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| **PART IV. Evaluation, Entitlement and Rehabilitation Planning**  **Section A. Application Processing** | |
| **CHAPTER 2. RECEIVING AND PROCESSING CHAPTER 31 APPLICATIONS** | |
| **Objectives:** | After completion of this training, VR&E staff is expected to:  • Understand the processes and procedures for receiving and processing applications.   * Define the procedures for processing applications with memorandum rating, SI and SVI. * Describe the steps for GED processing. |
| **Contents:** | **General Information on Claims for Chapter 31**  a. Definitions  1. Claim  2. Informal Claim  3. Original Claim  4. Application  5. Reopened Claim  6. Pending Claim  7. Completed Claim  b. Submitting an Application for Chapter 31 Benefits  c. Required Information on VAF 28-1900  **Receipt of Informal Claims**  **Receipt of Applications**  a. Application Received via Postal Service or in Person  1. Date Stamp the Application  2. Initiating Generated Eligibility Determination (GED) Processing  b. Application Received via VONAPP  1. Retrieving the VONAPP Application  2. Verifying Date Stamp  3. Transferring a VONAPP Application  4. Claimant Signature  c. Incomplete Applications  **Re-applications Following Discontinuance**  a. Re-application after Disallowance for Failure to Pursue a Claim  b. Re-application after Discontinuance from a Plan of Services  c. Removal of Reason(s) for Discontinuance  d. Reapplication after Veteran is declared Rehabilitated  1. Submitting an Application  2. Establishing Control Code (CC) 795  3. Tracking CC 795  4. Required VRC Determination  5. VR&E Officer’s Concurrence  6. Application Processing  **Memorandum Rating**  a. Definition  b. Request for Memorandum Rating  c. Memorandum Rating Established  d. Memorandum Rating Not Established  e. Disallowance Processing for a Memorandum Rating  f. Notification of Disallowance  **Disallowance Processing Based on Ineligibility**  **Abbreviations and Acronyms Used for Application Processing**  **Generated Eligibility Determination (GED) Processing**  a. Priority Processing  b. General Information  c. Basic Development Steps Prior to AutoGED Processing  1. Date of Claim Accuracy  2. Original or Reopened Claim Status  3. Basic Period of Eligibility  4. Qualifying Military Service  5. Qualifying Compensable Service-Connected Disability (SCD)  d. Seriously Ill or Injured Servicemembers  e. Chapter 36 Application Received  f. Initiating AutoGED Processing  g. Rating Decisions  1. Actual Rating  2. Memorandum Rating  h. Case Enters 010-Pending Verification Status  i. Case Moves to 030-Pending CEST 095/295  j. Case Moves to 050-PENDING GED/Disallowance (CADJ)  k. Case Moves to 070-Pending Authorization (CAUT)  l. Case Moves to 110-Pending Complete Status  m. Creating CER Folder Location  n. Reviewing Entered Data  o. Verifying CER Folder Location  p. Printing Tear Sheet  q. Completing GED Claim Processing  **Possible Problems During AutoGED Processing**  a. Resolving Identified Issues  1. Submitting a Trouble-ticket  2. Contacting Designated Field Liaison  b. Discrepancy in Data in BDN and BIRLS  c. Reopening Claims  **Processing Application for Seriously Ill or Injured Servicemembers**  a. Application and Qualifying Documentation  b. GED Processing of Application for a Seriously Ill or Injured  Servicemember  c. Scheduling First Appointment  **Cancelling and Clearing an Established CC 719**  a. Cancelling CC 719 (PCAN)  b. Clearing CC 719 (PCLR)  **Required Actions After GED Processing**  a. Eligibility and Appointment Notification  b. Notification Letters |
| **Appendices** | Appendix AT. Military Service Status Referral |
| **Exercises:** | 1. Describe the procedures for processing original applications. 2. Describe the procedures for processing re-applications following discontinuance and rehabilitation. 3. What is a memorandum rating? Explain the processes when a memo rating is established and not established. 4. Describe the procedures for GED processing. 5. Explain the potential issues during the autoGED processing. 6. What are the required actions after GED processing? 7. Define the procedures for cancelling and clearing an established CC 719. |
| **Rescission Information:** | Part IV rescinds the following M28 and M28-1 Chapters:  M28, Part IV, Subpart iii, Chapters 1-7  M28, Part IV, Subpart iv, Chapters 1-9  M28-1, Part II, Chapters 2, 6, and 8  The following VR&E Circulars and letters are also rescinded: |