

Claims Establishment (CEST) Demonstration Claim

NOTE: All demonstration claims performed by instructors will utilize the same eCase Veteran, Roger Martinez (6Y03XX00), but most will be independent as they offer different facts and documents. It is advised to actively watch and participate in the demonstration, but not attempt to mimic the instructor using your VBMS demo at the same time. You are not required to complete demo claims, but recordings are available when you want to review and apply the skills to required eCases.

IMPORTANCE: You will be responsible for establishing claims for your individual eCase Veterans (Collins, Cornblatt, etc.) prior to working the claim in VBMS demo. While working on live Veterans, claims may already be established, but the skills of navigating and updating VBMS is critical to development.

ASSUMPTIONS: The Veteran submitted the enclosed VA Form 21-526EZ and VA Form 21-22 via mail which were received at the Centralized Mail Processing Center. The Veteran did not submit additional documents. There are no prior documents in VBMS and there is no indication of the Veteran filing a prior claim.

INSTRUCTORS ONLY: Tell students that this will only focus on the review of the application and claims establishment. The next demonstration will focus on the development actions. The following topics can be used as talking points and organization for your demonstration:

Uploading Documents into VBMS Demo

Reviewing a VA Form 21-526EZ:

- Reviewing for proper signature(s) and form version
- Date of claim vs. date of signature
- Type of Claim Program/Process (FDC, Standard, IDES, BDD)
- Homeless Information
- Claim Information
- Service Information
- Service Pay
- Direct Deposit Information

Establish a New Claim in VBMS (M21-1 III.ii.3.B.1.d. Establishing Claims in VBMS)

- Payee = 00
- EP & Claim Label = 110
- Modifier = usually no need to modify
- Date of claim = usually the date in the VA date stamp
- Segmented Lane = Here for the reset (used in VBMS demo)
- Station = 499
- Gulf War Registry Permit = leave blank
- Suppress acknowledgement letter = leave checked
- Claimant Contact Information = see application
- Updating Power of Attorney (POA) and Access = update as needed with the VA Form 21-22

- Select Assign to me = select with all eCases

Updating/Verifying Veteran Profile:

- Updating Date of Birth and Contact Information
- Update Payment Address/EFT information

Updating/Verifying Military Service:

- Update Branch, EOD/RAD, Service Type, Character of Service, Separation Reason, and Verified

Adding/Modifying Contentions in the Contentions List:

- Contention
- Type
- Date of Contention
- Classification
- Verified
- Medical
- Special Issues

Edit Claim Detail

- Modifying/correcting any EP or DOC