

## JOHNSON, William eCase Automatic Feedback

TMS# for objectives: 61975, 4456082, 4488137, 4519677, 4505199

<p><b>Date of Receipt</b> 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 */ (09/29/2021)</p> <p>VA Form 21-22 Date Received: /* receivedon */ (09/29/2021)</p> <p><b>Correct Answer Feedback:</b> Correct. The date of receipt is the date the documents were received by a VA facility. → M21-1 II.iii.1.A – Applications for Benefits and 38 CFR 3.1(r)</p> <p><b>Incorrect Answer Feedback:</b> 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 – Applications for Benefits and 38 CFR 3.1(r)</p>	
Any answer, continue to 040.	
<p><b>Representation</b> Page Number: 040</p> <p>Did the Veteran appoint a POA?</p> <ul style="list-style-type: none"><li>• Yes</li><li>• No</li></ul> <p><b>Correct Answer Feedback:</b> Good job! A properly completed and executed VA Form 21-22, Appointment of Veterans Service Organization as Claimant's Representative, shows Veterans of Foreign Wars is the appointed representative. M21-1 I.i.2.A - General Information on Power of Attorney (POA)</p> <p><b>Incorrect Answer Feedback:</b> That is incorrect. A properly completed and executed VA Form 21-22, Appointment of Veterans Service Organization as Claimant's Representative, shows Veterans of Foreign Wars (097) 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

**Representation**

Page Number: 045

What organization did /\* firstmiddlelastsuffix \*/ select as /\* hisher \*/ POA?

- Disabled American Veterans (083)
- Vietnam Veterans of America (070)
- American Legion (074)
- Military Order of the Purple Heart (089)
- Veterans of Foreign Wars (097)

Does the organization have access to VBMS?

- Yes
- No

Did /\* firstmiddlelastsuffix \*/ authorize /\* hisher \*/ representative to change /\* hisher \*/ mailing address?

- Yes
- No

**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

**Incorrect Answer Feedback:**

Incorrect. According to the VA Form 21-22, Veteran of Foreign Wars (097) 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

Any answer, continue to 048.

**Electronic Funds Transfer**

Page Number: 048

Did you verify and update (if needed) the correct electronic funds transfer (EFT) information for this Veteran?

- Yes
- No

**Correct Answer Feedback:**

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

<p>information. M21-1 II.iii.3.B – System Updates at Intake, and M21-4 6.A.a - VSR Task Based Quality Review Checklist</p> <p><b>Incorrect Answer Feedback:</b>  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, and M21-4 6.A.a - VSR Task Based Quality Review Checklist</p>	
<p>Any answer, continue to 050.</p>	
<p><b>Military Service</b>  Page Number: 050</p> <p>Based on the scenario, provide details of the Veteran's service.</p> <p>Enter(ed) on Duty (EOD) Date</p> <ul style="list-style-type: none"> <li>• /* serviceentrydate */ (05/03/1974)</li> </ul> <p>Release from Active Duty (RAD) Date</p> <ul style="list-style-type: none"> <li>• /* serviceexitdate */ (05/02/1992)</li> </ul> <p>Branch of Service</p> <ul style="list-style-type: none"> <li>• Air Force</li> <li>• <b>Marines</b></li> <li>• Navy</li> <li>• Army</li> <li>• Coast Guard</li> <li>• Reserves</li> </ul> <p>Service Verified in VBMS</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• <b>No</b></li> </ul> <p><b>Correct Answer Feedback:</b>  Good Job! The VA Form 21-526EZ states the Veteran was in the United States Marines. M21-1 II.iii.3.B – System Updates at Intake</p> <p><b>Incorrect Answer Feedback:</b>  Sorry, that is incorrect. The VA Form 21-526EZ states the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States Marines and service cannot be verified at this time. M21-1 II.iii.3.B – System Updates at Intake</p>	
<p>Any answer, continue to 060.</p>	

<p><b>Claims Establishment</b> 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"> <li>• 110LCOMP7 – Initial Live Comp &lt;8 issues</li> </ul> <p><b>Correct Answer Feedback:</b> Awesome! EP 110LCOMP7 – Initial Live Comp &lt; 8 Issues is the correct answer 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><b>Incorrect Answer Feedback:</b> Incorrect. EP 110LCOMP7 – Initial Live Comp &lt; 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><b>Date of Claim</b> Page Number: 070</p> <p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> <li>• /* receivedon */ ( 09/29/2021 )</li> </ul> <p><b>Correct Answer Feedback:</b> 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><b>Incorrect Answer Feedback:</b> 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.1.A – Applications for Benefits and 38 CFR 3.155(d)(1)</p>	
<p>Any answer, continue to 085.</p>	
<p><b>Fully Developed Claim (FDC)</b> Page Number: 085</p>	

<p>Was it necessary to exclude this claim from FDC?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b> Good job! This case would not be excluded from the FDC Program. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p> <p><b>Incorrect Answer Feedback:</b> Sorry, that isn't correct. This case would not be excluded from the FDC Program. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p>	
Any answer, continue to 090	
<p><b>Entering Claimed Contentions into VBMS</b> 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"> <li>• Diabetes Mellitus</li> </ul> <p><b>Correct Answer Feedback:</b> Correct. This is the contention 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><b>Incorrect Answer Feedback:</b> 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 contention that the Veteran claimed on /* hisher */ VA Form 21-526EZ is:</p> <ul style="list-style-type: none"> <li>• Diabetes Mellitus</li> </ul>	
Any answer, continue to 095.	
<p><b>Entering Claimed Contentions into VBMS</b> 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</p>	

Local Mentor Review special issue indicators are needed, only answer on the first contention below.

**Diabetes Mellitus**

Classification: Endocrine

Date:/\* receivedon \*/ (09/29/2021)

Type: New

Medical?: Yes

Special Issue Indicators:

Blue Water Agent Orange

Fully Developed Claim

Local Mentor Review

**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, and 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, and M21-4 Appendix E.2 – Special Issues

You should have made the following selections for each contention:

**Diabetes Mellitus**

Classification: Endocrine

Date:/\* receivedon \*/ (09/29/2021)

Type: New

Medical?: Yes

Special Issue Indicators:

Blue Water Agent Orange

Fully Developed Claim

Local Mentor Review

Any answer, continue to 100.

**5103 Requirements**

Page Number: 100

<p>Was a 5103 letter required for this claim?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• <b>No</b></li> </ul> <p><b>Correct Answer Feedback:</b> 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><b>Incorrect Answer Feedback:</b> 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><b>Additional Development to Support the Claim</b> 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"> <li>• <b>Yes</b></li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b> 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><b>Incorrect Answer Feedback:</b> Incorrect. This claim does require additional development. More information is needed in order to move the claim to the next step of the claims process. You should have developed for the Veteran's entire medical and personnel record via PIES, requesting a PIES O50. M21-1 VIII.i.1.A – Developing Claims for Service Connection (SC) Based on Herbicide Exposure, M21-1 III.ii.2.A – General Information on Service Records and 38 CFR 3.159(c)(2)</p>	
If correct, continue to 115.	
<p><b>Additional Development to Support the Claim</b> 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"> <li>• <b>PIES Request for O50</b></li> </ul>	<p>If incorrect, jump to 120.</p>

<p><b>Correct Answer Feedback:</b> Correct. You should have developed for the Veteran's entire medical and personnel record via PIES, requesting a PIES O50. M21-1 VIII.i.1.A – Developing Claims for Service Connection (SC) Based on Herbicide Exposure, M21-1 III.ii.2.A – General Information on Service Records and 38 CFR 3.159(c)(2)</p> <p><b>Incorrect Answer Feedback:</b> Incorrect. You should have developed for the Veteran's entire medical and personnel record via PIES, requesting a PIES O50. M21-1 VIII.i.1.A – Developing Claims for Service Connection (SC) Based on Herbicide Exposure, M21-1 III.ii.2.A – General Information on Service Records and 38 CFR 3.159(c)(2)</p>	
Any answer, continue to 130	
<p><b>Intent to File (ITF)</b> Page Number:130</p> <p>Is an Intent to File (ITF) of record with this claim?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• <b>No</b></li> </ul> <p><b>Correct Answer Feedback:</b> 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).</p> <p><b>Incorrect Answer Feedback:</b> 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).</p>	
Any answer, continue to 137.	
<p><b>Examinations</b> Page Number: 137</p> <p>Is an exam warranted?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• <b>No</b></li> </ul> <p><b>Correct Answer Feedback:</b> Great job, no exams can be ordered at this time. This initial claim must be processed by a centralized processing team at a designated regional office (RO) or decision review operations center (DROC), per the herbicide claims processing policy. You have taken all actions you can by requesting the PIES</p>	



<p>O50. M21-1 VIII.i.1.A – Developing Claims for Service Connection (SC) Based on Herbicide Exposure</p> <p><b>Incorrect Answer Feedback:</b>  Sorry, that isn't correct. No exams can be ordered at this time. This initial claim must be processed by a centralized processing team at a designated regional office (RO) or decision review operations center (DROC), per the herbicide claims processing policy. You have taken all actions you can by requesting the PIES O50. M21-1 VIII.i.1.A – Developing Claims for Service Connection (SC) Based on Herbicide Exposure</p>	
<p>Any answer, continue to 155.</p>	
<p><b>Tracked Items</b>  Page Number: 155</p> <p>Which tracked item(s) apply to this claim? (Select all that apply.)</p> <ul style="list-style-type: none"> <li>PIES Request for O50</li> <li>Secondary Action Required</li> </ul> <p><b>Correct Answer Feedback:</b>  Great job! Tracked items are required for all pending development. The tracked items for this case are PIES Request for O50 and Secondary Action Required. M21-1 III.i.2.F - Record Maintenance During the Development Process</p> <p><b>Incorrect Answer Feedback:</b>  Sorry, that is not correct. Tracked items are required for all pending development. The tracked items for this case are PIES Request for O50 and Secondary Action Required. M21-1 III.i.2.F - Record Maintenance During the Development Process</p>	
<p>Any answer, continue to 160.</p>	
<p><b>Exam Review Note</b>  Page Number: 160</p> <p>Select the correct VBMS note for the status of examinations:</p> <ul style="list-style-type: none"> <li>Exam review – not yet performed. Detailed explanation as to why the exam has yet to be performed</li> <li>Exam review - complete for all issues. Detailed explanation of actions taken.</li> <li>Exam review – partially complete. Detailed explanation of information required to complete review.</li> </ul>	

<p><b>Correct Answer Feedback:</b> Great job! The examination review note is Exam review – not yet performed because a determination on exams has not been made. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p> <p><b>Incorrect Answer Feedback:</b> Sorry, that is not correct. The examination review note is Exam review – not yet performed because a determination on exams has not been made. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p>	
Any answer, continue to 170.	
<p><b>Claim Status</b> Page Number: 170</p> <p>What is the claim status?</p> <ul style="list-style-type: none"> <li>• Open</li> </ul> <p><b>Correct Answer Feedback:</b> Great job! The current status of this claim is open because the PIES O50 request is still pending. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process</p> <p><b>Incorrect Answer Feedback:</b> Sorry, that is not correct. The current status of this claim is open because the PIES O50 request is still pending. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process</p>	
End of test	End of test