



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 5: Stages of a Claim
Part 2: Process a Claim

Lesson 1: Overview of the Development Process

Lesson Plan

July 11, 2017

Version 1.0

Overview of the Development Process

Lesson Overview

| Topic | Description |
|-------------------------------------|--|
| Time Estimate: | 3 hours |
| Purpose of the Lesson: | This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this lesson is to prepare PMC VSRs to recognize issues in a claim and develop for all records needed for the claim in order to fulfill the duty to assist. |
| Prerequisite Training Requirements: | Prior to taking the Overview of the Development Process lesson, trainees must complete PMC VSR Core Course Phases 1–4, and Phase 5, Part 1. (Refer to the Master Course Map learning aid for a list of lessons.) |
| Target Audience: | This lesson is for entry-level PMC VSRs. |

Lesson 1: Overview of the Development Process Lesson Plan

| Topic | Description |
|-------------------------|---|
| Lesson References: | <ul style="list-style-type: none"> • Master Course Map learning aid • Compensation and Pension Knowledge Management (CPKM) • M21-1 III.iii.1.B (Evidence Requested from the Claimant) • M21-1 III.iii.1.A.1 (VA's Duty to Assist) • M21-1 III.iii.1.B.1.b. (Notice of Time Limits to Submit Evidence) • M21-1 III.iii.1.A.1.d. (Handling Concurrent Development Actions) • M21-1 III.iii.1.B.1.c. (Claims Development by E-Mail, Fax, and Telephone) • M21-1 III.iii.1.B.1.d. (Documenting Information Received by Telephone) • M21-1 III.iii.1.B.2.a. Time Limit for Responding to a Request • VA Form 27-0820 (Report of General Information) • M21-1 III.iii.1.B.1.a. (Written Requests for Evidence) • M21-1 III.iii.1.C (Requesting Evidence From Sources Other Than the Claimant) • M21-1 I.1.C (Requesting Records) • 38 CFR 3.159 (VA Assistance in Developing Claims) • Public Law (PL) 106-475 (Veterans Claims Assistance Act of 2000) • Develop for Missing Information/Evidence job aid • Pension Systems and Applications job aid |
| Technical Competencies: | <ul style="list-style-type: none"> • Processing Claims (PMC VSR) • Special Monthly Pension (SMP) Processes • VBA Applications (PMC VSR) |
| Knowledge Check: | Phase 5: Stages of Claim, Part 2, Process a Claim Knowledge Check |

Lesson 1: Overview of the Development Process Lesson Plan

| Topic | Description |
|--------------------|--|
| Lesson Objectives: | <ul style="list-style-type: none"> • Demonstrate how to develop for information/evidence needed to fulfill duty to assist. <ul style="list-style-type: none"> ○ Define key terms used by PMC VSR in development of a claim. ○ Describe the common steps in development. |
| What You Need: | <ul style="list-style-type: none"> • Lesson Plan • Master Course Map learning aid • Appendix A: Worksheet • Appendix B: Sample Development Letter with 5103 Notice • Slides • Whiteboard with colored markers • Projector • Access to CPKM • Access to the following job aids from VSR Assistant: <ul style="list-style-type: none"> ○ Develop for Missing Information/Evidence job aid ○ Pension Systems and Applications job aid • Claim (pmc_vsr_case_15) on academy/training mode that needs to be developed for missing or unclear evidence and shows requested evidence received within the time limit • Sample 30-day development letter showing what evidence the claimant must submit or what evidence VA will obtain. |


Instructor Notes

This lesson provides trainees with the information, resources, and references to understand the development process. The **Develop for Missing Information/Evidence** job aid provides additional guidance how to develop for each development requirement.

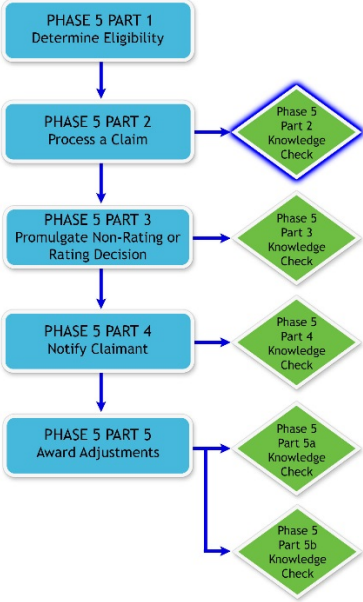

PowerPoint Slides

Instructor Activities

Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|---|--|
| <p>Lesson 1: Overview of the Development Process</p> | <p>DISPLAY slide</p> <p>1. "Lesson 1: Overview of the Development Process"</p> <p>INTRODUCE yourself as the instructor.</p> <p>INTRODUCE the lesson.</p> |
| <p>You Are Here</p> | <p>DISPLAY slide</p> <p>2. "You Are Here"</p>  <p>REFER to the Master Course Map learning aid in the Trainee Guide.</p> <p>DESCRIBE the diagram.</p> <p>INFORM trainees that Phase 5, Part 2: Process a Claim contains several lessons that focus on how to process a claim.</p> |
| <p>Why It Matters!</p> <p>Processing a Claim:</p> <ul style="list-style-type: none"> • Overview of the Development Process • Request Appointment of Fiduciary for Incompetency Claims | <p>DISPLAY slide</p> <p>3. "Why It Matters!"</p> <p>REMIND trainees that they just finished Phase 5 Part 1, Determining Eligibility which included:</p> <ul style="list-style-type: none"> • Initial screening and establishing a claim • Determining basic eligibility • Determining income eligibility • Determining beyond basic eligibility <p>EXPLAIN to trainees that now in Phase 5 Part 2, they will learn about processing a claim.</p> <p>INFORM trainees that as PMC VSRs, they are responsible for processing claims, which consists of developing, evaluating, and resolving pension-related claims in a fair and efficient manner.</p> |



Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|--|--|
| <p>Technical Competencies</p> <ul style="list-style-type: none"> • Processing Claims (PMC VSR) • Special Monthly Pension (SMP) Processes • VBA Applications (PMC VSR) | <p>DISPLAY slide</p> <p>4. “Technical Competencies”</p> <p>EXPLAIN that this lesson prepares them for the processing claims, processing special monthly pension processing, and using VBA applications competencies.</p> |
| <p>Lesson Objectives</p> <ul style="list-style-type: none"> • Demonstrate how to develop for information/evidence needed to fulfill duty to assist. <ul style="list-style-type: none"> ○ Define key terms used by PMC VSRs in development of a claim. ○ Describe the common steps in development. | <p>DISPLAY slide</p> <p>5. “Lesson Objectives”</p> <p>PRESENT the objectives for the lesson.</p> |
| <p>Knowledge Check</p>  <pre> graph TD A[PHASE 5 PART 1 Determine Eligibility] --> B[PHASE 5 PART 2 Process a Claim] B --> C[PHASE 5 PART 3 Promulgate Non-Rating or Rating Decision] C --> D[PHASE 5 PART 4 Notify Claimant] D --> E[PHASE 5 PART 5 Award Adjustments] B --> B1{Phase 5 Part 2 Knowledge Check} C --> C1{Phase 5 Part 3 Knowledge Check} D --> D1{Phase 5 Part 4 Knowledge Check} E --> E1{Phase 5 Part 5a Knowledge Check} E --> E2{Phase 5 Part 5b Knowledge Check} </pre> | <p>DISPLAY slide</p> <p>6. “Knowledge Check”</p> <p>INFORM trainees that they will be assessed on this content in the Phase 5: Stages of Claim, Part 2 Process a Claim Knowledge Check.</p>  <p>REFER to the Master Course Map learning aid, <i>Lessons by Phase</i> section, to review the lessons included within the Knowledge Check.</p> |


Lesson 1: Overview of the Development Process Lesson Plan



| PowerPoint Slides | Instructor Activities |
|--|--|
| <p>Key Terms Used in Development</p> <p>The following are key terms used in development:</p> <ul style="list-style-type: none">• Evidence• Information• Records• Duty to Assist• Duty to Notify | <p>DISPLAY slide</p> <p>7. "Key Terms Used in Development"</p> <p>EXPLAIN to trainees that there are important terms used throughout the development process.</p> <p>INFORM trainees that the following terms will be discussed over the next few slides:</p> <ul style="list-style-type: none">• Evidence• Information• Records• Duty to Assist• Duty to Notify |

Lesson 1: Overview of the Development Process Lesson Plan



| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Evidence Categories</p> <p>Evidence is divided into two categories:</p> <ul style="list-style-type: none">• Competent medical evidence• Competent lay evidence | <p>DISPLAY slide</p> <p>8. "Evidence Categories"</p> <p>EXPLAIN that there are two categories of evidence when requesting evidence for development:</p> <ul style="list-style-type: none">• Competent medical evidence• Competent lay evidence <p></p> <p>REFER to M21-1 I.1.A.3.d (Definition: Competent Medical Evidence). Have one of the trainees read the reference aloud.</p> <p>SELECT one or two trainees to provide examples of medical evidence.</p> <p></p> <p>REFER to M21-1 I.1.A.3.e (Definition: Competent Lay Evidence). Have one of the trainees read the reference aloud.</p> <p>SELECT one or two trainees to provide examples of lay evidence.</p> <p>REMINDE trainees that evidence may be requested and received from first or third party sources.</p> |

Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|---|--|
| <p>What Is Information?</p> <p>M21-1 I.1.A.3.h (Definition: Information)</p> | <p>DISPLAY slide</p> <p>9. "What Is Information?"</p> <p>TRANSITION to the second key term used in development: information.</p>  <p>REFER to M21-1 I.1.A.3.h (Definition: Information). Have one of the trainees read the definition aloud.</p> <p>SELECT one or two trainees to provide examples of information.</p> <p>EMPHASIZE that information and evidence are commonly used interchangeably.</p> |

| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>What Are Records?</p> <p>Records are divided into two categories:</p> <ul style="list-style-type: none">• Federal records• Non-Federal records or private records | <p>DISPLAY slide 10. "What Are Records?"</p> <p>TRANSITION to the third key term used in development: records.</p> <p>EXPLAIN that records are divided into two categories:</p> <ul style="list-style-type: none">• Federal records• Non-Federal records or private records <p></p> <p>REFER trainees to M21-1 I.1.C.1 (Assisting With Federal Records Requests) and M21-1 I.1.C.2 (Assisting with Non-Federal or Private Records Requests).</p> <p>GIVE trainees 5 minutes to review the references.</p> <p>SELECT one trainee to summarize what Federal records are.</p> <p>SELECT another trainee to summarize what non-Federal or private records are.</p> <p>DISCUSS how PMC VSRs must make reasonable efforts to assist a claimant in obtaining relevant Federal, non-Federal, or private records from all sources that the claimant adequately identifies. Use the following key points to guide your discussion:</p> <ul style="list-style-type: none">• Some Federal records may be accessed electronically• Claimants must provide proper authorization for release of private records <p></p> <p>EMPHASIZE that they will learn how to develop for Federal records later in this lesson.</p> |

Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|---|--|
| <p>Duty to Assist</p> <ul style="list-style-type: none"> • 38 CFR 3.159 (c) (Department of Veterans Affairs assistance in developing claims) • M21-1 I.1.A .1.a (Description of PL 106-475) • M21-1 III.iii.1.A.1.a (VA's Duty to Assist Claimants) | <p>DISPLAY slide 11. "Duty to Assist"</p>  <p>REFER trainees to the following references:</p> <ul style="list-style-type: none"> • 38 CFR 3.159.c (VA's duty to assist claimants in obtaining evidence) • M21-1 I.1.A.1.a (Description of PL 106-475) • M21-1 III.iii.1.A.1.a (VA's Duty to Assist Claimants) <p>GIVE trainees 5 minutes to review the references.</p> <p>SELECT one or two trainees to summarize the meaning of duty to assist in their own words.</p> <p>EXPLAIN that duty to assist should be applied when developing claims for missing and unclear information or evidence.</p> |
| <p>Duty to Notify</p> <ul style="list-style-type: none"> • 38 CFR 3.159 (b) (VA's duty to notify claimants of necessary information or evidence) • M21-1 I.1.B.1.a (VA's Duty to Notify Claimants of Necessary Information or Evidence) | <p>DISPLAY slide 12. "Duty to Notify"</p>  <p>REFER trainees to the following references:</p> <ul style="list-style-type: none"> • 38 CFR 3.159.b (VA's duty to notify claimants of necessary information or evidence) • M21-1 I.1.B.1.a (VA's Duty to Notify Claimants of Necessary Information or Evidence) <p>GIVE trainees 5 minutes to review the references.</p> <p>SELECT one or two trainees to summarize the meaning of duty to notify in their own words.</p> <p>DISCUSS variety of ways the PMC VSR may notify the claimant when developing claims for missing and unclear information or evidence.</p> |

Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|---|--|
| <p>Practice Exercise—Define the Term</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into pairs.○ Complete Appendix A: Part A—Define the Term Worksheet.○ Given the definition, select the correct development term.○ Use the references listed on Appendix A, Part A.○ Be prepared to share your finished activity with other groups.• Time allowed: 5-7 minutes | <p>DISPLAY slide 13. “Practice Exercise—Define the Term”</p> <p>DIVIDE trainees into pairs.</p> <p>DIRECT trainees to:</p> <ul style="list-style-type: none">• Access Appendix A: Part A—Define the Term Worksheet.• Given the definition, select the correct development term.• Use the references listed on the Appendix A, Part A.• Be prepared to share your finished activity with the other groups. <p>ALLOW 5-7 minutes to complete the exercise.</p> |

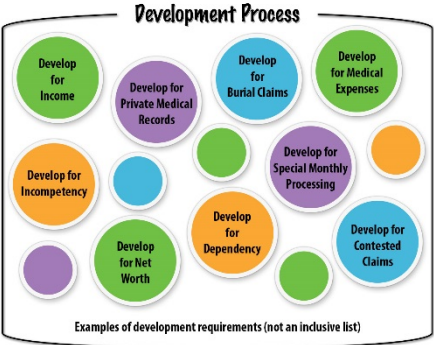


Lesson 1: Overview of the Development Process Lesson Plan



| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Practice Exercise—Match the Term Answers (1 of 2)</p> <ol style="list-style-type: none">1. Request for documentation from state government, local government and/or privately held entity. <i>e. Non-Federal records</i>2. Provided by a person who is qualified through education, training, or experience to offer medical diagnoses, statements, or opinions. <i>e. Competent medical evidence</i>3. Help claimant obtain information or evidence to substantiate the claim. <i>c. Duty to Assist</i>4. Non-evidentiary facts used to substantiate the claim. <i>a. Information</i> | <p>DISPLAY slide 14. "Practice Exercise—Match the Term Answers (1 of 2)"</p> <p>PROVIDE the answers to the trainees.</p> |


Lesson 1: Overview of the Development Process Lesson Plan

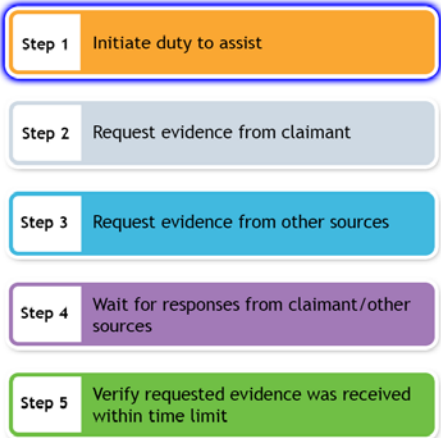

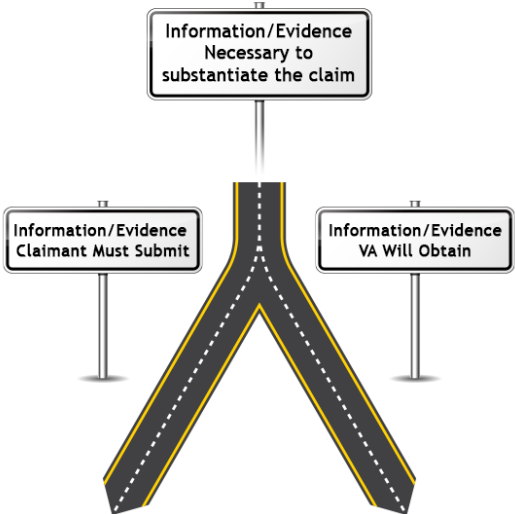
| PowerPoint Slides | Instructor Activities |
|--|--|
| <p>Practice Exercise—Match the Term Answers (2 of 2)</p> <p>5. Request for documentation from Social Security Administration (SSA), VA medical centers (VAMCs), or National Personnel Records Center (NPRC).</p> <p><i>c. Federal records</i></p> <p>6. Provide a notice of any information or evidence needed to substantiate the claim.</p> <p><i>c. Duty to Notify</i></p> <p>7. Provided by a nonexpert who has knowledge of facts or circumstances and conveys matters that can be observed.</p> <p><i>b. Competent lay evidence</i></p> | <p>DISPLAY slide</p> <p>15. "Practice Exercise—Match the Term Answers (2 of 2)"</p> <p>PROVIDE the answers to the trainees.</p> |

Lesson 1: Overview of the Development Process Lesson Plan


| PowerPoint Slides | Instructor Activities |
|--|--|
| <p data-bbox="154 283 688 317">Development Process Overview</p>  <p data-bbox="277 661 568 680">Examples of development requirements (not an inclusive list)</p> | <p data-bbox="716 283 941 317">DISPLAY slide</p> <p data-bbox="716 325 1266 359">16. "Development Process Overview"</p> <p data-bbox="716 380 1446 495">REMINDE trainees that as PMC VSRs, they have a duty to notify and duty to assist claimants in substantiating their claim.</p>  <p data-bbox="716 638 1321 714">REFER trainees to Develop for Missing Information/Evidence job aid.</p> <p data-bbox="716 737 1433 892">EXPLAIN that the development requirements in this job aid follow a common development process. This lesson will provide the common steps used in the development process.</p>  <p data-bbox="716 1031 1433 1106">EMPHASIZE that the job aid provides additional details for each development requirement.</p> |

| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Development Process for Traditional and Fully Developed Claims (FDCs)</p> <ul style="list-style-type: none"> • Traditional and FDCs have different development guidelines • FDCs have limitations on development | <p>DISPLAY slide 17. "Development Process for Traditional and Fully Developed Claims (FDCs)"</p> <p>EXPLAIN to trainees that the development process is different for traditional and FDCs.</p> <p>REMINDE trainees that they learned about the FDC program earlier in the course.</p>  <p>REFER trainees to M21-1 III.i.3.B.3.a. (Limitations on the Development of FDCs). Give trainees 5 minutes to read the reference.</p> <p>SELECT one of the trainees to summarize the reference in their own words.</p>  <p>REFER trainees to M21-1 V.i.2.1.b. (VSR Pension Development Guidelines). Give trainees 3 minutes to read the first two paragraphs including the table.</p> <p>DISCUSS the reference (M21-1 V.i.2.1.b.) with the trainees. Focus on the difference between traditional and FDCs. Use the first bullet in the Notes section to guide your discussion.</p> |


| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Common Steps in Development</p> <p>Common steps used to develop for missing or unclear information/evidence:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Step 1 Initiate duty to assist</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Step 2 Request evidence from claimant</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Step 3 Request evidence from other sources</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Step 4 Wait for responses from claimant/other sources</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Step 5 Verify requested evidence was received within time limit</p> </div> | <p>DISPLAY slide</p> <p>18. "Common Steps in Development"</p> <p>EXPLAIN that developing for missing or unclear information/evidence consists of the following common steps:</p> <ol style="list-style-type: none"> 1. Initiate duty to assist for substantially complete applications 2. Request evidence from claimant 3. Request evidence from other sources 4. Wait for responses from claimant/other sources 5. Verify requested evidence was received within time limit |
| <p>Handling Concurrent Actions</p> <p>Development is done all at once, not piecemeal</p> | <p>DISPLAY slide</p> <p>19. "Handling Concurrent Actions"</p> <p>REMINDE trainees that duty to assist is to obtain all evidence in order to substantiate the claim. This includes ensuring all evidence is requested and received in a timely manner.</p> <div style="text-align: center; margin: 10px 0;">  </div> <p>REFER trainees to M21-1 III.iii.1.A.1.d (Handling Concurrent Development Actions). Have one of the trainees read the references aloud.</p> <p>EXPLAIN that all development is done all at once, not piecemeal. If developing to the claimant, send one letter requesting all necessary information to process the claim.</p> |

| PowerPoint Slides | Instructor Activities |
|--|--|
| <p>Initiate Duty to Assist</p> <p>Common steps used to develop for missing or unclear information/evidence:</p>  | <p>DISPLAY slide 20. "Initiate Duty to Assist"</p> <p>TRANSITION to the first step of the development process: Initiate duty to assist.</p> <p>EXPLAIN that the first step involves reviewing the claim and determining what information or evidence is necessary to substantiate the claim.</p>  <p>REFER trainees to M21-1 III.iii.1.A.1.b (Who is Responsible for Obtaining Evidence to Substantiate a Claim). Have one of the trainees read the paragraph aloud.</p> |
| <p>Information Necessary to Substantiate the Claim</p>  | <p>DISPLAY slide 21. "Information Necessary to Substantiate the Claim"</p> <p>EXPLAIN that information or evidence necessary to substantiate the claim involves the following:</p> <ul style="list-style-type: none"> • What information or evidence the claimant must submit • What information or evidence VA will obtain <p>PROCEED to the whiteboard and draw a line down the middle of the board. On the left side of the board, write information/evidence claimant must submit. On the right side of the board, write information/evidence VA will obtain.</p> <p>SELECT two to four trainees to come up to the whiteboard and write examples of what information or evidence a claimant must submit when developing a claim.</p> <p>SELECT two to four different trainees to come up to the whiteboard and write examples of what information or evidence the VA will obtain.</p> |

Lesson 1: Overview of the Development Process Lesson Plan


| PowerPoint Slides | Instructor Activities |
|--|--|
| <p>Information/Evidence Claimant Must Submit Answers</p> <p>Examples of what information or evidence the claimant must submit to substantiate the claim:</p> <ul style="list-style-type: none">• <i>Birth certificate</i>• <i>Marriage certificate</i>• <i>Death certificate</i>• <i>Service records</i>• <i>Employment records</i>• <i>Medical expenses</i>• <i>Authorization and consent to release information</i> | <p>DISPLAY slide 22. "Information/Evidence Claimant Must Submit Answers"</p> <p>DISCUSS examples of information or evidence the claimant must submit. Provide examples from your personal experience or use the examples below.</p> <p>Examples of what information or evidence the claimant must submit to substantiate the claim:</p> <ul style="list-style-type: none">• <i>Birth certificate</i>• <i>Marriage certificate</i>• <i>Death certificate</i>• <i>Service records</i>• <i>Employment records</i>• <i>Medical expenses</i>• <i>Authorization and consent to release information</i> <p></p> <p>EMPHASIZE that this is not a complete list and to use the Develop for Missing Information/Evidence job aid for what information or evidence the claimant must submit for each development requirement.</p> |

Lesson 1: Overview of the Development Process Lesson Plan


| PowerPoint Slides | Instructor Activities |
|---|--|
| <p>Information/Evidence VA Will Obtain Answers</p> <p>Examples of what information or evidence VA will obtain to substantiate the claim:</p> <ul style="list-style-type: none"> • <i>VAMC records through CAPRI</i> • <i>Records through Personnel Information Exchange System (PIES)</i> • <i>Records through Defense Personnel Records Information Retrieval System (DPRIS)</i> • <i>Employment records from employer</i> • <i>SSA disability records</i> • <i>Private medical records</i> | <p>DISPLAY slide 23. "Information/Evidence VA Will Obtain Answers"</p> <p>DISCUSS examples of information or evidence VA will obtain. Provide examples from your personal experience or use the examples below.</p> <p>Examples of what information or evidence VA will obtain substantiate the claim:</p> <ul style="list-style-type: none"> • <i>VAMC records through CAPRI</i> • <i>Records through Personnel Information Exchange System (PIES)</i> • <i>Records through Defense Personnel Records Information Retrieval System (DPRIS)</i> • <i>Employment records from employer</i> • <i>SSA disability records</i> • <i>Private medical records</i> <p align="center"></p> <p>EMPHASIZE that this is not a complete list and to use the Develop for Missing Information/Evidence job aid for what information or evidence VA will obtain for each development requirement.</p> |

Lesson 1: Overview of the Development Process Lesson Plan



| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Requesting Evidence</p> <p>In the overview process, step 2 and 3:</p> <ul style="list-style-type: none">• Are listed as separate steps but often done at the same time• May not be performed for every development | <p>DISPLAY slide 24. "Requesting Evidence"</p> <p>EXPLAIN to trainees that evidence can be requested from the claimant or from other sources.</p> <p>DISCUSS with trainees how requesting evidence from the claimant or other sources can be done simultaneously. Point out that in the overview process, step 2 and 3:</p> <ul style="list-style-type: none">• Are listed as separate steps but often done at the same time• May not be performed for every development<ul style="list-style-type: none">○ Not every development may require requested evidence from claimant○ Not every development may require requested evidence from other sources |

| PowerPoint Slides | Instructor Activities |
|--|--|
| <p>Request Evidence from Claimant</p> <p>Common steps used to develop for missing or unclear information/evidence:</p>  <p>Step 1 Initiate duty to assist</p> <p>Step 2 Request evidence from claimant</p> <p>Step 3 Request evidence from other sources</p> <p>Step 4 Wait for responses from claimant/other sources</p> <p>Step 5 Verify requested evidence was received within time limit</p> | <p>DISPLAY slide 25. "Request Evidence from Claimant"</p> <p>TRANSITION to the second step of the development process: Request evidence from claimant.</p> <p>EXPLAIN that the second step involves requesting information or evidence from the claimant. Requesting information/evidence includes:</p> <ul style="list-style-type: none">• Contacting the claimant• Addressing the time limit to submit evidence• Adding the 5103 notice <p>NOTE: These bullets will be discussed in detail on the next few slides.</p> <p>REMIND trainees to review the Develop for Missing Information/Evidence job aid for requesting information/evidence for each specific development requirement.</p> |




Lesson 1: Overview of the Development Process Lesson Plan



| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Contact Claimant by Phone</p> <p>Scenario: Daniel Winter submitted an application for pension benefits. While reviewing the application, you notice a dependent child's date of birth is missing. You contact the claimant by phone to get the date of birth of the child. Mr. Winter provides the information.</p> | <p>DISPLAY slide 26. "Contact Claimant by Phone"</p> <p>INFORM trainees that when developing to the claimant, contact the claimant over the phone first to gather all the necessary information.</p>  <p>REFER trainees to M21-1 III.iii.1.B.1.c (Claims Development by E-Mail, Fax, and Telephone). Have one of the trainees to read the reference aloud.</p> <p>SELECT one of the trainees to read the scenario aloud.</p> <p>EXPLAIN that after contacting the claimant by phone, document the communication using VA Form 27-0820 (Report of General Information) and upload the form to VVA.</p> <p>INSTRUCT trainees to access VA Form 27-0820.</p> |

Lesson 1: Overview of the Development Process Lesson Plan




| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Contact Claimant by Letter</p> <p>Scenario: Mr. Winter informs you the child is 19. You ask Mr. Winter if the child is currently attending college. He responds yes, but does not know any of the school information. As part of your duty to assist, you develop for dependency. You send a development letter requesting the claimant complete the school child attendance VA Form 21-674 (Request for Approval of School Attendance). You document the communication on VA Form 27-0820 (Report of General Information) and upload VVA.</p> | <p>DISPLAY slide 27. "Contact Claimant by Letter"</p> <p>EXPLAIN that if the claimant is unable to be contacted by phone then you would send a development letter requesting evidence.</p> <p></p> <p>EMPHASIZE that a development letter may also need to be sent after contacting the claimant by phone.</p> <p>SELECT one of the trainees to read the scenario for when a developing letter is sent after contacting the claimant over the phone.</p> <p></p> <p>REFER trainees to M21-1 III.iii.1.B.1.a (Written Requests for Evidence). Give the trainees a few minutes to read over the reference.</p> <p>INFORM trainees that letters are generated using automated tools.</p> <p>REFER trainees to the Develop for Missing Information/Evidence job aid. Show an example of development using the letter in the job aid under the step: create and send development letter.</p> <p>NOTE: Use Develop for Unverified Service for a good example of a development letter.</p> |


Lesson 1: Overview of the Development Process Lesson Plan



| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Address Time Limit to Submit Evidence</p>  | <p>DISPLAY slide 28. "Address Time Limit to Submit Evidence"</p>  <p>REFER trainees to M21-1 III.iii.1.B.1.b (Notice of Time Limits to Submit Evidence). Have one the trainees read the reference aloud.</p>  <p>EMPHASIZE that 30 days is the standard time frame for submitting evidence.</p> <p>EXPLAIN that some development requirements may provide a follow-up letter, which allows only 15 days to submit the evidence.</p> <p>NOTE: Time limits for specific development requirements are in the Develop for Missing Information/Evidence job aid.</p> |




| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Add 5103 Notice</p> <ul style="list-style-type: none"> • 5103 notice is required per the duty to notify • 5103 notice and Veteran Claims Assistance Act (VCAA) notice are used interchangeably • 5103 notice is automatically added to development letter, but the PMC VSR is responsible for adding any supplemental information to the notice | <p>DISPLAY slide 29. "Add 5103 Notice"</p>  <p>REFER trainees to M21-1 I.1.B.1.c (Notification Requirements for a Complete Application). Give trainees 5 minutes to read the reference.</p> <p>SELECT one or two of the trainees to summarize the reference in their own words.</p> <p>EXPLAIN that the 5103 notice is referred to the Veteran Claims Assistance Act (VCAA) notice in the letter to the claimant.</p> <p>INFORM trainees that 5103 notice and VCAA notice are often used interchangeably.</p>  <p>EMPHASIZE that the 5103 notice is automatically added to the development letter, but the PMC VSR is responsible for adding any supplemental information to the notice.</p> <p>REMIND trainees that the 5103 is not necessary for development on FDCs because the notice is automatically provided with the application.</p> |


Lesson 1: Overview of the Development Process Lesson Plan



| PowerPoint Slides | Instructor Activities |
|--|---|
| <p data-bbox="154 283 483 317">Development Letter</p>  | <p data-bbox="711 283 1096 359">DISPLAY slide 30. "Development Letter"</p>  <p data-bbox="711 499 1357 575">REFER trainees to the Appendix B: Sample Development Letter with 5103 Notice.</p>  <p data-bbox="711 716 1430 833">DEMONSTRATE using the sample development letter in Appendix B what a typical 30-day development letter looks like.</p> <p data-bbox="711 854 1325 888">Focus on the following parts of the letter:</p> <ul data-bbox="711 909 1414 1094" style="list-style-type: none">• What information or evidence the claimant must submit• What information or evidence VA will obtain• 5103 notice |





| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Request Evidence from Other Sources</p> <p>Common steps used to develop for missing or unclear information/evidence:</p> <ol style="list-style-type: none">Step 1 Initiate duty to assistStep 2 Request evidence from claimantStep 3 Request evidence from other sourcesStep 4 Wait for responses from claimant/other sourcesStep 5 Verify requested evidence was received within time limit | <p>DISPLAY slide</p> <p>31. "Request Evidence from Other Sources"</p> <p>TRANSITION to the third step of the development process: request evidence from other sources.</p> <p>SELECT three to four trainees to provide examples of other sources that requests for evidence would be made.</p> <p>EXPLAIN that other sources include the following:</p> <ul style="list-style-type: none">• Federal entities• Non-federal entities <p>REMINd trainees that they learned about federal and non-federal entities earlier in this lesson.</p>  <p>REFER to M21-1 III.iii.1.C.1 (General Information on Requests for Evidence From Sources Other Than the Claimant). Give trainees 5-7 minutes to review this reference.</p> <p>INFORM trainees that they will learn more about requesting evidence from other sources in the next slides.</p> |

| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Request Evidence from a Federal Entity</p> <ul style="list-style-type: none"> • Request records by following standard procedures • Request records by accessing the following systems: <ul style="list-style-type: none"> ○ CAPRI ○ PIES ○ DPRIS | <p>DISPLAY slide 32. "Request Evidence from a Federal Entity"</p>  <p>REFER trainees to M21-1 III.iii.1.C.2.b (Standard Procedure for Requesting Records From a Federal Entity). Have one of the trainees read the first bullet point under the important header.</p> <p>EXPLAIN that in addition to the standard procedure for requesting records from a federal agency, records can be requested through the following systems:</p> <ul style="list-style-type: none"> • CAPRI • PIES • DPRIS  <p>REFER trainees to M21-1 III.iii.1.C.2.c (Situations in Which the Standard Procedure for Requesting Records From a Federal Entity Is Not Applicable). Give trainees 5 minutes to review the references for the different systems.</p> <p>INFORM trainees that PMC VSRs have access to PIES but DPRIS is routing through a DPRIS coordinator.</p> |


| PowerPoint Slides | Instructor Activities |
|---|--|
| <p>Request Evidence from a Non-Federal Entity</p> <p>PMC VSRs will make reasonable efforts to obtain relevant records not in the custody of a Federal department or agency, to include records from:</p> <ul style="list-style-type: none"> • State or local governments • Private medical care providers • Current or former employers • Other non-Federal governmental sources | <p>DISPLAY slide 33. "Request Evidence from a Non-Federal Entity"</p>  <p>REFER trainees to M21-1 I.1.C.2.b (Definition: Reasonable Efforts to Obtain Relevant Private Records). Have one of the trainees read the paragraph aloud.</p>  <p>REFER trainees to 38 CFR 3.159.c.1 (Obtaining records not in the custody of a Federal department or agency).</p> <p>SELECT one of the trainees to summarize what reasonable efforts means according to the reference.</p> <p>EXPLAIN that a reasonable effort to obtain relevant private records also applies to Private Medical Records (PMRs).</p>  <p>EMPHASIZE that the Develop for Missing Information/Evidence job aid contains more information on developing for PMRs.</p> |

| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Wait for Response from Claimant/Other Sources</p> <p>Common steps used to develop for missing or unclear information/evidence:</p> <ol style="list-style-type: none">Step 1 Initiate duty to assistStep 2 Request evidence from claimantStep 3 Request evidence from other sourcesStep 4 Wait for responses from claimant/other sourcesStep 5 Verify requested evidence was received within time limit | <p>DISPLAY slide</p> <p>34. "Wait for Response from Claimant/Other Sources"</p> <p>TRANSITION to the fourth step of the development process: wait for responses from claimant/other sources.</p> <p>EXPLAIN that MAP-D automatically sets the suspense date for 30 days. PMC VSRs should verify the suspense date in the claim level suspense screen in MAP-D.</p> <p>INFORM trainees that their coaches will distribute a Work-in Progress Plan (WIPP) report according to their local PMC schedule. This report will contain a list of suspense dates for claims that have expired.</p>  <p>REFER trainees to M21-1 III.iii.1.B.1.b. (Notice of Time Limits to Submit Evidence). Have trainees find the references paragraph and second bullet regarding suspense dates. Explain that for more information regarding suspense dates, access the user guides.</p> <p>REMIND trainees that MAP-D information is locating the SHARE user guide.</p> |

| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Verify Time Limit on Received Evidence</p> <p>Common steps used to develop for missing or unclear information/evidence:</p> <div style="border: 1px solid black; padding: 5px;"> <p>Step 1 Initiate duty to assist</p> <p>Step 2 Request evidence from claimant</p> <p>Step 3 Request evidence from other sources</p> <p>Step 4 Wait for responses from claimant/other sources</p> <p>Step 5 Verify requested evidence was received within time limit</p> </div> | <p>DISPLAY slide</p> <p>35. “Verify Time Limit on Received Evidence”</p> <p>TRANSITION to the fifth step of the development process: verify time limit of received evidence.</p> <p>EXPLAIN that when a claim appears on their WIPP list, the PMC VSR has to verify if the requested evidence has been received within the time limit.</p>  <p>REFER trainees to the following references:</p> <ul style="list-style-type: none"> • M21-1 III.iii.1.B.2.a (Time Limit for Responding to a Request) • M21-1 III.iii.1.B.2.d. (Situations Warranting Extension of the 30-Day Time Limit) <p>GIVE trainees 5 minutes to review these references.</p> <p>EXPLAIN to trainees that the standard time limit is 30 days but there may be situation warranting extension of this standard time limit.</p>  <p>REFER trainees to the Development for Missing Information/Evidence job aid for specific time limits.</p> |

| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Time Limit and Requested Evidence</p> <p>Was requested evidence received within the time limit?</p> | <p>DISPLAY slide 36. "Time Limit and Requested Evidence"</p>  <p>REFER trainees to M21-1 III.iii.1.B.2.b (Next Steps After Sending a Request for Evidence). Give trainees 5 minutes to read the reference.</p> <p>SELECT one of the trainees to summarize what to do when the requested evidence has been received within the time limit.</p> <p>SELECT another trainee to summarize what to do when the requested evidence has not been received within the time limit.</p> <p>NOTE: Trainees will learn more about processing an award later in this course.</p>  <p>EMPHASIZE that some development requirements have additional development steps. Use the Development for Missing Information/Evidence job aid for more information.</p> |
| <p>Requested Evidence</p>  | <p>DISPLAY slide 37. "Requested Evidence"</p>  <p>DEMONSTRATE what requested evidence looks like in the e-folder using a Claim (pmc_vsr_case_15).</p> |

Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|--|--|
| <p>Incomplete Evidence</p> <ul style="list-style-type: none">• If the partial evidence has been received prior to the time limit, then follow guidelines in M21-1 III.iii.1.B.2.c (Incomplete Responses That Justify Award Action)• If all the evidence has not been received by the time limit, then follow the guidelines in M21-1 III.iii.1.B.2.b (Next Steps After Sending a Request for Evidence) | <p>DISPLAY slide 38. "Incomplete Evidence"</p> <p>EXPLAIN that sometimes a claimant may furnish some, but not all, of the requested evidence.</p> <p>INFORM trainees that if the evidence has been received prior to the expiration of the time limit, then follow the guidelines in M21-1 III.iii.1.B.2.c (Incomplete Responses That Justify Award Action).</p>  <p>REFER trainees to M21-1 III.iii.1.B.2.c. Have one of the trainees read the first two paragraphs.</p> <p>INFORM trainees that if a claimant fails to provide all of the requested evidence by the end of the time limit, then follow the guidelines in M21-1 III.iii.1.B.2.b.</p> |



Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Practice Exercise—What Would You Do Next?</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Divide into groups of three.○ Use the Develop for Missing Information/Evidence job aid.○ Complete Appendix A: Part B—What Would You Do Next? Worksheet.○ Read the scenarios and decide what would be the next step in the development process.○ Be prepared to share your finished activity with other groups.• Time allowed: 20 minutes | <p>DISPLAY slide 39. “Practice Exercise—What Would You Do Next?”</p> <p>DIVIDE trainees into groups of three.</p> <p>DIRECT trainees to:</p> <ul style="list-style-type: none">• Access Appendix A: Part B—What Would You Do Next? Worksheet.• Read the scenarios.• Decide what would be the next step in the development process.• Share your finished activity with the other groups. <p>ALLOW 20 minutes to complete the exercise.</p> |

Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|--|---|
| <p>Practice Exercise—What Would You Do Next? Answers (1 of 2)</p> <ul style="list-style-type: none"> • Scenario 1: <i>Contact Peter Pembroke by phone to confirm his social security number. Document the phone call on VA Form 27-0820 and upload the form to VVA.</i> • Scenario 2: <i>You wait 30 days for a response. Once the 30-day suspense date in MAP-D has been indicated on your WIPP list, check the e-folder for the death certificate and autopsy report.</i> | <p>DISPLAY slide 40. "Practice Exercise—What Would You Do Next? Answers (1 of 2)"</p> <p>PROVIDE the answers to scenarios 1 and 2.</p> |
| <p>Practice Exercise—What Would You Do Next? Answers (2 of 2)</p> <ul style="list-style-type: none"> • Scenario 3: <i>Create and send 30-day supplemental development letter for NA Form 13075 (Questionnaire About Military Service) if fire-related case or PIES is negative.</i> • Scenario 4: <i>Continue processing the claim for an award.</i> | <p>DISPLAY slide 41. "Practice Exercise—What Would You Do Next? Answers (2 of 2)"</p> <p>PROVIDE the answers to scenario 3 and 4.</p> <p>DISCUSS briefly with trainees about fire-related cases and locating service records. Use the Pension Systems and Applications job aid and the Develop for Missing Information/Evidence job aid to help guide your discussion.</p> |

Lesson 1: Overview of the Development Process Lesson Plan

| PowerPoint Slides | Instructor Activities |
|---|---|
| <p>Questions?</p>  | <p>DISPLAY slide 42. "Questions?"</p>  <p>ASK trainees if they have any questions or concerns regarding requesting information/evidence. Use this time to clear up any confusion or misconceptions about the information presented.</p> |
| <p>Lesson Summary</p> <ul style="list-style-type: none"> • What are some examples of information or evidence a claimant must submit? • What are some examples of information or evidence VA will obtain? • What are two ways in which you could request evidence from the claimant? • What are some sources that evidence is requested from other than the claimant? | <p>DISPLAY slide 43. "Lesson Summary"</p> <p>REVIEW the key points of the lesson with a guided discussion using the following questions:</p> <ul style="list-style-type: none"> • What are some examples of information or evidence a claimant must submit? • What are some examples of information or evidence VA will obtain? • What are two ways in which you could request evidence from the claimant? • What are some sources, other than the claimant, where evidence is requested? |
| <p>What's Next</p> <p>Phase 5: Part 2, Lesson 2, Request Appointment of Fiduciary for Incompetency Claims</p> | <p>DISPLAY slide 44. "What's Next"</p> <p>TELL the Phase 5: Part 2, Lesson 2, Request Appointment of Fiduciary for Incompetency Claims</p> |