



## PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course  
Phase 5: Stages of a Claim  
Part 3: Promulgate Non-Rating or  
Rating Decision

# **Lesson 2: Overview of the Award Process**

## Lesson Plan

July 11, 2017

Version 1.0

**Lesson 2: Overview of the Award Process**  
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**Overview of the Award Process**

**Lesson Overview**

<b>Topic</b>	<b>Description</b>
Time Estimate:	2 hours
Purpose of the Lesson:	This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this lesson is to prepare PMC VSRs to process an award action.
Prerequisite Training Requirements:	Prior to taking the Overview of the Award Process lesson, trainees must complete PMC VSR Core Course Phases 1–4, Phase 5, Parts 1 and 2, and Phase 5, Part 3 Lesson 1. (Refer to the PMC VSR Program of Instruction for a list of lessons.)
Target Audience:	This lesson is for entry-level PMC VSRs.

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Topic	Description
Lesson References:	<ul style="list-style-type: none"> <li>• <b>Master Course Map</b> learning aid</li> <li>• Compensation and Pension Knowledge Management (CPKM)</li> <li>• M21-1 III.V.2.A (Decision Authorization)               <ul style="list-style-type: none"> <li>○ M21-1 III.v.2.A.1.a (Final Stage in Adjudicating a Claim)</li> <li>○ M21-1 III.v.2.A.1.b (Responsibility for Awarding or Denying Benefits)</li> <li>○ M21-1 III.v.2.A.2 (General Information on Processing Decisions)</li> <li>○ M21-1 III.v.2.A.2.c (Award Processing Responsibilities)</li> <li>○ M21-1 III.v.2.A.3 (General Information on Denials)</li> <li>○ M21-1 III.v.2.A.3.a (Definition: Denial)</li> <li>○ M21-1 III.v.2.A.3.b. (Authority of VSRs to Make Entitlement Decisions and Deny Benefits)</li> <li>○ M21-1 III.v.2.A.4 (Denials Based on a Claimant’s Failure to Furnish Requested Evidence)</li> </ul> </li> <li>• M21-1 III.v.2.B (Decision Notices)               <ul style="list-style-type: none"> <li>○ M21-1 III.v.2.B.1.b. (Decision Notice Requirements)</li> </ul> </li> <li>• M21-1 III.ii.2.H (Renuncements)               <ul style="list-style-type: none"> <li>○ M21-1 III.ii.2.H.1 (General Information About Renouncement)</li> <li>○ M21-1 III.ii.2.H.1.b. (Acceptable Means of Renouncing the Right to a Benefit)</li> <li>○ M21-1 III.ii.2.H.3.c (System Entries for Discontinuing an Award)</li> <li>○ M21-1 III.ii.2.H.3.d (Notification of Renouncement of the Right to Pension or Parents DIC)</li> <li>○ M21-1 III.ii.2.H.3.e (Notification of Renouncement of the Right to Benefits Other Than Pension or Parents DIC)</li> </ul> </li> <li>• 38 CFR 3.106 (Renouncement)</li> <li>• <b>Annotate the Award</b> job aid</li> <li>• <b>Processing an Award Adjustment</b> job aid</li> </ul>
July 11, 2017 Version 1.0	<ul style="list-style-type: none"> <li>• <b>Processing an Award Renouncement</b> job aid</li> <li>• <b>Processing a Denial of Benefits</b> job aid</li> </ul>

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Topic	Description
Technical Competencies:	<ul style="list-style-type: none"> <li>• Processing Claims (PMC VSR)</li> <li>• Special Monthly Pension (SMP) Processing</li> <li>• VBA Applications (PMC VSR)</li> </ul>
Knowledge Check:	Phase 5: Stages of a Claim, Part 3: Promulgate Non-Rating or Rating Decision Knowledge Check
Lesson Objectives:	<ul style="list-style-type: none"> <li>• Describe how to prepare an award action.               <ul style="list-style-type: none"> <li>○ Describe the responsibilities on award action for all decisions.</li> <li>○ Describe the common steps for processing a grant of benefits.</li> <li>○ Describe the common steps for processing a denial of benefits.</li> <li>○ Describe the common steps for processing an award adjustment.</li> <li>○ Describe the common steps for processing a renouncement.</li> </ul> </li> </ul>

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Topic	Description
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 CPKM</li> <li>• Access to the following job aids from VSR Assistant:               <ul style="list-style-type: none"> <li>○ <b>Annotate the Award</b> job aid</li> <li>○ <b>Processing an Award Adjustment</b> job aid</li> <li>○ <b>Processing an Award Renouncement</b> job aid</li> <li>○ <b>Processing a Denial of Benefits</b> job aid</li> <li>○ <b>Processing a Grant of Benefits</b> job aid</li> </ul> </li> </ul> <p>Claim 1 (pmc_vsr_case_z) Example decision notice showing combination of granting an award and denying benefits</p> <p>Claim 2 (pmc_vsr_excerpt_cc) for <i>granting benefits</i> on VBMS-A academy mode with decision notice showing granted benefits</p> <p>Claim 3 (pmc_vsr_case_13a) for <i>denying benefits</i> on VBMS-A academy mode with decision notice showing denial of benefits</p> <p>Claim 4 (pmc_vsr_case_1a) for <i>award adjustment</i> on VBMS-A academy mode with decision notice showing <i>award adjustment</i></p> <p>Claim 5 (pmc_vsr_case_16) <i>discontinuing an award based on renouncement</i> in VBMS-A academy mode with decision notice showing renouncement</p>

**Instructor Notes**

This lesson provides trainees with the information, resources, and references to understand the award process. The **Processing a Grant of Benefits** job aid, **Processing a Denial of Benefits** job aid, **Processing an Award Adjustment** job aid and **Processing an Award Renouncement** job aid will provide additional guidance on award actions for all decisions.

<b>PowerPoint Slides</b>	<b>Instructor Activities</b>
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PowerPoint Slides	Instructor Activities
<p><b>Lesson 2: Overview of the Award Process</b></p>	<p><b>DISPLAY</b> slide</p> <p>1. "Lesson 2: Overview of the Award Process"</p> <p><b>INTRODUCE</b> yourself as the instructor.</p> <p><b>INTRODUCE</b> the lesson.</p>
<p><b>You Are Here</b></p>	<p><b>DISPLAY</b> slide</p> <p>2. "You Are Here"</p>  <p><b>REFER</b> to the <b>Master Course Map</b> learning aid in the Trainee Guide.</p> <p><b>INFORM</b> trainees that this lesson is a part of Phase 5, Part 3: Promulgate Non-Rating or Rating Decision.</p>
<p><b>Why It Matters!</b></p> <p>Promulgating Non-Rating or Rating Decision:</p> <ul style="list-style-type: none"> <li>• Confirm Accuracy of Rating Decision</li> <li>• <b>Overview of the Award Process</b></li> </ul>	<p><b>DISPLAY</b> slide</p> <p>3. "Why It Matters!"</p> <p><b>REMINDE</b> trainees that promulgating a non-rating or rating decision is one of the final stages of adjudicating the claim.</p>  <p><b>REFER</b> trainees to M21-1 III.v.2.A.1.a (Final Stage in Adjudicating a Claim). Have one of them read the reference aloud.</p> <p><b>EXPLAIN</b> that after all evidence has been collected and reviewed, and a rating decision is prepared, the PMC VSR is responsible for processing an award action.</p>

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PowerPoint Slides	Instructor Activities
<p><b>Technical Competencies</b></p> <ul style="list-style-type: none"> <li>• Processing Claims (PMC VSR)</li> <li>• Special Monthly Pension (SMP) Processing</li> <li>• VBA Applications (PMC VSR)</li> </ul>	<p><b>DISPLAY</b> slide 4. "Technical Competencies"</p> <p><b>EXPLAIN</b> that this lesson prepares them for the processing claims, processing special monthly pension processing, and using VBA applications competencies.</p>
<p><b>Lesson Objectives</b></p> <p>Describe how to prepare an award action.</p> <ul style="list-style-type: none"> <li>• Describe the responsibilities on award action for all decisions.</li> <li>• Describe the common steps for processing a grant of benefits.</li> <li>• Describe the common steps for processing a denial of benefits.</li> <li>• Describe the common steps for processing an award adjustment.</li> <li>• Describe the common steps for processing a renouncement.</li> </ul>	<p><b>DISPLAY</b> slide 5. "Lesson Objectives"</p> <p><b>PRESENT</b> the objectives for the lesson.</p>

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PowerPoint Slides	Instructor Activities
<p><b>Knowledge Check</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]     P2 --&gt; KC2{Phase 5 Part 2 Knowledge Check}     P3 --&gt; KC3{Phase 5 Part 3 Knowledge Check}     P4 --&gt; KC4{Phase 5 Part 4 Knowledge Check}     P5 --&gt; KC5a{Phase 5 Part 5a Knowledge Check}     P5 --&gt; KC5b{Phase 5 Part 5b Knowledge Check}     style KC3 stroke:#0000FF,stroke-width:2px     </pre>	<p><b>DISPLAY</b> slide 6. "Knowledge Check"</p> <p><b>INFORM</b> trainees that they will be assessed on this content in the Phase 5: Stages of a Claim, Part 3 Promulgate Non-Rating or Rating Decision Knowledge Check.</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>




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PowerPoint Slides	Instructor Activities
<p><b>Award Actions</b></p> <p>Processing an award action includes granting, denying, or adjusting benefits for the following claims:</p> <ul style="list-style-type: none"> <li>• Veterans pension</li> <li>• Survivors pension</li> <li>• Survivors DIC</li> <li>• Parents DIC</li> <li>• Accrued</li> <li>• Burial</li> </ul>	<p><b>DISPLAY</b> slide</p> <p>7. "Award Actions"</p>  <p><b>REFER</b> trainees to M21-1 III.v.2.A.2.c. (Award Processing Responsibilities) Notes section, third main bullet. Have one of the trainees read the bullet.</p> <p><b>EXPLAIN</b> to trainees that processing an award action includes granting, denying, or adjusting benefits for the following claims:</p> <ul style="list-style-type: none"> <li>• Veterans pension</li> <li>• Survivors pension</li> <li>• Survivors DIC</li> <li>• Parents DIC</li> <li>• Accrued</li> <li>• Burial</li> </ul>  <p><b>EMPHASIZE</b> that original, new, or reopened claims are commonly processed resulting in the grant or denial of benefits; whereas adjustments are commonly processed on running awards.</p>






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<b>PowerPoint Slides</b>	<b>Instructor Activities</b>
<p><b>Decisions on a Claim</b></p> <p><b>Scenario:</b> On November 5, 2016 VA received VA Form 21-534EZ, Application for DIC, Death Pension, and/or Accrued Benefits from Marie Smith, a surviving spouse. The Veteran's date of death is October 31, 2015. The Veteran served as a combat medic in the Vietnam era from 1965-1973. He was not in receipt of benefits. Mrs. Smith reported that her only income is \$675.90 from Social Security, that she has \$1,000 in non-interest bearing assets. Her reported expenses are \$104.90 per month for Medicare Part B and \$1,000 per month for In-Home Care (IHC) provided by the claimant's niece. Mrs. Smith also submitted a Care Expense Statement confirming her IHC expenses and a VA Form 21-2680, Examination for Housebound Status or Permanent Need for Regular Aid and Attendance, signed by a doctor.</p> <p><b>How many issues need decisions to be made for this claim?</b></p>	<p><b>DISPLAY</b> slide</p> <p><b>8.</b> "Decisions on a Claim"</p> <p><b>SELECT</b> a trainee to read the scenario aloud to the class.</p> <p><b>SELECT</b> one or two trainees to provide the answers to the following question:</p> <p>How many issues need decisions to be made for this claim?</p>

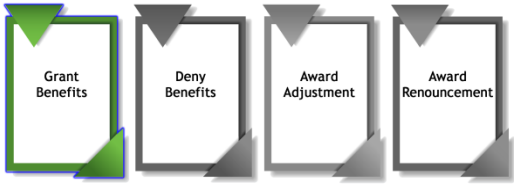


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PowerPoint Slides	Instructor Activities
<p><b>Decisions on a Claim Answer</b></p> <p>How many issues need decisions to be made for this claim?</p> <ul style="list-style-type: none"> <li>• <i>Four issues need decisions:</i> <ul style="list-style-type: none"> <li>○ <i>Is the surviving spouse eligible for survivor's pension benefits?</i></li> <li>○ <i>Is the surviving spouse eligible for DIC benefits?</i></li> <li>○ <i>Is the surviving spouse eligible for Special Monthly Pension?</i></li> <li>○ <i>Is there a pending claim for which accrued funds may be available?</i></li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide</p> <p>9. "Decisions on a Claim Answer"</p> <p><b>PROVIDE</b> the answer to the question.</p>  <p><b>REFER</b> trainees to M21-1 III.v.2.A.1.b (Responsibility for Awarding or Denying Benefits). Give the trainees 3 minutes to read the reference.</p> <p><b>DIRECT</b> one of the trainees to summarize the reference.</p> <p><b>DISCUSS</b> how multiple issues on a claim may require separate decisions for an award action. Use the scenario and focus on the fact that many adjudication actions will be a combination of awarding and denying entitlement of benefit.</p> <p><b>REVIEW</b> with trainees some additional information that could help determine the appropriate award action:</p> <ul style="list-style-type: none"> <li>• The PMC VSR determines that claimant is an eligible surviving spouse of a wartime Veteran.</li> <li>• After sending for a Rating Decision, the RVSR returns a decision denying Special Monthly Pension and Housebound benefits.</li> <li>• The PMC VSR would notify the claimant of the grant of Survivors Pension but the denial of both SMP and the IHC expenses.</li> </ul>



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<p><b>Multiple Decisions Demo</b></p> 	<p><b>DISPLAY</b> slide 10. "Multiple Decisions Demo"</p>  <p><b>DEMONSTRATE</b> an example of a decision notice showing multiple decisions. Use Claim 1 (pmc_vsr_case_z) as example.</p>  <p><b>EMPHASIZE</b> that the decision notice shows a combination of awarding and denying entitlement.</p>  <p><b>ASK</b> what are the multiple decisions is this letter?</p> <ul style="list-style-type: none"> <li>• <i>Grant for Veteran pension</i></li> <li>• <i>Denial for spouse because of divorce</i></li> </ul>
<p><b>Processing an Award Action</b></p> <p style="text-align: center;">Processing Award Actions</p> 	<p><b>DISPLAY</b> slide 11. "Processing an Award Action"</p> <p><b>EXPLAIN</b> to trainees that this lesson will cover the common steps for processing an award action:</p> <ul style="list-style-type: none"> <li>• Grant benefits</li> <li>• Deny benefits</li> <li>• Award adjustment</li> <li>• Award renoucement</li> </ul> <p><b>REMIND</b> trainees that granting and denying benefits are commonly processed for original, new, or reopened claims. Award adjustments are processed on running awards. The renoucement of an award is also processed on an existing award.</p>




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<p><b>Grant Benefits</b></p> <p style="text-align: center;">Processing an Award Action</p> 	<p><b>DISPLAY</b> slide <b>12. "Grant Benefits"</b></p> <p><b>TRANSITION</b> to the first type of award action: granting benefits.</p> <p><b>EXPLAIN</b> to trainees that the next slides will be an overview of the award process for granting benefits.</p>  <p><b>REFER</b> trainees to <b>Processing a Grant of Benefits</b> job aid. This job aid provides the most common award actions for granting benefits.</p>
<p><b>Common Steps for Granting Benefits</b></p> 	<p><b>DISPLAY</b> slide <b>13. "Common Steps for Granting Benefits"</b></p> <p><b>EXPLAIN</b> that processing a grant for benefits consists of the following common steps:</p> <ol style="list-style-type: none"> <li>1. Decide the award action</li> <li>2. Verify the information in VBMS-A</li> <li>3. Enter additional information in VBMS-A</li> <li>4. Generate the award in VBMS-A</li> <li>5. Prepare the decision notice</li> <li>6. Annotate the award</li> <li>7. Submit to the Authorizer</li> </ol>






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PowerPoint Slides	Instructor Activities
<p data-bbox="154 296 673 367"><b>Granting Benefits—Decide the Award Action</b></p> 	<p data-bbox="704 296 1437 367"><b>DISPLAY</b> slide <b>14.</b> "Granting Benefits—Decide the Award Action"</p> <p data-bbox="704 388 1339 472"><b>TRANSITION</b> to the first common step for granting benefits: decide the award action.</p> <p data-bbox="704 493 1453 598"><b>INFORM</b> trainees that deciding the award action involves determining the award grant category for the claim decision.</p>  <p data-bbox="704 745 1437 903"><b>REFER</b> trainees to <b>Processing a Grant of Benefits</b> job aid and navigate to the description. Give trainees a few minutes to read the description.</p>

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PowerPoint Slides	Instructor Activities
<p data-bbox="154 296 638 369"><b>Granting Benefits—Verify the Information in VBMS-A</b></p> 	<p data-bbox="703 296 927 327"><b>DISPLAY</b> slide</p> <p data-bbox="703 338 1430 411"><b>15.</b> "Granting Benefits—Verify the Information in VBMS-A"</p> <p data-bbox="703 432 1443 548"><b>TRANSITION</b> the second common step for granting benefits: verify the information in VBMS-A.</p> <p data-bbox="703 569 1390 684"><b>EXPLAIN</b> to trainees that preparing an award action involves verifying that all the claimant's information is correct in VBMS-A.</p> <p data-bbox="703 705 800 800"></p> <p data-bbox="703 821 1458 978"><b>DEMONSTRATE</b> how to verify information in VBMS-A using the academy mode. Use the Claim 2 (pmc_vsr_excerpt_cc) for granting a benefit example.</p> <p data-bbox="703 999 800 1094"></p> <p data-bbox="703 1115 1354 1241"><b>REFER</b> trainees to <b>Processing a Grant of Benefits</b> job aid. Have the trainees find the decision in the job aid based on the claim.</p>

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PowerPoint Slides	Instructor Activities
<p><b>Granting Benefits—Enter Additional Information in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide</p> <p><b>16.</b> "Granting Benefits—Enter Additional Information in VBMS-A"</p> <p><b>TRANSITION</b> the third common step for granting benefits: enter additional information in in VBMS-A.</p>  <p><b>REFER</b> trainees to M21-1 III.v.2.A.2.c. (Award Processing Responsibilities) VSR—second bullet. Have one of the trainees read the bullet.</p> <p><b>DISCUSS</b> with trainees the additional information that may need to be added to the decision. Be sure to emphasize that the PMC VSR may <b>not</b> make any entries on the Rating screen.</p>  <p><b>REFER</b> trainees to M21-1 III.v.2.A.2.c. (Award Processing Responsibilities) VSR—Notes section, second bullet. Have one of the trainees read the bullet and the two sub-bullets.</p>  <p><b>DEMONSTRATE</b> how to enter information into VBMS-A. Use the Claim 2 (pmc_vsr_excerpt_cc) for granting an award.</p>  <p><b>REFER</b> trainees to <b>Processing a Grant of Benefits</b> job aid. Show the trainees an example in the job aid where they would enter information in the VBMS-A.</p>







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PowerPoint Slides	Instructor Activities
<p><b>Granting Benefits—Generate Award in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide  <b>17.</b> "Granting Benefits—Generate Award in VBMS-A"</p> <p><b>TRANSITION</b> the fourth common step for granting benefits: generate an award in VBMS-A.</p> <p><b>INFORM</b> trainees that the award can be generated once all the information is verified.</p> <p><b>TELL</b> trainees that the award is generated on the Record Decision screen in VBMS-A.</p> <p><b>EXPLAIN</b> that once VBMS-A generates the award, MAP-D are updated automatically.</p>
<p><b>Generate Award in VBMS-A Demo</b></p> 	<p><b>DISPLAY</b> slide  <b>18.</b> "Generate Award in VBMS-A Demo"</p>  <p><b>DEMONSTRATE</b> how to generate an award in VBMS-A Claim 2 (pmc_vsr_excerpt_cc).</p>  <p><b>REFER</b> trainees to <b>Processing a Grant of Benefits</b> job aid. Show the trainees an example in the job aid where they would generate an award in VBMS-A.</p>  <p><b>EMPHASIZE</b> to trainees that before generating an award in VBMS-A, the PMC VSR should verify all of the information is correct in VBMS-A.</p>



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<p><b>Granting Benefits—Annotate the Award</b></p> 	<p><b>DISPLAY</b> slide 19. "Granting Benefits—Annotate the Award"</p> <p><b>TRANSITION</b> the fifth common step for granting benefits: annotate the award.</p> <p><b>EXPLAIN</b> to trainees that it is important to indicate relevant information regarding the claim in the applicable system. Annotating the award should be done according to local procedures.</p>  <p><b>REFER</b> trainees to the <b>Annotate the Award</b> job aid for the common annotations used when granting benefits. Give the trainees a few minutes to review the</p>
<p><b>Annotate the Award in VBMS-A Demo</b></p> 	<p><b>DISPLAY</b> slide 20. "Annotate the Award in VBMS-A Demo"</p> <p><b>DEMONSTRATE</b> how to annotate the award in VBMS-A Claim 2 (pmc_vsr_excerpt_cc). Focus on documenting all information relevant to the claim in the Remarks section of the VBMS-A Generate eDoc.</p> <p><b>EXPLAIN</b> to trainees that additional annotations may be made on a spreadsheet and then added to the VVA. For example, indicating income line items on an excel spreadsheet.</p>


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PowerPoint Slides	Instructor Activities
<p><b>Granting Benefits—Prepare the Decision Notice</b></p> 	<p><b>DISPLAY</b> slide <b>21.</b> "Granting Benefits—Prepare the Decision Notice"</p> <p><b>TRANSITION</b> to the sixth common step for granting benefits: prepare the decision notice.</p>  <p><b>REFER</b> trainees to the following references:</p> <ul style="list-style-type: none"> <li>• M21-1 III.v.2.A.2.c. (Award Processing Responsibilities) VSR—fourth bullet</li> <li>• M21-1 III.v.2.B.1.b. (Decision Notice Requirements)</li> </ul> <p><b>GIVE</b> the trainees five minutes to read the references.</p> <p><b>SELECT</b> a trainee to summarize the reference in their own words.</p> <p><b>EXPLAIN</b> to trainees that they will learn about the decision notice for granting benefits later in the course.</p>
<p><b>Decision Notice—Grant Demo</b></p> 	<p><b>DISPLAY</b> slide <b>22.</b> "Decision Notice—Grant Demo"</p>  <p><b>DEMONSTRATE</b> a decision notice for granting benefits. Use the Claim 2 (pmc_vsr_excerpt_cc) example decision notice for granting benefits.</p>

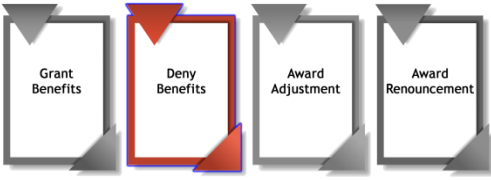

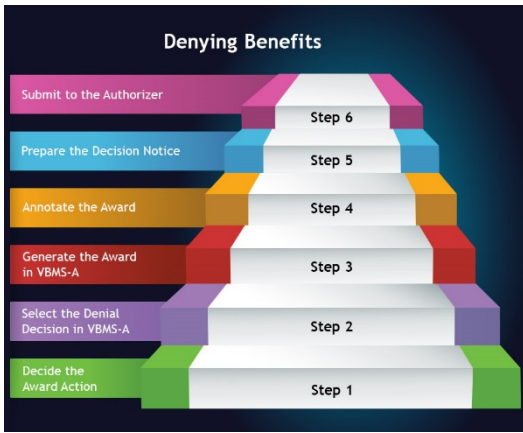
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PowerPoint Slides	Instructor Activities
<p><b>Granting Benefits—Submit to the Authorizer</b></p> 	<p><b>DISPLAY</b> slide 23. "Granting Benefits—Submit to the Authorizer"</p> <p><b>TRANSITION</b> to the seventh common step for granting benefits: Submit to the Authorizer.</p>  <p><b>REFER</b> trainees to M21-1 III.v.2.A.2.c. (Award Processing Responsibilities) fifth bullet. Have one of the trainees read the bullet aloud.</p> <p><b>DIRECT</b> trainees to keep the reference open and refer to the SVSR section of the table. Give them a few minutes to read the first two bullets.</p> <p><b>EXPLAIN</b> to trainees that they will learn more about submitting to the Authorizer later in this course.</p>
<p><b>Practice Exercise—Granting Benefits</b></p> <ul style="list-style-type: none"> <li>• Instructions: <ul style="list-style-type: none"> <li>○ Divide into groups of three.</li> <li>○ Complete Appendix A: Part A—Granting Benefits worksheet.</li> <li>○ Use the <b>Processing a Grant of Benefits</b> job aid.</li> <li>○ Be prepared to share your finished activity with other groups.</li> </ul> </li> <li>• Time allowed: 7-10 minutes</li> </ul>	<p><b>DISPLAY</b> slide 24. "Practice Exercise—Granting Benefits"</p> <p><b>DIVIDE</b> trainees into groups of three.</p> <p><b>DIRECT</b> trainees to:</p> <ul style="list-style-type: none"> <li>• Complete Appendix A: Part A—Granting Benefits worksheet by: <ul style="list-style-type: none"> <li>○ Reading the scenario</li> <li>○ Using the job aids</li> <li>○ Answering the questions</li> </ul> </li> <li>• Share the finished activity with the other groups</li> </ul> <p><b>ALLOW</b> 7-10 minutes to complete the exercise.</p>




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PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Granting Benefits Answers</b></p> <ol style="list-style-type: none"> <li>1. What decision would you use for granting this award?               <ul style="list-style-type: none"> <li>o <i>Child eligible for DIC in Their Own Right When Not Dependent of Surviving Spouse</i></li> </ul> </li> <li>2. What award type would this decision be processed under in VBMS-A?               <ul style="list-style-type: none"> <li>o <i>Claim type Dependency- Apportionment (EP 137, Payee 11) Processed as apportionment under running CPD Spouse Award</i></li> </ul> </li> <li>3. You have successfully entered all the information into VBMS-A. What is your next step in granting benefits?               <ul style="list-style-type: none"> <li>o <i>Generate the award on the Record Decision screen.</i></li> </ul> </li> </ol>	<p><b>DISPLAY</b> slide 25. "Practice Exercise—Granting Benefits Answers"</p> <p><b>PROVIDE</b> the answers to all three questions.</p>  <p><b>REFER</b> trainees to the <b>Processing a Grant of Benefits</b> job aid. Show trainees in the job aid where the answers were referenced.</p>






**Lesson 2: Overview of the Award Process**  
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PowerPoint Slides	Instructor Activities
<p><b>Denying Benefits</b></p> <p style="text-align: center;">Processing an Award Action</p> 	<p><b>DISPLAY</b> slide <b>26. "Denying Benefits"</b></p> <p><b>TRANSITION</b> to the second type of award action: deny benefits.</p>  <p><b>REFER</b> trainees to M21 III.v.2.A.3.a. (Definition: Denial). Give trainees 3 minutes to review reference.</p> <p><b>SELECT</b> one of the trainees to summarize the definition of denial in their own words.</p> <p><b>EXPLAIN</b> to trainees that the next slides will be an overview of the award process for denying benefits.</p>
<p><b>Denying Benefits—Common Steps for Denying Benefits</b></p> 	<p><b>DISPLAY</b> slide <b>27. "Denying Benefits—Common Steps for Denying Benefits"</b></p> <p><b>EXPLAIN</b> that processing a denial for benefits consists of the following common steps:</p> <ol style="list-style-type: none"> <li>1. Decide the award action</li> <li>2. Select the denial decision in VBMS-A</li> <li>3. Generate the award in VBMS-A</li> <li>4. Annotate the award</li> <li>5. Prepare the decision notice</li> <li>6. Submit to the Authorizer</li> </ol>

**Lesson 2: Overview of the Award Process**  
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PowerPoint Slides	Instructor Activities
<p data-bbox="154 296 643 369"><b>Denying Benefits—Decide the Award Action</b></p> 	<p data-bbox="703 296 1430 369"><b>DISPLAY</b> slide 28. "Denying Benefits—Decide the Award Action"</p> <p data-bbox="703 394 1341 468"><b>TRANSITION</b> to the first common step for denying benefits: decide the award action.</p>  <p data-bbox="703 642 1443 779"><b>REFER</b> trainees to M21-1 III.v.2.A.3.b. (Authority of VSRs to Make Entitlement Decisions and Deny Benefits). Have one of the trainees read the first paragraph aloud.</p> <p data-bbox="703 821 1463 989"><b>EXPLAIN</b> to trainees that preparing a denial award action involves processing the reason for denial based on the decision. Emphasize that a claim may have multiple denial reasons depending on how many decisions were made on that claim.</p>  <p data-bbox="703 1167 1443 1262"><b>REFER</b> to the <b>Processing a Denial of Benefits</b> job aid. Give the trainees a few minutes to review the reasons for denial.</p> <p data-bbox="703 1304 1443 1371"><b>SELECT</b> three or four trainees to choose different denial reasons and read aloud to the class.</p>





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PowerPoint Slides	Instructor Activities
<p><b>Denying Benefits—Select Denial Decision in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide 29. "Denying Benefits—Select the Denial Decision in VBMS-A"</p> <p><b>TRANSITION</b> to the second common step for denying benefits: select denial decision in VBMS-A.</p> <p><b>EXPLAIN</b> to trainees that for denials, a denial decision is added to the decision drop-down menu on the Basic Eligibility screen.</p>  <p><b>REFER</b> trainees to the <b>Processing a Denial of Benefits</b> job aid for the specific denial decision for each denial reason. Have trainees review the job aid for the specific denial decisions.</p> <p><b>SELECT</b> one of the trainees to choose a denial reason and read the denial decision aloud.</p>
<p><b>Select Denial Decision in VBMS-A Demo</b></p> 	<p><b>DISPLAY</b> slide 30. "Select the Denial Decision in VBMS-A Demo"</p>  <p><b>DEMONSTRATE</b> how to select the denial decision on the Basic Eligibility screen in VBMS-A. Use the claimant information identified in Claim 3 (pmc_vsr_case_13a) for VBMS and VBMS-A academy mode.</p>  <p><b>REFER</b> trainees to the <b>Processing a Denial of Benefits</b> job aid for the specific denial decision for the denial reason that relates to the Claim 3.</p>







## Lesson 2: Overview of the Award Process


### Lesson Plan

PowerPoint Slides	Instructor Activities
<p><b>Denying Benefits—Generate Award in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide  <b>31.</b> “Denying Benefits—Generate the Award in VBMS-A”</p> <p><b>TRANSITION</b> to the third common step for denying benefits: generate an award in VBMS-A.</p> <p><b>INFORM</b> trainees that after a denial decision has been selected on the Basic Eligibility screen; generate the award on the Record Decision screen.</p> <p></p> <p><b>DEMONSTRATE</b> how to generate an award for a denial in VBMS-A. Use the claimant information identified in Claim 3 (pmc_vsr_case_13a) for VBMS-A academy mode.</p> <p><b>REMINDE</b> trainees that once VBMS-A generates the award, MAP-D is updated automatically.</p>
<p><b>Denying Benefits—Annotate the Award</b></p> 	<p><b>DISPLAY</b> slide  <b>32.</b> “Denying Benefits—Annotate the Award”</p> <p><b>TRANSITION</b> to the fourth common step for denying benefits: annotate the award.</p> <p><b>REMINDE</b> trainees that it is important to indicate relevant information regarding the claim in the applicable system.</p> <p></p> <p><b>REFER</b> trainees to the <b>Annotate the Award</b> job aid for the common annotations used when denying benefits. Give trainees a few minutes to review the checklist for denying benefits.</p>


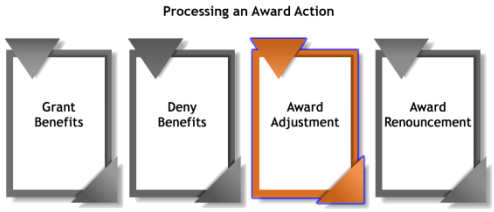
**Lesson 2: Overview of the Award Process**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Denying Benefits—Prepare the Decision Notice</b></p> 	<p><b>DISPLAY</b> slide 33. "Denying Benefits—Prepare the Decision Notice"</p> <p><b>TRANSITION</b> to the fifth common step for denying benefits: Prepare the decision notice.</p>  <p><b>REFER</b> trainees to <b>Processing a Denial of Benefits</b> job aid for specific instructions to include in the denial decision notice for each denial reason.</p> <p><b>EXPLAIN</b> to trainees that they will learn about preparing the denial decision notice later in the course.</p>
<p><b>Decision Notice—Denial Demo</b></p> 	<p><b>DISPLAY</b> slide 34. "Decision Notice—Denial Demo"</p>  <p><b>DEMONSTRATE</b> what a decision notice for a denial looks like. Use the example decision notice for denying benefits Claim 3 (pmc_vsr_case_13a).</p>




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PowerPoint Slides	Instructor Activities
<p><b>Denying Benefits—Submit to the Authorizer</b></p> 	<p><b>DISPLAY</b> slide <b>35.</b> “Denying Benefits—Submit to the Authorizer”</p> <p><b>TRANSITION</b> to the sixth common step for denying benefits: Submit to the Authorizer.</p> <p><b>REMINDE</b> trainees that once the denial decision notice is ready, route the award action to the Authorizer for review and authorization.</p> <p><b>EXPLAIN</b> to trainees that they will learn more about submitting to the Authorizer later in this course.</p>
<p><b>Practice Exercise—Denying Benefits</b></p> <ul style="list-style-type: none"> <li>• Instructions: <ul style="list-style-type: none"> <li>○ Divide into groups of three.</li> <li>○ Complete Appendix A: Part B—Denying Benefits worksheet.</li> <li>○ Use the <b>Processing a Denial of Benefits job aid</b>.</li> <li>○ Be prepared to share your finished activity with other groups.</li> </ul> </li> <li>• Time allowed: 10 minutes</li> </ul>	<p><b>DISPLAY</b> slide <b>36.</b> “Practice Exercise—Denying Benefits”</p> <p><b>DIVIDE</b> trainees into groups of three.</p> <p><b>DIRECT</b> trainees to:</p> <ul style="list-style-type: none"> <li>• Complete Appendix A: Part B—Denying Benefits worksheet by: <ul style="list-style-type: none"> <li>○ Reading the scenario</li> <li>○ Using the job aids</li> <li>○ Answering the questions</li> </ul> </li> <li>• Share the finished activity with the other groups</li> </ul> <p><b>ALLOW</b> 10 minutes to complete the exercise.</p>



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PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Denying Benefits Answers</b></p> <ol style="list-style-type: none"> <li>1. What decision would you use for denying this award?               <ul style="list-style-type: none"> <li>o <i>Deny for no wartime service.</i></li> </ul> </li> <li>2. What denial decision would be selected in the VBMS-A?               <ul style="list-style-type: none"> <li>o <i>Use “No Wartime Service” in VBMS-A.</i></li> </ul> </li> <li>3. What is the final step of the denial process?               <ul style="list-style-type: none"> <li>o <i>The final step of the denial process is to submit the claim to the Authorizer for review.</i></li> </ul> </li> </ol>	<p><b>DISPLAY</b> slide <b>37.</b> “Practice Exercise—Denying Benefits Answers”</p> <p><b>PROVIDE</b> the answer for all three questions.</p>  <p><b>REFER</b> trainees to the <b>Processing a Denial of Benefits</b> job aid. Show trainees in the job aid where the answers were referenced.</p>
<p><b>Award Adjustment</b></p> 	<p><b>DISPLAY</b> slide <b>38.</b> “Award Adjustment”</p> <p><b>TRANSITION</b> to the third type of award action: award adjustment.</p> <p><b>EXPLAIN</b> to trainees that the next slides will be an overview of the award process for an award adjustment.</p> <p><b>REMINDE</b> trainees that award adjustments are processed on running awards.</p>



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PowerPoint Slides	Instructor Activities
<p><b>Common Steps for Award Adjustment</b></p> 	<p><b>DISPLAY</b> slide 39. "Common Steps for Award Adjustment"</p> <p><b>EXPLAIN</b> that processing an award adjustment consists of the following common steps:</p> <ol style="list-style-type: none"> <li>1. Decide the award action</li> <li>2. Perform calculation (if required)</li> <li>3. Enter the updated information in VBMS-A</li> <li>4. Generate the award in VBMS-A</li> <li>5. Annotate the award</li> <li>6. Prepare the decision notice</li> <li>7. Submit to the Authorizer</li> </ol>
<p><b>Award Adjustment—Decide the Award Action</b></p> 	<p><b>DISPLAY</b> slide 40. "Award Adjustment—Decide the Award Action"</p> <p><b>TRANSITION</b> to the first common step for award adjustment: decide the award action.</p> <p><b>INFORM</b> trainees that preparing an award adjustment involves reviewing any additional information provided by the claimant or third party, and deciding the reason for adjustment.</p>  <p><b>REFER</b> trainees to <b>Processing an Award Adjustment</b> job aid. This job aid provides the steps for some of the most common award adjustments.</p> <p><b>INFORM</b> trainees that they will learn more about specific award adjustments and calculations later in the course.</p>






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PowerPoint Slides	Instructor Activities
<p><b>Award Adjustment—Perform Calculation (If Required)</b></p>  <p>The diagram is a 7-step pyramid titled "Award Adjustment". The steps, from bottom to top, are: Step 1: Decide the Award Action; Step 2: Perform Calculation (If Required) - highlighted with a blue border; Step 3: Enter the Updated Information in VBMS-A; Step 4: Generate Award in VBMS-A; Step 5: Annotate the Award; Step 6: Prepare the Decision Notice; Step 7: Submit to the Authorizer.</p>	<p><b>DISPLAY</b> slide</p> <p><b>41.</b> "Award Adjustment—Perform Calculation (If Required)"</p> <p><b>TRANSITION</b> to the second common step for award adjustment: perform calculation if required.</p> <p><b>EXPLAIN</b> to trainees that sometimes when processing an award adjustment, additional calculations may be required.</p> <p><b>DISCUSS</b> examples of when calculation is performed for award adjustments. Briefly, focus on the Claim 4 (pmc_vsr_case_1a) for award adjustments.</p> <p></p> <p><b>EMPHASIZE</b> to the trainees that they will learn more about calculating award adjustments later in the course.</p>

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PowerPoint Slides	Instructor Activities
<p><b>Award Adjustment—Enter the Updated Information in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide 42. "Award Adjustment—Enter the Updated Information in VBMS-A"</p> <p><b>TRANSITION</b> the third common step for award adjustment: enter updated information in VBMS-A.</p>  <p><b>REFER</b> trainees to M21-1 III.v.2.A.2.c. (Award Processing Responsibilities) VSR—second bullet.</p> <p><b>EXPLAIN</b> to trainees that they are responsible for entering the updated information related to an adjustment in VBMS-A.</p> <p><b>DISCUSS</b> some examples of award adjustments. Use <b>Processing an Award Adjustment</b> job aid to guide your discussion. Have them review the job aid and discuss some of the common award adjustment triggers such as:</p> <ul style="list-style-type: none"> <li>• Addition or removal of a dependent</li> <li>• Increase or decrease in income</li> <li>• Increase or decrease in medical expenses</li> <li>• Addition of Aid and Attendance (A&amp;A)</li> </ul>

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PowerPoint Slides	Instructor Activities
<p><b>Enter Updated Information in VBMS-A Demo</b></p> 	<p><b>DISPLAY</b> slide 43. "Enter Updated Information in VBMS-A Demo"</p>  <p><b>DEMONSTRATE</b> how to enter updated information into VBMS-A. Use the Claim 4 (pmc_vsr_case_1a) for award adjustment in VBMS-A academy mode.</p>  <p><b>REFER</b> trainees to <b>Processing an Award Adjustment</b> job aid. Show in the job aid an example of entering updated information in VBMS-A.</p>
<p><b>Award Adjustment—Generate Award in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide 44. "Award Adjustment—Generate Award in VBMS-A"</p> <p><b>TRANSITION</b> the fourth common step for award adjustment: generate an award in VBMS-A.</p>  <p><b>EMPHASIZE</b> to trainees that before an award is generated for an award adjustment, the PMC VSR should verify that <b>all</b>:</p> <ul style="list-style-type: none"> <li>• Necessary calculations are performed in VBMS-A</li> <li>• Additional information is updated in VBMS-A</li> </ul> <p><b>REMINDE</b> trainees that once VBMS-A generates the award, MAP-D is updated automatically.</p>




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PowerPoint Slides	Instructor Activities
<p><b>Award Adjustment—Annotate the Award</b></p> 	<p><b>DISPLAY</b> slide 45. "Award Adjustment—Annotate the Award"</p> <p><b>TRANSITION</b> to the fifth common step for award adjustment: annotate the award.</p> <p><b>REMIN</b>D trainees that it is important to indicate relevant information regarding the claim in the applicable system.</p>  <p><b>REFER</b> trainees to the <b>Annotate the Award</b> job aid for the common annotations used for award adjustments. Give trainees a few minutes to review the checklist for award adjustments.</p>
<p><b>Award Adjustment—Prepare the Decision Notice</b></p> 	<p><b>DISPLAY</b> slide 46. "Award Adjustment—Prepare the Decision Notice"</p> <p><b>TRANSITION</b> to the sixth common step for award adjustment: prepare decision notice.</p>  <p><b>REFER</b> trainees to the <b>Processing an Award Adjustment</b> job aid. Show trainees that different award adjustments may have specific requirements for the decision notice.</p> <p><b>EXPLAIN</b> to trainees that they will learn about preparing the decision notice for award adjustments later in the course.</p>

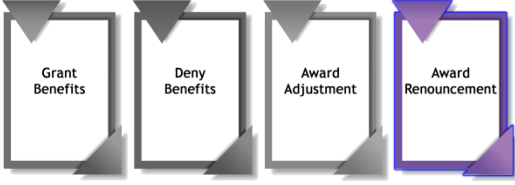



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PowerPoint Slides	Instructor Activities
<p><b>Decision Notice—Award Adjustment Demo</b></p> 	<p><b>DISPLAY</b> slide 47. "Decision Notice—Award Adjustment Demo"</p>  <p><b>DEMONSTRATE</b> the decision notice for the award adjustment. Use the example decision notice in Claim 4 (pmc_vsr_case_1a) showing award adjustment.</p>
<p><b>Award Adjustment—Submit to the Authorizer</b></p> 	<p><b>DISPLAY</b> slide 48. "Award Adjustment—Submit to the Authorizer"</p> <p><b>TRANSITION</b> to the seventh common step for award adjustment: submit to the Authorizer.</p> <p><b>REMINDE</b> trainees that once the award adjustment decision notice is ready, route the award action to the Authorizer for review and authorization.</p>





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PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Award Adjustment</b></p> <ul style="list-style-type: none"> <li>• Instructions: <ul style="list-style-type: none"> <li>○ Divide into groups of three.</li> <li>○ Complete Appendix A: Part C—Award Adjustment worksheet.</li> <li>○ Be prepared to share your finished activity with other groups.</li> </ul> </li> <li>• Time allowed: 10-15 minutes</li> </ul>	<p><b>DISPLAY</b> slide <b>49.</b> "Practice Exercise—Award Adjustment"</p> <p><b>DIVIDE</b> trainees into groups of three.</p> <p><b>DIRECT</b> trainees to:</p> <ul style="list-style-type: none"> <li>• Complete Appendix A: Part C—Award Adjustment worksheet by: <ul style="list-style-type: none"> <li>○ Reading the scenario</li> <li>○ Using the <b>Processing an Award Adjustment</b> job aid</li> <li>○ Answering the questions</li> </ul> </li> <li>• Share the finished activity with the other groups</li> </ul> <p><b>ALLOW</b> 10-15 minutes to complete the exercise.</p>
<p><b>Practice Exercise—Award Adjustment Answers</b></p> <ol style="list-style-type: none"> <li>1. What decision would you use for processing this award adjustment? <ul style="list-style-type: none"> <li>○ <i>Change in income</i></li> </ul> </li> <li>2. What information would be updated in the VBMS-A? <ul style="list-style-type: none"> <li>○ <i>Add the income in the Financial Decisions Screen; add a line on October 1, 2016 with a monthly income amount of \$300.00.</i></li> </ul> </li> <li>3. After you have updated in the VBMS-A, what is the next step in the award adjustment process? <ul style="list-style-type: none"> <li>○ <i>Generate the award in VBMS-A.</i></li> </ul> </li> </ol>	<p><b>DISPLAY</b> slide <b>50.</b> "Practice Exercise—Award Adjustment Answers"</p> <p><b>PROVIDE</b> the answers for all three questions.</p>  <p><b>REFER</b> trainees to the <b>Processing an Award Adjustment</b> job aid. Show trainees in the job aid where the answers were referenced.</p>




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PowerPoint Slides	Instructor Activities
<p><b>Award Renoucement</b></p> <p style="text-align: center;">Processing an Award Action</p> 	<p><b>DISPLAY</b> slide <b>51. "Award Renoucement"</b></p> <p><b>TRANSITION</b> to the fourth type of award action: award renoucement.</p>  <p><b>REFER</b> trainees to M21-1 III.ii.2.H.1.a. (Regulatory Provisions Regarding Renoucement of the Right to a Benefit). Give trainees 5 minutes to read the reference.</p> <p><b>SELECT</b> one of the trainees to summarize award renoucement in their own words.</p>  <p><b>REFER</b> trainees to <b>Processing an Award Renoucement</b> job aid.</p>
<p><b>Common Steps for Award Renoucement</b></p> 	<p><b>DISPLAY</b> slide <b>52. "Common Steps for Award Renoucement"</b></p> <p><b>EXPLAIN</b> that processing an award renoucement consists of the following common steps:</p> <ol style="list-style-type: none"> <li>1. Decide the award action</li> <li>2. Discontinue award in VBMS-A</li> <li>3. Generate award in VBMS-A</li> <li>4. Prepare decision notice</li> <li>5. Submit to the Authorizer</li> </ol>





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PowerPoint Slides	Instructor Activities
<p><b>Award Renouncement—Decide the Award Action</b></p> 	<p><b>DISPLAY</b> slide 53. "Award Renouncement—Decide the Award Action"</p> <p><b>TRANSITION</b> to the first common step for award renouncement: decide the award action.</p> <p><b>INFORM</b> trainees that preparing an award action involves confirming the claimant has requested renouncement of their award.</p>  <p><b>REFER</b> to M21-1 III.ii.2.H.1.b. (Acceptable Means of Renouncing the Right to a Benefit). Ask a trainee to read the reference aloud.</p> <p><b>DISCUSS</b> with trainees the meaning of clear and unambiguous in renouncing the rights to a benefit. Use an example from your personal experience to guide your discussion.</p>
<p><b>Award Renouncement—Discontinue Award in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide 54. "Award Renouncement—Discontinue Award in VBMS-A"</p> <p><b>TRANSITION</b> to the second common step for award renouncement: discontinue award in VBMS-A.</p> <p><b>DISCUSS</b> with trainees the importance of confirming the renouncement.</p> <p><b>EXPLAIN</b> that an award is discontinued after confirming the claimant has renounced the award.</p>  <p><b>REFER</b> trainees to <b>Processing an Award Renouncement</b> job aid. Show in the job aid the steps for entering a renouncement in VBMS-A.</p>

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PowerPoint Slides	Instructor Activities
<p><b>Discontinue Award in VBMS-A Demo</b></p> 	<p><b>DISPLAY</b> slide 55. "Discontinue Award in VBMS-A Demo"</p>  <p><b>DEMONSTRATE</b> how to discontinue an award in the VBMS-A academy mode. Use the Claim 5 discontinuing an award based on renouncement (pmc_vsr_case_16).</p>
<p><b>Award Renouncement—Generate Award in VBMS-A</b></p> 	<p><b>DISPLAY</b> slide 56. "Award Renouncement—Generate Award in VBMS-A"</p> <p><b>TRANSITION</b> the third common step for award renouncement: generate an award in VBMS-A.</p> <p><b>INFORM</b> trainees that the award is generated once the running award has been discontinued in VBMS-A.</p> <p><b>REMIND</b> trainees that they learned how to generate an award earlier in the lesson.</p>

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PowerPoint Slides	Instructor Activities
<p><b>Award Renoucement—Prepare Decision Notice</b></p> 	<p><b>DISPLAY</b> slide <b>57.</b> “Award Renoucement—Prepare the Decision Notice”</p> <p><b>TRANSITION</b> to the fourth common step for award renoucement: Prepare decision notice.</p>  <p><b>REFER</b> trainees to the following references:</p> <ul style="list-style-type: none"> <li>• M21-1 III.ii.2.H.3.d (Notification of Renoucement of the Right to Pension or Parents DIC)</li> <li>• M21-1 III.ii.2.H.3.e (Notification of Renoucement of the Right to Benefits Other Than Pension or Parents DIC)</li> </ul> <p><b>EXPLAIN</b> to trainees that they will learn about the decision notice for the award renoucement later in the course.</p>
<p><b>Award Renoucement Letter Demo</b></p> 	<p><b>DISPLAY</b> slide <b>58.</b> “Decision Notice—Award Renoucement Demo”</p>  <p><b>DEMONSTRATE</b> the decision notice for the award renoucement. Use the example decision notice showing award renoucement Claim 5 (pmc_vsr_case_16).</p>

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PowerPoint Slides	Instructor Activities
<p><b>Award Renouncement—Submit to the Authorizer</b></p>	<p><b>DISPLAY</b> slide 59. "Award Renouncement—Submit to the Authorizer"</p> <p><b>TRANSITION</b> to the fifth common step for award renouncement: Submit to the Authorizer.</p> <p><b>REMAND</b> trainees that once the award renouncement notice is ready, route the award action to the Authorizer for review and authorization.</p> <p><b>REMAND</b> trainees that they will learn more about submitting to the Authorizer later in this course.</p>
<p><b>Practice Exercise—Award Renouncement</b></p> <ul style="list-style-type: none"> <li>• Instructions: <ul style="list-style-type: none"> <li>○ Divide into groups of three.</li> <li>○ Complete Appendix A: Part D—Award Renouncement worksheet.</li> <li>○ Use M21-1 III.ii.2.H (Renouncements).</li> <li>○ Be prepared to share your finished activity with other groups.</li> </ul> </li> <li>• Time allowed: 5-7 minutes</li> </ul>	<p><b>DISPLAY</b> slide 60. "Practice Exercise—Award Renouncement"</p> <p><b>DIVIDE</b> trainees into groups of three.</p> <p><b>DIRECT</b> trainees to:</p> <ul style="list-style-type: none"> <li>• Complete Appendix A: Part D—Award Renouncement Worksheet by: <ul style="list-style-type: none"> <li>○ Reading the scenarios</li> <li>○ Using M21-1 III.ii.2.H (Renouncements)</li> <li>○ Answering the question</li> </ul> </li> <li>• Share the finished activity with the other groups.</li> </ul> <p><b>ALLOW</b> 5-7 minutes to complete the exercise.</p> <p><b>DIRECT</b> trainees to remain in their groups for the next exercise.</p>




**Lesson 2: Overview of the Award Process**  
**Lesson Plan**

PowerPoint Slides	Instructor Activities
<p><b>Practice Exercise—Award Renouncement Answers</b></p> <ul style="list-style-type: none"> <li>• <b>Scenario 1:</b> <i>This scenario confirms the claimant has requested to renounce his right to VA benefits, because the claimant provided a clear and unambiguous written statement in the form of VA Form 21 - 4138, Statement in Support of Claim and was signed by the claimant.</i></li> <li>• <b>Scenario 2:</b> <i>This scenario asserts that the claimant has requested to renounce her right to VA benefits; however, the written statement was signed by the claimant's Veterans Service Officer from the American Legion. The VA <b>cannot</b> accept this request for renouncement, because a representative, such as a power of attorney, signed and submitted on a claimant's behalf.</i></li> </ul>	<p><b>DISPLAY</b> slide <b>61.</b> "Practice Exercise—Award Renouncement Answers"</p> <p><b>PROVIDE</b> the answer to whether the scenarios confirm the claimant has requested renouncement of the award.</p> <p><b>DISCUSS</b> with the trainees the reasoning for each scenario. Focus on the fact that scenario 1 includes an acceptable means of renouncement. Use the following reference to guide your discussion:</p> <ul style="list-style-type: none"> <li>• M21-1 III.ii.2.H.1.b. (Acceptable Means of Renouncing the Right to a Benefit)</li> </ul>




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<p><b>Practice Exercise—Award Process</b></p> <ul style="list-style-type: none"> <li>• Instructions: <ul style="list-style-type: none"> <li>○ Divide into groups of three.</li> <li>○ Complete Appendix A: Part E—Award Process Worksheet.</li> <li>○ Use the job aid listed in Part E.</li> <li>○ Be prepared to share your finished activity with other groups.</li> </ul> </li> <li>• Time allowed: 15-20 minutes</li> </ul>	<p><b>DISPLAY</b> slide <b>62.</b> “Practice Exercise—Award Process”</p> <p><b>DIRECT</b> trainees into remain in their groups of three.</p> <p><b>DIRECT</b> trainees to:</p> <ul style="list-style-type: none"> <li>• Complete Appendix A: Part E—Award Process worksheet by: <ul style="list-style-type: none"> <li>○ Reading the scenarios</li> <li>○ Using the job aids</li> <li>○ Answering the questions</li> </ul> </li> <li>• Share the finished activity with the other groups.</li> </ul> <p><b>ALLOW</b> 15-20 minutes to complete the exercise.</p>

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<p><b>Practice Exercise—Award Process Answers (1 of 2)</b></p> <p>1. Based on this scenario, are there multiple issues for this claim? If so, what are the issues?</p> <ul style="list-style-type: none"> <li>o <i>Yes, grant Veteran pension but deny dependent for being over 18 and not in school.</i></li> </ul> <p>2. If Mr. Curtis was granted benefits, what would be the first step in the award process?</p> <ul style="list-style-type: none"> <li>o <i>The first step in the granting benefits would be to decide the award action.</i></li> </ul>	<p><b>DISPLAY</b> slide</p> <p><b>63.</b> "Practice Exercise—Award Process Answers (1 of 2)"</p> <p><b>PROVIDE</b> the answers to question 1 and 2.</p> <p><b>REMINDE</b> trainees that multiple issues on a claim are very common.</p> <p><b>INFORM</b> trainees that the PMC VSR would explain the denial of the child in the decision notice by indicating that his daughter is over 18, but not attending school. The PMC VSR could also enclose a VA Form 21-674, Request for Approval of School Attendance, if he would like to claim his daughter as a school age dependent.</p> <p><b>NOTE:</b> The PMC VSR will need to add the dependent in SHARE before the dependent will be available in the VBMS-A.</p> <div style="text-align: center;">  </div> <p><b>EMPHASIZE</b> to trainees that importance of verifying all the information in the VBMS-A is correct before generating the award.</p>


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<p><b>Practice Exercise—Award Process Answers (2 of 2)</b></p> <p>3. You have started the award process and you need to enter a decision for the dependent. Based on the scenario, what information should be entered in VBMS-A?</p> <ul style="list-style-type: none"> <li>○ <i>On the Dependency Screen, you would add the child as a dependent, but you would choose "Not an eligible dependent" from the decision drop down menu.</i></li> </ul> <p>4. After you have prepared a decision notice for Mr. Curtis, what is the final step you need to take in the award process?</p> <ul style="list-style-type: none"> <li>○ <i>The final step in the award process is "Submit to the Authorizer."</i></li> </ul>	<p><b>DISPLAY</b> slide 64. "Practice Exercise—Award Process Answers (2 of 2)"</p> <p><b>PROVIDE</b> the answers to question 3 and 4.</p> <p></p> <p><b>EMPHASIZE</b> to trainees that even though the dependent is over the age of 18, the dependent would still be added to the Dependency screen. The only discrepancy would be that the dependent would be marked as not an eligible dependent. If the claimant submitted VA Form 21-674, showing that the daughter was enrolled in college, then the decision would be updated again to show eligibility.</p> <p><b>REMINDE</b> trainees that VBMS-A automatically sends a notice to MAP-D when the award is generated.</p> <p>The Authorizer reviews the award and decision notice for accuracy.</p>
<p><b>Questions?</b></p> <p></p>	<p><b>DISPLAY</b> slide 65. "Questions"</p> <p></p> <p><b>ASK</b> trainees if they have any questions or concerns regarding processing an award action. Use this time to clear up any confusion or misconceptions about the information presented.</p>

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<p><b>Lesson Summary (1 of 2)</b></p> <p>Lesson Key Points:</p> <ul style="list-style-type: none"> <li>• A single claim may include a combination of grant or denial decisions.</li> <li>• Original, new, or reopened claims are commonly processed resulting in the grant or denial of benefits; whereas adjustments are commonly processed on running awards.</li> </ul>	<p><b>DISPLAY</b> slide <b>66.</b> "Lesson Summary (1 of 2)"</p> <p><b>REVIEW</b> the key points of the lesson with a guided discussion using the following key points:</p> <ul style="list-style-type: none"> <li>• A single claim may include a combination of grant or denial decisions.</li> <li>• Granting and denying benefits are most commonly processed on original claims.</li> <li>• An award adjustment and award renouncement are processed on running awards.</li> </ul> <p><b>SELECT</b> one or two trainees to answer the following question: What steps are the same for granting and denying benefits, award adjustment, and award renouncement?</p>
<p><b>Lesson Summary (2 of 2)</b></p> <ul style="list-style-type: none"> <li>• What steps are the same for all award actions?</li> <li>• What system is used to enter and/or update information for an award action?</li> </ul>	<p><b>DISPLAY</b> slide <b>67.</b> "Lesson Summary (2 of 2)"</p> <p><b>SELECT</b> one or two trainees to answer the following questions:</p> <ul style="list-style-type: none"> <li>• What steps are the same for all award actions?</li> <li>• What system is used to enter and/or updated information for an award action?</li> </ul>

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<p><b>Lesson Summary (2 of 2)</b> <b>Answers</b></p> <ul style="list-style-type: none"> <li>• What steps are the same for all award actions? <ul style="list-style-type: none"> <li>○ <i>The following are the same for all award actions:</i> <ul style="list-style-type: none"> <li>▪ <i>Decide the award action</i></li> <li>▪ <i>Generate the award</i></li> <li>▪ <i>Prepare the decision notice</i></li> <li>▪ <i>Submit to the Authorizer</i></li> </ul> </li> </ul> </li> <li>• What system is used to enter and/or update information for an award action? <ul style="list-style-type: none"> <li>○ <i>VBMS-A</i></li> </ul> </li> </ul>	<p><b>DISPLAY</b> slide <b>68.</b> "Lesson Summary (2 of 2) Answer"</p> <p><b>PROVIDE</b> the answer to question.</p> <ul style="list-style-type: none"> <li>• <i>Decide the award action</i></li> <li>• <i>Generate the award</i></li> <li>• <i>Prepare the decision notice</i></li> <li>• <i>Submit to the Authorizer</i></li> </ul> <div style="text-align: center;"></div> <p><b>EMPHASIZE</b> to trainees that there may be additional steps depending on claim and to thoroughly review the job aids for specific requirements:</p> <ul style="list-style-type: none"> <li>• <b>Processing a Granting of Benefits</b> job aid</li> <li>• <b>Processing a Denial of Benefits</b> job aid</li> <li>• <b>Processing an Award Adjustment</b> job aid</li> <li>• <b>Processing an Award Renouncement</b> job aid</li> <li>• <b>Annotate the Award</b> job aid</li> </ul>
<p><b>What's Next</b></p> <p>Phase 5, Part 3 Knowledge Check Preparation</p>	<p><b>DISPLAY</b> slide <b>69.</b> "What's Next"</p> <p><b>DISCUSS</b> the upcoming Phase 5, Part 3 Knowledge Check Preparation</p>