

FEINSTEIN, Frederick eCase Automatic Feedback

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 */ 10/04/2021</p> <p>VA Form 21-22 Date Received: /* receivedon */ 10/04/2021</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, and 38 CFR 3.1(r)</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,and 38 CFR 3.1(r)</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.3.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 American Legion (074) is the appointed representative, has access to VBMS</p>	

and authorization to change the Veteran's mailing address. M21-1 I.3.A - General Information on Power of Attorney (POA).	
Correct answer, go to 045	Incorrect answer, jump to 048
<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! According to the VA Form 21-22, American Legion (074) 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)</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, American Legion (074) 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)M21-1 I.i.2.E - System Updates for Power of Attorney (POA)</p>	
Any answer, continue to 048.	
<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 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 */ (01/20/2013)

Release from Active Duty (RAD) Date

- /* serviceexitdate */ (01/19/2017)

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 states the Veteran was in the United States Army. M21-1 II.iii.3.B – System Updates at Intake, M21-1 II.iii.1.B - Screening Applications for Benefit Eligibility

<p>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 II.iii.1.B - Screening Applications for Benefit 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! 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 M21-1 II.iii.3.A Claims Establishmet</p> <p>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</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 */ 10/04/2021 <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, and 38 CFR 3.155(d)(1)</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 vendor sites. In this case the date of claim is /*receivedon */. Identify this date from the</p>	

<p>earliest VA date stamp or equivalent. M21-1 II.iii.1.A.4.c. -Determining the Proper DOC for Claims Establishment Purposes, and 38 CFR 3.155(d)(1)</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 would not be excluded from the FDC Program. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p> <p>Incorrect Answer Feedback: Incorrect. This case would not be excluded from the FDC Program. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p>	
<p>If correct, proceed to 090</p>	<p>If incorrect, jump to 090</p>
<p>Entering Claimed Contentions into VBMS 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"> • neck pain • bilateral hearing loss • ringing in ears • residuals of left foot injury • right hip <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.iii.1.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback:</p>	<p>For V12: Correct answers + 4 distractors</p>

Incorrect. Enter issues as contentions when they are expressly claimed by the claimant/Veteran/authorized representative. M21-1 III.iii.1.F - Record Maintenance During the Development Process

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

- neck pain
- bilateral hearing loss
- ringing in ears
- residuals of left foot injury
- right hip

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.

Neck Pain

Classification: Musculoskeletal– Neck/Upper Back (Cervical Spine)

Date: /* receivedon 09/15/2021

Type: new

Medical?: Yes

Special Issue Indicators: Local Mentor Review, Fully Developed Claim

Bilateral Hearing Loss

Classification: Hearing loss

Date: /* receivedon */ 10/04/2021

Type: new

Medical?: Yes

Special Issue Indicators: N/A

Ringing in Ears

Classification: Hearing loss

Date: /* receivedon */ 10/04/2021

Type: new

Medical?: Yes

Special Issue Indicators: N/A

Residuals of Left Foot Injury

Classification: Musculoskeletal – Foot

Date: /* receivedon */ 10/04/2021

For V12: Correct answers + 4 distractors

Type: new

Medical?: Yes

Special Issue Indicators: N/A

Right Hip

Classification: Musculoskeletal - Hip

Date: /* receivedon */ 10/04/2021

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.iii.1.F - Record Maintenance During the Development Process, M21-4 Appendix E.2 – Index of Corporate Flashes and 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. M21-4 Appendix E.2 – Index of Corporate Flashes and Special Issues

You should have made the following selections for each contention:

Neck Pain

Classification: Musculoskeletal– Neck/Upper Back (Cervical Spine)

Date: 10/04/2021

Type: new

Medical?: Yes

Special Issue Indicators: Local Mentor Review, Fully Developed Claim

Bilateral Hearing Loss

Classification: Hearing loss

Date: 10/04/2021

Type: new

Medical?: Yes

Special Issue Indicators: N/A

Ring in the Ears

Classification: Hearing loss

Date: 10/04/2021

Type: new
Medical?: Yes
Special Issue Indicators: N/A

Residuals of Left Foot Injury

Classification: Musculoskeletal – Foot
Date: 10/04/2021
Type: new
Medical?: Yes
Special Issue Indicators: N/A

Right Hip

Classification: Musculoskeletal - Hip
Date: 10/04/2021
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 II.iii.1.C - Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)

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 II.iii.1.C - Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)

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.

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.

Any answer, continue to 137.

Examinations

Page Number: 137

Is an exam warranted?

- **Yes**

<ul style="list-style-type: none"> • No <p>Correct Answer Feedback: You are correct. Exams for hearing loss, ringing in ears and residuals of left foot injury are warranted, as all elements have been met. Element 1 was met because the Veteran has described the symptoms /* heshe */ is experiencing related to /* hisher */ claimed conditions. Element 2 is met because there is evidence in the Veteran's service treatment records (STRs) of /* hisher */ left foot injury, complaints of tinnitus on /* hisher */ exit exam and the Veteran's DD214 indicates the Veteran has service in Afghanistan in a hostile fire zone. Element 3 is met because the evidence demonstrates a connection between the claimed conditions and the evidence of record. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</p> <p>Incorrect Answer Feedback: That is incorrect. Exams for hearing loss, ringing in ears and residuals of left foot injury are warranted, as all elements have been met. Element 1 was met because the Veteran has described the symptoms /* heshe */ is experiencing related to /* hisher */ claimed conditions. Element 2 is met because there is evidence in the Veteran's service treatment records (STRs) of /* hisher */ left foot injury, complaints of tinnitus on /* hisher */ exit exam and the Veteran's DD214 indicates the Veteran has service in Afghanistan in a hostile fire zone. Element 3 is met because the evidence demonstrates a connection between the claimed conditions and the evidence of record. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</p>	
If exam is warranted and answers correct, continue to 138.	If no exam is warranted or incorrect answer, 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 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	

Bookmarking

Page Number: 139

Which of the following relevant evidence types should be bookmarked for examiner review for this case? (select all that apply)

- DD214
- Service treatment records

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

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 III.iv.3.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 and Tinnitus (Hearing Loss)
- DBQ Audio Hearing loss and Tinnitus (ringing in ears)
- DBQ Musculoskeletal - Foot Conditions including flatfoot (residuals of left foot injury)
- DBQ Medical Opinion (residuals of left foot injury)

Correct Answer Feedback:

Great job! The Veteran is entitled to an exam for hearing loss, ringing in ears and residuals of left foot injury. You have selected the appropriate DBQs. 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 Veteran is entitled to an exam for hearing loss, ringing in ears and residuals of left foot injury. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion

The following DBQs need to be added to the exam request:

- DBQ Audio Hearing loss and Tinnitus (Hearing Loss)
- DBQ Audio Hearing loss and Tinnitus (ringing in ears)

For V12: Correct exam(s) + 4 distractors

<ul style="list-style-type: none"> • DBQ Musculoskeletal - Foot Conditions including flatfoot (residuals of left foot injury) • DBQ Medical Opinion (residuals of left foot injury) 	
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>Condition: Hearing Loss Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p>Condition: Ringing in Ears Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p>Condition: Residuals of left foot injury Direct Service Connection</p> <p>Correct Answer Feedback: Great job! Medical opinion (MO) Direct Service Connection is the correct exam type for residuals of left foot injury. The Audio Special Language based on MOS-Related Hazardous Noise Exposure is the correct exam type for the hearing loss and ringing in ears issues. M21-1 IV.i.2.A -Examination Requests Overview and M21-1 V.iii.2.B.1 Rating Principles for Conditions of the Auditory System</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. Medical opinion (MO) Direct Service Connection is the correct exam type for residuals of left foot injury. The Audio Special Language based on MOS-Related Hazardous Noise Exposure is the correct exam type for the hearing loss and ringing in ears issues. M21-1 IV.i.2.A -Examination Requests Overview and M21-1 V.iii.2.B.1 Rating Principles for Conditions of the Auditory System</p>	<p>Please add 4 additional distractors for each condition:</p> <p>New Distractor Options:</p> <ul style="list-style-type: none"> • 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
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> <p>Exam Request – Processing</p> <p>Exam Request – bilateral hearing loss</p> <p>Exam Request – ringing in ears</p>	<p>For V12: Correct answer(s) + 4 distractors</p>

<p>Exam Request – residuals of left foot injury</p> <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 – ringing in ears, and Exam Request – residuals of left foot injury. M21-1 III.iii.1. 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 Exam Request - Processing, Exam Request – bilateral hearing loss, Exam Request – ringing in ears, and Exam Request – residuals of left foot injury. M21-1 III.iii.1. F - Record Maintenance During the Development Process</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, as it was determined if exams are warranted for every contention. The VBMS note is required to begin with "Exam Review," with a detailed explanation of actions taken. 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 examination review is complete, as it was determined if exams are warranted for every contention. The VBMS note is required to begin with "Exam Review," with a detailed explanation of actions taken. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p>	
<p>Any answer, continue to 170.</p>	
<p>Claim Status Page Number: 170</p>	

What is the claim status?

- Ready for Decision
- Rating Decision Complete
- Secondary Ready for Decision
- Ready to Work
- Open

Correct Answer Feedback:

Great job! The current status of this claim is open, pending the completion of the exams. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process

Incorrect Answer Feedback:

Sorry, that is not correct. The current status of this claim is open pending the completion of the exams. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process

End of test

End of test