

TMS# for objectives: 61975, 4456082, 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 */ 10/12/2021 VA Form 21-22 Date Received: /* receivedon */ 10/12/2021 VA Form 21-4138 Date Received: /* receivedon */ 10/12/2021 DD 214 Date Received: /* receivedon */ 10/12/2021</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! 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>,</p>	

<p>shows American Legion (074) is the appointed representative, has access to VBMS but does NOT have 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 /* f 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)</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, American Legion (074) is the appointed representative, has access to VBMS but does NOT have authorization to change the Veteran's mailing address. Use VBMS to reflect the appointment of a POA, as well as the POA's permissions. M21-1 I.i.2.E -System Updates for Power of Attorney (POA)</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 	

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 information. M21-1 II.iii.3.B -System Updates at Intake, M21-4 Chapter 6.A.a - VSR TaskBased 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 TaskBased 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 */ 11/03/2016

Release from Active Duty (RAD) Date

- /* serviceexitdate */ 11/02/2020

Branch of Service

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

Service Verified in VBMS

- Yes
- No

Correct Answer Feedback:

Good Job! The 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:

<p>Sorry, that is incorrect. The VA Form 21-526EZ and certified DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States Army, so service would be 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</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 110 is the correct End Product because this is an initial claim with less than 8 contentions. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.B -System Updates at Intake.</p> <p>Incorrect Answer Feedback: Incorrect. EP 110 is the correct End Product because this is an initial claim with less than 8 contentions. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.B -System Updates at Intake.</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 */ 10/12/2021 <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.4.c. Determining the Proper DOC for Claims Establishment Purposes</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</p>	

<p>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.4.c. Determining the Proper DOC for Claims Establishment Purposes</p>	
<p>Any answer, continue to 085.</p>	
<p>Fully Developed Claim (FDC) Page Number: 085</p> <p>Was it necessary to exclude this claim from fully developed claim (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.2.a Excluding a Claim From the FDC Program at Claims Establishment</p> <p>Incorrect Answer Feedback: Incorrect. This case is excluded from the FDC Program. The veteran stated that /* heshe */ has been treated by private physicians so we need to develop for that evidence. M21-1 X.i.2.B.2.a Excluding a Claim From the FDC Program at Claims Establishment</p>	
<p>If correct, proceed to 087</p>	<p>If incorrect, jump to 090</p>
<p>FDC Exclusion Page Number: 087</p> <p>Why was the claim excluded?</p> <ul style="list-style-type: none"> • Claimant declines FDC processing • Claimant fails to simultaneously submit any of the required additional forms to process his/her specific claim • Claim requires Non-Federal Evidence development • Claim requires a character of discharge determination • Claimant or POA submits an additional claim <p>Correct Answer Feedback: Good work! The claim needs non-Federal evidence development because the veteran stated that /* heshe */ has been treated by private physicians. We need to develop for that evidence. M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs)</p> <p>Incorrect Answer Feedback:</p>	

<p>Incorrect. The claim needs non-Federal evidence development because the veteran stated that /* heshe */ has been treated by private physicians. We need to develop for that evidence. M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs)</p>	
<p>Any answer, continue to 090.</p>	
<p>Entering Claimed Contentions into VBMS Page Number: 090</p> <p>Select the contentions you added to VBMS for the /* firstmiddlelastsuffix */ eCase. Select all that apply.</p> <ul style="list-style-type: none"> • Depression • Hearing Loss • Tinnitus • Right shoulder condition • Left Knee Condition <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"> • Depression • Hearing Loss • Tinnitus • Right Shoulder Condition • Left Knee Condition 	<p>For V12: Correct answers + 4 distractors</p>
<p>Any answer, continue to 095.</p>	
<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</p>	

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

Depression

Classification: Mental Disorders

Date: /* receivedon */

10/12/21021Type: New

Medical?: Yes

Special Issue Indicators: FDC Excluded – Needs Non-Fed Evidence

Development, Local Mentor Review

Hearing Loss

Classification: Hearing Loss

Date: /* receivedon */ 10/12/21021Type:

NewMedical?: Yes

Special Issue Indicators: N/A

Tinnitus

Classification: Hearing Loss

Date: /* receivedon */

10/12/21021Type: New

Medical?: Yes

Special Issue Indicators: N/A

Right Shoulder Condition

Classification: Musculoskeletal - Shoulder

Date: /* receivedon */ 10/12/21021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Left Knee Condition

Classification: Musculoskeletal - Knee

Date: /* receivedon */ 10/12/21021

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 Attributes - SpecialIssues

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:

Depression

Classification: Mental Disorders

Date: /* receivedon */

10/12/2021 Type: New

Medical?: Yes

Special Issue Indicators: FDC Excluded – Needs Non-Fed Evidence Development, Local Mentor Review

Hearing Loss

Classification: Hearing Loss

Date: /* receivedon */ 10/12/2021 Type:

NewMedical?: Yes

Special Issue Indicators: N/A

Tinnitus

Classification: Hearing Loss

Date: /* receivedon */

10/21/2021 Type: New

Medical?: Yes

Special Issue Indicators: N/A

Right Shoulder Condition

Classification: Musculoskeletal - Shoulder

Date: /* receivedon */ 10/21/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Left Knee Condition

Classification: Musculoskeletal – Knee

Date: /* receivedon */ 10/12/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A:	
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 his 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.</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. A 5103 letter is not required because the Veteran filed his 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.</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. This claim does require additional development. More information is needed in order to move the claim to the next step of the claims process. A subsequent development letter is needed to develop for VA Forms 21-4142/21-4142a for private treatment records and to notify the Veteran that their claim is excluded from the FDC Program. M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs)</p>	

If correct, continue to 115.	If incorrect, jump to 120.
Additional Development to Support the Claim Page Number: 115 What development actions did you take on this claim? Select all that apply. <ul style="list-style-type: none"> Developed for VA Forms 21-4142 and/or 4142a Notified of FDC Exclusion Correct Answer Feedback: Correct. A subsequent development letter is needed to develop for VA Forms 21-4142/21-4142a for private treatment records and to notify the Veteran that their claim is excluded from the FDC Program. M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs) Incorrect Answer Feedback: Incorrect. A subsequent development letter is needed to develop for VA Forms 21-4142/21-4142a for private treatment records and to notify the Veteran that their claim is excluded from the FDC Program. M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs)	
Any answer, continue to 130.	
Intent to File (ITF) Page Number:130 Is an Intent to File (ITF) of record with this claim? <ul style="list-style-type: none"> 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	

<p>Is an exam warranted?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: You are correct. Exams for hearing loss, tinnitus, depression, left knee condition, and right shoulder condition are warranted, as the claim was filed within a year of discharge and we have the STRs of record. M21-1 IV.i.1.A-Duty to Assist With Providing a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: That is incorrect. Exams for hearing loss, tinnitus, depression, left knee condition, and right shoulder condition are warranted, as the claim was filed within a year of discharge and we have the STRs of record. M21-1 IV.i.1.A-Duty to Assist With Providing a Medical Examination or Opinion</p>	
If correct, continue to 138.	If incorrect, jump to 155
<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 IV.i.2.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 IV.i.2.A -Examination Requests Overview</p>	
Any answer, continue to 139	
<p>Bookmarking Page Number: 139</p> <p>Which of the following relevant evidence types that should be bookmarked for examiner review for this case? (select all that apply)</p> <ul style="list-style-type: none"> • DD214 • Service treatment records 	<p>Correct bookmark(s) + 4 distractors</p>

Correct Answer Feedback:

Good job! You have identified the correct relevant evidence that should be bookmarked for the examiner's review. M21-1 IV.i.2.A.8.d. -Requirement to Identify Relevant Evidence for the Examiner's Review

Incorrect Answer Feedback: You should have identified the DD214 and Service treatment records as the relevant evidence 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 IV.i.2.A.8.d. -Requirement to Identify Relevant Evidence for the Examiner's Review

Any answer, continue to 140

Examinations

Page Number: 140

Which DBQ(s) need to be selected or automatically added to the examination request in VBMS? (Select all that apply)

- DBQ AUDIO Hearing Loss & Tinnitus (hearing loss)
- DBQ AUDIO Hearing Loss & Tinnitus (tinnitus)
- DBQ DENTAL Oral and Dental
- DBQ General Medical Compensation
- DBQ Medical Opinion (depression)
- DBQ Medical Opinion (hearing loss)
- DBQ Medical Opinion (left knee condition)
- DBQ Medical Opinion (right shoulder condition)
- DBQ Medical Opinion (tinnitus)
- DBQ MUSC Knee and Lower Leg
- DBQ MUSC Shoulder and/or Arm
- DBQ OPTHTH Eye Conditions
- DBQ PSYCH Mental Disorders
- DBQ PSYCH PTSD Initial

Correct Answer Feedback:

Great job! The Veteran is entitled to exams for all contentions because he filed an original claim within a year of discharge and the STRs are of record. A DBQ General Medical Compensation exam and specialist exams of DBQ Audio and DBQ Mental Disorders are warranted. No additional medical opinions are needed. M21-1 III.ii.1.A.2.a [Medical Records and the Requirement to Obtain VA Medical Records](#)

Incorrect Answer Feedback:

<p>Sorry, that is not correct. Request a general medical examination if an original claim is received within one year of discharge. The DBQ General Medical Exam will examine the right shoulder and left knee conditions, but not any claimed condition requiring specialist examinations (hearing, vision, dental, and psychiatric). Since the Veteran is claiming bilateral hearing loss and tinnitus, a DBQ AUDIO Hearing Loss & Tinnitus is required, but no additional medical opinion DBQ is required. Since the Veteran claimed depression, a specialist examination is required, so you should request the DBQ PSYCH Mental Disorders for this issue. M21-1 III.ii.1.A.2.a Medical Records and the Requirement to Obtain VA Medical Records</p>	
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>Hearing Loss: Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p>Tinnitus: Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p>Depression: N/A – no selection required</p> <p>Left Knee Condition: N/A – no selection required</p> <p>Right Shoulder Condition: N/A – no selection required</p> <p>Correct Answer Feedback: Great job! The Veteran submitted /* hisher */ claim within one year of discharge, so no medical opinions are required for the conditions examined by the General Medical and mental disorders exams. Selecting Audio Special Language based on MOS-Related Hazardous Noise Exposure is appropriate and will provide in-service noise exposure information for the hearing loss and tinnitus issues. M21-1 IV.i.2.A - Examination Requests Overview</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The Veteran submitted /* hisher */ claim within one year of discharge, so no medical opinions are required with the conditions examined with General Medical Examination. No medical opinion is required for the claimed depression. Selecting Audio Special Language based on MOS-</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 Secondary service connection</p>

<p>Related Hazardous Noise Exposure is appropriate and will provide in-service noise exposure information. M21-1 IV.i.2.A - Examination Requests Overview</p>	
<p>Any answer, continue to 155.</p>	
<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"> • 21-4142/21-4142a • Exam Request - left knee condition • Exam Request - right shoulder condition • Exam Request - depression • Exam Request – hearing loss • Exam Request – tinnitus • Exam Request - Processing <p>Correct Answer Feedback: Great job! Tracked items are required for all pending development. The tracked items for this case will control the development for the VA Forms 21-4142/4142a and the exams. M21-1 III.i.2.F - Record Maintenance During the Development Process</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:</p> <ul style="list-style-type: none"> • 21-4142/21-4142a • Exam Request - left knee condition • Exam Request - right shoulder condition • Exam Request - depression • Exam Request – hearing loss • Exam Request – tinnitus • Exam Request - Processing <p>M21-1 III.i.2.F - Record Maintenance During the Development Process</p>	<p>For V12: Correct answer(s) + 4 distractors</p>
<p>Any answer, continue to 160.</p>	
<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 complete due to General Medical, Audio and Mental Disorders exams being requested. A VBMS note should include a detailed explanation of actions taken along with beginning with "Exam Review". M21-1 III.ii.1.A.2.a Medical Records and the Requirement to Obtain VA Medical Records</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The examination review is complete due to General Medical, Audio and Mental Disorders exams being requested. A VBMS note should include a detailed explanation of actions taken along with beginning with "Exam Review". M21-1 III.ii.1.A.2.a Medical Records and the Requirement to Obtain VA Medical Records</p>	
Any answer, continue to 170.	
<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 the exams and private treatment records request are still pending. 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 because the exams and private treatment records request are still pending. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process</p>	<p>.</p>

End of test

End of test