Adjustments lesson, trainees must complete the entry-level course Phases 1-5 and Phase 6, lessons 1-17.
Target Audience:	This lesson is for entry-level PMC VSRs.
Lesson References:	<ul style="list-style-type: none"> • Master Course Map learning aid • VA Form 21-4193, Notice to Department of Veterans Affairs of Veteran or Beneficiary Incarcerated in Penal Institution • VA Form FFP-3, VA Investigative Summary Form • M21-1 III.v.8.A.1.a (Definition: Incarceration) • M21-1 III.v.8.A.1.b (Regulatory Requirements for Reducing or Discontinuing Benefits During Incarceration) • M21-1 III.v.8.A.1.f (Beneficiaries and Dependents That Are Fugitive Felons) • M21-1 III.v.8.A.2.e (Effect of Incarceration on Payments of DIC) • M21-1 III.v.8.A.2.f (Effect of Incarceration on Pension Awards) • M21-1 III.v.8.A.3.a (Action to Take Upon Receipt of Notice of Incarceration) • M21-1 III.v.8.A.3.d (Verifying the Details of Incarceration) • M21-1 III.v.8.C.1.b (Reducing a Veteran’s Pension Rate After a Dependent’s Incarceration)

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

Topic	Description
	<ul style="list-style-type: none"> • M21-1 X.12 (Bureau of Prisons [BOP] Match) • M21-1 X.15 (Social Security Administration [SSA] Prison Match) <ul style="list-style-type: none"> ○ M21-1 X.15.2.g (Processing the SSA Prison Match Case) • M21-1 x.16 (Fugitive Felon Match) <ul style="list-style-type: none"> ○ M21-1 X.16.1.f (VBA Responsibilities With Regard to the Match) ○ M21-1 X.16.2.b (Handling Fugitive Felon Cases That Must Be Processed Manually) ○ M21-1 X.16.2.d (Deciding Whether an Individual Is a Fugitive Felon and Notifying the Beneficiary of the Decision) ○ M21-1 X.16.2.g (Resuming a Beneficiary's Award) • See Lesson 18: <i>Appendix A</i> for references introduced in earlier lessons.
Technical Competencies:	<ul style="list-style-type: none"> • Program Benefits and Eligibility (PMC VSR) • Processing Claims (PMC VSR) • VBA Applications (PMC VSR) • Income Counting and Net Worth • Special Monthly Pension Processes
Knowledge Check:	Phase 6, Lesson 18 Knowledge Check: Process Incarceration/Fugitive Felon Adjustments

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

Topic	Description
Lesson Objectives:	<p>Process evidence of incarceration/fugitive felon status.</p> <ul style="list-style-type: none">• Determine actions based on the source of the incarceration/fugitive felon notification.• Determine if evidence is sufficient to process adjustment.• Apply the correct development actions for the information/evidence missing from claim.• Decide the award action(s).• Apply due process provisions.• Create decision notice.• Submit the claim to the Authorizer.

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

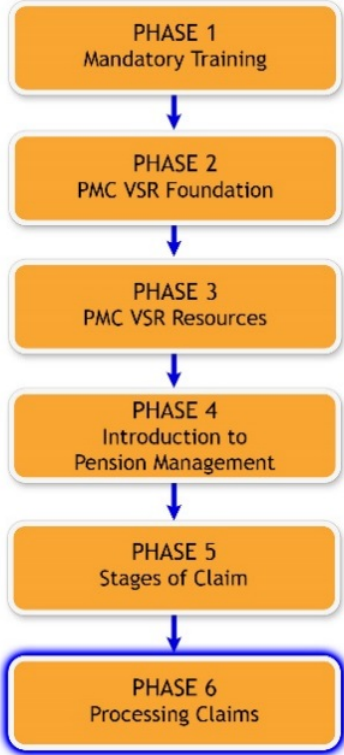

Topic	Description
What You Need:	<ul style="list-style-type: none">• Lesson Plan• Master Course Map learning aid• Additional Instructors to achieve a 1:4 instructor/trainee ratio during the Guided Practice Exercise and Individual Claim Exercise portion of the lesson• Slides• Projector• Access to VSR Assistant to use the job aids associated with each claim• Access to the following job aids from VSR Assistant:<ul style="list-style-type: none">○ Incarceration/Fugitive Felon job aid○ Processing an Award Adjustment job aid• See Lesson 18: <i>Appendix A</i> for specific job aids from prerequisite lessons• Applicable VBA applications used in job aids and references listed in Appendix A• Claim 1 for incarceration demonstration—SSA prison match• Claim 1a (Timeline claim for Claim 1) for incarceration demonstration—add information to allow for reinstatement of benefits• Claim 2 for fugitive felon demonstration—Fugitive felon match, dependent• Claim 2a (Timeline claim for Claim 2) for fugitive felon demonstration—Fugitive felon match, dependent• Claim 3 for incarceration guided practice—Notice received from dependent of beneficiary• Claim 4 for fugitive felon guided practice—Fugitive felon match, warrant cleared

Instructor Notes



This lesson provides trainees with instruction, practice, and the needed references to process adjustments due to changes in incarceration or fugitive felon status.

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

Trainees will also be required to demonstrate how to use the systems for processing these types of claims.



PowerPoint Slides	Instructor Activities
<p>Lesson 18: Process Incarceration/Fugitive Felon Adjustments</p>	<p>DISPLAY slide 1. "Lesson 18: Process Incarceration/Fugitive Felon Adjustments"</p>
<p>You Are Here</p>  <pre> graph TD P1[PHASE 1 Mandatory Training] --> P2[PHASE 2 PMC VSR Foundation] P2 --> P3[PHASE 3 PMC VSR Resources] P3 --> P4[PHASE 4 Introduction to Pension Management] P4 --> P5[PHASE 5 Stages of Claim] P5 --> P6[PHASE 6 Processing Claims] </pre>	<p>DISPLAY slide 2. "You Are Here"</p>  <p>REFER to the Master Course Map learning aid. DESCRIBE the diagram. REMINd trainees that all of the lessons in Phase 6 will provide demonstrations and practice of the skills learned in Phases 4 and 5, integrated with new knowledge and skills required to process each claim type.</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) • Income Counting and Net Worth • Special Monthly Pension Processes 	<p>DISPLAY slide 3. "Technical Competencies"</p> <p>REVIEW technical competencies with trainees.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Prerequisite References</p> <ul style="list-style-type: none">• Refer to the references in Lesson 18: <i>Appendix A</i> for additional information learned in previous lessons.• Keep the VSR assistant and M21-1 manual open and ready to use.	<p>DISPLAY slide</p> <p>4. "Prerequisite References"</p>  <p>REFER trainees to Lesson 18: <i>Appendix A</i>.</p> <p>EXPLAIN to trainees that references listed in Appendix A have been used in Phase 4 and 5.</p> <p>REMIND trainees that the M21-1 manual and the job aids in the VSR Assistant will be used throughout this lesson. They should keep these references open and ready to use.</p>  <p>NOTE:</p> <ul style="list-style-type: none">• It is critical that you teach the trainees using the procedures presented in the previous lessons and job aids as well as those introduced in this lesson.• This training is designed to build skills gradually, as well as establish consistent procedures across PMCs.• Do not confuse the trainees by processing a claim the way you "have always done it."• The trainees need consistency in order to master the skills to perform the job.

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan


PowerPoint Slides	Instructor Activities
<p>Incarceration Example</p> <p>You receive a Bureau of Prisons (BOP) work item for Harry Stone, indicating that he was incarcerated at Brinks Prison on January 14, 2017. After calling the prison, you learn that Mr. Stone committed a felony on October 4, 2016, and was sent to his local jail until his court appearance on December 28, 2016. He was convicted on December 28, 2016, and moved to Brinks Prison on January 14, 2017. He was released to the public on August 12, 2017.</p>	<p>DISPLAY slide</p> <p>5. "Incarceration Example"</p>  <p>REFER to M21-1 III.v.8.A.3.a (Action to Take Upon Receipt of Notice of Incarceration). Point out that this reference contains step by step instructions for processing a notice of incarceration.</p> <p>EXPLAIN that based on the information in the scenario, you would issue due process to stop the Veteran's pension benefits on the 61st day following conviction following incarceration. You would propose to stop the Veteran's Pension benefits on February 27, 2017, and then reinstate them on August 12, 2017, the date of the Veteran's release.</p>  <p>EMPHASIZE that the following information was used to make the decision:</p> <ul style="list-style-type: none">• Confirmation from the prison facility that Mr. Stone was, in fact, incarcerated• Mr. Stone was convicted• Mr. Stone was incarcerated for more than 60 days
<p>Why It Matters!</p> <p>Under VA regulation, reduction or discontinuance of pension and/or DIC benefits may be required for incarceration or fugitive felon status of a payee.</p>	<p>DISPLAY slide</p> <p>6. "Why It Matters!"</p> <p>EXPLAIN that benefits may be reduced or discontinued due to incarceration or fugitive felon status. Benefits can be reinstated upon release or clearing of an arrest warrant.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Lesson Objectives</p> <p>Process evidence of incarceration/fugitive felon status.</p> <ul style="list-style-type: none"> • Determine actions based on the source of the incarceration/fugitive felon notification. • Determine if evidence is sufficient to process adjustment. • Apply the correct development actions for the information/evidence missing from claim. • Decide the award action(s). • Apply due process provisions. • Create decision notice. • Submit the claim to the Authorizer. 	<p>DISPLAY slide 7. and 8. "Lesson Objectives"</p> <p>PRESENT the objectives for the lesson.</p>
<p>Knowledge Check</p>	<p>DISPLAY slide 9. "Knowledge Check"</p> <p>DESCRIBE the diagram.</p> <p>INFORM trainees that they will be assessed on this content in Phase 6 Knowledge Check: Process Incarceration/Fugitive Felon Adjustments. The knowledge check will be given after this lesson.</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>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Incarceration/Fugitive Felon Job Aid</p> <p>The Incarceration/Fugitive Felon job aid will be used throughout this lesson as a guide for processing incarceration/fugitive felon adjustments.</p>	<p>DISPLAY slide</p> <p>10. "Incarceration/Fugitive Felon Job Aid"</p>  <p>REFER trainees to the Incarceration/Fugitive Felon job aid. Give trainees a few minutes to look over the job aid.</p> <p>EXPLAIN to trainees that the Incarceration/Fugitive Felon job aid will be used throughout this lesson as a guide for processing incarceration/fugitive felon adjustments.</p>


Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Lesson Overview</p> <ul style="list-style-type: none">• Introduction to incarceration and fugitive felon adjustments• Demonstration—Instructor processes evidence of incarceration or fugitive felon status from start to finish with opportunities for questions• Guided Practice Exercise—Trainees process evidence of incarceration or fugitive felon status with questions and feedback/remediation	<p>DISPLAY slide 11. “Lesson Overview”</p> <p>TELL trainees that in the first part of this lesson, they will be introduced to the key concepts related to processing evidence of incarceration or fugitive felon status.</p> <p>INFORM trainees that in the second part of this lesson, they will learn how to process evidence of incarceration or fugitive felon status through:</p> <ul style="list-style-type: none">• Demonstration• Guided Practice Exercise <p>EXPLAIN to trainees that the purpose of the demonstration is to provide trainees with the opportunity to see the flow of the complete process from beginning to end, as they would do it in the field. They will have opportunities to ask questions for clarification.</p> <p>EXPLAIN to trainees that the purpose of the guided practice is to allow trainees to perform the steps using a job aid and other references. They may ask questions about the process to increase their understanding. Feedback and remediation is provided as they proceed through the process.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Rules for Incarceration Adjustments</p> <ul style="list-style-type: none">• Instructions<ul style="list-style-type: none">○ Complete the worksheet using the references provided.○ Be prepared to discuss the answers as a class.• Time allowed: 10 minutes	<p>DISPLAY slide 12. "Rules for Incarceration Adjustments"</p> <p>REFER trainees to the Rules for Incarceration Adjustments worksheet.</p> <p>GIVE trainees 10 minutes to complete the worksheet.</p> <p>DISCUSS any references in greater detail if needed.</p>  <p>ASK trainees whether they have any questions or need clarification on the rules for incarceration.</p>

Rules for Incarceration Adjustments Worksheet

Work with a partner to answer the following questions using the references listed below. Be prepared to discuss the answers with the class.

- M21-1 III.v.8.A.1.a (Definition: Incarceration)
- M21-1 III.v.8.A.1.b (Regulatory Requirements for Reducing or Discontinuing Benefits During Incarceration)
- M21-1 X.15 (Social Security Administration [SSA] Prison Match)
- M21-1 X.12 (Bureau of Prisons [BOP] Match)
- M21-1 III.v.8.A.3.a (Action to Take Upon Receipt of Notice of Incarceration)

Questions

1. Define incarceration for VA purposes.
 - *M21-1 III.v.8.A.1.a (Definition: Incarceration)*
2. What action do you take if beneficiary in receipt of DIC is incarcerated in a federal correctional facility more than 60 days following conviction of a felony? A misdemeanor?
 - *For the felony, reduce the benefits.*
 - *For the misdemeanor, there is no action necessary.*

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

3. What action do you take if a beneficiary in receipt of pension is incarcerated in a state penal institution for more than 60 days following conviction of a felony? A misdemeanor?
 - *For both the felony and the misdemeanor, discontinue the pension benefit.*
4. For an SSA prison match, what evidence do you have to obtain from the facility where the beneficiary or dependent is/was incarcerated?
 - *Per M21-1 III.v.8.A.3.d. Verifying the Details of Incarceration:*
 - *Type of conviction (such as felony, misdemeanor, or infraction)*
 - *Date (month, day, year) of conviction*
 - *Date (month, day, year) of incarceration following conviction, and*
 - *An indication the beneficiary was incarcerated for more than 60 days following the date of conviction.*
5. For a BOP prison match, what evidence do you have to obtain from the facility where the beneficiary or dependent is/was incarcerated?
 - *Consider the worksheet or listing to be official notice the beneficiary or dependent was convicted of a felony or misdemeanor, and*
 - *Was imprisoned in a Federal penal institution for more than 60 days, and*
 - *Follow the instructions in M21-1 III.v.8.A.3.a.*

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

Rules for Fugitive Felon Adjustments Scenario


Read the following scenario in preparation for the coming slides. Use the scenario below (also repeated on the slides) and the corresponding questions to introduce the concepts and steps for processing evidence of a fugitive felon. Allow time for questions and discussion.

Scenario:

An 840 work item is received indicating that Veteran, Elizabeth Talman, has an active warrant and is considered a fugitive felon. Ms. Talman currently has a running pension award with no dependents. There is no arrest or clear/invalid date listed on the FFP-3 VA Investigative Summary Form.


You establish EP 297 PMC – Fugitive Felon with the Department of Corrections (DOC) reflecting the date the FFP-3 was received. There is no arrest or clear/invalid date listed on the FFP-3 VA Investigative Summary Form. You contact, by phone, the agency issuing the warrant to see if the warrant has been cleared. The agency states that the Veteran's warrant was cleared three months after the issuance.

You PCLR the EP 297 and establish an EP 607 PMC – Fugitive Felon issue due process to terminate the Veteran's award from the date of warrant was issued until the date that the warrant was cleared. After 65 days in suspense, you review the EP 607 and determine no new information was received from the Veteran in response to due process. You perform the award adjustment and submit the award to the authorizer.



PowerPoint Slides	Instructor Activities
<p>Rules for Fugitive Felon Adjustments—Scenario Pt. 1</p> <p>An 840 work item is received indicating that Veteran, Elizabeth Talman, has an active warrant and is considered a fugitive felon. Ms. Talman currently has a running pension award with no dependents. There is no arrest or clear/invalid date listed on the FFP-3 VA Investigative Summary Form.</p>	<p>DISPLAY slide 13. "Rules for Fugitive Felon Adjustments—Scenario Pt. 1"</p>  <p>REFER to the following references:</p> <ul style="list-style-type: none">• M21-1 X.16.1.f (VBA Responsibilities With Regard to the Match)• M21-1 X.16.2.b (Handling Fugitive Felon Cases That Must Be Processed Manually) <p>ALLOW 3-5 minutes for trainees to review the references.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan



PowerPoint Slides	Instructor Activities
	<p>USE the scenario above and references to discuss the following questions and explanations:</p> <ul style="list-style-type: none">• What is your first step upon receiving the information that Ms. Talman is considered a fugitive felon?<ul style="list-style-type: none">○ <i>Establish an EP 607 PMC – Fugitive Felon with DOC on the Veteran’s running award reflecting the date the FFP-3 was received.</i>• What action do you take if the FFP-3 VA Investigative Summary Form does not indicate a clear/invalid date or arrest?<ul style="list-style-type: none">○ <i>Contact by phone the agency issuing the warrant to determine if the warrant has been cleared.</i> <p></p> <p>ASK trainees whether they have any questions or need clarification on the questions or answers for this part of the scenario.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Rules for Fugitive Felon Adjustments—Scenario Pt. 2</p> <p>You contacted the agency and the agency stated that the Veteran's warrant was cleared three months after the issuance.</p>	<p>DISPLAY slide</p> <p>14. "Rules for Fugitive Felon Adjustments—Scenario Pt. 2"</p>  <p>REFER to M21-1 III.v.8.A.1.f (Beneficiaries and Dependents That Are Fugitive Felons).</p> <p>USE the scenario to discuss the following questions and explanations:</p> <ul style="list-style-type: none">• Based on the information given, what is the next step?<ul style="list-style-type: none">○ <i>Submit claim to Authorizer and issue due process</i>• Would you propose to terminate or reduce the Veteran's running award?<ul style="list-style-type: none">○ <i>You would propose to terminate the award as benefits are not payable to fugitive felons.</i>• What information would you use to determine the effective date of the award termination?<ul style="list-style-type: none">○ <i>The effective date for termination of benefits would be the date the warrant of arrest was issued.</i>  <p>ASK trainees whether they have any questions or need clarification on the questions or answers for this part of the scenario.</p>





Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Rules for Fugitive Felon Adjustments—Scenario Pt. 3</p> <p>After 65 days in suspense, you review the EP 607 and determine no new information was received from the Veteran in response to due process.</p>	<p>DISPLAY slide</p> <p>15. “Rules for Fugitive Felon Adjustments—Scenario Pt. 3”</p>  <p>REFER to M21-1 X.16.2.d (Deciding Whether an Individual Is a Fugitive Felon and Notifying the Beneficiary of the Decision). Point out that this reference contains steps to follow after due process has expired. Choose a trainee to read the steps while the others follow along.</p> <p>USE the scenario to discuss the following question and explanation:</p> <ul style="list-style-type: none">• What steps would you perform to complete the award adjustment?<ul style="list-style-type: none">◦ Refer to the steps in the Processing an Award Adjustment job aid, Fugitive Felon section. The effective date to resume benefits would be the date the warrant was cleared in accordance with M21-1 X.16.2.g (Resuming a Beneficiary's Award).  <p>ASK trainees whether they have any questions or need clarification on the questions or answers for this part of the scenario.</p> <p>TRANSITION to the demonstration to show the steps to process an incarceration adjustment.</p>


Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Demonstration Claim 1— Process an Incarceration Adjustment</p>  <ul style="list-style-type: none">• Demonstration Claim 1<ul style="list-style-type: none">○ {Names}○ {Other information}	<p>DISPLAY slide</p> <p>16. “Demonstration Claim 1— Process an Incarceration Adjustment”</p>  <p>REMINDER: Populate this slide with demographic information about Claim 1.</p> <p>INTRODUCE Claims 1.</p> <p>SELECT a trainee to read the Claim 1 information on the slide.</p> <p>REMIND trainees that you will demonstrate how to process an incarceration adjustment from start to finish. You will break after each section to take questions, so trainees should write their questions down and ask at the designated opportunities.</p>  <p>REFER trainees to the Incarceration/Fugitive Felon job aid. Refer to the job aid when possible during the demonstrations.</p> <p>EXPLAIN that, as the Claim 1 demonstration proceeds, trainees should write down any questions that they have about the process on a sheet of paper or in the notes column of the Trainee Guide—you will answer these questions periodically throughout the demonstrations.</p>  <p>EXPLANATION OF DEMONSTRATION FOR INSTRUCTOR:</p> <ul style="list-style-type: none">• It is important for you, as the instructor, to “think out loud” so that the trainees understand your thought processes.



Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan


PowerPoint Slides	Instructor Activities
	<ul style="list-style-type: none"> It is vital that you follow the steps and instructions taught in the job aids and previous lessons to ensure continuity and prevent confusion. You must be familiar with the related lessons from Phases 4 and 5, as specified in Lesson 18: Appendix A. <p>Address every step in a process even if it is not relevant to the particular case—these are novice PMC VSRs learning processes that will be applied to all incarceration adjustments.</p>
<p>Claim 1—Determine Appropriate Actions Based on the Source of the Notification</p>  <ul style="list-style-type: none"> SSA Prison Match BOP Prison Match VA Form 21-4193, Notice to Department of Veterans Affairs of Veteran or Beneficiary Incarcerated in Penal Institution Statement received from official source <ul style="list-style-type: none"> Prison or law enforcement authority Prosecutor Parole officer Notification from other source 	<p>DISPLAY slide 17. “Claim 1— Determine Appropriate Actions Based on the Source of the Notification”</p> <p>USE the information in the Incarceration/Fugitive Felon job aid to determine what action to take based on the source of the notification.</p> <p>REFER to the following references for the types of evidence and actions to take up receipt of evidence of incarceration.</p> <ul style="list-style-type: none"> M21-1 X.15 (Social Security Administration [SSA] Prison Match) M21-1 X.12 (Bureau of Prisons [BOP] Match) M21-1 III.v.8.A.3.a (Action to Take Upon Receipt of Notice of Incarceration) <p>EXPLAIN that the following are considered official sources of evidence of incarceration:</p> <ul style="list-style-type: none"> SSA Prison Match BOP Prison Match VA Form 21-4193, Notice to Department of Veterans Affairs of Veteran or Beneficiary Incarcerated in Penal Institution Statement received from official source

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan




PowerPoint Slides	Instructor Activities
	<ul style="list-style-type: none">○ Prison or law enforcement authority○ Prosecutor○ Parole officer <p>EXPLAIN that if the evidence is received from a source other than what is listed above, development for evidence from an official source is required.</p>  <p>EMPHASIZE that they must compare the information in the match worksheet to corporate record to ensure the name and date of birth match. If the facility or program falls into any of the categories below, do not reduce or discontinue benefits:</p> <ul style="list-style-type: none">• Work-release program• Under community control (per VAOPGCPREC 59-1991)• Incarcerated in a foreign penal institution• Residing in a halfway house• Residential re-entry center or civil commitment center <p>SHOW an example of a completed VA Form 21-4193, Notice to Department of Veterans Affairs or Veterans or Beneficiary Incarcerated in Penal Institution that would be sent to the facility where the beneficiary was incarcerated to confirm the information in the prison match.</p>  <p>DEMONSTRATE, using Claim 1, how a PMC VSR would determine if the source of information is</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
	<p>considered an official or unofficial source</p> <p></p> <p>ASK if they have any questions about the receipt of official and unofficial evidence of incarceration.</p>







Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p data-bbox="155 306 670 380">Claim 1—Determine if Evidence is Sufficient to Process</p>  <ul data-bbox="155 527 670 737" style="list-style-type: none">• Evidence received from an official source• Evidence received from the beneficiary or dependent of the beneficiary	<p data-bbox="699 306 927 338">DISPLAY slide</p> <p data-bbox="699 348 1463 422">18. “Claim 1—Determine if Evidence is Sufficient to Process”</p>  <p data-bbox="699 569 1463 758">REFER to the Incarceration/Fugitive Felon job aid, <i>Incarceration—Source of Evidence</i> section. Use the information in this section to determine if the evidence in Claim 1 is considered official and sufficient to begin processing an adjustment.</p> <p data-bbox="699 789 1463 936">EXPLAIN that, depending on the source of the evidence received, development may be necessary. Evidence must be received from an official source to continue processing the adjustment.</p>  <p data-bbox="699 1083 1438 1188">REFER to the Develop for Missing Information/Evidence job aid for ways to contact an official source to confirm incarceration.</p>  <p data-bbox="699 1346 1430 1493">DEMONSTRATE, using Claim 1, what and how a PMC VSR would need to develop to ensure evidence was sufficient to begin processing an adjustment.</p>  <p data-bbox="699 1650 1463 1713">ASK if they have any questions about how you determined the evidence was sufficient/insufficient.</p>






Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan





PowerPoint Slides	Instructor Activities
<p>Claim 1—Determine if Due Process is Applicable</p>  <ul style="list-style-type: none"> • Due process must be issued prior to a reduction in benefits each time a beneficiary is incarcerated for more than 60 days • Do not apply due process if the beneficiary has a reopened claim or an original claim • In the case of a reopened or original claim, review the evidence to determine if benefits can be reinstated or granted/denied 	<p>DISPLAY slide 19. “Claim 1—Determine if Due Process is Applicable”</p>  <p>REFER to the Incarceration/Fugitive Felon job aid, <i>Incarceration—Development Actions</i> section.</p>  <p>EMPHASIZE that due process must be conducted before an adverse adjustment can be made on a running award.</p>  <p>REFER to the Due Process job aid for what to include in the due process letter.</p>  <p>DEMONSTRATE, using Claim 1, how a PMC VSR would prepare the due process letter notifying the beneficiary of adverse action on an award due to incarceration.</p>  <p>ASK if they have any questions about when to conduct due process and what to provide in the due process letter.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments






Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claim 1—Implement the Award Action</p>  <ul style="list-style-type: none">• Reduce benefits• Discontinue benefits	<p>DISPLAY slide 20. “Claim 1—Implement the Award Action”</p>  <p>REFER to the Incarceration/Fugitive Felon job aid, <i>Incarceration—Award Actions</i> for actions to take with a beneficiary’s award when incarceration is confirmed.</p> <p>REFER to the following references for specific information regarding the type of benefit:</p> <ul style="list-style-type: none">• M21-1 III.v.8.A.2.e (Effect of Incarceration on Payments of DIC)• M21-1 III.v.8.A.2.f (Effect of Incarceration on Pension Awards)• M21-1 III.v.8.C.1.b (Reducing a Veteran’s Pension Rate After a Dependent’s Incarceration) <p>EXPLAIN that benefits will be discontinued/reduced until the beneficiary’s release from incarceration.</p>  <p>DEMONSTRATE, using Claim 1 and the Processing an Award Adjustment job aid, a discontinuation/reduction of benefits due to incarceration.</p>  <p>EMPHASIZE that the effective date of the discontinuation/reduction of benefits is the 61st day of the Veteran’s incarceration.</p> 

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan






PowerPoint Slides	Instructor Activities
	<p>ASK if they have any questions about how to perform the steps in VBMS-A to discontinue benefits.</p>
<p>Claim 1—Create the Decision Notice</p> <p></p> <ul style="list-style-type: none"> • Create decision notice in PCGL • Processing an Award Adjustment job aid 	<p>DISPLAY slide 21. “Claim 1—Create the Decision Notice”</p> <p></p> <p>REFER to the Processing an Award Adjustment job aid for what should be included in the decision notice.</p> <p></p> <p>DEMONSTRATE, using Claim 1, how a PMC VSR would create the decision notice in PCGL for an award adjustment due to incarceration.</p> <p></p> <p>ASK if they have any questions about how to create the decision notice or what to include.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claim 1—Submit to the Authorizer</p>  <ul style="list-style-type: none"> • Submit completed adjustment and decision notice to the Authorizer • Annotate the Award Checklist job aid 	<p>DISPLAY slide 22. “Claim 1—Submit to the Authorizer”</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none"> • Processing an Award Adjustment • Annotate the Award Checklist  <p>REMINDE trainees that they must submit the award adjustment and the decision notification for authorization to complete processing of the award adjustment.</p>  <p>DEMONSTRATE, using Claim 1, what a PMC VSR would enter send to authorization for the adjustment of an award due to incarceration.</p>  <p>ASK if they have any questions about what needs to be submitted to the Authorizer.</p>





Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claim 1a—Reinstate Benefits</p>  <ul style="list-style-type: none"> • A beneficiary may report release from incarceration: <ul style="list-style-type: none"> ○ In writing ○ By telephone, e-mail, or fax ○ Through eBenefits • Effective date is the date incarceration ended • Do not resume benefits until beneficiary's release has been confirmed by an official source 	<p>DISPLAY slide 23. "Claim 1a—Reinstate Benefits"</p> <p>STATE: Assume that the incarcerated beneficiary has been released and submits notification in writing of the date of release.</p>  <p>EMPHASIZE that benefits can be granted and/or reinstated upon release from incarceration. See the Incarceration/Fugitive Felon job aid for details regarding actions to take when incarceration has ended.</p> <p>REFER to Claim 1a for the release information.</p> <p>ASK if the evidence is sufficient to process the reinstatement of benefits?</p> <ul style="list-style-type: none"> • <i>No, do not resume benefits without confirming the beneficiary's release through an official source.</i>  <p>DEMONSTRATE how to confirm release through an official source.</p>  <p>DEMONSTRATE how to resume the payment of benefits.</p>  <p>EMPHASIZE the effective date.</p>
<p>Demonstration Claim 2— Process a Fugitive Felon</p>	<p>DISPLAY slide 24. "Demonstration Claim 2— Process a Fugitive</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan






PowerPoint Slides	Instructor Activities
<p>Adjustment</p>  <ul style="list-style-type: none">• Demonstration Claim 2<ul style="list-style-type: none">○ {Names}○ {Other information}	<p>Felon Adjustment”</p> <p>TRANSITION from processing notice of incarceration to processing notice of fugitive felon status.</p>  <p>REMINDER: Populate this slide with demographic information about Claim 2.</p> <p>INTRODUCE Claim 2.</p> <p>SELECT a trainee to read the Claim 2 information on the slide.</p> <p>REMIND trainees that you will demonstrate how to process a fugitive felon adjustment from start to finish. You will break after each section to take questions, so trainees should write their questions down and ask at the designated opportunities.</p>  <p>REFER trainees to the Incarceration/Fugitive Felon job aid. Refer to the job aid when possible during the demonstrations.</p> <p>EXPLAIN that, as the Claim 2 demonstration proceeds, trainees should write down any questions that they have about the process on a sheet of paper or in the notes column of the trainee guide—you will answer these questions periodically throughout the demonstrations.</p>  <p>EXPLANATION OF DEMONSTRATION FOR INSTRUCTOR:</p> <ul style="list-style-type: none">• It is important for you, as the instructor, to “think out loud” so that the trainees understand

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
	<p>your thought processes.</p> <ul style="list-style-type: none">• It is vital that you follow the steps and instructions taught in the job aids and previous lessons to ensure continuity and prevent confusion. You must be familiar with the related lessons from Phases 4 and 5, as specified in <i>Lesson 18: Appendix A</i>. <p>Address every step in a process even if it is not relevant to the particular case—these are novice PMC VSRs learning processes that will be applied to all fugitive felon adjustments.</p>






Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan






PowerPoint Slides	Instructor Activities
<p>Claim 2—Review the Fugitive Felon Program Form FFP-3 (VA Investigative Summary Form)</p>  <ul style="list-style-type: none">• Fugitive Felon Match• Indicates that it did not meet the criteria for automated processing	<p>DISPLAY slide 25. “Claim 2—Review the Fugitive Felon Program Form FFP-3 (VA Investigative Summary Form)”</p>  <p>USE the information in the Incarceration/Fugitive Felon job aid to determine what action to take based on the source of the notification.</p>  <p>REFER to M21-1 X.16.2.b (Handling Fugitive Felon Cases That Must Be Processed Manually).</p> <p>SHOW the FFP-3 for this claim and focus on what would indicate manual processing is required:</p> <ul style="list-style-type: none">• Arrest warrant was deemed invalid• Individual named on Form FFP-3 has already been arrested  <p>DEMONSTRATE, using Claim 2, how a PMC VSR would determine the next step based on the source received claiming fugitive felon.</p>  <p>ASK if they have any questions about the source of information received for a fugitive felon.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan





PowerPoint Slides	Instructor Activities
<p>Claim 2—Confirm Individual Receiving Benefits</p>  <ul style="list-style-type: none"> • Compare FFP-3 to corporate record • Ensure the following information in the corporate record matches the FFP-3: <ul style="list-style-type: none"> ○ Name ○ DOB ○ SSN • If information is not a match, notify P&F via email and take no further action 	<p>DISPLAY slide 26. “Claim 2—Confirm Individual Receiving Benefits”</p>  <p>REFER to M21-1 X.16.2.b (Handling Fugitive Felon Cases That Must Be Processed Manually). Point out that this reference contains step by step instructions for processing the notification of fugitive felon status.</p> <p>EXPLAIN that the information in Form FFP-3 must match with the individual receiving compensation or pension in the corporate record. If the information does not match up, you must notify P&F via email and take no further action until a response is received.</p>  <p>EMPHASIZE that if P&F concurs that the individual named on the form is neither the beneficiary nor a dependent, you must clear the work item and take no further action.</p>  <p>DEMONSTRATE, using Claim 1, what information to review on the FFP-3 and what to review in the corporate record.</p>  <p>ASK if they have any questions about the matching up the FFP-3 to the corporate record.</p>
<p>Claim 2—Apply Due Process</p>	<p>DISPLAY slide</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan





PowerPoint Slides	Instructor Activities
<p>Provisions</p>  <ul style="list-style-type: none">• Notice of proposed adverse action must state date VA proposes to reduce/discontinue benefits• Effective date will be the later of the following dates:<ul style="list-style-type: none">○ Date of the warrant, or○ December 27, 2001	<p>27. "Claim 2—Apply Due Process Provisions"</p>  <p>REFER to step 3 of M21-1 X.16.2.b (Handling Fugitive Felon Cases That Must Be Processed Manually) for information to be included in the due process letter.</p>  <p>EMPHASIZE that the decision notice must also include the date benefits will resume if the FFP-3 contains a "warrant invalid" date.</p>  <p>DEMONSTRATE, using Claim 1, how a PMC VSR would prepare the due process letter proposing adverse action due to the beneficiary being a fugitive felon.</p>  <p>ASK if they have any questions about creating the due process letter for a fugitive felon.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments






Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claim 2—Implement the Award Action</p>  <ul style="list-style-type: none">• Reduce benefits• Discontinue benefits	<p>DISPLAY slide 28. “Claim 2—Implement the Award Action”</p> <p>EXPLAIN that once the due process period has expired, you can implement the final award action.</p>  <p>REFER to the Incarceration/Fugitive Felon job aid, <i>Award Actions</i> section for guidance on when to discontinue benefits or reduce benefits. Refer to the Processing an Award Adjustment job aid for how to perform the adjustment in VBMS-A.</p>  <p>DEMONSTRATE, using Claim 1, how a PMC VSR would perform an award reduction for a beneficiary with a dependent fugitive felon.</p>  <p>ASK if they have any questions about performing the award adjustment.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan





PowerPoint Slides	Instructor Activities
<p>Claim 2—Create Decision Notice</p>  <ul style="list-style-type: none">• Create decision notice in PCGL• Processing an Award Adjustment job aid	<p>DISPLAY slide 29. “Claim 2—Create the Decision Notice”</p>  <p>REFER to the Processing an Award Adjustment job aid for what should be included in the decision notice.</p>  <p>DEMONSTRATE, using Claim 2, how a PMC VSR would create the decision notice in PCGL for an award adjustment due to a fugitive felon.</p>  <p>ASK if they have any questions about how to create the decision notice or what to include.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan




PowerPoint Slides	Instructor Activities
<p>Claim 2—Submit to the Authorizer</p>  <ul style="list-style-type: none"> • Submit completed adjustment and decision notice to the Authorizer • Annotate the Award Checklist job aid 	<p>DISPLAY slide 30. “Claim 2—Submit to the Authorizer”</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none"> • Processing an Award Adjustment • Annotate the Award Checklist  <p>REMINDE trainees that they must submit the award adjustment and the decision notice for authorization to complete processing of the award adjustment.</p>  <p>DEMONSTRATE, using Claim 2, what a PMC VSR would enter send to authorization for the adjustment of an award due to a fugitive felon.</p>  <p>ASK if they have any questions about what needs to be submitted to the Authorizer.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan



PowerPoint Slides	Instructor Activities
<p>Claim 2a—Reinstate Benefits</p>  <p>Resume benefits for a beneficiary the first of the month following the date the fugitive-felon status ended using the earlier of the following dates:</p> <ul style="list-style-type: none"> • The date of arrest for the particular warrant that resulted in the generation of Form FFP-3 • The date the warrant is determined to be invalid by the warrant agency, a court, or OIG 	<p>DISPLAY slide 31. “Claim 2a—Reinstate Benefits”</p>  <p>REFER to X.16.2.g (Resuming a Beneficiary’s Award).</p> <p>STATE: Assume that the incarcerated beneficiary has been released and submits notification in writing of the date of release.</p>  <p>EMPHASIZE that benefits can be granted and/or reinstated upon release from incarceration. See the Incarceration/Fugitive Felon job aid for details regarding actions to take when the warrant has been cleared.</p>  <p>EMPHASIZE that if the beneficiary submits the request for resumption of benefits within one year of the warrant being cleared or receiving the decision notice, benefits can be resumed back to the date the warrant was cleared. If the beneficiary submits the request after one year from being notified or fugitive felon status ended, resume benefits effective the date of the request from the beneficiary.</p> <p>REFER to Claim 2a for the warrant information.</p> <p>ASK if the evidence is sufficient to process the reinstatement of benefits?</p> <ul style="list-style-type: none"> • <i>No, do not resume benefits without confirming the warrant has been cleared.</i>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
	<p data-bbox="704 306 802 403"></p> <p data-bbox="704 432 1425 499">DEMONSTRATE how to confirm the warrant has been cleared.</p> <p data-bbox="704 529 802 625"></p> <p data-bbox="704 655 1425 722">DEMONSTRATE how to resume the payment of benefits.</p> <p data-bbox="704 751 802 848"></p> <p data-bbox="704 865 1172 890">EMPHASIZE the effective date.</p>


Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Guided Practice Exercise Overview (1 of 2)</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into two groups○ Group 1 will process Claim 3 from beginning to end and Group 2 will process claim 4 from beginning to end.○ Use the job aids, references, and systems available.○ Consult with instructors and fellow group members for assistance.○ Be prepared to discuss your results with the class.○ Take credit in ASPEN at the completion of the exercise.	<p>DISPLAY slide 32. "Guided Practice Exercise Overview (1 of 2)"</p> <p>EXPLAIN that in this portion of the lesson, you will refer to lessons relating to each step of the process and provide answers to the trainee questions they wrote down in the trainee guide or elsewhere during the Claim 1 and 2 demonstrations.</p> <p>DIRECT trainees to divide into two groups. Group 1 will work Claim 3 and group 2 will work claim 4:</p> <ul style="list-style-type: none">• After each person has completed each step of the process individually, the trainees within each group will then confer with each other about their findings, answers, or conclusion.• Trainees should be prepared to share their results with the class. <p>ENCOURAGE trainees to consult with the instructors if they need assistance.</p> <p>REMINDE instructors to provide direction, but not the outcomes.</p> <p></p> <p>NOTE: Recall that you will need additional instructors to achieve a 1:4 instructor/trainee ratio during this portion of the lesson.</p> <p></p> <p>REFER to <i>Lesson 18: Appendix A</i> for prerequisite references and job aids.</p> <p>ENCOURAGE trainees to keep this and all other job aids used during this Guided Practice Exercise handy as the trainees will refer to them later in the lesson as they practice processing an incarceration/fugitive felon award adjustment.</p>



Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan



PowerPoint Slides	Instructor Activities
<p>Guided Practice Exercise Overview (2 of 2)</p> <ul style="list-style-type: none"> • This exercise includes the following parts of performing and award adjustment for incarceration/fugitive felon: <ul style="list-style-type: none"> ○ Determine if evidence is sufficient to process adjustment. ○ Apply the correct development actions, if applicable. ○ Apply due process provisions. ○ Decide the award action(s). ○ Create Personal Computer Generated Letter (PCGL) decision notification. ○ Submit the claim to the Authorizer. 	<p>DISPLAY slide 33. “Guided Practice Exercise Overview (2 of 2)”</p> <p>TELL trainees that they will now be working through the same steps to process incarceration and fugitive felon adjustment claims as they viewed in the demonstration, but using a different claim.</p>
<p>Guided Practice Exercise Claims 3 and 4—Process Incarceration/Fugitive Felon Adjustments</p> <ul style="list-style-type: none"> • Guided Practice Exercise Claim 3: <ul style="list-style-type: none"> ○ {Name} ○ {Other information} • Guided Practice Exercise Claim 4: <ul style="list-style-type: none"> ○ {Name} ○ {Other information} • Time allowed: 2 hours 	<p>DISPLAY slide 34. “Guided Practice Exercise Claims 3 and 4—Process Incarceration/Fugitive Felon Adjustments”</p> <p style="text-align: center;"></p> <p>REMINDER: Populate this slide with demographic information about Claims 3 and 4.</p> <p>INTRODUCE Claims 3 and 4.</p> <p>SELECT a trainee from each group to read the corresponding claim information on the slide.</p> <p>REMIND trainees to access the necessary job aids using the VSR Assistant.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments



Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claims 3 and 4—Determine if Evidence is Sufficient to Process Adjustment</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Review the evidence in assigned claim to determine if an adjustment can be made.<ul style="list-style-type: none">▪ Group 1: Claim 3▪ Group 2: Claim 4○ Use the job aids, references, and systems available.○ Confer with another member of your group.○ Be prepared to discuss your results with the class.• Time allowed: 20 minutes	<p>DISPLAY slide 35. "Claims 3 and 4—Determine if Evidence is Sufficient to Process Adjustment"</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none">• Incarceration/Fugitive Felon• Processing an Award Adjustment <p>DIRECT trainee groups to Claims 3 and 4.</p> <p>DIRECT trainees to perform this step individually before comparing their outcome with another member of their group. Trainees should be prepared to share their answers with the class.</p> <p>ASSIST trainees by pointing them to the relevant job aids, references, and systems. Do NOT provide the outcomes until a majority of the trainees have completed the steps.</p> <p>SELECT a trainee from each group to share if the evidence is sufficient to continue processing the adjustment request for Claims 3 and 4.</p>  <p>ASK if they have any questions about determining if evidence is sufficient.</p> <p>DISCUSS answers to the trainees' questions.</p>



Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claims 3 and 4—Apply the Correct Development Actions, if Applicable</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Review the evidence in assigned claim to determine if development is needed. <ul style="list-style-type: none"> ▪ Group 1: Claim 3 ▪ Group 2: Claim 4 ○ Use the job aids, references, and systems available. ○ Confer with another member of your group. ○ Be prepared to discuss your results with the class. • Time allowed: 20 minutes 	<p>DISPLAY slide 36. “Claims 3 and 4—Apply the Correct Development Actions, if Applicable”</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none"> • Incarceration/Fugitive Felon • Processing an Award Adjustment <p>DIRECT trainee groups to Claims 3 and 4.</p> <p>DIRECT trainees to perform this step individually before comparing their outcome with another member of their group. Trainees should be prepared to share their answers with the class.</p> <p>ASSIST trainees by pointing them to the relevant job aids, references, and systems. Do NOT provide the outcomes until a majority of the trainees have completed the steps.</p> <p>SELECT a trainee from each group to share if development is needed and what needs to be developed for Claims 3 and 4.</p>  <p>ASK if they have any questions about either claim needing development.</p> <p>DISCUSS answers to the trainees’ questions.</p>



Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claims 3 and 4—Apply Due Process Provisions</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Review the evidence in assigned claim to determine if due process provisions should be applied. <ul style="list-style-type: none"> ▪ Group 1: Claim 3 ▪ Group 2: Claim 4 ○ Use the job aids, references, and systems available. ○ Confer with another member of your group. ○ Be prepared to discuss your results with the class. <p>Time allowed: 20 minutes</p>	<p>DISPLAY slide 37. “Claims 3 and 4—Apply Due Process Provisions”</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none"> • Incarceration/Fugitive Felon • Develop for Missing Information/Evidence • Due Process • Processing an Award Adjustment <p>DIRECT trainee groups to Claims 3 and 4.</p> <p>DIRECT trainees to perform this step individually before comparing their outcome with another member of their group. Trainees should be prepared to share their answers with the class.</p> <p>ASSIST trainees by pointing them to the relevant job aids, references, and systems. Do NOT provide the outcomes until a majority of the trainees have completed the steps.</p> <p>SELECT a trainee from each group to share if development is needed and what needs to be developed for Claims 3 and 4.</p>  <p>ASK if they have any questions about either claim needing due process.</p> <p>DISCUSS answers to the trainees’ questions.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan





PowerPoint Slides	Instructor Activities
<p>Claims 3 and 4—Decide the Award Action(s)</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Review the evidence in assigned claim to determine the final award action. <ul style="list-style-type: none"> ▪ Group 1: Claim 3 ▪ Group 2: Claim 4 ○ Use the job aids, references, and systems available. ○ Confer with another member of your group. ○ Be prepared to discuss your results with the class. <p>Time allowed: 20 minutes</p>	<p>DISPLAY slide 38. “Claims 3 and 4—Decide the Award Action(s)”</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none"> • Incarceration/Fugitive Felon • Develop for Missing Information/Evidence • Due Process • Processing an Award Adjustment <p>DIRECT trainee groups to Claims 3 and 4.</p> <p>DIRECT trainees to perform this step individually before comparing their outcome with another member of their group. Trainees should be prepared to share their answers with the class.</p> <p>ASSIST trainees by pointing them to the relevant job aids, references, and systems. Do NOT provide the outcomes until a majority of the trainees have completed the steps.</p> <p>SELECT a trainee from each group to share the final award actions for Claims 3 and 4.</p>  <p>ASK if they have any questions about how the award actions were determined.</p> <p>DISCUSS answers to the trainees’ questions.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments
Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claims 3 and 4—Create the Decision Notice</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Perform the steps to prepare the decision notice for assigned claim. <ul style="list-style-type: none"> ▪ Group 1: Claim 3 ▪ Group 2: Claim 4 ○ Use the job aids, references, and systems available. ○ Confer with a member of your group to assess each other’s decision notice. ○ Ask for guidance from the instructor if you identify discrepancies. • Time allowed: 30 minutes 	<p>DISPLAY slide 39. “Claims 3 and 4—Create the Decision Notice”</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none"> • Incarceration/Fugitive Felon • Processing an Award Adjustment <p>DIRECT trainee groups to Claims 3 and 4.</p> <p>DIRECT trainees to perform this step individually before comparing their outcome with another member of their group. Trainees should be prepared to share their answers with the class.</p> <p>ASSIST trainees by pointing them to the relevant job aids, references, and systems. Do NOT provide the outcomes until a majority of the trainees have completed the steps.</p> <p>SELECT a trainee from each group to share their decision notices for Claims 3 and 4.</p>  <p>ASK if they have any questions about how to determine what goes in the decision notice for each claim.</p> <p>DISCUSS answers to the trainees’ questions.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Claims 3 and 4— Submit the Claim to the Authorizer</p> <ul style="list-style-type: none"> • Instructions: <ul style="list-style-type: none"> ○ Finalize notes for assigned claim: <ul style="list-style-type: none"> ▪ Group 1: Claim 3 ▪ Group 2: Claim 4 ○ Save completed work in appropriate locations for review by the Authorizer. ○ Use the job aids, references, and systems available. • Time allowed: 15 minutes 	<p>DISPLAY slide 40. "Claims 3 and 4—Submit the Claim to the Authorizer"</p>  <p>REFER to the following job aids:</p> <ul style="list-style-type: none"> • Incarceration/Fugitive Felon • Processing an Award Adjustment <p>DIRECT trainee groups to Claims 3 and 4.</p> <p>DIRECT trainees to perform this step individually before comparing their outcome with another member of their group. Trainees should be prepared to share their answers with the class.</p> <p>ASSIST trainees by pointing them to the relevant job aids, references, and systems. Do NOT provide the outcomes until a majority of the trainees have completed the steps.</p> <p>SELECT a trainee from each group to share their submission to Authorization for Claims 3 and 4.</p>  <p>ASK if they have any questions about what to submit to Authorization for each claim.</p> <p>DISCUSS answers to the trainees' questions.</p>
<p>Questions?</p> 	<p>DISPLAY slide 41. "Questions?"</p>  <p>ASK if there are any final questions about the Guided Practice Exercise or anything covered in this lesson.</p>

Lesson 18: Process Incarceration/Fugitive Felon Adjustments

Lesson Plan

PowerPoint Slides	Instructor Activities
<p>Lesson Summary (1 of 2)</p> <p>What is the process when you receive evidence of incarceration or a fugitive felon?</p>	<p>DISPLAY slide 42. "Lesson Summary (1 of 2)"</p> <p>REVIEW the main objective of this lesson: to process incarceration/fugitive felon adjustments.</p> <p>REVIEW the key points of the lesson by asking the trainees to answer the following question: What is the process when you receive evidence of incarceration or a fugitive felon?</p>
<p>Lesson Summary (2 of 2)</p> <ul style="list-style-type: none"> • <i>Determine actions based on the source of the incarceration/fugitive felon notification.</i> • <i>Determine if evidence is sufficient to process adjustment.</i> • <i>Apply the correct development actions for the information/evidence missing from claim.</i> • <i>Decide the award action(s).</i> • <i>Apply due process provisions.</i> • <i>Create decision notice.</i> • <i>Submit the claim to the Authorizer.</i> 	<p>DISPLAY slide 43. "Lesson Summary (2 of 2)"</p> <p>PROVIDE the following answers as listed on the slide:</p> <ul style="list-style-type: none"> • <i>Determine actions based on the source of the incarceration/fugitive felon notification.</i> • <i>Determine if evidence is sufficient to process adjustment.</i> • <i>Apply the correct development actions for the information/evidence missing from claim.</i> • <i>Decide the award action(s).</i> • <i>Apply due process provisions.</i> • <i>Create Personal Computer Generated Letter (PCGL) decision notification.</i> • <i>Submit the claim to the Authorizer.</i>
<p>What's Next?</p> <p>Knowledge Check: Process Incarceration/Fugitive Felon Adjustments</p>	<p>DISPLAY slide 44. "What's Next?"</p> <p>EXPLAIN the upcoming Knowledge Check: Process Incarceration/Fugitive Felon Adjustments</p>