

TMS# for objectives: 61975, 4456082, 4484260, 4179010, 4415942

<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 */ 10/06/2021</p> <p>VA Form 21-22 Date Received: /* receivedon */ 10/06/2021</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 Power of Attorney (POA)?</p> <ul style="list-style-type: none">• Yes• No <p>Correct Answer Feedback: Good job! A properly completed and executed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, 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. A properly completed and executed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, shows Veterans of Foreign Wars is the appointed representative, has access to</p>	

<p>VBMS and authorization to change the Veteran's mailing address. M21-1 I.i.2.A - General Information on Power of Attorney (POA)</p>	
<p>Correct answer, go to 045</p>	<p>Incorrect answer, jump to 048</p>
<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) • Military Order of the Purple Heart (089) • 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 II.iii.3.B -System Updates at Intake</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, Veterans of Foreign Wars 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 II.iii.3.B -System Updates at Intake</p>	
<p>Any answer, continue to 048.</p>	
<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 <p>Correct Answer Feedback:</p>	

Great Job! 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, M21-4 Chapter 6.A.a - VSR Task Based Quality Review Checklist

Incorrect Answer Feedback:

Incorrect. 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, M21-4 Chapter 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 */ (05/31/2010)

Release from Active Duty (RAD) Date

- /* serviceexitdate */ (10/31/2017)

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 Army. M21-1 II.iii.3.B -System Updates at Intake, M21-1 III.i.1.B - Service Requirements and Verification of Eligibility

Incorrect Answer Feedback:

Sorry, that is incorrect. VA Form 21-526EZ and DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States Army

and service is verified in VBMS. M21-1 II.iii.3.B -System Updates at Intake, M21-1 III.i.1.B - Service Requirements and Verification of Eligibility	
Any answer, continue to 060.	
Claims Establishment Page Number: 060 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. <ul style="list-style-type: none"> 110LCOMP7 – Initial Live Comp<8 Issues Correct Answer Feedback: Awesome! 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 Incorrect Answer Feedback: Incorrect. 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 and the Veteran claimed less than 8 issues. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A Claims Establishment	
Any answer, continue to 070.	
Date of Claim Page Number: 070 What is the Date of Claim (DOC)? <ul style="list-style-type: none"> /* receivedon */ 10/06/2021 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.3.A Claims Establishment 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. Identify this date from the earliest VA date stamp or equivalent. In this case the date of claim is /* receivedon */. M21-1 II.iii.3.A Claims Establishment	
Any answer, continue to 085.	

Fully Developed Claim (FDC)

Page Number: 085

Was it necessary to exclude this claim from fully developed claim (FDC)?

- Yes
- No

Correct Answer Feedback:

Good job! This case would not be excluded from the FDC Program. M21-1
X.i.2.B.1 - Processing Fully Developed Claims (FDCs)

Incorrect Answer Feedback:

Incorrect. This case would not be excluded from the FDC Program. M21-1
X.i.2.B.1 - Processing Fully Developed Claims (FDCs)

Any answer, jump to 090

Entering Claimed Contentions into VBMS

Page Number: 090

Select the contention(s) you added to VBMS for the /* firstmiddlelastsuffix */ eCase.
(Select all that apply.)

- bilateral hearing loss
- tinnitus
- right knee pain
- left knee condition
- bilateral plantar fasciitis

Correct Answer Feedback:

Correct. These are the contentions that the Veteran claimed on /* hisher */ VA Form
21-526EZ. M21-1 III.i.2.F -Record Maintenance During the Development
Process.

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.

The contentions that the Veteran claimed on /* hisher */ VA Form 21-526EZ are:

- bilateral hearing loss
- tinnitus
- right knee pain

For V12: Correct answers + 4 distractors

- left knee condition
- bilateral plantar fasciitis

Any answer, continue to 095.

Entering Claimed Contentions into VBMS

Page Number: 095

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.

Bilateral Hearing Loss

Classification: Hearing loss

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Tinnitus

Classification: Hearing loss

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Right Knee Pain

Classification: Musculoskeletal - knee

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Left Knee Condition

Classification: Musculoskeletal - knee

Date /*receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Bilateral Plantar Fasciitis

Classification: Musculoskeletal - foot

Date: /* ,receivedon */ 10/06/2021

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 C.3 - Index of Claim Labels

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 C.3 - Index of Claim Labels

You should have made the following selections for each contention:

Bilateral Hearing Loss

Classification: Hearing loss

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Tinnitus

Classification: Hearing loss

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Right Knee Pain

Classification: Musculoskeletal - knee

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Left Knee Condition

Classification: Musculoskeletal - knee

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Bilateral Plantar Fasciitis

Classification: Musculoskeletal - foot

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Any answer, continue to 100.

5103 Requirements

Page Number: 100

Was a 5103 letter required for this claim?

- Yes
- No

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 I.i.1.A. Description and General Information on Duty to Notify and Duty to Assist.

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 I.i.1.A. Description and General Information on Duty to Notify and Duty to Assist.

Any answer, continue to 110.

Additional Development to Support the Claim

Page Number: 110

Does this claim require notification, form development, Federal record, or non-Federal record development? (excluding exams or medical opinions)?

- Yes
- No

Correct Answer Feedback:

Great Job! This claim does not require any additional development. All necessary information had been provided by the Veteran or was available in the record to move the claim to the next step of the claims process. Overdeveloping can prevent the claim from moving forward to the next step (materially delaying the claim).

Incorrect Answer Feedback:

Incorrect. This claim does not require any additional development. All necessary information had been provided by the Veteran or was available in the record to move the claim to the next step of the claims process. Overdeveloping can prevent the claim from moving forward to the next step (materially delaying the claim).

Any answer, continue to 130.

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. All conditions except the left knee condition are warranted. Requesting an exam is warranted for Bilateral Hearing Loss and Tinnitus as all elements are met:

Element 1: satisfied by the competent lay statements of hearing loss and rushing noises (see 21-526EZ)

Element 2: satisfied by the consideration of the Duty MOS (see DD-214).

Element 3: the conceded noise exposure as a result of MOS will satisfy the indication of association for the purposes of finding an examination necessary.

Refer to [M21-1 V.iii.2.B.1.d](#). – Requesting Audiometric Examinations and Medical Opinions.

Requesting an exam is warranted for Right Knee Pain as all elements are met:

Element 1: satisfied by the competent lay statement of symptoms of pain and trick knee (see 21-526EZ)

Element 2: satisfied by the entries of a right knee sprain noted in STRs (see Training Instructions)

Element 3: satisfied by the Veteran's statement indicating having a trick knee since service (see 21-526EZ)

Requesting an exam is warranted Bilateral Plantar Fasciitis as all elements are met:

Element 1: satisfied by the competent lay statement of painful standing and walking (see 21-526EZ)

Element 2: satisfied by the diagnosis and treatment in STRs (see Training Instructions)

Element 3: satisfied by the Veteran's statement of having symptoms since service (see 21-526EZ)

Upon a review for the Left Knee Condition, there is an absence of one or more elements to warrant an examination. Evidence of record does not support current symptoms or treatment, an in-service event, injury, or disease, or any statement or evidence indicating how the current condition relates to service or another condition. Additional evidence

M21-1 I.1.C.3 Assisting With Obtaining a Medical Examination or Opinion

Incorrect Answer Feedback:

<p>That is incorrect. All conditions except the left knee condition are warranted.</p> <p>Requesting exams for Bilateral Hearing Loss and Tinnitus are warranted as all elements are met:</p> <p>Element 1: satisfied by the competent lay statements of hearing loss and rushing noises (see 21-526EZ)</p> <p>Element 2: satisfied by the consideration of the Duty MOS (see DD-214).</p> <p>Element 3: the conceded noise exposure as a result of MOS will satisfy the indication of association for the purposes of finding an examination necessary. Refer to M21-1 IV.i.1.A- Duty to Assist With Providing a Medical Examination or Opinion.</p> <p>Requesting an exam for Right Knee Pain is warranted as all elements are met:</p> <p>Element 1: satisfied by the competent lay statement of symptoms of pain and trick knee (see 21-526EZ)</p> <p>Element 2: satisfied by the entries of a right knee sprain noted in STRs (see Training Instructions)</p> <p>Element 3: satisfied by the Veteran's statement indicating having a trick knee since service (see 21-526EZ)</p> <p>Requesting an exam for Bilateral Plantar Fasciitis is warranted as all elements are met:</p> <p>Element 1: satisfied by the competent lay statement of painful standing and walking (see 21-526EZ)</p> <p>Element 2: satisfied by the diagnosis and treatment in STRs (see Training Instructions)</p> <p>Element 3: satisfied by the Veteran's statement of having symptoms since service (see 21-526EZ)</p> <p>Upon a review for the Left Knee Condition, there is an absence of one or more elements to warrant an examination. Evidence of record does not support current symptoms or treatment, an in-service event, injury, or disease, or any statement or evidence indicating how the current condition relates to service or another condition. Additional evidence would be needed to warrant an examination.</p> <p>M21-1 I.1.C.3 Assisting With Obtaining a Medical Examination or Opinion</p>	
<p>If exam is warranted and answers correct, continue to 138.</p>	<p>If no exam is warranted or incorrect answer, jump to 155</p>
<p>ERRA Page Number: 138</p>	

<p>Did you use the Examination Request Routing Assistant (ERRA) tool to assist in the routing of exam requests?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Good job! Claims processors must use the ERRA tool when determining where to order exams. M21-1 III.iv.3.A - Examination Requests Overview</p> <p>Incorrect Answer Feedback: That is incorrect. Claims processors must use the ERRA tool when determining where to order exams. M21-1 III.iv.3.A - Examination Requests Overview</p>	
Any answer, continue to 139	
<p>Bookmarking Page Number: 139</p> <p>Which of the following relevant evidence types should be bookmarked for examiner review for this case? (select all that apply)</p> <ul style="list-style-type: none"> • DD214 • Service treatment records • Personnel records (other than DD214) • Private medical records • VAMC medical records • Veteran's statement on VA Form 21-526EZ • Veteran's statement on VA Form 21-4138 • VA Form 21-0781 • Buddy statement • Police report • Vet Center Records • Military Treatment Facility medical records • Social Security Administration records • No relevant records need to be bookmarked <p>Correct Answer Feedback: Good job! You have identified the correct relevant evidence that should be bookmarked for the examiner's review. M21-1 III.iv.3.A.8.d. Requirement to Identify Relevant Evidence for the Examiner's Review</p> <p>Incorrect Answer Feedback: You should have identified the DD214 and Service treatment records as the relevant that should be bookmarked for the examiner's review. The DD214 will communicate the military occupational specialty. The STRs will show entrance, exit, and audio exams as well as treatment for conditions. M21-1 III.iv.3.A.8.d. Requirement to Identify Relevant Evidence for the Examiner's Review</p>	

Any answer, continue to 140	
<p>Examinations Page Number: 140</p> <p>Which DBQ(s) need to be selected or automatically added to the examination request in VBMS? (Select all that apply)</p> <ul style="list-style-type: none"> • DBQ AUDIO Hearing Loss & Tinnitus (bilateral hearing loss) • DBQ AUDIO Hearing Loss & Tinnitus (tinnitus) • DBQ MUSC Knee & Lower Leg (right knee pain) • DBQ Musculoskeletal - Foot Conditions including flatfoot (bilateral pes planus) • DBQ Medical Opinion (right knee pain) • DBQ Medical Opinion (bilateral pes planus) <p>Correct Answer Feedback: Great job! The Veteran is entitled to an exam for hearing loss, tinnitus, right knee and foot condition. You have selected the appropriate DBQs. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The Veteran is entitled to an exam for hearing loss, tinnitus, right knee and foot condition. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p> <p>You should have selected:</p> <ul style="list-style-type: none"> • DBQ AUDIO Hearing Loss & Tinnitus (bilateral hearing loss) • DBQ AUDIO Hearing Loss & Tinnitus (tinnitus) • DBQ MUSC Knee & Lower Leg (right knee pain) • DBQ Musculoskeletal - Foot Conditions including flatfoot (bilateral pes planus) • DBQ Medical Opinion (right knee pain) • DBQ Medical Opinion (bilateral pes planus) 	
Any answer, continue to 150.	
<p>Examinations Page Number: 150</p> <p>Select the appropriate option when asked “Is Specialty Language Needed?” in VBMS for each condition below:</p> <p><u>Bilateral Hearing Loss:</u> Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p><u>Tinnitus:</u> Audio Special Language based on MOS-Related Hazardous Noise Exposure</p>	<p>Please add 4 additional distractors for each condition:</p> <p>New Distractor Options: N/A – no selection required Aggravation of a pre-existing condition Aid and Attendance Audio Special Language based on MOS-Related Hazardous Noise Exposure Combat Direct Service Connection General medical gulf war opinion Respiratory Opinion based on MOS-Related Asbestos exposure</p>

<p>Right Knee Pain Direct Service Connection</p> <p>Bilateral Plantar Fasciitis: Direct Service Connection</p> <p>Correct Answer Feedback: Great job! Selecting the Audio Special Language based on MOS-Related Hazardous Noise Exposure will prompt the examiner to provide a direct medical opinion for the hearing loss and tinnitus issues. Selecting Direct Service Connection for the right knee pain and bilateral plantar fasciitis conditions will ensure a required direct medical opinion is requested. M21-1 III.iv.3.A - Examination Requests Overview</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. Selecting the Audio Special Language based on MOS-Related Hazardous Noise Exposure will prompt the examiner to provide a direct medical opinion for the hearing loss and tinnitus issues, so you should not select Direct Service Connection for these issues. Since we need the examiner to provide direct medical opinion . M21-1 III.iv.3.A - Examination Requests Overview</p>	<p>Secondary service connection</p>
Any answer, continue 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"> Exam request – Processing Exam request – bilateral hearing loss Exam request – tinnitus Exam request – right knee pain Exam request – bilateral plantar fasciitis <p>Correct Answer Feedback: Great job! Tracked items are required for all pending development. The tracked items for this case are Exam request – Processing, Exam request – bilateral hearing loss, Exam request – tinnitus, Exam request – right knee pain, and Exam request – bilateral plantar fasciitis. M21-1 III.iii.1.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback:</p>	

Sorry, that is not correct. Tracked items are required for all pending development. The tracked items for this case are Exam request – Processing, Exam request – bilateral hearing loss, Exam request – tinnitus, Exam request – right knee pain and Exam request – bilateral plantar fasciitis. M21-1 III.iii.1.F - Record Maintenance During the Development Process

Any answer, continue to 160.

Exam Review Note

Page Number: 160

Select the correct VBMS note for the status of examinations:

- 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

Correct Answer Feedback:

Great job! The examination review is Exam review - complete because all issues were reviewed for exams and all warranted exams were ordered. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion

Incorrect Answer Feedback:

Sorry, that is not correct. The examination review is Exam review - complete because all issues were reviewed for exams and all warranted exams were ordered. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion

Any answer, continue to 170.

Claim Status

Page Number: 170

What is the claim status?

- 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, as we are waiting for the examinations to be completed. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.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, as we are waiting for the examinations to be completed. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process</p>	
End of test	End of test