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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. |
| **Contents:** | **VA’s Electronic Recordkeeping Systems Are Essential to Chapter 31**  a. VR&E Benefits Delivery Network (BDN) Processing  b. Commands and BDN Processing  c. Generated Eligibility Determination (GED) Processing in CWINRS using Auto-Generated Eligibility Determination (AutoGED)  **Chapter 31 BDN System Overview**  a. BDN Claims Processing  b. VR&E Subsistence Allowance Payment Processing  **Authorization of VR&E Division BDN Commands**  a. VR&E Outbased Locations Required to Have BDN Access  b. Requesting Appropriate Commands  c. Special Restrictions and Concerns  **BDN System Training**  **Schedule of Operations**  a. BDN Process Schedule  b. Use of the Chapter 31 Payment Schedule of Operations  **Chapter 31 Transaction Types**  **Common BDN Commands, Functions and Processing Procedures**  a. Commands and Functions  1. CEST  2. CADJ  3. On Screen Functions  4. CAUT  5. CORR  6. CAST  b. General BDN Claims Steps Used in Chapter 31 BDN Master Records  **BDN Master Record and Case Status Movements**  **Processing Overview**  a. 320 Screen Access  b. Pending Issue File (PIF) Search  **The 320 Screen-Case Status/Control/Counseling**  a. Access to 320 Screen Data Entry Fields  b. Case Status Data  c. Priority Updating of Case Status Fields  d. Open/Closed Case Status  e. Future Control Use Discontinued  f. Counseling Information  1. Counseling/Evaluation/Rehabilitation (CER) Folder Location  2. Individualized Written Rehabilitation Plan (IWRP) Code  3. Employment Code  4. Pre-Chapter 31 Salary  5. Post-Chapter 31 Salary  6. SEH  g. Control Code Issues and Next Screen Processing  1. Control Codes  2. Control Code Selection from the Pending Issue File  3. VR&E Disallowance Processing (CAST)  h. Employee Responsible Code  i. Processing Capability  1. Online Updating  2. Automatic Transaction Code 80C or 80R Generated  j. BDN System Edits  k. Summary  **Substantive Disallowance Based on Determination of Non-Entitlement**  a. General  b. Initial Claim  c. Reopened Claim  **Processing the Disallowance on the 408 Screen – (CADJ)**  a. Reasons for Disallowance  b. 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 Disallowance  b. Duplicate Claim Submitted  **Reasons for Disallowance**  a. 65 - Entitlement Exhausted  b. 66 - Beyond Eligibility Termination Date  c. AA - Declared Ineligible  d. BB - Not Entitled  e. CC - Failure to Pursue  f. DD - Other  **Disallowance Letter**  **Correction Command: Correction (CORR) Processing**  a. General  b. Screens That Allow CORR Processing  1. Staff (Finance) with 4000 Level badges can access and correct:  2. Staff with 7500 Level badges can access and correct:  c. Protected (Non-correctable) Fields  d. Online Processing  1. “02S" - Master Record Correction  2. "02A" - Master Record Correction  e. Impact on Other Systems  **VR&E Use of the CORR Command**  a. CORR Access Procedure  b. Master Record Corrections  **Correctable Fields**  a. M32 - CH31 Master Record Status  b. M33 - CH31 Entitlement/Diagnostic  c. M34 - CH31 Entitlement History  d. M36 - CH31 Award Data  **Making Master Record Inquiries on the BDN System**  a. Complete Chapter 31 Master Record Data  b. Additional Screen  **Ready Screen Entries**  a. Accessing a Chapter 31 Master Record Inquiry (MINQ) Screen  b. When No Chapter 31 Master Record is Found  c. When Screen Number is Not Requested  d. When Multiple Records Are Associated with One File Number  e. When MINQ Screen Printouts Are Required  f. The BDN System Searches Only the CH31 Database  g. 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” Displayed  2. Financial Transactions Displayed  **Additional Guidance Available in Electronic Performance Support Systems (EPSS)**  **CWINRS Overview**  a. The GED Processing Module  b. Case Management Module  c. Voucher Processor Module  d. BDN Transaction Module  e. Setup and Administration (Admin) Module  **Security**  **GED Processing**  a. Work-Flow Steps for AutoGED Processing  b. Begin AutoGED Processing  c. Case Enters 010 - Pending Verification Status  d. Case Moves to 030 - Pending Claims Establishment (CEST)  095/295  e. Case Moves to 050 - Pending GED/Disallowance Claims  Adjudication (CADJ)  f. Case Ready for Claims Authorization (CAUT) 070 Processing  Status  g. Establish a CER Folder Location in BIRLS1 in order to update  the PROCESSING tab within the record  h. ENTER verification of CER folder location in CWINRS on the  PROCESSING tab within the AutoGED record  i. Print Tear Sheet  j. Return to CWINRS Records  k. Case Ready to be Scheduled and Assigned to a Vocational  Rehabilitation Counselor(VRC)  **Case Management Module**  a. Select Folders  b. Lookup Single Folder  c. View Pending Transfers  d. View Alerts  e. View Group Appointments  f. Creating Folders  1. The Create Case Folder  2. Manually Create Folder  g. Chapter 33 Lookup  h. View End Product Alerts  i. Select VA Online Certification of Enrollment (VA-ONCE2) Cases  j. Transfer Case to Site  k. Change Case Manager or Case Status  **Subsistence Allowance Module (SAM)**  **Voucher Processing Module**  a. VR&E Staff  b. Finance Staff  **Setup and Admin**  a. View Contract Awards  b. Contract Service Providers  c. Contract Service Categories  d. Facility Service Providers  e. Case Managers/Users  f. Case Assistance Specialists  g. Regional Office (RO) Settings  h. National Limits  i. VR&E Sites  j. Jurisdictions  k. Mileage Table  l. Local Templates  m. Security Report AutoGED  n. Canned Statements  **CWINRS Interfaces**  a. BDN Shell  b. VA-ONCE  1. General  2. Edit VA-ONCE Enrollment Processing Status  3. View Enrollment Certifications  **BDN Transaction Manager**  a. General  b. BDN Transaction Manager Screen Access  1. Tabs  2. Transaction Functions Buttons  3. General Buttons  c. Viewing Transaction Details  1. View CADD Detail  2. View CAST Detail  3. View CORR Detail  **Custom Letters and Forms**  a. General  b. Creating a Customized Form or Letter  c. Editing a Local Template  d. Deleting a Local Template  e. Using the Customized Forms and Letters  **Vendorization**  **Veterans Tracking Application (VTA)**  a. VBA Reports  b. Graphical Charts  c. Seriously Injured (SI) List  d. Transition Patient Advocate (TPA) Issues Report  **Centralized Administrative Accounting Transaction System (CAATS)**  a. Access  b. 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 |
| **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, 4  M28-1, 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, 3  The following VR&E Letter was also rescinded:  VR&E Letter 28-04-15 |