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| **PART III. Program Administration****Section A. VR&E Benefits and Work Processes** |
| **CHAPTER 2. Case Status Systems and Electronic Records** |
| **Objectives:** | After completion of this training, a VR&E staff is expected to:• Identify the different systems used for VA’s electronic record keeping.* Define the required BDN processing for claims and subsistence allowance.
* Understand and differentiate the commands, functions and processing procedures for BDN and CWINRS.
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| **Contents:** | **VA’s Electronic Recordkeeping Systems Are Essential to Chapter 31**a. VR&E Benefits Delivery Network (BDN) Processingb. Commands and BDN Processingc. Generated Eligibility Determination (GED) Processing in CWINRS using Auto-Generated Eligibility Determination (AutoGED)**Chapter 31 BDN System Overview**a. BDN Claims Processingb. VR&E Subsistence Allowance Payment Processing**Authorization of VR&E Division BDN Commands**a. VR&E Outbased Locations Required to Have BDN Accessb. Requesting Appropriate Commandsc. Special Restrictions and Concerns**BDN System Training****Schedule of Operations**a. BDN Process Scheduleb. Use of the Chapter 31 Payment Schedule of Operations**Chapter 31 Transaction Types****Common BDN Commands, Functions and Processing Procedures** a. Commands and Functions1. CEST2. CADJ3. On Screen Functions4. CAUT5. CORR6. CASTb. General BDN Claims Steps Used in Chapter 31 BDN Master Records**BDN Master Record and Case Status Movements****Processing Overview**a. 320 Screen Accessb. Pending Issue File (PIF) Search**The 320 Screen-Case Status/Control/Counseling**a. Access to 320 Screen Data Entry Fieldsb. Case Status Datac. Priority Updating of Case Status Fieldsd. Open/Closed Case Statuse. Future Control Use Discontinuedf. Counseling Information1. Counseling/Evaluation/Rehabilitation (CER) Folder Location2. Individualized Written Rehabilitation Plan (IWRP) Code3. Employment Code4. Pre-Chapter 31 Salary5. Post-Chapter 31 Salary6. SEHg. Control Code Issues and Next Screen Processing1. Control Codes2. Control Code Selection from the Pending Issue File3. VR&E Disallowance Processing (CAST)h. Employee Responsible Codei. Processing Capability1. Online Updating2. Automatic Transaction Code 80C or 80R Generatedj. BDN System Editsk. Summary**Substantive Disallowance Based on Determination of Non-Entitlement**a. Generalb. Initial Claimc. Reopened Claim **Processing the Disallowance on the 408 Screen – (CADJ)**a. Reasons for Disallowanceb. Authorization**Circumstances When the 408 Screen Will Not Be Completed for a** **Disallowance**a. New Evidence During Due Process Period Causes No Change In Previous Disallowanceb. Duplicate Claim Submitted**Reasons for Disallowance**a. 65 - Entitlement Exhaustedb. 66 - Beyond Eligibility Termination Datec. AA - Declared Ineligibled. BB - Not Entitlede. CC - Failure to Pursuef. DD - Other**Disallowance Letter****Correction Command: Correction (CORR) Processing**a. Generalb. Screens That Allow CORR Processing1. Staff (Finance) with 4000 Level badges can access and correct:2. Staff with 7500 Level badges can access and correct:c. Protected (Non-correctable) Fieldsd. Online Processing1. “02S" - Master Record Correction2. "02A" - Master Record Correctione. Impact on Other Systems**VR&E Use of the CORR Command**a. CORR Access Procedureb. Master Record Corrections**Correctable Fields**a. M32 - CH31 Master Record Statusb. M33 - CH31 Entitlement/Diagnosticc. M34 - CH31 Entitlement Historyd. M36 - CH31 Award Data**Making Master Record Inquiries on the BDN System**a. Complete Chapter 31 Master Record Datab. Additional Screen**Ready Screen Entries**a. Accessing a Chapter 31 Master Record Inquiry (MINQ) Screenb. When No Chapter 31 Master Record is Foundc. When Screen Number is Not Requestedd. When Multiple Records Are Associated with One File Numbere. When MINQ Screen Printouts Are Requiredf. The BDN System Searches Only the CH31 Databaseg. Chapter 31 MINQ Search Exclusions**Chapter 31 Master Record Screen Displays**a. Chapter 31 Master Record Status (M32)b. Chapter 31 Entitlement/Diagnostic (M33)c. Chapter 31 Entitlement History (M34)d. Chapter 31 Case Status/Counseling (M35)e. Chapter 31 Award Data (M36)f. Chapter 31 Dependency Data (M37)1. Twelve Most Recent BDN “Transactions” Displayed2. Financial Transactions Displayed**Additional Guidance Available in Electronic Performance Support Systems (EPSS)****CWINRS Overview**a. The GED Processing Moduleb. Case Management Modulec. Voucher Processor Moduled. BDN Transaction Modulee. Setup and Administration (Admin) Module**Security****GED Processing**a. Work-Flow Steps for AutoGED Processingb. Begin AutoGED Processingc. Case Enters 010 - Pending Verification Statusd. Case Moves to 030 - Pending Claims Establishment (CEST)  095/295e. Case Moves to 050 - Pending GED/Disallowance Claims  Adjudication (CADJ)f. Case Ready for Claims Authorization (CAUT) 070 Processing  Statusg. Establish a CER Folder Location in BIRLS1 in order to update  the PROCESSING tab within the recordh. ENTER verification of CER folder location in CWINRS on the  PROCESSING tab within the AutoGED recordi. Print Tear Sheetj. Return to CWINRS Recordsk. Case Ready to be Scheduled and Assigned to a Vocational  Rehabilitation Counselor(VRC)**Case Management Module**a. Select Foldersb. Lookup Single Folderc. View Pending Transfersd. View Alertse. View Group Appointmentsf. Creating Folders1. The Create Case Folder2. Manually Create Folderg. Chapter 33 Lookuph. View End Product Alertsi. Select VA Online Certification of Enrollment (VA-ONCE2) Casesj. Transfer Case to Sitek. Change Case Manager or Case Status**Subsistence Allowance Module (SAM)****Voucher Processing Module**a. VR&E Staffb. Finance Staff**Setup and Admin**a. View Contract Awardsb. Contract Service Providersc. Contract Service Categoriesd. Facility Service Providerse. Case Managers/Usersf. Case Assistance Specialistsg. Regional Office (RO) Settingsh. National Limitsi. VR&E Sitesj. Jurisdictionsk. Mileage Tablel. Local Templatesm. Security Report AutoGEDn. Canned Statements**CWINRS Interfaces**a. BDN Shellb. VA-ONCE1. General2. Edit VA-ONCE Enrollment Processing Status3. View Enrollment Certifications**BDN Transaction Manager**a. Generalb. BDN Transaction Manager Screen Access1. Tabs2. Transaction Functions Buttons3. General Buttonsc. Viewing Transaction Details1. View CADD Detail2. View CAST Detail3. View CORR Detail**Custom Letters and Forms**a. Generalb. Creating a Customized Form or Letterc. Editing a Local Templated. Deleting a Local Templatee. Using the Customized Forms and Letters**Vendorization****Veterans Tracking Application (VTA)**a. VBA Reportsb. Graphical Chartsc. Seriously Injured (SI) Listd. Transition Patient Advocate (TPA) Issues Report**Centralized Administrative Accounting Transaction System (CAATS)**a. Accessb. Contract Referrals and Transactions |
| **Exercises:** | 1. What are the different electronic systems being utilized by VA for Chapter 31 recordkeeping? Describe each.
2. What are the common BDN commands? Define the corresponding function and processing procedure for each command.
3. Discuss the steps for disallowance processing.
4. Define the processes for accessing, correcting and inquiring a Veteran’s Master Record in BDN.
5. Discuss how CWINRS interfaces with BDN and VA ONCE.
6. Describe the processing methods for the following modules:
7. Case Management
8. Voucher Processor
9. Subsistence Allowance
10. Set up and Administration
11. CAATS
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| **Rescission Information:** | Part III rescinds the following chapters of the M28, M28-1, and M28-2: M28, Part IV, Subpart l, Chapter 4; Part III, Chapter 1, 2, 3, 4M28-1, Part I, Chapters 6, 7, 8 M28-2, Part I, Chapters 1, 2, 3, 4, 5, 6; Part II, Chapter 2; Part IV, Chapters 1, 2, 3The following VR&E Letter was also rescinded:VR&E Letter 28-04-15 |