

BARRETT, Randall eCase Automatic Feedback

TMS# for objectives: 4490100

<p>Date of Receipt Page Number: 015</p> <p>Identify the date of receipt you used for each of these documents in /* firstmiddlelastsuffix */'s eCase.</p> <p>VA Form 21-526EZ Date Received: /* receivedon */ (09/11/2021)</p> <p>VA Form 21-22 Date Received: /* receivedon */ (09/11/2021)</p> <p>Correct Answer Feedback: Correct. The date of receipt is the date the documents were received by a VA facility. M21-1 II.iii.1.A.4.c. Determining the Proper DOC for Claims Establishment Purposes</p> <p>Incorrect Answer Feedback: That is incorrect. The date of receipt is the date the documents were received by a VA facility. All documents were received on /* receivedon */. M21-1 II.iii.1.A.4.c. Determining the Proper DOC for Claims Establishment Purposes</p>	
Any answer, continue to 040.	
<p>Representation Page Number: 040</p> <p>Did the Veteran appoint a POA?</p> <ul style="list-style-type: none">• Yes• No <p>Correct Answer Feedback: Good job! The Veteran submitted a completed and signed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, that shows the service organization as representative. M21-1 I.i.2.A - General Information on Power of Attorney (POA)</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. The Veteran submitted a completed and signed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, that shows Disabled American Veterans (083) is the appointed representative, has access to VBMS and authorization to change the Veteran's mailing address. M21-1 I.i.2.A - General Information on Power of Attorney (POA)</p>	

Correct answer, go to 045	Incorrect answer, jump to 048
<p>Representation Page Number: 045</p> <p>What organization did /* firstmiddlelastsuffix */ select as /* hisher */ POA?</p> <ul style="list-style-type: none"> • Disabled American Veterans (083) • Vietnam Veterans of America (070) • American Legion (074) • • Veterans of Foreign Wars (097) <p>Does the organization have access to VBMS?</p> <ul style="list-style-type: none"> • Yes • No <p>Did /* firstmiddlelastsuffix */ authorize /* hisher */ representative to change /* hisher */ mailing address?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Awesome! Use VBMS to reflect the appointment of a POA, as well as the POA's permission to change a claimant's address and/or access to a Veteran's eFolder. M21-1 I.i.2.E – System Updates for Power of Attorney (POA) Appointments</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, Disabled American Veterans (083) is the appointed representative, has access to VBMS and authorization to change the Veteran's mailing address. Use VBMS to reflect the appointment of a POA, as well as the POA's permission to change a claimant's address and/or access to a Veteran's eFolder. M21-1 I.i.2.E – System Updates for Power of Attorney (POA) Appointments</p>	
Any answer, continue to 048.	
<p>Electronic Funds Transfer Page Number: 048</p> <p>Did you verify and update (if needed) the correct electronic funds transfer (EFT) information for this Veteran?</p> <ul style="list-style-type: none"> • Yes • No 	

Correct Answer Feedback:

Great Job! The Veteran provided direct deposit information on VA Form 21-526EZ. VSR Task Based Quality Review Checklist Task 11 requires you to enter EFT information. M21-1 II.iii.3.B – System Updates at Intake, and M21-4 6.A.a - VSR Task Based Quality Review Checklist

Incorrect Answer Feedback:

Incorrect. The Veteran provided direct deposit information on VA Form 21-526EZ. VSR Task Based Quality Review Checklist Task 11 requires you to enter EFT information. M21-1 II.iii.3.B – System Updates at Intake, and M21-4 6.A.a - VSR Task Based Quality Review Checklist

Any answer, continue to 050.

Military Service

Page Number: 050

Based on the scenario, provide details of the Veteran's service.

Enter(ed) on Duty (EOD) Date

- /* serviceentrydate */ (07/08/1954)

Release from Active Duty (RAD) Date

- /* serviceexitdate */ (07/31/1958)

Branch of Service

- Air Force
- Marines
- Navy
- Army
- Coast Guard
- Reserves

Service Verified in VBMS

- Yes
- No

Correct Answer Feedback:

Good Job! VA Form 21-526EZ and DD Form 214 state the Veteran was in the United States /* service */. M21-1 II.iii.3.B – System Updates at Intake

Incorrect Answer Feedback:

<p>Sorry, that is incorrect. VA Form 21-526EZ and the DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States /* service */ and service is verified in VBMS. M21-1 II.iii.3.B – System Updates at Intake</p>	
<p>Any answer, continue to 060.</p>	
<p>Claims Establishment Page Number: 060</p> <p>What EP(s) and claim label(s) did you apply to /* firstmiddlelastsuffix */'s claim at CEST? Select all appropriate End Product(s) (EP) and claim label(s) that you established.</p> <ul style="list-style-type: none"> • 110LCOMP7 – Initial Live Comp <8 issues <p>Correct Answer Feedback: Awesome! EP 110LCOMP7 – Initial Live Comp < 8 Issues is the correct answer because, this is an initial claim with less than 8 issues. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A - Claims Establishment.</p> <p>Incorrect Answer Feedback: Incorrect. EP 110LCOMP7 – Initial Live Comp < 8 Issues is the correct choice because, there is no indication of a previous claim or previous rating decision(s) noted in the documents. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A - Claims Establishment.</p>	
<p>Any answer, continue to 070.</p>	
<p>Date of Claim Page Number: 070</p> <p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> • /* receivedon */ (09/11/2021) <p>Correct Answer Feedback: Correct. For claims establishment purposes, the date of claim is the earliest date of receipt in any VA facility, to include eBenefits and scanning vendor sites. Identify this date from the earliest VA date stamp or equivalent. M21-1 II.iii.1.A – Applications for Benefits and 38 CFR 3.155(d)(1)</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. For claims establishment purposes, the date of claim is the earliest date of receipt in any VA facility, to include eBenefits and scanning vendor sites. In this case the date of claim is /*receivedon */. Identify this date from the earliest VA date stamp or equivalent. M21-1 II.iii.1.A – Applications for Benefits and 38 CFR 3.155(d)(1)</p>	

Any answer, continue to 085.	
<p>Fully Developed Claim (FDC) Page Number: 085</p> <p>Was it necessary to exclude this claim from FDC?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Good job! This case is excluded from the FDC Program. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs) and M21-1 VIII.iv.1.A.1.b - Definition: Stressor</p> <p>Incorrect Answer Feedback: Incorrect. This case is excluded from the FDC Program. The Veteran is claiming service connection for PTSD; however, the Veteran did not provide us with a stressor statement on a VA Form 21-0781, nor does the evidence of record demonstrate the Veteran participated in combat or was in an area of hostile military or terrorist activity. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs) and M21-1 VIII.iv.1.A.1.b - Definition: Stressor</p>	
If correct, proceed to 087	If incorrect, jump to 090
<p>FDC Exclusion Page Number: 087</p> <p>Why was the claim excluded?</p> <ul style="list-style-type: none"> • Claimant fails to simultaneously submit any of the required additional forms to process his/her specific claim <p>Correct Answer Feedback: Good work! The Veteran is claiming service connection for PTSD; however, the Veteran did not provide us with a stressor statement on a VA Form 21-0781, nor does the evidence of record demonstrate the Veteran participated in combat or was in an area of hostile military or terrorist activity. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs) and M21-1 VIII.iv.1.A.1.b - Definition: Stressor</p> <p>Incorrect Answer Feedback: Incorrect. The Veteran is claiming service connection for PTSD; however, the Veteran did not provide us with a stressor statement on a VA Form 21-0781, nor does the evidence of record demonstrate the Veteran participated in combat or was</p>	

in an area of hostile military or terrorist activity. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs) and M21-1 VIII.iv.1.A.1.b - Definition: Stressor	
Any answer, continue to 090.	
<p>Entering Claimed Contentions into VBMS Page Number: 090</p> <p>Select the contention(s) you added to VBMS for the /* firstmiddlelastsuffix */ eCase. (Select all that apply.)</p> <ul style="list-style-type: none"> Hearing Loss PTSD tinnitus <p>Correct Answer Feedback: Correct. These are the contentions that the Veteran claimed on /* hisher */ VA Form 21-526EZ. Enter issues as contentions when they are expressly claimed by the claimant/Veteran/authorized representative. M21-1 III.i.2.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback: Incorrect. Enter issues as contentions when they are expressly claimed by the claimant/Veteran/authorized representative. M21-1 III.i.2.F - Record Maintenance During the Development Process</p> <p>The contentions that the Veteran claimed on /* hisher */ VA Form 21-526EZ are:</p> <ul style="list-style-type: none"> Hearing Loss PTSD tinnitus 	
Any answer, continue to 095.	
<p>Entering Claimed Contentions into VBMS Page Number: 095</p> <p>For each of these contentions found in /* firstmiddlelastsuffix */'s claim, identify the classification, contention date and type, whether it is a medical contention, and any applicable special issue indicators. If Fully Developed Claim, FDC Excluded or Local Mentor Review special issue indicators are needed, only answer on the first contention below.</p> <p><u>Hearing loss</u> Classification: Hearing loss Date: /* receivedon */ (09/11/2021) Type: new</p>	

Medical? Yes

Special Issue Indicators:

FDC Excluded – All required items not submitted

Local Mentor Review

PTSD

Classification: Post Traumatic Stress Disorder (PTSD) Combat – Mental Disorders

Date: /* receivedon */ (09/11/2021)

Type: New

Medical?: Yes

Special Issue Indicators: PTSD – Non-Combat

Tinnitus

Classification: Hearing loss

Date: /* receivedon */ (09/11/2021)

Type: new

Medical?: Yes

Special Issue Indicators: N/A

Correct Answer Feedback:

Good job. The Classification and Medical fields are required components when entering a contention. Each contention must also have the correct claim type associated with it. Additionally, Special Issues must be identified and applied/added when applicable. If a Special Issue exists and applies to the claim, it is required. M21-1 III.i.2.F - Record Maintenance During the Development Process, M21-4 Appendix E.2 – Special Issues

Incorrect Answer Feedback:

Incorrect. The Classification and Medical fields are required components when entering a contention. Each contention must also have the correct claim type associated with it. Additionally, Special Issues must be identified and applied/added when applicable. If a Special Issue exists and applies to the claim, it is required. M21-1 III.i.2.F - Record Maintenance During the Development Process, M21-4 Appendix E.2 – Special Issues

You should have made the following selections for each contention:

Hearing loss

Classification: Hearing loss

Date: /* receivedon */ (09/11/2021)

Type: new

Medical? Yes

Special Issue Indicators:

FDC Excluded – All required items not submitted

Local Mentor Review

PTSD

Classification: Post Traumatic Stress Disorder (PTSD) Combat – Mental Disorders

<p>Date: /* receivedon */ (09/11/2021) Type: New Medical?: Yes Special Issue Indicators: PTSD – Non-Combat</p> <p><u>Tinnitus</u> Classification: Hearing loss Date: /* receivedon */ (09/11/2021) Type: new Medical?: Yes Special Issue Indicators: N/A</p>	
Any answer, continue to 100.	
<p>5103 Requirements Page Number: 100</p> <p>Was a 5103 letter required for this claim?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Great Job!! A 5103 letter is not required because the Veteran filed /* hisher */ claim on a VA Form 21-526EZ, which contains the 5103 Notice and What the Evidence Must Show information. M21-1 III.i.2.B – Duty to Notify Under 38 U.S.C. 5103 and 38 CFR 3.159(c)</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. A 5103 letter is not required because the Veteran filed /* hisher */ claim on a VA Form 21-526EZ, which contains the 5103 Notice and What the Evidence Must Show information. M21-1 III.i.2.B – Duty to Notify Under 38 U.S.C. 5103 and 38 CFR 3.159(c)</p>	
Any answer, continue to 110.	
<p>Additional Development to Support the Claim Page Number: 110</p> <p>Does this claim require notification, form development, Federal record, or non-Federal record development? (excluding exams or medical opinions)?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Great Job! This claim does require additional development. More information is needed in order to move the claim to the next step of the claims process.</p>	

<p>Incorrect Answer Feedback: Incorrect. You should have developed to the Veteran with a Subsequent Development Letter to obtain a VA Form 21-0781. Additionally, you should have excluded the Veteran from FDC for not submitting the VA Form 21-0781 with the claim. It is our duty to request all Federal records, therefore a PIES O50 should have also been requested for the Veteran's service treatment records (STRs) and personnel records. M21-1 X.i.2.B - Processing Fully Developed Claims, M21-1 VIII.iv.1.A.2.g – When to Request Additional Evidence From the Veteran to Establish an In-Service Stressor, M21-1 III.i.2.C – Duty to Assist with Obtaining Records, 38 CFR 3.150 and 38 CFR 3.159.</p>	
<p>If correct, continue to 115.</p>	<p>If incorrect, jump to 120.</p>
<p>Additional Development to Support the Claim Page Number: 115</p> <p>What development actions did you take on this claim? (Select all that apply.)</p> <ul style="list-style-type: none"> Developed for VA Form 21-0781 Notified of FDC Exclusion PIES Request for O50 <p>Correct Answer Feedback: Correct. You developed to the Veteran with a Subsequent Development Letter to obtain a VA Form 21-0781 and excluded the Veteran from FDC for not submitting the VA Form 21-0781 with the claim. It is our duty to request all Federal records, therefore a PIES O50 should have also been requested for the Veteran's service treatment records (STRs) and personnel records. M21-1 X.i.2.B – Processing Fully Developed Claims, M21-1 VIII.iv.1.A.2.g – When to Request Additional Evidence From the Veteran to Establish an In-Service Stressor, M21-1 III.i.2.C – Duty to Assist with Obtaining Records, 38 CFR 3.150 and 38 CFR 3.159.</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. You should have developed to the Veteran with a Subsequent Development Letter to obtain a VA Form 21-0781 and excluded the Veteran from FDC for not submitting the VA Form 21-0781 with the claim. It is our duty to request all Federal records, therefore a PIES O50 should have also been requested for the Veteran's service treatment records (STRs) and personnel records. M21-1 X.i.2.B – Processing Fully Developed Claims, M21-1 VIII.iv.1.A.2.g – When to Request Additional Evidence From the Veteran to Establish an In-Service Stressor, M21-1 III.i.2.C – Duty to Assist with Obtaining Records, 38 CFR 3.150 and 38 CFR 3.159.</p>	
<p>Any answer jump to 130</p>	

Intent to File (ITF)

Page Number:130

Is an Intent to File (ITF) of record with this claim?

- Yes
- No

Correct Answer Feedback:

You are correct. There is no evidence of a completed VA Form 21-0966, conversation with the call center or employee, or the initiation of an application for benefits electronically. **M21-1 II.iii.2.A – Intent to File (ITF)**

Incorrect Answer Feedback:

That is incorrect. There is no evidence of a completed VA Form 21-0966, conversation with the call center or employee, or the initiation of an application for benefits electronically. **M21-1 II.iii.2.A – Intent to File (ITF)**

Any answer, continue to 137.

Examinations

Page Number: 137

Is an exam warranted?

- Yes
- No

Correct Answer Feedback:

You are correct. At this time, no exams are warranted for this claim because we do not have enough evidence to order a PTSD exam, as we cannot concede or verify a stressor. We must wait for the Veteran to identify a stressful incident and determine if it can be verified prior to ordering an examination. Additionally, a request for an audio exam for hearing loss and tinnitus is not warranted until we have the Veteran's STRs for the examiner's review. **M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion**, 38 CFR 3.159(c)(4) and **M21-1 IV.i.2.A – Examination Requests Overview**

Incorrect Answer Feedback:

That is incorrect. At this time, no exams are warranted for this claim because we do not have enough evidence to order a PTSD exam, as we cannot concede or verify a stressor. We must wait for the Veteran to identify a stressful incident and determine if it can be verified prior to ordering an examination. Additionally, a request for an audio exam for hearing loss and tinnitus is not warranted until we have the Veteran's STRs for the examiner's review. **M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion**, 38 CFR 3.159(c)(4) and **M21-1 IV.i.2.A – Examination Requests Overview**

Any answer jump to 155	
<p>Tracked Items Page Number: 155</p> <p>Which tracked item(s) apply to this claim? (Select all that apply.)</p> <ul style="list-style-type: none"> PIES Request for O50 PTSD – Need stressor details/med evid of stressful incdnt Secondary Action Required <p>Correct Answer Feedback: Great job! Tracked items are required for all pending development. The tracked items for this case are: PIES Request for O50, <i>PTSD-Need stressor details/med evid of stressful incident</i> and Secondary Action Required. M21-1 III.i.2.F - Record Maintenance During the Development Process and M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. Tracked items are required for all pending development. The tracked items for this case are: PIES Request for O50, <i>PTSD-Need stressor details/med evid of stressful incident</i> and Secondary Action Required. M21-1 III.i.2.F - Record Maintenance During the Development Process and M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p>	
Any answer, continue to 160.	
<p>Exam Review Note Page Number: 160</p> <p>Select the correct VBMS note for the status of examinations:</p> <ul style="list-style-type: none"> Exam review - complete for all issues. Detailed explanation of actions taken. Exam review – partially complete. Detailed explanation of information required to complete review. Exam review – not yet performed. Detailed explanation as to why the exam has yet to be performed <p>Correct Answer Feedback: Great job! The examination review is not yet performed because we are still pending the Veteran's stressor statement and Veteran's STRs and military personnel records. The VBMS note is required to begin with "Exam Review,"</p>	

<p>with a detailed explanation of actions taken. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The examination review is not yet performed because we are still pending the Veteran's stressor statement and Veteran's STRs and military personnel records. The VBMS note is required to begin with "Exam Review," with a detailed explanation of actions taken. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p>	
<p>Any answer, continue to 170.</p>	
<p>Claim Status Page Number: 170</p> <p>What is the claim status?</p> <ul style="list-style-type: none"> • Ready for Decision • Rating Decision Complete • Secondary Ready for Decision • Ready to Work • Open <p>Correct Answer Feedback: Great job! The current status of this claim is open because we are waiting for information from the Veteran. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The current status of this claim is open because we are waiting for information from the Veteran. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process</p>	
<p>End of test</p>	<p>End of test</p>