



## PENSION AND FIDUCIARY SERVICE

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

# **Lesson 25: Determine Burial Benefits Eligibility**

Lesson Plan

September 19, 2017

Version 1.0

**Lesson 25: Determine Burial Benefits Eligibility**  
**Lesson Plan**

**Determine Burial Benefits Eligibility**

**Lesson Overview**

Topic	Description
Time Estimate:	3 hours
Purpose of the Lesson:	This lesson is part of the entry-level course for PMC VSRs. The purpose of this lesson is to train PMC VSRs how to determine burial benefits eligibility through demonstration and practice. This lesson also includes instruction on how to use the systems for determining burial benefits eligibility.
Prerequisite Training Requirements:	Prior to taking the Determine Burial Benefits Eligibility lesson, trainees must complete entry-level: <ul style="list-style-type: none"> <li>• Phases 1–4</li> <li>• Phase 5 Lessons 1-24. (Refer to the PMC VSR Program of Instruction for a list of lessons.)</li> </ul>
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>• VA Form 21P-530, Application for Burial Benefits</li> <li>• VA Form 27-0820, Report of General Information</li> <li>• VA Form 27-0820a, Report of First Notice of Death</li> <li>• M21-1 I.1.B.1.a (VA's Duty to Notify Claimants of Necessary Information or Evidence)</li> <li>• M21-1 III.ii.1.C.8.a (Accepting Outdated Versions of a VA Form)</li> <li>• M21-1 III.ii.7.4.c (Specific Situations in Which Survivors Benefits Claims Should Be Referred to the Rating Activity)</li> <li>• M21-1 III.iv.4.B.4.a (SC for Hearing Loss and Tinnitus)</li> <li>• M21-1 III.v.2.A.4.a (Handling a Claimant's Failure to Submit Evidence VA Requested)</li> <li>• M21-1 IV.ii.2.B.2.a (Overview of Presumptive SC)</li> <li>• M21-1 IV.iii.1.B.1.h (When to Develop for Service Connection)</li> </ul>

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### **Lesson Plan**

Topic	Description
	<p>for the Cause of Death)</p> <ul style="list-style-type: none"> <li>• M21-1 IV.iii.1.B.1.m (Obtaining Evidence Relating the Cause of Death to an SC Condition)</li> <li>• M21-1 IV.iii.2.A.1.a (Considering the Reasonable Probability of SC Death)</li> <li>• M21-1 IV.iii.2.A.1.c (When DIC is Payable Under 38 U.S.C. 1318)</li> <li>• M21-1 VII.1.A (General Information) <ul style="list-style-type: none"> <li>○ M21-1 VII.1.A.1 (Definitions of Burial Benefit Terms) <ul style="list-style-type: none"> <li>▪ M21-1 VII.1.A.1.c (Definition: Burial at Sea)</li> <li>▪ M21-1 VII.1.A.1.f (Definition Plot)</li> <li>▪ M21-1 VII.1.A.1.g (Definition: Interment)</li> </ul> </li> <li>○ M21-1 VII.1.A.2 (Time Limit for Filing Claims) <ul style="list-style-type: none"> <li>▪ M21-1 VII.1.A.2.a (Time Limits for Filing a Burial Claim)</li> </ul> </li> <li>○ M21-1 VII.1.A.3 (Priority of Payments) <ul style="list-style-type: none"> <li>▪ M21-1 VII.1.A.3.a (Automatic Payments to an Eligible Surviving Spouse)</li> <li>▪ M21-1 VII.1.A.3.b (Priority of Claimants)</li> </ul> </li> <li>○ M21-1 VII.1.A.4 (Required Evidence for Burial Benefits) <ul style="list-style-type: none"> <li>▪ M21-1 VII.1.A.4.d (Proof of Death)</li> </ul> </li> <li>○ M21-1 VII.1.A.5 (Automated Burial and Plot or Interment Allowance)</li> <li>○ M21-1 VII.1.A.6 (End Product Control)</li> </ul> </li> <li>• M21-1 VII.1.B (Burial Benefits) <ul style="list-style-type: none"> <li>○ M21-1 VII.1.B.1 (General Veteran Eligibility Criteria)</li> <li>○ M21-1 VII.1.B.2 (SC Burial Allowance) <ul style="list-style-type: none"> <li>▪ M21-1 VII.1.B.2.b (Payment Amount for the SC Burial Allowance)</li> <li>▪ M21-1 VII.1.B.2.c (When to Send a Claim for SC Death for Rating Decision)</li> </ul> </li> </ul> </li> </ul>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

Topic	Description
	<ul style="list-style-type: none"><li>○ M21-1 VII.1.B.3 (NSC Burial Allowance)</li><li>○ M21-1 VII.1.B.4 (Department of Veterans Affairs [VA] Hospitalization Death Burial Allowance)<ul style="list-style-type: none"><li>▪ M21-1 VII.1.B.4.c (Payment Amount for VA Hospitalization Death Burial Allowance)</li></ul></li><li>○ M21-1 VII.1.B.5 (Plot or Interment Allowance)<ul style="list-style-type: none"><li>▪ M21-1 VII.1.B.5.a (General Eligibility for Plot or Interment Allowance)</li><li>▪ M21-1 VII.1.B.5.d (Plot or Interment Allowance for Burial in Other Than a State or National Veterans Cemetery)</li></ul></li><li>○ M21-1 VII.1.B.6 (Transportation Reimbursement)<ul style="list-style-type: none"><li>▪ M21-1 VII.1.B.6.a (Transportation Reimbursement for Burial in a National Cemetery)</li><li>▪ M21-1 VII.1.B.6.b (Transportation Reimbursement for VA Hospitalization Death)</li><li>▪ M21-1 VII.1.B.6.c (Required Evidence for Transportation Reimbursement Claim)</li><li>▪ M21-1 VII.1.B.6.e (Determining the Amount of Payable Transportation Expenses for Claims Under 38 CFR 3.1709)</li></ul></li><li>○ M21-1 VII.1.B.7 (Burial of Veterans Unclaimed Remains)<ul style="list-style-type: none"><li>▪ M21-1 VII.1.B.7.a (General Eligibility for Unclaimed Remains)</li><li>▪ M21-1 VII.1.B.7.c (Unclaimed Remains of a Veteran who Died at a VA Hospital)</li><li>▪ M21-1 VII.1.B.7.d (Third Party NSC Burial Allowance for Unclaimed Remains)</li><li>▪ M21-1 VII.1.B.7.f (Processing Requests for Verification of Veteran Status of Identified Remains)</li><li>▪ M21-1 VII.1.B.7.g (Making Funeral and Burial</li></ul></li></ul>

## **Lesson 25: Determine Burial Benefits Eligibility**

### **Lesson Plan**

Topic	Description
	<p style="text-align: center;">Arrangements)</p> <ul style="list-style-type: none"> <li>• 38 CFR 3.211 (Death)</li> <li>• 38 CFR 3.309 (Disease subject to presumptive service connection)</li> <li>• 38 CFR 3.361 (Benefits under 38 U.S.C. 1151[a] for additional disability or death due to hospital care, medical or surgical treatment, examination, training and rehabilitation services, or compensated work therapy program)</li> <li>• 38 CFR 3.1704 (Burial allowance based on service-connected death)</li> <li>• 38 CFR 3.1705 (Burial allowance based on non-service-connected death)</li> <li>• 38 CFR 3.1706 (Burial allowance for a Veteran who died while hospitalized by VA)</li> <li>• 38 CFR 3.1707 (Plot or interment allowances for burial in State Veterans cemetery or other cemetery)</li> <li>• 38 CFR 3.1708 (Burial of a Veteran whose remains are unclaimed)</li> <li>• 38 CFR 3.1709 (Transportation expenses for burial in a national cemetery)</li> <li>• 38 CFR 21.6503(b) (Qualified veteran) (includes definition for individual unemployability)</li> <li>• 38 U.S.C. 1318 (Benefits for survivors of certain Veterans rated totally disabled at time of death)</li> <li>• 38 U.S.C. 2302 (Funeral expenses)</li> <li>• 38 U.S.C. 2303 (Death in Department facility; plot allowance)</li> <li>• 38 U.S.C. 2304 (Claims for reimbursement)</li> <li>• 38 U.S.C. 2305 (Persons eligible under prior law)</li> <li>• 38 U.S.C. 2307 (Death from service-connected disability)</li> <li>• 38 U.S.C. 2308 (Transportation of deceased Veteran to a national cemetery)</li> <li>• 38 U.S.C. 2402 (Persons eligible for interment in national cemeteries)</li> </ul>

## **Lesson 25: Determine Burial Benefits Eligibility**

### **Lesson Plan**

Topic	Description
	<ul style="list-style-type: none"> <li>• PMC Bulletin, November 2015</li> <li>• <b>Burial Benefits Eligibility</b> job aid</li> <li>• See <i>Lesson 25: Appendix A</i> for references introduced in earlier lessons</li> </ul>
Technical Competencies:	<ul style="list-style-type: none"> <li>• Program Benefits and Eligibility (PMC VSR)</li> <li>• VBA Applications (PMC VSR)</li> </ul>
Knowledge Check:	Phase 5: Stages of a Claim, Part 1(d), Beyond Basic Eligibility and Ready to Rate Knowledge Check
Lesson Objectives:	<ul style="list-style-type: none"> <li>• Determine burial benefits eligibility.               <ul style="list-style-type: none"> <li>○ Define types of burial benefits.</li> <li>○ Determine whether general eligibility requirements for burial benefits are met.</li> <li>○ Identify claimant eligible for payment.</li> <li>○ Determine whether eligibility requirements for service-connected (SC) burial benefits are met.</li> <li>○ Determine whether eligibility requirements for non-service-connected (NSC) burial benefits are met.</li> <li>○ Determine whether eligibility requirements for VA hospitalization death burial benefits are met.</li> <li>○ Determine whether development is required for burial-related information.</li> <li>○ Determine if a burial claim requires rating activity.</li> </ul> </li> </ul>
What You Need:	<ul style="list-style-type: none"> <li>• Lesson Plan</li> <li>• <b>Master Course Map</b> learning aid</li> <li>• Slides</li> <li>• Projector</li> <li>• Access to the <b>Burial Benefits Eligibility</b> job aid from VSR Assistant</li> <li>• See <i>Lesson 25: Appendix A</i> for other job aids</li> <li>• <i>Lesson 25: Appendix B</i> exercise worksheet</li> </ul>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

Topic	Description
	<ul style="list-style-type: none"><li>• <b>Three</b> completed VA Form 21P-530, Application for Burial Benefits, forms to correspond with Claims 1, 2, and 3 in this Lesson Plan.<ul style="list-style-type: none"><li>○ <b>Claim 1: (case gen title placeholder) see Slide 21:</b> PMC VSR Alvin Mack received VA Form 21P-530, Application for Burial Benefits, from the spouse on the award of a Veteran, who had 100% SC disability, after the first notice of death (FNOD) was processed. PMC VSR Mack reviewed the Award Information tab in CORPORATE and the Payment History screen shows that the spouse was automatically paid the \$2,000 SC burial allowance. VA Form 21P-530 also shows that the Veteran's spouse incurred expenses and that the Veteran is buried in a national cemetery; however, the transportation block is left blank. A statement of account (receipt) from the funeral home was included with the VA Form 21P-530 and shows that the total bill was \$1,800, \$600 of which was for transporting the Veteran's body/remains.</li><li>○ <b>Claim 2: (case gen title placeholder) see Slide 25:</b> PMC VSR Alice Rudolph received VA Form 21P-530, Application for Burial Benefits, from the spouse of a deceased Veteran claiming NSC burial. The PMC VSR determines the Veteran's spouse was recently granted Survivors Pension benefits and a review of SHARE shows he was automatically paid the NSC burial of \$300. A review of the Corporate record indicates the Veteran was receiving pension benefits at death and was not SC for any disabilities. VA Form 21P-530 states that the Veteran died at home, she was cremated, and her urn is located at the family home, for which the spouse paid \$550 in transportation expenses. The death certificate shows the cause of death to be dementia.</li><li>○ <b>Claim 3: (case gen title placeholder) see Slide 29:</b> PMC VSR Misha Austen received VA Form 21P-530, Application for Burial Benefits, from the son of a deceased Veteran, claiming VA hospitalization burial benefits. A review of SHARE confirms that \$300 was auto-paid for NSC to the spouse of the Veteran. A review of the</li></ul></li></ul>

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### Lesson Plan

Topic	Description
	<p>Corporate record shows the Veteran was receiving 10% compensation benefits at death due to tinnitus. VA Form 21P-530 and death certificate both state that the Veteran died at a VA Medical Center; the death certificate lists a stroke as the cause of death. A review of CAPRI confirms location of death. VA Form 21P-530 states and death certificate corroborate that Veteran's cremains are located in the son's home. VA Form 21P-530 indicates that the son incurred costs related to the Veteran's burial and a statement of account (receipt) lists transportation expenses and shows a total cost of \$3,500.</p> <ul style="list-style-type: none"><li>• Access to applicable VBA applications used in job aids and references listed in <i>Lesson 25: Appendix A</i></li></ul>

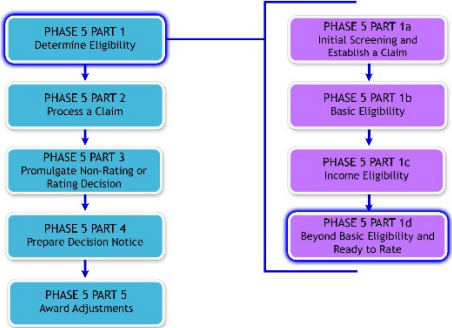


### Instructor Notes

This lesson provides trainees with the information, resources, and references to determine eligibility for VA burial benefits. The job aid in this lesson will provide additional guidance on eligibility requirements.




## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Lesson 25: Determine Burial Benefits Eligibility</b></p>	<p><b>DISPLAY</b> slide</p> <ol style="list-style-type: none"><li>1. "Lesson 25: Determine Burial Benefits Eligibility"</li></ol> <p><b>INTRODUCE</b> yourself as the instructor.</p> <p><b>INTRODUCE</b> the lesson.</p>
<p><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><b>DISPLAY</b> slide</p> <ol style="list-style-type: none"><li>2. "You Are Here"</li></ol>  <p><b>REFER</b> to the <b>Master Course Map</b> learning aid in the Trainee Guide.</p> <p><b>DESCRIBE</b> the diagram.</p> <p><b>EXPLAIN</b> where the trainees are in the phase, what they have completed, and where they are headed next.</p> <p><b>INFORM</b> trainees that Phase 5, Part 1: Determine Eligibility contains four subparts. The fourth subpart contains several lessons that focus on eligibility issues that are beyond basic because they occur less frequently and/or are more complex.</p> <p><b>REMIND</b> trainees that they:</p> <ul style="list-style-type: none"><li>• Must use the M21-1 and the job aids in the VSR Assistant to be successful in these lessons.</li><li>• Should keep M21-1 in CPKM and the VSR Assistant open and ready to use throughout this and subsequent lessons.</li></ul>  <p><b>EMPHASIZE</b> to trainees that each of these lessons relates to the others as part of the tasks beyond basic eligibility and determining if a claim is ready to rate.</p>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Beyond Basic Eligibility and Ready to Rate</b></p> <ul style="list-style-type: none"><li>• Verify Proof of Death of Veteran for Survivors' Benefits</li><li>• Apply Liberalizing Law to Pension Eligibility</li><li>• Process Veteran-Married-to-Veteran Cases</li><li>• Determine Accrued Benefits Eligibility</li><li>• <b>Determine Burial Benefits Eligibility</b></li><li>• Determine Month of Death (MOD) Eligibility</li><li>• Overview of Ready to Rate</li><li>• Determine Eligibility for DIC and Parents' DIC</li></ul>	<p><b>DISPLAY</b> slide</p> <p>3. "Beyond Basic Eligibility and Ready to Rate"</p> <p><b>REMIN</b>d trainees of the basic eligibility process.</p> <p><b>EXPLAIN</b> that they will be learning about the tasks that go beyond basic eligibility as well as how to determine if a claim is ready to rate.</p> <p><b>INFORM</b> trainees that this lesson will focus on determining the eligibility of a claimant for various types of burial benefits for a deceased Veteran and determining whether the claim requires rating activity.</p> <p></p> <p><b>NOTE TO INSTRUCTOR:</b></p> <ul style="list-style-type: none"><li>• 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.</li><li>• This training is designed to build skills gradually, as well as establish consistent procedures across PMCs.</li><li>• Do not confuse the trainees by processing a claim the way you "have always done it."</li><li>• The trainees need consistency in order to master the skills to perform the job.</li></ul>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Scenario—Determine Burial Benefits Eligibility</b></p> <p>PMC VSR Debra Peterson received VA Form 21P-530, Application for Burial Benefits, stating that the brother of deceased Veteran Eugene Fox incurred expenses related to the Veteran's burial, claims NSC burial, and that the remains were scattered at sea. The Veteran's death certificate lists that he died of Atherosclerotic Cardiovascular Disease. A review of VA Form 21P-530 and BIRLS shows the Veteran served from 5/21/66-6/20/72. PMC VSR requested Veteran's service records to review for Republic of Vietnam (RVN) service. Upon receipt of the service records, Ms. Peterson was able to confirm that the Veteran's service was in RVN and sends the claim for rating review. The RVSR grants service-connected death by rating. Grant SC burial benefits with appropriate language in decision notice.</p>	<p><b>DISPLAY</b> slide</p> <p>4. "Scenario—Determine Burial Benefits Eligibility"</p> <p><b>SELECT</b> one of the trainees to read the scenario on the slide aloud.</p> <p><b>EXPLAIN</b> that this is an example of a claim for burial benefits that a PMC VCR might encounter.</p> <p><b>POINT OUT</b> some important points in the scenario:</p> <ul style="list-style-type: none"><li>• VA Form 21P-530, Application for Burial Benefits</li><li>• Cause of death</li><li>• Dates of service</li><li>• Location of service</li></ul>

## Lesson 25: Determine Burial Benefits Eligibility

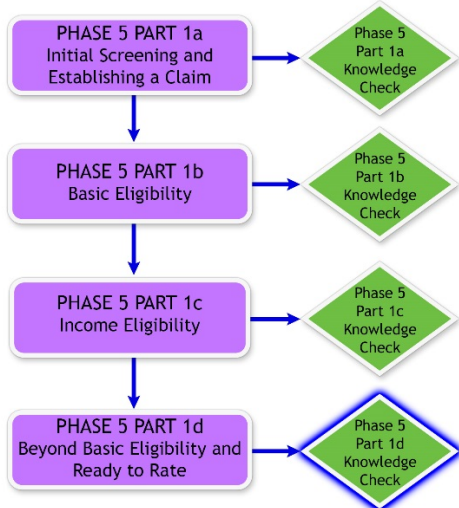



### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Why It Matters!</b></p> <ul style="list-style-type: none"> <li>Burial benefits assist the deceased Veteran’s family with unexpected expenses they will incur or have already incurred at a difficult time.</li> <li>In addition, there are several different types of burial benefits, each with different eligibility requirements.</li> <li>Thus, it is important to be able recognize the benefit being requested and apply the correct rules.</li> </ul>	<p><b>DISPLAY</b> slide 5. “Why It Matters!”</p> <p><b>EXPLAIN</b> that determining eligibility for burial benefits “matters” because:</p> <ul style="list-style-type: none"> <li>Processing these payments efficiently helps the deceased Veteran’s family with unexpected expenses they will incur or have already incurred at a difficult time.</li> <li>Recognizing the correct type of burial benefit will help trainees identify the different eligibility requirements and apply the correct rules.</li> </ul> <p><b>EXPLAIN</b> that this lesson will focus on demonstrating how to determine eligibility for burial benefits by integrating the rules and procedures trainees have learned thus far in Phase 5.</p>
<p><b>Technical Competencies</b></p> <ul style="list-style-type: none"> <li>Program Benefits and Eligibility (PMC VSR)</li> <li>VBA Applications (PMC VSR)</li> </ul>	<p><b>DISPLAY</b> slide 6. “Technical Competencies”</p> <p><b>REVIEW</b> technical competencies with trainees:</p> <ul style="list-style-type: none"> <li>Program Benefits and Eligibility (PMC VSR)</li> <li>VBA Applications (PMC VSR)</li> </ul>

**Lesson 25: Determine Burial Benefits Eligibility**  
**Lesson Plan**



PowerPoint Slides	Instructor Activities
<p><b>Lesson Objectives (1 of 2)</b></p> <p>Determine burial benefits eligibility.</p> <ul style="list-style-type: none"> <li>• Define types of burial benefits.</li> <li>• Determine whether general eligibility requirements for burial benefits are met.</li> <li>• Identify claimant eligible for payment.</li> <li>• Determine whether eligibility requirements for service-connected (SC) burial benefits are met.</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>7.</b> "Lesson Objectives (1 of 2)"</p> <p><b>PRESENT</b> the first section of objectives for the lesson.</p>
<p><b>Lesson Objectives (2 of 2)</b></p> <ul style="list-style-type: none"> <li>• Determine whether eligibility requirements for non-service-connected (NSC) burial benefits are met.</li> <li>• Determine whether eligibility requirements for VA hospitalization death burial benefits are met.</li> <li>• Determine whether development is required for burial-related information.</li> <li>• Determine whether a burial claim requires rating activity.</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>8.</b> "Lesson Objectives (2 of 2)"</p> <p><b>PRESENT</b> the second section of objectives for the lesson.</p>

**Lesson 25: Determine Burial Benefits Eligibility**  
**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><b>DISPLAY</b> slide</p> <p><b>9.</b> "Knowledge Check"</p> <p><b>INFORM</b> trainees that a Knowledge Check will be given at the end of Phase 5, Part 1d, which covers all the material learned in Phase 5, Part 1d.</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>
<p><b>Definitions of Burial Benefit Terms</b></p> <p>M21-1 VII.1.A.1 (Definitions of Burial Benefit Terms)</p> <ul style="list-style-type: none"> <li>• Alkaline hydrolysis</li> <li>• Burial</li> <li>• Burial at sea</li> <li>• Cremation</li> <li>• Interment</li> <li>• Last place of residence</li> <li>• Medical school donation</li> <li>• Nearest national cemetery</li> <li>• Place of death</li> <li>• Plot</li> <li>• Unclaimed Veteran remains</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>10.</b> "Definitions of Burial Benefit Terms"</p>  <p><b>REFER</b> trainees to M21-1 VII.1.A.1 (Definitions of Burial Benefit Terms).</p> <p><b>SELECT</b> several trainees to read the definitions from the reference aloud.</p> <p><b>EXPLAIN</b> that it is important to know each of these definitions, as they will be part of the work trainees will do in determining eligibility and (later in Phase 6) processing burial claims.</p>  <p><b>ASK</b> whether trainees have any questions about the definitions of terms relating to burial benefits.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>References for Types of Burial Benefits</b></p> <ul style="list-style-type: none"><li>• M21-1 VII.1.B.2 (SC Burial Allowance)</li><li>• M21-1 VII.1.B.3 (NSC Burial Allowance)</li><li>• M21-1 VII.1.B.4 (Department of Veterans Affairs [VA] Hospitalization Death Burial Allowance)</li><li>• M21-1 VII.1.B.5 (Plot or Interment Allowance)</li><li>• M21-1 VII.1.B.6 (Transportation Reimbursement)</li><li>• M21-1 VII.1.B.7 (Burial of Veterans Unclaimed Remains)</li></ul>	<p><b>DISPLAY</b> slide</p> <p>11. "References for Types of Burial Benefits"</p>  <p><b>REFER</b> trainees to M21-1 VII.1.B (Burial Benefits).</p> <p><b>REFER</b> to the <b>Burial Benefits Eligibility</b> job aid for a summary of each type of burial benefit.</p> <p><b>EXPLAIN</b> that each topic in M21-1 VII.1.B, describes a different type of burial benefit and the eligibility requirements for each benefit.</p> <ul style="list-style-type: none"><li>• M21-1 VII.1.B.2 (SC Burial Allowance)</li><li>• M21-1 VII.1.B.3 (NSC Burial Allowance)</li><li>• M21-1 VII.1.B.4 (Department of Veterans Affairs [VA] Hospitalization Death Burial Allowance)</li><li>• M21-1 VII.1.B.5 (Plot or Interment Allowance)</li><li>• M21-1 VII.1.B.6 (Transportation Reimbursement)</li><li>• M21-1 VII.1.B.7 (Burial of Veterans Unclaimed Remains)</li></ul> <p><b>SELECT</b> several trainees to read the summary sections of the job aid aloud.</p>  <p><b>ASK</b> whether trainees have any questions about the types of burial benefits.</p>

## Lesson 25: Determine Burial Benefits Eligibility



### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Time Limits for Filing a Burial Claim</b></p> <ul style="list-style-type: none"><li>• Claims for the NSC burial allowance must be filed within two years of the date of permanent burial or cremation of the Veteran.</li><li>• There is <b>no</b> time limit for applying for the:<ul style="list-style-type: none"><li>○ SC burial allowance</li><li>○ VA hospitalization death burial allowance</li><li>○ Plot or interment allowance</li><li>○ Transportation reimbursement</li></ul></li></ul>	<p><b>DISPLAY</b> slide <b>12.</b> "Time Limits for Filing a Burial Claim"</p>  <p><b>REFER</b> trainees to M21-1 VII.1.A.2.a (Time Limits for Filing a Burial Claim).</p> <p><b>EXPLAIN</b> the difference between the time limit for NSC burial allowance claims and claims for other types of burial benefits.</p> <p><b>NOTE:</b> Previous lessons provided training on parts or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the item below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"><li>• Confirm the Date of Claim (DOC) is correct</li></ul>





## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>General Eligibility Requirements of a Veteran for Burial Benefits</b></p> <p>M21-1 VII.1.B.1 (General Veteran Eligibility Criteria)</p> <ul style="list-style-type: none"><li>• Service criteria</li><li>• Discharge criteria</li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>13.</b> "General Eligibility Requirements of a Veteran for Burial Benefits"</p>  <p><b>REFER</b> trainees to M21-1 VII.1.B.1 (General Veteran Eligibility Criteria) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>EXPLAIN</b> the two basic types of eligibility criteria that a Veteran must meet to receive burial benefits:</p> <ul style="list-style-type: none"><li>• Service criteria (active military, naval, or air service)</li><li>• Discharge criteria (other than dishonorable)</li></ul> <p><b>NOTE:</b> Previous lessons provided training on parts or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the items below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"><li>• Determine whether the application for benefits is complete or incomplete</li><li>• Establish Veteran status</li></ul>  <p><b>ASK</b> whether trainees have any questions about the general eligibility requires of a Veteran for burial benefits.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Types of Burial Benefits</b></p> <p>The Veteran's death must qualify under at least one of the following categories:</p> <ul style="list-style-type: none"><li>• SC death <b>OR</b></li><li>• NSC death <b>OR</b></li><li>• VA hospitalization death <b>OR</b></li><li>• Unclaimed, identified remains</li></ul> <p>Note: The plot and/or transportation allowances can only be paid if one of the burial benefits above is also payable.</p>	<p><b>DISPLAY</b> slide</p> <p>14. "Types of Burial Benefits"</p>  <p><b>REFER</b> trainees to the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>EXPLAIN</b> that there are several categories of burial benefits and these categories will determine the eligibility for burial benefits and claimant benefits.</p> <ul style="list-style-type: none"><li>• SC death</li><li>• NSC death</li><li>• VA hospitalization death</li><li>• Unclaimed, identified remains</li></ul> <p><b>EXPLAIN</b> that plot and/or transportation allowances can only be paid if one of the burial benefits above is also payable.</p> <p><b>TELL</b> trainees that each of these categories will be covered later in this lesson.</p> <p><b>NOTE:</b> Previous lessons provided training on parts or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the items below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"><li>• Establish Veteran status</li><li>• Verify proof of death of Veteran</li></ul>  <p><b>ASK</b> whether trainees have any questions about the types of Veteran death related to burial benefits.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Claimants Eligible for Payment</b></p> <ul style="list-style-type: none"> <li>• Automatic payments may be made to eligible spouse (M21-1 VII.1.A.3.a [Automatic Payments to an Eligible Surviving Spouse])</li> <li>• Priority of claimants (M21-1 VII.1.A.3.b [Priority of Claimants])               <ul style="list-style-type: none"> <li>○ Surviving spouse</li> <li>○ Surviving legal union partner (per State law)</li> <li>○ Child</li> <li>○ Parent</li> <li>○ Executor of estate</li> </ul> </li> <li>• Other family members (PMC Bulletin November 2015)</li> <li>• Funeral director for unclaimed remains (M21-1 VII.1.B.7 [Burial of Veterans Unclaimed Remains])</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>15.</b> "Claimants Eligible for Payment"</p>  <p><b>REFER</b> trainees to the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>REFER</b> trainees to:</p> <ul style="list-style-type: none"> <li>• M21-1 VII.1.A.3.a (Automatic Payments to an Eligible Surviving Spouse)</li> <li>• M21-1 VII.1.A.3.b (Priority of Claimants)</li> <li>• PMC Bulletin November 2015</li> <li>• M21-1 VII.1.B.7.d (Third Party NSC Burial Allowance for Unclaimed Remains)</li> </ul> <p><b>SELECT</b> four trainees to read aloud each of the references relating to claimants that are eligible for payment.</p> <p><b>EXPLAIN</b> the several categories of claimants that might be eligible for payment of burial benefits.</p> <p><b>RESTATE</b> the information in reference M21-1 VII.1.A.3.a that for automatic payments to be sent, the eligible spouse must already be on the award.</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>• If an automatic payment was made, the PMC VSR should always check whether the proper person was paid. If not, due process may be needed to correct the error. The job aid checks how to determine whether a payment has already been made.</li> <li>• Be aware that at the time of this writing, there is an issue in the system that a spouse who is not on the award may be paid an automatic payment.</li> </ul> <p><b>NOTE:</b> Previous lessons provided training on parts</p>



## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
	<p>or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the items below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"><li>• Determine dependency eligibility for a spouse of a Veteran</li><li>• Determine dependency eligibility for a child of a Veteran</li><li>• Determine dependency eligibility for a helpless child of a Veteran</li><li>• Establish parental relationship to a Veteran for the purpose of receiving DIC benefits</li></ul> <p></p> <p><b>ASK</b> whether trainees have any questions about the claimants who are eligible for payment of burial benefits.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Eligibility for Plot or Interment Allowance</b></p> <p>M21-1 VII.1.B.5 (Plot or Interment Allowance)</p> <ul style="list-style-type: none"> <li>• Not payable if Veteran is buried or interred in a state or national Veteran’s cemetery</li> <li>• Payable for a burial plot for deceased Veteran who is eligible for the NSC or VA hospitalization death burial allowance when the Veteran is buried in a cemetery <b>other</b> than a state or national Veteran’s cemetery and when eligible claimant incurred expenses</li> <li>• Not payable if deceased Veteran’s cremains/urn reside(s) at survivor’s residence or if Veteran’s body committed to sea</li> <li>• Note: VA does not pay separate plot allowance when paying SC burial allowance</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>16.</b> “Eligibility for Plot or Interment Allowance”</p>  <p><b>REFER</b> trainees to M21-1 VII.1.B.5 (Plot or Interment Allowance) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>SELECT</b> several trainees to read:</p> <ul style="list-style-type: none"> <li>• M21-1 VII.1.B.5.a (General Eligibility for Plot or Interment Allowance)</li> <li>• M21-1 VII.1.B.5.d (Plot or Interment Allowance for Burial in Other Than a State or National Veterans Cemetery)</li> </ul>  <p><b>EMPHASIZE</b> that a survivor’s residence or burial at sea is not considered to be a final resting place for VA purposes; for further clarification of final resting place, see:</p> <ul style="list-style-type: none"> <li>• M21-1 VII.1.A.1.c (Definition: Burial at Sea)</li> <li>• M21-1 VII.1.A.1.f (Definition Plot)</li> <li>• M21-1 VII.1.A.1.g (Definition: Interment)</li> </ul>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Eligibility for Transportation Reimbursement (1 of 2)</b></p> <p>M21-1 VII.1.B.6 (Transportation Reimbursement)</p> <ul style="list-style-type: none"><li>• Meets basic burial eligibility requirements</li><li>• Proper itemized receipt or statement required</li><li>• Veteran death as a result of SC disability <b>AND</b> the Veteran's remains were interred in a national cemetery <b>OR</b></li><li>• Veteran receiving SC disability compensation <b>OR</b> would have been receiving SC disability but for receipt of military retired pay <b>OR</b> receiving VA pension as the higher benefit than their SC disability <b>AND</b> the Veteran's remains were interred in a national cemetery <b>OR</b></li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>17.</b> "Eligibility for Transportation Reimbursement (1 of 2)</p>  <p><b>REFER</b> trainees to M21-1 VII.1.B.6 (Transportation Reimbursement) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>SELECT</b> a trainee to read M21-1 VII.1.B.6.a (Transportation Reimbursement for Burial in a National Cemetery).</p>



## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Eligibility for Transportation Reimbursement (2 of 2)</b></p> <ul style="list-style-type: none"><li>• Veteran's death occurred while hospitalized by VA (or facility listed in 38 CFR 3.1706) or under VA care <b>OR</b></li><li>• Veteran whose remains are identified but unclaimed <b>AND</b> the Veteran's remains were interred in a national cemetery</li><li>• Costs incurred to transport remains to nearest national cemetery with available space from Veteran's last place of residence (except in the case of VA hospitalization death when national cemetery location is not a factor)</li></ul>	<p><b>DISPLAY</b> slide</p> <p><b>18.</b> "Eligibility for Transportation Reimbursement (2 of 2)</p>  <p><b>REFER</b> trainees to M21-1 VII.1.B.6 (Transportation Reimbursement) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>SELECT</b> several trainees to read:</p> <ul style="list-style-type: none"><li>• M21-1 VII.1.B.6.b (Transportation Reimbursement for VA Hospitalization Death)</li><li>• M21-1 VII.1.B.6.c (Required Evidence for Transportation Reimbursement Claim)</li></ul> <p><b>EXPLAIN</b> the use of the table of steps in M21-1 VII.1.B.6.e (Determining the Amount of Payable Transportation Expenses for Claims Under 38 CFR 3.1709).</p>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p data-bbox="159 296 607 365"><b>Consider All Possible Burial Benefits</b></p>  <ul data-bbox="159 506 646 842" style="list-style-type: none"><li>• With each VA Form 21P-530 received, consider all possible burial benefits or allowances, even if not claimed.</li><li>• An application for one type is considered an application for all types of burial benefits or allowances.</li></ul>	<p data-bbox="699 296 1317 365"><b>DISPLAY</b> slide <b>19.</b> "Consider All Possible Burial Benefits"</p>  <p data-bbox="699 506 1446 621"><b>EMPHASIZE</b> that an application for one type of benefit is considered an application for all types of burial benefits.</p> <p data-bbox="699 642 1463 873"><b>CLARIFY</b> that in reviewing eligibility for the different types of burial benefits, the PMC VSR may be able to pay benefits from different categories—for example, the PMC VSR can grant SC burial benefits and also pay transportation for death under VA care.</p> <p data-bbox="699 894 1455 1052"><b>EXPLAIN</b> that throughout this lesson as trainees are working through examples and scenarios, they should be considering all types of burial benefits and allowances in each claim.</p> <p data-bbox="699 1073 1463 1314"><b>EXPLAIN</b> that although a claimant may be denied for one burial benefit or allowance, the claimant may still be eligible for another type of burial benefit or allowance. For example, if a claimant is denied for SC burial benefits, the claimant may still be considered for NSC burial benefits.</p> <p data-bbox="699 1335 1438 1409"><b>TELL</b> trainees that they will now have the chance to consider three claims for burial benefits.</p>




## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Burial Benefits Group Activity</b></p> <ul style="list-style-type: none"><li>• Instructions:<ul style="list-style-type: none"><li>○ Divide into three groups.</li><li>○ Receive your claim assignment.</li><li>○ Confer with your group to answer the questions beneath about your claim.</li><li>○ Use any resources necessary to determine your answers.</li><li>○ Be prepared to share your answers with the class.</li></ul></li><li>• Time allowed: 5 minutes for each group to determine answers to their assigned claim questions.</li></ul>	<p><b>DISPLAY</b> slide 20. "Burial Benefits Group Activity"</p> <p><b>EXPLAIN</b> that trainees will now have the opportunity to think through eligibility for three types of death benefit claims and present their conclusions to the class.</p> <p><b>DIVIDE</b> the class into three groups—give each group a number: 1, 2, or 3 for the purpose of this exercise and the closing exercise of the lesson.</p> <p><b>ASSIGN</b> each group a type of death benefit claim to work with for this activity.</p> <p><b>ALLOW</b> each group 5 minutes to determine the answers to their assigned claim questions.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 1: Claim 1—SC Death</b></p> <p>PMC VSR Alvin Mack received VA Form 21P-530, Application for Burial Benefits, from the spouse on the award of a Veteran, who had 100% SC disability, after the first notice of death (FNOD) was processed. PMC VSR Mack reviewed the Award Information tab in CORPORATE and the Payment History screen shows that the spouse was automatically paid the \$2,000 SC burial allowance. VA Form 21P-530 also shows that the Veteran's spouse incurred expenses and that the Veteran is buried in a national cemetery; however, the transportation block is left blank. A statement of account (receipt) from the funeral home was included with the VA Form 21P-530 and shows that the total bill was \$1,800, \$600 of which was for transporting the Veteran's body/remains.</p>	<p><b>DISPLAY</b> slide</p> <p><b>21.</b> "Group 1: Claim 1—SC Death"</p> <p><b>TELL</b> trainees that the first type of death claim we will discuss is the claim for SC death benefits.</p> <p><b>SELECT</b> a member of Group 1 to read Claim 1 on the screen aloud.</p>  <p><b>REFER</b> trainees to the proper completed VA Form 21P-530, Application for Burial Benefits, for Claim 1.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Eligibility Requirements for SC Burial Benefits</b></p> <p>M21-1 VII.1.B.2 (SC Burial Allowance)</p> <ul style="list-style-type: none"> <li>• In order to qualify:           <ul style="list-style-type: none"> <li>○ Veteran rated totally disabled (100%) for an SC disability or disabilities at time of death (excluding IU)</li> <li><b>OR</b></li> <li>○ Veteran died as a result of SC disability or disabilities</li> <li><b>OR</b></li> <li>○ Claimant met criteria for DIC under 38 U.S.C. 1318</li> </ul> </li> <li>• Benefit does not include payment of plot or interment allowance</li> <li>• Benefit may include transportation reimbursement (receipt required)</li> </ul>	<p><b>DISPLAY</b> slide</p> <p>22. "Eligibility Requirements for SC Burial Benefits"</p>  <p><b>REFER</b> trainees to M21-1 VII.1.B.2 (SC Burial Allowance) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>EXPLAIN</b> the eligibility requirements for SC burial benefits.</p> <p><b>TELL</b> trainees that they will learn about the criteria for Dependency &amp; Indemnity Compensation (DIC) claims in a later lesson.</p> <p><b>TELL</b> trainees that SC burial allowance is <b>not</b> payable for unclaimed remains.</p> <p><b>EXPLAIN</b> the application of plot or interment allowance and transportation reimbursement for SC death burial benefits:</p> <ul style="list-style-type: none"> <li>• Plot or interment allowance: VA does not pay separate plot allowance when paying SC burial allowance.</li> <li>• Transportation reimbursement:           <ul style="list-style-type: none"> <li>○ VA will pay costs incurred to transport remains to the nearest national cemetery with available space from Veteran's last place of residence (see table in M21-1 VII.1.B.6.e for eligibility and stipulations).</li> <li>○ VA could also pay transportation if the Veteran passed away under VA care, in which the nearest national cemetery would not be applicable. In this case, VA would reimburse for all allowable transportation costs.</li> <li>○ An itemized receipt or statement of account for the transportation costs is required.</li> </ul> </li> </ul>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
	<p><b>INFORM</b> trainees that M21-1 VII.1.B.2.b (Payment Amount for the SC Burial Allowance) includes a link to the burial benefits rate chart that they will find very helpful in their work.</p> <p></p> <p><b>EXPLAIN</b> that if a claimant is requesting SC or <b>any other type</b> of burial benefits, but eligibility is not immediately clear, the PMC VSR may need to double check for issues where VA <b>could have</b> granted the Veterans compensation/pension award except that they died before it was granted, for example:</p> <ul style="list-style-type: none"><li>• If there was an <b>appeal</b> pending at the time of death for a prior denied claim that would have been granted (before Veteran's death), eligibility for burial benefits can be established.<ul style="list-style-type: none"><li>○ PMC VSR would look in VACOLS for anything still pending or closed after the Veteran's death.</li></ul></li><li>• If there was a <b>claim</b> pending at death that would have been granted (before Veteran's death), eligibility for burial benefits can be established.<ul style="list-style-type: none"><li>○ PMC VSR would look in SHARE, Corporate/Claims/Denials tab—look for any EP that closed <b>after</b> the Veteran's death.</li></ul></li><li>• Both instances would be considered as accrued claims—if there is not a specific claim for accrued benefits, then it will still be necessary to review the appeal or claim pending at death to determine eligibility for burial benefits.</li><li>• Working through the accrued process for either will determine the burial eligibility, although an accrued claim will never actually be processed.</li></ul> <p><b>NOTE:</b> Previous lessons provided training on parts</p>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
	<p>or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the items below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"> <li>• Determine if an appeal is pending</li> <li>• Determine if an accrued claim meets time requirements</li> <li>• Determine if accrued funds are payable</li> <li>• Determine the proper claimant (for accrued funds)</li> </ul> <div style="text-align: center;">  </div> <p><b>ASK</b> whether trainees have any questions about eligibility requirements for SC burial benefits.</p>
<p><b>Group 1: Claim 1—SC Death Questions</b></p> <ul style="list-style-type: none"> <li>• Who is the claimant?</li> <li>• Is the claimant eligible for SC burial benefits? Why or why not?</li> <li>• Is the claimant eligible for a plot allowance? If so, how much?</li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much?</li> </ul>	<p><b>DISPLAY</b> slide  <b>23.</b> “Group 1: Claim 1—SC Death Questions”</p> <p><b>SELECT</b> another member of Group 1 to read the questions on the screen aloud.</p> <p><b>ALLOW</b> 5 minutes for Group 1 to consider the factors in the claim.</p> <p><b>ASK</b> Group 1 for its answers to the questions.</p> <ul style="list-style-type: none"> <li>• Who is the claimant?</li> <li>• Is the claimant eligible for SC burial benefits? Why or why not?</li> <li>• Is the claimant eligible for a plot allowance? If so, how much?</li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much?</li> </ul>

## ***Lesson 25: Determine Burial Benefits Eligibility***

### ***Lesson Plan***

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#### **Group 1: Claim 1—SC Death**


PMC VSR Alvin Mack received VA Form 21P-530, Application for Burial Benefits, from the spouse on the award of a Veteran, who had 100% SC disability, after the first notice of death (FNOD) was processed. PMC VSR Mack reviewed the Award Information tab in CORPORATE and the Payment History screen shows that the spouse was automatically paid the \$2,000 SC burial allowance. VA Form 21P-530 also shows that the Veteran's spouse incurred expenses and that the Veteran is buried in a National Cemetery; however, the transportation block is left blank. A statement of account (receipt) from the funeral home was included with the VA Form 21P-530 and shows that the total bill was \$1,800, \$600 of which was for transporting the Veteran's body/remains.

#### **Group 1: Claim 1—SC Death Questions**

- Who is the claimant?
- Is the claimant eligible for SC burial benefits? Why or why not?
- Is the claimant eligible for a plot allowance? If so, how much?
- Is the claimant eligible for transportation reimbursement? If so, how much?


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 1: Claim 1—SC Death Answers</b></p> <ul style="list-style-type: none"> <li>• Who is the claimant? <ul style="list-style-type: none"> <li>◦ <i>The claimant is the wife on the award of the deceased Veteran, who had 100% SC disability.</i></li> </ul> </li> <li>• Is the claimant eligible for SC burial benefits? Why or why not? <ul style="list-style-type: none"> <li>◦ <i>Yes, the spouse received the SC burial allowance \$2,000 as an automatic payment because she is the legal spouse of the deceased Veteran.</i></li> </ul> </li> <li>• Is the claimant eligible for a plot allowance? If so, how much? <ul style="list-style-type: none"> <li>◦ <i>No, since the Veteran is buried in a national cemetery, the Veteran's spouse is not eligible to receive a plot allowance.</i></li> </ul> </li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much? <ul style="list-style-type: none"> <li>◦ <i>Yes, the spouse would receive the full \$600 transportation reimbursement, based on the funeral home's receipt.</i></li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide 24. "Group 1: Claim 1—SC Death Answers"</p> <p><b>DISCUSS</b> the answers to the questions:</p> <ul style="list-style-type: none"> <li>• Who is the claimant? <ul style="list-style-type: none"> <li>◦ <i>The claimant is the wife on the award of the deceased Veteran, who had 100% SC disability.</i></li> </ul> </li> <li>• Is the claimant eligible for SC burial benefits? Why or why not? <ul style="list-style-type: none"> <li>◦ <i>Yes, the spouse received the SC burial allowance \$2,000 as an automatic payment because she is the legal spouse of the deceased Veteran.</i></li> </ul> </li> <li>• Is the claimant eligible for a plot allowance? If so, how much? <ul style="list-style-type: none"> <li>◦ <i>No, since the Veteran is buried in a national cemetery, the Veteran's spouse is not eligible to receive a plot allowance.</i></li> </ul> </li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much? <ul style="list-style-type: none"> <li>◦ <i>Yes, the spouse would receive the full \$600 transportation reimbursement, based on the funeral home's receipt.</i></li> </ul> </li> </ul> <p><b>REMIN</b>D trainees to consider all types of burial benefits or allowances to pay whatever is the greatest benefit to the claimant.</p> <div style="text-align: center;">  </div> <p><b>ASK</b> whether Group 1 or the other trainees have any questions.</p> <p><b>PROVIDE</b> feedback to Group 1.</p>

## Lesson 25: Determine Burial Benefits Eligibility


### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 2: Claim 2—NSC Death</b></p> <p>PMC VSR Alice Rudolph received VA Form 21P-530, Application for Burial Benefits, from the spouse of a deceased Veteran claiming NSC burial. The PMC VSR determines the Veteran's spouse was recently granted Survivors Pension benefits and a review of SHARE shows he was automatically paid the NSC burial of \$300. A review of the Corporate record indicates the Veteran was receiving pension benefits at death and was not SC for any disabilities. VA Form 21P-530 states that the Veteran died at home, she was cremated, and her urn is located at the family home, for which the spouse paid \$550 in transportation expenses. The death certificate shows the cause of death to be dementia.</p>	<p><b>DISPLAY</b> slide</p> <p><b>25.</b> "Group 2: Claim 2—NSC Death"</p> <p><b>SELECT</b> a member of Group 2 to read Claim 2 on the screen out loud.</p>  <p><b>REFER</b> trainees to the proper completed VA Form 21P-530, Application for Burial Benefits, for Claim 2.</p>




## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Eligibility Requirements for NSC Burial Benefits</b></p> <p>M21-1 VII.1.B.3 (NSC Burial Allowance)</p> <ul style="list-style-type: none"> <li>• In order to qualify:           <ul style="list-style-type: none"> <li>○ Veteran was receiving pension, compensation, or military retired pay in lieu of compensation at time of death</li> <li>○ Veteran had claim pending at time of death and was entitled prior to date of death</li> <li>○ Veteran had insufficient resources in his/her estate to cover burial and funeral expenses and Veteran's body is unclaimed</li> </ul> </li> <li>• Benefit may or may not include plot or interment allowance depending on location of burial or interment</li> <li>• Benefit may include transportation reimbursement for remains to nearest national cemetery with available space from Veteran's last place of residence (receipt required)</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>26.</b> "Eligibility Requirements for NSC Burial Benefits"</p> <div style="text-align: center;">  </div> <p><b>REFER</b> trainees to M21-1 VII.1.B.3 (NSC Burial Allowance) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>EXPLAIN</b> the eligibility requirements for NSC burial benefits.</p> <p><b>REMIN</b>d trainees of the importance of checking for any claims or appeals pending at the time of death that may influence the eligibility for burial benefits.</p> <p><b>EXPLAIN</b> the application of plot or interment allowance and transportation reimbursement for NSC death burial benefits:</p> <ul style="list-style-type: none"> <li>• Plot or interment allowance:           <ul style="list-style-type: none"> <li>○ Is not payable if Veteran is buried or interred in a state or national Veterans cemetery.</li> <li>○ May be payable for a Veteran who was eligible for burial in a national cemetery.</li> <li>○ May be payable for a burial plot for a deceased Veteran when the Veteran is buried in a cemetery other than a state or national Veterans cemetery.</li> <li>○ Is not payable if deceased Veteran's cremains/urn reside at survivor's residence, which VA does not consider a final resting place.</li> </ul> </li> <li>• Transportation reimbursement:           <ul style="list-style-type: none"> <li>○ VA may pay costs incurred to transport remains to nearest national cemetery with available space from Veteran's last place of residence (see table in M21-1 VII.1.B.6.e for</li> </ul> </li> </ul>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
	<p>eligibility requirements and stipulations).</p> <ul style="list-style-type: none"><li>○ An itemized receipt or statement of account for the transportation costs is required.</li></ul> <p><b>NOTE:</b> Previous lessons provided training on parts or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the items below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"><li>• Determine if an appeal is pending</li><li>• Determine if an accrued claim meets time requirements</li><li>• Determine if accrued funds are payable</li><li>• Determine the proper claimant (for accrued funds)</li></ul> <p></p> <p><b>ASK</b> whether trainees have any questions about eligibility requirements for NSC burial benefits.</p>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 2: Claim 2—NSC Death Questions</b></p> <ul style="list-style-type: none"> <li>• Who is the claimant?</li> <li>• Is the claimant eligible for NSC burial benefits? Why or why not?</li> <li>• Is the claimant eligible for a plot allowance? If so, how much?</li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much?</li> </ul>	<p><b>DISPLAY</b> slide 27. "Group 2: Claim 2—NSC Death Questions"</p> <p><b>SELECT</b> another member of Group 2 to read the questions on the screen aloud.</p> <p><b>ALLOW</b> 5 minutes for Group 2 to consider the factors in the claim.</p> <p><b>ASK</b> Group 2 for its answers to the questions.</p> <ul style="list-style-type: none"> <li>• Who is the claimant?</li> <li>• Is the claimant eligible for NSC burial benefits? Why or why not?</li> <li>• Is the claimant eligible for a plot allowance? If so, how much?</li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much?</li> </ul>

### Group 2: Claim 2—NSC Death


PMC VSR Alice Rudolph received VA Form 21P-530, Application for Burial Benefits, from the spouse of a deceased Veteran. The PMC VSR determined the Veteran's spouse was recently granted Survivors Pension benefits and a review of SHARE shows he was automatically paid the NSC burial of \$300. VA Form 21P-530 states that the Veteran died at home, she was cremated, and her urn is located at the family home, for which the spouse paid \$550 in transportation expenses.

### Group 2: Claim 2—NSC Death Questions

- Who is the claimant?
- Is the claimant eligible for NSC burial benefits? Why or why not?
- Is the claimant eligible for a plot allowance? If so, how much?
- Is the claimant eligible for transportation reimbursement? If so, how much?


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 2: Claim 2—NSC Death Answers</b></p> <ul style="list-style-type: none"> <li>• Who is the claimant? <ul style="list-style-type: none"> <li>○ <i>The claimant is the surviving spouse of the Veteran.</i></li> </ul> </li> <li>• Is the claimant eligible for NSC burial benefits? Why or why not? <ul style="list-style-type: none"> <li>○ <i>Yes, the surviving spouse has already received the \$300 burial allowance as the automatic payment.</i></li> </ul> </li> <li>• Is the claimant eligible for a plot allowance? If so, how much? <ul style="list-style-type: none"> <li>○ <i>No, the claimant is not eligible for a plot allowance (as the cremains are in the spouse's home, no plot or columbarium space was purchased).</i></li> </ul> </li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much? <ul style="list-style-type: none"> <li>○ <i>No, transportation is not payable because the Veteran did not die under VA care and was not buried in a national cemetery.</i></li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide  <b>28.</b> "Group 2: Claim 2—NSC Death Answers"</p> <p><b>DISCUSS</b> the answers to the questions:</p> <ul style="list-style-type: none"> <li>• Who is the claimant? <ul style="list-style-type: none"> <li>○ <i>The claimant is the surviving spouse of the Veteran.</i></li> </ul> </li> <li>• Is the claimant eligible for NSC burial benefits? Why or why not? <ul style="list-style-type: none"> <li>○ <i>Yes, the surviving spouse has already received the \$300 burial allowance as the automatic payment.</i></li> </ul> </li> <li>• Is the claimant eligible for a plot allowance? If so, how much? <ul style="list-style-type: none"> <li>○ <i>No, the claimant is not eligible for a plot allowance (as the cremains are in the spouse's home, no plot or columbarium space was purchased).</i></li> </ul> </li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much? <ul style="list-style-type: none"> <li>○ <i>No, transportation is not payable because the Veteran did not die under VA care and was not buried in a national cemetery.</i></li> </ul> </li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <p><b>ASK</b> whether Group 2 has any questions.</p> <p><b>ASK</b> whether the other trainees have any questions about Group 2's answers.</p> <p><b>PROVIDE</b> feedback to Group 2.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 3: Claim 3—VA Hospitalization Death</b></p> <p>PMC VSR Misha Austen received VA Form 21P-530, Application for Burial Benefits, from the son of a deceased Veteran, claiming VA hospitalization burial benefits. A review of SHARE confirms that \$300 was auto-paid for NSC to the spouse of the Veteran. A review of the Corporate record shows the Veteran was receiving 10% compensation benefits at death due to tinnitus. VA Form 21P-530 and death certificate both state that the Veteran died at a VA Medical Center; the death certificate lists a stroke as the cause of death. A review of CAPRI confirms location of death. VA Form 21P-530 states and death certificate corroborate that Veteran's cremains are located in the son's home. VA Form 21P-530 indicates that the son incurred costs related to the Veteran's burial and a statement of account (receipt) lists transportation expenses and shows a total cost of \$3,500.</p>	<p><b>DISPLAY</b> slide</p> <p>29. "Group 3: Claim 3—VA Hospitalization Death"</p> <p><b>DISPLAY</b> the VA hospitalization death benefit claim on the screen.</p> <p><b>SELECT</b> a member of Group 3 to read Claim 3 on the screen aloud.</p>  <p><b>REFER</b> trainees to the proper completed VA Form 21P-530, Application for Burial Benefits, for Claim 3.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Eligibility Requirements for VA Hospitalization Death Burial Benefits</b></p> <p>M21-1 VII.1.B.4 (Veterans Affairs [VA] Hospitalization Death Burial Allowance)</p> <ul style="list-style-type: none"> <li>• In order to qualify, Veteran was, at time of death: <ul style="list-style-type: none"> <li>○ Hospitalized by VA</li> <li>○ Hospitalized under VA contract at non-VA facility</li> <li>○ Traveling under proper authorization and at VA expense</li> <li>○ Residing at an approved State Veterans' home</li> </ul> </li> <li>• Benefit may or may not include plot or interment allowance depending on location of burial or interment</li> <li>• Benefit includes transportation reimbursement for remains to cemetery location (receipt required)</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>30.</b> "Eligibility Requirements for VA Hospitalization Death Burial Benefits"</p> <div style="text-align: center;">  </div> <p><b>REFER</b> trainees to M21-1 VII.1.B.4 (Veterans Affairs [VA] Hospitalization Death Burial Allowance) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>EXPLAIN</b> the eligibility requirements for VA hospitalization death burial benefits.</p> <p><b>NOTE:</b> Amount allowed will not exceed the amount paid by the claimant for burial and/or interment—payment will only be for the actual amount of expense incurred by claimant, up to the maximum rate (see M21-1 VII.1.B.4.c [Payment Amount for VA Hospitalization Death Burial Allowance]).</p> <p><b>EXPLAIN</b> the application of plot or interment allowance and transportation reimbursement for VA hospitalization death burial benefits:</p> <ul style="list-style-type: none"> <li>• Plot or interment allowance: <ul style="list-style-type: none"> <li>○ Is not payable if Veteran is buried or interred in a state or national Veterans cemetery.</li> <li>○ May be payable for a burial plot for a deceased Veteran when the Veteran is buried in a cemetery other than a state or national Veterans cemetery.</li> <li>○ Is not payable if deceased Veteran's cremains/urn reside(s) at survivor's residence.</li> </ul> </li> <li>• Transportation reimbursement: <ul style="list-style-type: none"> <li>○ VA will pay costs incurred to transport remains if Veteran's death occurred while hospitalized by VA (or facility listed in 38 CFR 3.1706) or in VA care.</li> </ul> </li> </ul>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
	<ul style="list-style-type: none"><li>○ Costs incurred to transport remains to cemetery location (see table of steps in M21-1 VII.1.B.6.e for eligibility and stipulations; however, see note in M21-1 VII.1.B.6.b regarding VA hospitalization deaths)</li><li>○ An itemized receipt or statement of account for the transportation costs is required.</li></ul> <p><b>REMINDE</b> trainees of the importance of checking for any claims or appeals pending at the time of death that may influence the eligibility for burial benefits.</p> <p><b>NOTE:</b> Previous lessons provided training on parts or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the items below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"><li>• Determine if an appeal is pending</li><li>• Determine if an accrued claim meets time requirements</li><li>• Determine if accrued funds are payable</li><li>• Determine the proper claimant (for accrued funds)</li></ul> <p></p> <p><b>ASK</b> whether trainees have any questions about eligibility requirements for VA hospitalization death burial benefits.</p>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 3: Claim 3—VA Hospitalization Death Questions</b></p> <ul style="list-style-type: none"> <li>• Who is the claimant?</li> <li>• Is the claimant eligible for VA hospitalization death burial benefits? Why or why not?</li> <li>• Is the claimant eligible for a plot allowance? If so, how much?</li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much?</li> </ul>	<p><b>DISPLAY</b> slide  <b>31.</b> "Group 3: Claim 3—VA Hospitalization Death Questions"</p> <p><b>SELECT</b> a member of Group 3 to read the questions on the screen out loud.</p> <p><b>ALLOW</b> 5 minutes for Group 3 to consider the factors in the claim.</p> <p><b>ASK</b> Group 3 for its answers to the questions.</p> <ul style="list-style-type: none"> <li>• Who is the claimant?</li> <li>• Is the claimant eligible for VA hospitalization death burial benefits? Why or why not?</li> <li>• Is the claimant eligible for a plot allowance? If so, how much?</li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much?</li> </ul>

### Group 3: Claim 3—VA Hospitalization Death Scenario

PMC VSR Misha Austen received VA Form 21P-530, Application for Burial Benefits, from the son of a deceased Veteran, claiming VA hospitalization burial benefits. A review of SHARE confirms that \$300 was auto-paid for NSC to the spouse of the Veteran. VA Form 21P-530 and death certificate both state that the Veteran died at a VA Medical Center. A review of CAPRI confirms location of death. VA Form 21P-530 states and death certificate corroborate that Veteran's cremains are located in the son's home. VA Form 21P-530 indicates that the son incurred costs related to the Veteran's burial and a statement of account (receipt) lists transportation expenses and shows a total cost of \$3,500.


### Group 3: Claim 3—VA Hospitalization Death Questions

- Who is the claimant?
- Is the claimant eligible for VA hospitalization death burial benefits? Why or why not?
- Is the claimant eligible for a plot allowance? If so, how much?
- Is the claimant eligible for transportation reimbursement? If so, how much?




## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Group 3: Claim 3—VA Hospitalization Death Answers</b></p> <ul style="list-style-type: none"> <li>• Who is the claimant? <ul style="list-style-type: none"> <li>○ <i>The son of the Veteran is the claimant.</i></li> </ul> </li> <li>• Is the claimant eligible for VA hospitalization death burial benefits? Why or why not? <ul style="list-style-type: none"> <li>○ <i>The claimant's eligible amount would be the applicable VA hospitalization burial amount minus the Veteran's spouse's auto-payment.</i></li> </ul> </li> <li>• Is the claimant eligible for a plot allowance? If so, how much? <ul style="list-style-type: none"> <li>○ <i>No, the plot allowance would be denied (as the cremains are in the son's home, no plot or columbarium space was purchased).</i></li> </ul> </li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much? <ul style="list-style-type: none"> <li>○ <i>Yes, the transportation expenses would be fully reimbursed in the amount shown on the receipt, \$3,500.</i></li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide 32. "Group 3: Claim 3—VA Hospitalization Death "</p> <p><b>DISCUSS</b> the answers to the questions:</p> <ul style="list-style-type: none"> <li>• Who is the claimant? <ul style="list-style-type: none"> <li>○ <i>The son of the Veteran is the claimant.</i></li> </ul> </li> <li>• Is the claimant eligible for VA hospitalization death burial benefits? Why or why not? <ul style="list-style-type: none"> <li>○ <i>The claimant's eligible amount would be the applicable VA hospitalization burial amount minus the Veteran's spouse's auto-payment.</i></li> </ul> </li> <li>• Is the claimant eligible for a plot allowance? If so, how much? <ul style="list-style-type: none"> <li>○ <i>No, the plot allowance would be denied (as the cremains are in the son's home, no plot or columbarium space was purchased).</i></li> </ul> </li> <li>• Is the claimant eligible for transportation reimbursement? If so, how much? <ul style="list-style-type: none"> <li>○ <i>Yes, the transportation expenses would be fully reimbursed in the amount shown on the receipt, \$3,500.</i></li> </ul> </li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <p><b>ASK</b> whether Group 3 has any questions.</p> <p><b>ASK</b> whether the other trainees have any questions about Group 3's answers.</p> <p><b>PROVIDE</b> feedback to Group 3.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Eligibility Requirements for Veterans Unclaimed Remains Burial Benefits</b></p> <p>M21-1 VII.1.B.7.a (General Eligibility for Unclaimed Remains)</p> <ul style="list-style-type: none"> <li>• NSC burial allowance is payable for a Veteran if: <ul style="list-style-type: none"> <li>○ Remains of the identified deceased Veteran are unclaimed</li> <li>○ Insufficient resources are available in the Veteran's estate to cover the burial and funeral expenses</li> </ul> </li> <li>• Compensation or pension at time of death is <b>no longer</b> a requirement</li> <li>• Veteran remains must be identified</li> <li>• Benefit may or may not include plot or interment allowance depending on location of burial or interment and claimant</li> <li>• Benefit includes transportation reimbursement for remains to a national cemetery (receipt required)</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>33.</b> "Eligibility Requirements for Veterans Unclaimed Remains Burial Benefits</p>  <p><b>REFER</b> trainees to M21-1 VII.1.B.7.a (General Eligibility for Unclaimed Remains) and the <b>Burial Benefits Eligibility</b> job aid.</p> <p><b>SELECT</b> one trainee to read the requirements aloud, and a second trainee to read the notes in the reference aloud.</p> <p><b>EXPLAIN</b> the eligibility requirements for Veterans unclaimed remains burial benefits.</p> <p><b>EXPLAIN</b> that if a Veteran dies while under VA care and the remains are unclaimed, VHA not VBA is responsible for the burial (M21-1 VII.1.B.7.c [Unclaimed Remains of a Veteran who Died at a VA Hospital]).</p> <p><b>CLARIFY</b> that the unclaimed Veteran remains must be identified (M21-1 VII.1.B.7.f [Processing Requests for Verification of Veteran Status of Identified Remains]) and Veteran status must be established before proceeding with funeral or burial arrangements (M21-1 VII.1.B.7.g [Making Funeral and Burial Arrangements]).</p> <p><b>EXPLAIN</b> the application of plot or interment allowance and transportation reimbursement for unclaimed Veteran remains death burial benefits:</p> <ul style="list-style-type: none"> <li>• Plot or interment allowance: <ul style="list-style-type: none"> <li>○ Is not payable to a funeral home or third party if the Veteran is buried in a state Veterans cemetery or other cemetery as listed in 38 CFR 3.1707.</li> <li>○ Is payable to the state or agency or political</li> </ul> </li> </ul>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
	<p>subdivision of a state.</p> <ul style="list-style-type: none"><li>• Transportation reimbursement:<ul style="list-style-type: none"><li>○ VA will pay costs incurred to transport remains to a national cemetery (see M21-1 VII.1.B.7.d).</li><li>○ An itemized receipt or statement of account for the transportation costs is required.</li></ul></li></ul> <p><b>REMIN</b>d trainees of the importance of checking for any claims or appeals pending at the time of death that may influence the eligibility for burial benefits.</p> <p><b>NOTE:</b> Previous lessons provided training on parts or all of this step. <i>Lesson 25: Appendix A</i> lists all of the related prerequisite Learning Objectives with the lessons, job aids, and references. Refer trainees to the items below from Appendix A to remind them of these processes and provide continuity of instruction for the trainees:</p> <ul style="list-style-type: none"><li>• Determine if an appeal is pending</li><li>• Determine if an accrued claim meets time requirements</li><li>• Determine if accrued funds are payable</li><li>• Determine the proper claimant (for accrued funds)</li></ul> <p></p> <p><b>ASK</b> whether trainees have any questions about eligibility requirements for Veterans unclaimed remains burial benefits.</p>



## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Development for Missing Burial-Related Information</b></p> <ul style="list-style-type: none"><li>• Lack of required evidence</li><li>• Incomplete forms</li><li>• Qualifying service not verified</li><li>• Proof of death not verified</li><li>• Cause of death not verified for an SC claim</li><li>• Itemized receipt or statement of account for incurred expenses not received</li></ul>	<p><b>DISPLAY</b> slide <b>34.</b> "Development for Missing Burial-Related Information"</p> <p><b>EXPLAIN</b> that trainees may need to develop for missing information to determine eligibility for burial benefits.</p> <p><b>INTRODUCE</b> the information that trainees may need to develop for as listed on the slide.</p> <p><b>REFER</b> to the <b>Burial Benefits Eligibility</b> job aid for specific requirements for evidence regarding burial benefit types.</p> <p><b>EMPHASIZE</b> that proof of death is required for SC burial benefits, which may require development for medical evidence showing the Veteran's death was caused by connection to their service.</p> <p><b>EXPLAIN</b> that they will learn how to develop for missing information in a later lesson.</p> <p></p> <p><b>ASK</b> whether trainees have any questions about development for burial-related information.</p> <p><b>EXPLAIN</b> that, while Claims 1, 2, and 3 needed no development to determine eligibility for burial benefits, VA Form 21-534EZ, Application for DIC, Survivors Pension, and/or Accrued Benefits, would have been sent to the Veteran's spouses with the burial benefits decision notice for Claims 1, 2, and 3.</p> <p><b>REVIEW</b> the claim scenarios if the trainees have questions about this.</p> <p><b>REMIND</b> trainees that the processes for development of evidence will be covered later in Phase 5.</p>



## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Does the Burial Claim Require Rating Activity?</b></p> <ul style="list-style-type: none"> <li>• <b>Do not</b> send to rating activity:           <ul style="list-style-type: none"> <li>○ Rated 100% SC at time of death (excluding IU)</li> </ul> </li> <li>• <b>Send</b> to rating activity:           <ul style="list-style-type: none"> <li>○ If rated IU at time of death for 10 years or more</li> <li>○ If the burial claimant claims SC burial and Veteran was not 100% at death</li> <li>○ Veteran dies of presumptive condition for herbicide exposure or Camp Lejeune exposure and has necessary service to corroborate exposure</li> <li>○ Any other issues under M21-1 III.ii.7.4.c (Specific Situations in Which Survivors Benefits Claims Should Be Referred to the Rating Activity)</li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>35.</b> "Does the Burial Claim Require Rating Activity?"</p>  <p><b>REFER</b> trainees to the table in M21-1 VII.1.B.2.c (When to Send a Claim for SC Death for Rating Decision).</p> <p><b>REFER</b> trainees to M21-1 III.ii.7.4.c (Specific Situations in Which Survivors Benefits Claims Should Be Referred to the Rating Activity).</p> <ul style="list-style-type: none"> <li>• Claimant raised issue of SC on application</li> <li>• Certain SC awards during Veteran's lifetime</li> <li>• Veteran had at least one SC disability at more than 50% disabling or one or more that equal a combined 100% evaluation</li> <li>• Veteran received IU benefits</li> <li>• VSR determines reasonable probability of SC death</li> <li>• Certain Survivors Pension claims</li> <li>• Accrued benefits claim received</li> <li>• SC burial benefits claim received</li> </ul> <p><b>CLARIFY</b> that if none of the situations listed in M21-1 III.ii.7.4.c apply, the claim would <b>NOT</b> be sent to the rating activity.</p>  <p><b>ASK</b> whether trainees have any questions about whether a burial claim requires a rating decision.</p> <p><b>STATE</b> that rating information will be covered in greater detail in a future lesson.</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Which of the Previous Burial Claims Require Rating Activity?</b></p> <ul style="list-style-type: none"><li>• Does Claim 1—SC Death require rating activity? Why or why not?</li><li>• Does Claim 2—NSC Death require rating activity? Why or why not?</li><li>• Does Claim 3—VA Hospitalization Death require rating activity? Why or why not?</li></ul>	<p><b>DISPLAY</b> slide <b>36.</b> “Which of the Previous Burial Claims Require Rating Activity?”</p>  <p><b>REFER</b> trainees to Claims 1, 2, and 3 in their Trainee Guide.</p>  <p><b>ASK</b> trainees the following questions relating to the three claims they considered in this lesson:</p> <ul style="list-style-type: none"><li>• Does Claim 1—SC Death require rating activity? Why or why not?</li><li>• Does Claim 2—NSC Death require rating activity? Why or why not?</li><li>• Does Claim 3—VA Hospitalization Death require rating activity? Why or why not?</li></ul>




## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Which of the Previous Burial Claims Require Rating Activity? Answers</b></p> <ul style="list-style-type: none"> <li>• Does Claim 1—SC Death require rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>No, do not submit the claim to the rating activity because the Veteran was 100% SC at death and the spouse was given an auto payment of \$2,000.</i></li> </ul> </li> <li>• Does Claim 2—NSC Death require rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>No, this claim would not be submitted to the rating activity because the claimant did not claim SC burial and none of the situations under M21-1 III.ii.7.4.c apply.</i></li> </ul> </li> <li>• Does Claim 3—VA Hospitalization Death require rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>Yes, this claim would be submitted to the rating activity because the Veteran's SC disability requires a rating review.</i></li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide  <b>37.</b> "Which of the Previous Burial Claims Require Rating Activity? Answers"</p> <p><b>DISCUSS</b> the answers to the rating activity questions:</p> <ul style="list-style-type: none"> <li>• Does Claim 1—SC Death require rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>No, do not submit the claim to the rating activity because the Veteran was 100% SC at death and the spouse was given an auto payment of \$2,000.</i></li> </ul> </li> <li>• Does Claim 2—NSC Death require rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>No, this claim would not be submitted to the rating activity because the claimant did not claim SC burial and none of the situations under M21-1 III.ii.7.4.c apply.</i></li> </ul> </li> <li>• Does Claim 3—VA Hospitalization Death require rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>Yes, this claim would be submitted to the rating activity because the Veteran's SC disability requires a rating review.</i></li> </ul> </li> </ul> <div style="text-align: center;">  </div> <p><b>ASK</b> whether trainees have any further questions about rating activity for burial claims or anything else covered in this lesson before moving to the practice exercise.</p>

## Lesson 25: Determine Burial Benefits Eligibility




### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Burial Benefits Eligibility Practice Exercise</b></p> <ul style="list-style-type: none"> <li>• Instructions:           <ul style="list-style-type: none"> <li>○ Work in the same three groups as previously.</li> <li>○ Read your group's assigned scenario in <i>Appendix B: Exercise Worksheet</i>.               <ul style="list-style-type: none"> <li>▪ Scenario 1—Group 2</li> <li>▪ Scenario 2—Group 3</li> <li>▪ Scenario 3—Group 1</li> </ul> </li> <li>○ Confer with your group to answer the questions beneath your scenario.</li> <li>○ Use any resources necessary to determine your answers.</li> <li>○ Be prepared to share your answers with the class.</li> </ul> </li> <li>• Time allowed: 10 minutes per group</li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>38.</b> "Burial Benefits Eligibility Practice Exercise"</p> <p><b>TELL</b> trainees they will be working in the same group as for the previous activity.</p>  <p><b>REFER</b> trainees to <i>Appendix B: Exercise Worksheet</i>.</p> <p><b>ASSIGN</b> groups as follows, so that each group can work on a different type of benefit from the previous claim activity.</p> <ul style="list-style-type: none"> <li>• Scenario 1—Group 2</li> <li>• Scenario 2—Group 3</li> <li>• Scenario 3—Group 1</li> </ul> <p><b>ALLOW</b> each group 5 minutes to consider the scenario and determine answers to the questions, then 5 minutes to share answers with the class—for a total of 10 minutes.</p> <p><b>STATE</b> that each group will share their answers with the class at the end of the time allowed and instructors will provide feedback to each group.</p>   <p><b>ASK Group 2</b> to share their worksheet answers <b>before</b> turning to the Scenario 1 answer slides.</p>
<p><b>Burial Benefits Eligibility Practice Exercise—Scenario 1 Answers</b></p> <ol style="list-style-type: none"> <li>1. Who is the claimant?       <ul style="list-style-type: none"> <li>○ <i>The deceased Veteran's spouse</i></li> </ul> </li> <li>2. Does the claimant meet the</li> </ol>	<p><b>DISPLAY</b> slides</p> <p><b>39.</b> "Burial Benefits Eligibility Practice Exercise—Scenario 1 Answers"</p> <p><b>DISCUSS</b> the answers to the Scenario 1 questions and provide feedback to Group 2.</p> <ol style="list-style-type: none"> <li>1. Who is the claimant?</li> </ol>






## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p>eligibility requirements to receive burial benefits?</p> <ul style="list-style-type: none"> <li>○ <i>No</i></li> </ul> <p>3. What kind of burial allowance is requested?</p> <ul style="list-style-type: none"> <li>○ <i>NSC death benefit</i></li> </ul> <p>4. Is development required to determine eligibility? If so, for what?</p> <ul style="list-style-type: none"> <li>○ <i>Development for eligibility not needed, however the denial notice will include VA Form 21-534EZ, Application for DIC, Survivors Pension, and/or Accrued Benefits, for the spouse to return</i></li> </ul> <p>5. Assuming all developed evidence was received, should this claim be submitted to the rating activity?</p> <ul style="list-style-type: none"> <li>○ <i>No, this claim would not be submitted to the rating activity because the claimant does not meet eligibility requirements for burial benefits</i></li> </ul>	<ul style="list-style-type: none"> <li>○ <i>The deceased Veteran's spouse</i></li> </ul> <p>2. Does the claimant meet the eligibility requirements to receive burial benefits?</p> <ul style="list-style-type: none"> <li>○ <i>No</i></li> </ul> <p>3. What kind of claim burial allowance is requested?</p> <ul style="list-style-type: none"> <li>○ <i>NSC death benefit</i></li> </ul> <p>4. Is development required to determine eligibility? If so, for what?</p> <ul style="list-style-type: none"> <li>○ <i>Development for eligibility not needed, however the denial notice will include VA Form 21-534EZ, Application for DIC, Survivors Pension, and/or Accrued Benefits, for the spouse to return</i></li> </ul> <p>5. Assuming all developed evidence was received, should this claim be submitted to the rating activity?</p> <ul style="list-style-type: none"> <li>○ <i>No, this claim would not be submitted to the rating activity because the claimant does not meet eligibility requirements for burial benefits</i></li> </ul> <p style="text-align: center;"></p> <p><b>ASK</b> if there are any questions about Scenario 1.</p> <p style="text-align: center;"> </p> <p><b>ASK Group 3</b> to share their worksheet answers <b>before</b> turning to the Scenario 2 answer slides.</p>
<p><b>Burial Benefits Eligibility Practice Exercise—Scenario 2 Answers</b></p> <p>1. Who is the claimant?</p>	<p><b>DISPLAY</b> slide  <b>40.</b> "Burial Benefits Eligibility Practice Exercise—Scenario 2 Answers"</p> <p><b>DISCUSS</b> the answers to the Scenario 2 questions</p>


## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<ul style="list-style-type: none"> <li>○ <i>The deceased Veteran's nephew</i></li> </ul> <p>2. Does the claimant meet the eligibility requirements to receive burial benefits?</p> <ul style="list-style-type: none"> <li>○ Yes</li> </ul> <p>3. What kind of burial allowance is requested?</p> <ul style="list-style-type: none"> <li>○ <i>SC death benefit</i></li> </ul> <p>4. Is development required to determine eligibility? If so, for what?</p> <ul style="list-style-type: none"> <li>○ <i>No, all required information was included on the form and the death certificate</i></li> </ul> <p>5. Assuming all developed evidence was received, should this claim be submitted to the rating activity? Why or why not?</p> <ul style="list-style-type: none"> <li>○ <i>Yes, because SC disability is less than 100% and SC burial can be granted, the claim would be submitted for a rating</i></li> </ul>	<p>and provide feedback to Group 3.</p> <ol style="list-style-type: none"> <li>1. Who is the claimant? <ul style="list-style-type: none"> <li>○ <i>The deceased Veteran's nephew</i></li> </ul> </li> <li>2. Does the claimant meet the eligibility requirements to receive burial benefits? <ul style="list-style-type: none"> <li>○ Yes</li> </ul> </li> <li>3. What kind of burial allowance is requested? <ul style="list-style-type: none"> <li>○ <i>SC death benefit</i></li> </ul> </li> <li>4. Is development required to determine eligibility? If so, for what? <ul style="list-style-type: none"> <li>○ <i>No, all required information was included on the form and the death certificate</i></li> </ul> </li> <li>5. Assuming all developed evidence was received, should this claim be submitted to the rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>Yes, because SC disability is less than 100% and SC burial can be granted, the claim would be submitted for a rating</i></li> </ul> </li> </ol> <p style="text-align: center;"></p> <p><b>ASK</b> if there are any questions about Scenario 2.</p> <p style="text-align: center;"> </p> <p><b>ASK Group 3</b> to share their worksheet answers <b>before</b> turning to the Scenario 3 answer slides.</p>




## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Burial Benefits Eligibility Practice Exercise—Scenario 3</b></p> <ol style="list-style-type: none"> <li>1. Who is the claimant? <ul style="list-style-type: none"> <li>○ <i>The deceased Veteran's father</i></li> </ul> </li> <li>2. Does the claimant meet the eligibility requirements to receive burial benefits? <ul style="list-style-type: none"> <li>○ <i>Yes</i></li> </ul> </li> <li>3. What kind of burial allowance is requested? <ul style="list-style-type: none"> <li>○ <i>SC death benefit</i></li> </ul> </li> <li>4. Is development required to determine eligibility? If so, for what? <ul style="list-style-type: none"> <li>○ <i>Development needed for death certificate</i></li> <li>○ <i>Development needed for medical evidence for SC burial</i></li> </ul> </li> <li>5. Assuming all developed evidence was received, should this claim be submitted to the rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>Yes, because the SC disability is less than 100% the claim would be submitted to the rating activity</i></li> </ul> </li> </ol>	<p><b>DISPLAY</b> slide  <b>41.</b> "Burial Benefits Eligibility Practice Exercise—Scenario 3 Answers"</p> <p><b>DISCUSS</b> the answers to the Scenario 3 questions and provide feedback to Group 1.</p> <ol style="list-style-type: none"> <li>1. Who is the claimant? <ul style="list-style-type: none"> <li>○ <i>The deceased Veteran's father</i></li> </ul> </li> <li>2. Does the claimant meet the eligibility requirements to receive burial benefits? <ul style="list-style-type: none"> <li>○ <i>Yes</i></li> </ul> </li> <li>3. What kind of burial allowance is requested? <ul style="list-style-type: none"> <li>○ <i>SC death benefit</i></li> </ul> </li> <li>4. Is development required to determine eligibility? If so, for what? <ul style="list-style-type: none"> <li>○ <i>Development needed for death certificate</i></li> <li>○ <i>Development needed for medical evidence for SC burial</i></li> </ul> </li> <li>5. Assuming all developed evidence was received, should this claim be submitted to the rating activity? Why or why not? <ul style="list-style-type: none"> <li>○ <i>Yes, because the SC disability is less than 100% the claim would be submitted to the rating activity</i></li> </ul> </li> </ol> <p style="text-align: center;"></p> <p><b>ASK</b> if there are any questions about Scenario 3.</p>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan


PowerPoint Slides	Instructor Activities
<p><b>Scenario 3—What Happens Next?</b></p> <ul style="list-style-type: none"> <li>• The PMC VSR: <ul style="list-style-type: none"> <li>○ Receives the claim back from rating activity.</li> <li>○ Reviews the rating decision to determine whether SC was granted.</li> </ul> </li> <li>• In this situation, the RVSR denied SC for the cause of death.</li> <li>• What decisions would the PMC VSR need to make?</li> </ul>	<p><b>DISPLAY</b> slide 42. "Scenario 3—What Happens Next?"</p>  <p><b>ASK</b> trainees "What decisions would the PMC VSR need to make?"</p> <p><b>DISCUSS</b> answers that the trainees may provide, but do not give them the correct answers at this point—if needed, ask them further questions to guide them towards the correct answers.</p>
<p><b>Scenario 3—What Happens Next? Answers</b></p> <p>What decisions would the PMC VSR need to make?</p> <ul style="list-style-type: none"> <li>• <i>Deny SC burial allowance</i></li> <li>• <i>Grant NSC burial allowance</i></li> <li>• <i>Deny plot allowance</i></li> <li>• <i>Grant transportation allowance</i></li> </ul>	<p><b>DISPLAY</b> slide 43. "Scenario 3—What Happens Next? Answers"</p> <p><b>PROVIDE</b> the following answers as listed on the slide:</p> <ul style="list-style-type: none"> <li>• <i>Deny SC burial allowance</i></li> <li>• <i>Grant NSC burial allowance</i></li> <li>• <i>Deny plot allowance</i></li> <li>• <i>Grant transportation allowance</i></li> </ul> <p><b>TELL</b> trainees that the steps for processing a complete claim for burial benefits will be covered in Phase 6, Lesson 2: <i>Process Burial Claims</i>.</p>
<p><b>Questions?</b></p> 	<p><b>DISPLAY</b> slide 44. "Questions?"</p>  <p><b>ASK</b> if there are any final questions about eligibility for burial benefits.</p> <p><b>DISCUSS</b> answers to the trainees' questions.</p>

## Lesson 25: Determine Burial Benefits Eligibility

### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Lesson Summary (1 of 3)</b></p> <p>What are the main tasks a PMC VSR must consider to determine burial benefits eligibility correctly?</p>	<p><b>DISPLAY</b> slide</p> <p><b>45.</b> "Lesson Summary (1 of 3)"</p> <p><b>REVIEW</b> the main objective of this lesson: to determine burial benefits eligibility.</p> <p><b>REVIEW</b> the key points of the lesson by asking the trainees to answer the following question: What are the main tasks a PMC VSR must consider to determine burial benefits eligibility correctly?</p>
<p><b>Lesson Summary (2 of 3)</b></p> <ul style="list-style-type: none"> <li>• <i>Define types of burial benefits.</i></li> <li>• <i>Determine whether general eligibility requirements for burial benefits are met.</i></li> <li>• <i>Identify claimant eligible for payment.</i></li> <li>• <i>Determine whether eligibility requirements for service-connected (SC) burial benefits are met.</i></li> <li>• <i>Determine whether eligibility requirements for non-service-connected (NSC) burial benefits are met.</i></li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>46.</b> "Lesson Summary (2 of 3)"</p> <p><b>PROVIDE</b> the following answers as listed on the slide:</p> <ul style="list-style-type: none"> <li>• <i>Define types of burial benefits</i></li> <li>• <i>Determine whether general eligibility requirements for burial benefits are met.</i></li> <li>• <i>Identify claimant eligible for payment.</i></li> <li>• <i>Determine whether eligibility requirements for service-connected (SC) burial benefits are met.</i></li> <li>• <i>Determine whether eligibility requirements for non-service-connected (NSC) burial benefits are met.</i></li> </ul>
<p><b>Lesson Summary (3 of 3)</b></p> <ul style="list-style-type: none"> <li>• <i>Determine whether eligibility requirements for VA hospitalization death burial benefits are met.</i></li> <li>• <i>Determine whether development is required for burial-related information.</i></li> <li>• <i>Determine if a burial claim requires rating activity.</i></li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>47.</b> "Lesson Summary (3 of 3)"</p> <p><b>PROVIDE</b> the following answers as listed on the slide:</p> <ul style="list-style-type: none"> <li>• <i>Determine whether eligibility requirements for VA hospitalization death burial benefits are met.</i></li> <li>• <i>Determine whether development is required for burial-related information.</i></li> <li>• <i>Determine if a burial claim requires rating activity.</i></li> </ul>

**Lesson 25: Determine Burial Benefits Eligibility**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>What's Next?</b></p> <ul style="list-style-type: none"><li>• Lesson 26: Determine Eligibility for Month of Death Benefit</li><li>• Review of all references and job aids provided in this lesson</li></ul>	<p><b>DISPLAY</b> slide <b>48.</b> "What's Next?"</p> <p><b>DISCUSS</b> the upcoming lesson concerning eligibility for Month of Death benefit with trainees.</p> <p></p> <p><b>EMPHASIZE</b> that they should review all previous lessons, handouts, and references if needed.</p>