

VSR eCase Generator Worksheet

Sequence	SubDev
Name	COLLINS, Franklin
Claim #:	6Y17XX00 – TRA-35-4701
Branch of Service	Army
Period of Service	11/03/2016-11/02/2020
Type of Claim	EP 110; Initial – Subsequent Development
Contentions	Depression, Bilateral Hearing loss, Tinnitus, Right Shoulder, Left Knee
FDC Y/N	Y
FDC Exclusion Y/N	y

VA Forms and Revision Date	Revision Date	Required: Y/N and Details
VA Form 21-526EZ	09/2019	Y
VA Form 21-22	02/2019	Y, DAV Y/Y (083)
VA Form 21-4138	06/2021	Y
VA Form 21-4142	07/2021	
VA Form 21-0966	08/2018	
VA Form 21-686c	09/2018	
VA Form 21-674	06/2018	
VA Form 21-0538	02/2021	
VA Form 21-0781	07/2017	
VA Form 21-0781a	07/2017	
Standard 5103 Letter 3101		
BIRLS SHARE Screen		
Rating Decision		
CAPRI Records		

Supporting Documents	Required Y/N
DD214	
CAPRI Enterprise Search	Y, Negative
Private Medical Records	
SF88 Entrance Exam	
SF88 Separation Exam	
Service Treatment Records	
Personnel Records	
DOMA first request letter	Y
DOMA final letter	

Scenario Comments

This is a subsequent development eCase. The claim has already been established and there are already documents in the document section in VBMS Demo.

Scenario: The Veteran had previously filed a claim for Depression, Bilateral hearing loss, Tinnitus, Right Shoulder and Left Knee. Trainees were told to assume a copy of his HAIMS STRs are in the file. The Veteran filed his claim within one year of discharge, therefore a General Medical, Audio and Mental Disorders exams were scheduled, and we are currently waiting on the results. The Veteran also mentioned private treatment for three private physicians. A subsequent development letter was sent to the Veterans to obtain VA Form 21-4142/21-4142a.

The Veteran received the subsequent development letter and mailed back the VA Form 21-4142/4142a with a new VA Form 21-22. The request was sent to DOMA, as shown by the watermark on the forms. DOMA has sent out requests to the physicians for the records and we are still waiting for the PMRS.

Action:

1. A review of the VA Form 21-22 requires the trainee to revoke previous POA and establish new POA per **M21-1 I.i.2.E.1.f** Action Required to Revoke or Change POA.

Step	Action										
1	Open the electronic copy of the form.										
2	Print the document, selecting <i>Adobe PDF</i> as the printer.										
3	Open the document in Adobe Acrobat Pro.										
4	Click the ADD TEXT function and click inside the box where the revocation reason and date is entered.										
5	Type in the reason for revocation and the date it is being processed.										
6	Save the document on your desktop.										
7	Print a copy of the annotated form and send to the former representative.										
8	Upload the annotated document to the eFolder with the following attributes:										
	<table><tr><th>In the document field ...</th><th>Enter ...</th></tr><tr><td>SUBJECT</td><td><i>Revoked.</i></td></tr><tr><td>CATEGORY – TYPE</td><td>the same type as the electronic form being revoked.</td></tr><tr><td>SOURCE</td><td><i>Veteran.</i></td></tr><tr><td>DATE OF RECEIPT</td><td>the same receipt date as the electronic form being revoked.</td></tr></table>	In the document field ...	Enter ...	SUBJECT	<i>Revoked.</i>	CATEGORY – TYPE	the same type as the electronic form being revoked.	SOURCE	<i>Veteran.</i>	DATE OF RECEIPT	the same receipt date as the electronic form being revoked.
	In the document field ...	Enter ...									
	SUBJECT	<i>Revoked.</i>									
	CATEGORY – TYPE	the same type as the electronic form being revoked.									
	SOURCE	<i>Veteran.</i>									
DATE OF RECEIPT	the same receipt date as the electronic form being revoked.										
9	Add a note indicating which POA was revoked.										

Use package manager to send a copy of the old 21-22 to revoked POA for notification of change by completing the following steps:

Step	Action
1	Go to Documents and select the revoked 21-22
2	Use Actions drop down to select add to package
3	Choose add to package and go to Package Manager
4	Once you are in Package Manager, choose organization for recipient and complete contact info for revoked POA then save
5	Select send package at the top right

2. The trainee will have to manually create tracked items for each requested private facility to show we are waiting the documents. (M21-1 III.ii.3.2.g). ***WARNING: VBMS Demo has a delayed update effect causing the most appropriate tracked item for PMR development to be: *Medical Evidence from Private Provider*.**

The following is how to create the three tracked items for Dr. Pepper, Dr Leipold, and Dr Detty:

Tracked Item

- Select Add Tracked Item
- Choose *Medical Evidence from Private Provider* three times (one for each pending PMR request)
 - enter the number of days remaining from the 15-day suspense period following the initial PMR request, or the days remaining from the 30-day response if the 15-day initial suspense period has expired
- Click the ADD button to finalize the tracked item after entering the data

Review with trainees that the following items should be checked each time they open a claims eFolder.

1. Ensure that an EP 110COMP7 - Initial Live Comp < 8 Issues is established (or change if needed).
2. In VBMS documents, ensure that both eCase documents are uploaded. The new documents should be labelled as follows:
 - Subject: DOMA Letters to physicians
 - Category – Type: VA 21-4142 Authorization for Release of Information
 - Content Source: VBMS
 - Date of Receipt – date of the DOMA Letters
3. Review all eCase documents to determine the following questions
 - a. Do we have a substantially complete claim? Yes, the VA 21-526EZ is properly signed
 - b. Was 5103 or other notification required? 5103 was not needed; FDC exclusion letter was sent for development for non-federal evidence required and a request for 21-4142s as the Veteran mentioned private treatment.
 - c. Is the Veteran eligible and have we verified service? Yes
 - d. Have we obtained STRs? Yes

- e. Does the claim require any non-Federal record development? Yes, and DOMA has made a request (action needed)
- f. Does the claim require any Federal record development? yes, an enterprise search was done (note to recheck)
- g. Do we have evidence to request an exam and/or medical opinion? Exams have been ordered and are pending and have not been received.

4. Check VBMS system

- a. Are contentions and special issues updated correctly?

<p>Contention: Depression Classification: Mental Disorders Date of Contention: (DOC) Verified: Yes Type: New Medical: Yes Special Issue: FDC Excluded – Needs Non-Fed Evidence Development, Local Mentor Review</p>	<p>Contention: Hearing Loss Classification: Hearing loss Date of Contention: (DOC) Verified: Yes Type: New Medical: Yes Special Issue: N/A Special Issue are claim based</p>
<p>Contention: Tinnitus Classification: Hearing Loss Date of Contention: (DOC) Verified: Yes Type: New Medical: Yes Special Issue: N/A Special Issue are claim based</p>	<p>Contention: Right Shoulder condition Classification: Musculoskeletal - Shoulder Date of Contention: (DOC) Verified: Yes Type: New Medical: Yes Special Issue: N/A Special Issue are claim based</p>
<p>Contention: Left Knee condition Classification: Musculoskeletal - Knee Date of Contention: (DOC) Verified: Yes Type: New Medical: Yes Special Issue: N/A Special Issue are claim based</p>	

- b. Is the date of claim correct? Yes, comparing VBMS and the VA 21-526EZ
- c. Is the Veteran's contact information correct? Select the Veteran Profile menu to verify the current address and telephone number.
- d. Is the Veteran's POA information correct? Select the Veteran POA menu to verify:
 - General POA shows American Legion
 - eFolder Access: Yes
 - Chg of Addr Auth: No
- e. Are tracked items updated to reflect the DOMA request and any documents received? ***WARNING: VBMS Demo has a delayed update effect causing the most**

appropriate tracked item for PMR development to be: *Medical Evidence from Private Provider*. Students however will be required to identify the below listed tracked items on the assessment because this is what will be used in Live VBMS.

- PMR Pending – Dr Detty*
- PMR Pending – Dr Leipold*
- PMR Pending – Dr Pepper*
- Update the received date for the 21-4142/21-4142a
- Exam Request – Processing
- Exam Request – bilateral hearing loss
- Exam Request – Tinnitus
- Exam Request – depression
- Exam Request – left knee condition
- Exam Request – right shoulder condition

5. Trainee must enter a note in VBMS: Received 4142/4142 from Veteran. DOMA developed for PMRs from Dr. Pepper, Dr. Leipold, and Dr. Detty.

References:

Scenario	Reference	Title
1	M21-1 III.ii.3	Requesting Evidence From Private Healthcare Providers (PHPs)
	M21-1 III.ii.3.2.g	PMR VBMS Tracked Item
Review of eFolder	M21-1-II.ii.2.A M21-1 II.iii.3.A M21-1 III.i.2.F.2 M21-4 Manual	Folder Maintenance Claims Establishment Identifying Contentions Appendix A: Regional Office Station Numbers, Payee Codes, and Work-Rate Standards Appendix B: End Product Codes Appendix C Index of Claim Labels Appendix D: Index of Claim Stage Indicators Appendix E: Index of Corporate Flashes and Special Issues
	M21-1 IV.i.1.A.1.e M21-1 III.ii.1.A.2.a	Documentation of the Status of Examination Review VA Medical Records and the Requirement to Obtain Relevant Records