REAPPLICATION TRAINING SCRIPT

# Slide 1:

## Title: NEW PROCEDURES FOR CHAPTER 31 REAPPLICATIONS

### Notes:

Thank you, Bryan. Now that you heard about the new procedures for processing applications through RES, we now introduce the new procedures for applications submitted from previous Chapter 31 participants, better known as “reapplications”.

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# Slide 2:

## Title: BACKGROUND

### Notes:

Before we review the new procedures, we need to discuss the reason for the change. As you can see on the slide, the current reapplication rate is 45% of the total applications received in VR&E. Since the reapplication rate is almost half of the total applications received,

VR&E Service requested an opinion from the Office of General Counsel regarding the current procedures for processing all applications.

OGC rendered the opinion that VR&E’s current procedures are inconsistent with the regulatory requirements, since a claimant cannot apply for the same benefit more than once. The current procedure is that all reapplications are being processed the same way as processing new applications through the AutoGED processor.

As a result, VR&E Service is changing the procedures for processing reapplications.

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# Slide 3:

## Title: APPLICABLE LAWS ON CHAPTER 31 REAPPLICATIONS

### Notes:

This slide lists the specific regulations that support the change in the reapplication procedures.

This new procedure is now aligned with the Appeals Modernization Act, which require claimants to select one of the decision review options when requesting to reopen their Chapter 31 claim.

The three decision review options are the Higher-Level Review Supplemental Claim, and Appeal to the Board of Veterans Appeals.

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# Slide 4:

## Title: POSITIVE EFFECTS RESULTING FROM CHANGES IN THE REAPPLICATION PROCEDURES

### Notes:

This slide lists the positive effects from the change of the reapplication procedures. Essentially, the 45% reapplication rate will be eliminated since reapplications will no longer be processed in the AutoGED.

This will result in the significant reduction of the administrative requirements for application processing.

There will be no need to schedule initial evaluation appointments, and to send out the orientation letters for an initial evaluation for reapplications.

Also, there will be no need to send referrals to contractors to gather information for the initial evaluation for reapplications.

Finally, there will be no need to complete VAF 28-1902b for reapplications since all reapplications will be handled through the Appeals process.

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# Slide 5:

## Title: NEW APPLICATION PROCEDURES

### Notes:

As Bryan just explained, effective October 10, 2024, if RES identifies a case already exists in CWINRS, meaning a reapplication was received, the user will be notified that a record already exists in CWINRS, and user will follow instructions that will be presented shortly.

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# Slide 6:

## Title: ORG. COLUMN IDENTIFIES IF THE APPLICATION IS:

### Notes:

The VR&E staff processing the application must review the column in the AutoGED tab titled “Orig”.

If a Y is indicated in that column, it means that it is a new application. If N is indicated in that column, it means that it is a reapplication from a claimant who previous participated in the Chapter 31 program.

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# Slide 7:

## Title: REVIEW OF THE CWINRS HISTORY TAB

### Notes:

When a reapplication is identified, the responsible VR&E staff must review the CWINRS History tab to determine how the case was previously closed.

The review includes a case Closed from Applicant to Discontinued status, which means that there was never an entitlement decision previously rendered on the case.

The other is the case was closed in Discontinued or Rehabilitation status and an entitlement decision was previously rendered.

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# Slide 8:

## Title: SCENARIO ONE

### Notes:

Scenario One, If the case was previously closed from Applicant status and no entitlement decision was made, the VR&E staff must continue with the GED processing.

If the CWINRS History tab shows that the case was closed from Discontinued or Rehabilitated status and an entitlement decision was rendered, the VR&E staff must follow the instruction outlined SENARIO 2, in the subsequent slides. We’ve provided an example on the next slide.

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# Slide 9:

## Title: EXAMPLE OF CWINRS PREVIOUS DECISIONS

### Notes:

As you can see, this record shows that the claimant previously applied on multiple occasions, but an entitlement decision was rendered on one of the previous case closures, so the claimant must request a review of the last previous closure decision.

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# Slide 10:

## Title: SCENARIO TWO

### Notes:

Scenario Two, If the CWINRS History tab shows a case was closed and an entitlement decision was rendered, which means that the case was previously placed in Evaluation and Planning status, the new procedures must be followed.

The claimant must be sent VR-82 – Reapplication Notice, to notify the claimant about the decision review options and that no further action will be taken on the reapplication.

The completed VAF 28-1900 must be uploaded and must be annotated in the Comment section “Claimant has been notified that application cannot be processed due to reapplying for the same Chapter 31 benefit” on the unprocessed application.

The unprocessed application must be moved to the Archive bin in VBMS.

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# Slide 11:

## Title: HOW TO ANNOTATE A DOCUMENT IN VBMS

### Notes:

We will now discuss the steps on how to annotate a document in VBMS on the next slide.

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# Slide 12:

## Title: FIND THE DOCUMENT YOU WANT TO ANNOTATE

### Notes:

Here is a screen shot of the VBMS,

The user must find and select the VAF 28-1900 to be annotated by selecting the check box as shown here.

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# Slide 13:

## Title: HOW TO ANNOTATE A DOCUMENT IN VBMS (CONT.) I

### Notes:

The user must click on the Actions button at the top left of the screen and click on “Annotate” from the drop-down list.

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# Slide 14:

## Title: HOW TO ANNOTATE A DOCUMENT IN VBMS (CONT.) II

### Notes:

You Will then select the free text option

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# Slide 15:

## Title: HOW TO ANNOTATE A DOCUMENT IN VBMS (CONT.) III

### Notes:

This will finally bring us to the annotation screen.

Here you will fill in the tile and your comments below, and click the save button to record your annotation.

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# Slide 16:

## Title: FINAL STEPS IN GED PROCESSING

### Notes:

We will now discuss the Final Steps in GED Processing

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# Slide 17:

## Title: CLICK ON GED PROCESSING BUTTON

### Notes:

Open up Cwinrs and in the Cwinrs navigator selection pane as shown here, we will select the GD processing button located in the top left corner of the menu.

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# Slide 18:

## Title: SELECT BY DATE, THEN ENTER DATE RANGE, AND SELECT OK

### Notes:

Once we do this we will brought to the Auto GED Processing screen.

Where we will select a record, as indicated in the blue highlight, and then select the view button located on the right side of the menu.

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# Slide 19:

## Title: CLICK VIEW IN AUTO GED PROCESSING TAB

### Notes:

Once we do this we will brought to the Auto GED Processing screen.

Where we will select a record, as indicated in the blue highlight, and then select the view button located on the right side of the menu.

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# Slide 20:

## Title: OPENS TO CLAIMANT’S INFORMATION

### Notes:

This will open the individual case record view, listing the claimant's information.

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# Slide 21:

## Title: CLICK ON PROCESSING TAB

### Notes:

From here we will navigate to the Processing tab located at the top middle of the screen, and select it.

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# Slide 22:

## Title: CLICK ON STATUS IN THE PROCESSING TAB

### Notes:

Inside of the Processing tab, navigate to the right of the screen and select the status button.

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# Slide 23:

## Title: ENTER REMARKS IN THE GED STATUS MENU

### Notes:

This will now show the Edit GED status Menu where we can make a status selection and enter in remarks

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# Slide 24:

## Title: SELECT KEEP CURRENT STATUS AND ENTER REMARK “REAPPLICATION RECEIVED ON DATE, VR-82 SENT”

### Notes:

Here, select keep current case status and enter remarks.

The remark sections should read as such: Reapplication received on such and such date followed by VR- 82, sent

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# Slide 25:

## Title: SELECT OK

### Notes:

Once complete, Select ok to save your remarks

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# Slide 26:

## Title: USER REMARKS HAVE BEEN ENTERED

### Notes:

Finally, we can verify that the remarks have been entered by the user remarks field being filled out in the individual GED case record.

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# Slide 27:

## Title: IMPACT TO CLAIMANTS’ BENEFITS

### Notes:

As we stated earlier, this is a brand-new procedure and may likely require some refinements afterward. In the meantime, it is important that all case managers understand they must communicate the changes in the reapplication process to the claimant throughout the rehabilitation process.

This will ensure that the claimants understand they can no longer reapply multiple times for the same Chapter 31 benefit. We will be developing additional training to help VR&E staff members better understand the process and the implications to our claimants.

Thank you for your time, and I am happy to answer any questions you may have, along with my support team.

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# Slide 28:

## Title: QUESTIONS AND ANSWERS

### Notes:

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# Slide 29:

## Title: THANK YOU FOR YOUR TIME AND ATTENTION

### Notes:

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