

BOCEPHIS, Henry - eCase Automatic Feedback

Instructions: Please review the eCase provided and determine the following:

TMS# for objectives: XXXXXXXXXX

<p>Date of Receipt Page Number: 010</p> <p>Identify the date of receipt you used for each of these documents in /* firstmiddlelastsuffix */'s eCase.</p> <p>VA Form 21-686c Date Received: /* receivedon */ (09/14/2021)</p> <p>VA Form 21-22 Date Received: /* receivedon */ 09/14/2021)</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 for these documents is /* receivedon */. The date of receipt is the date the documents were received by a VA facility 21-1 II.iii.1.A.4.c Determining the Proper DOC for Claims Establishment Purposes.</p>	
Any answer, continue to 020	
<p>Representation Page Number: 020</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.3.A - General Information on Power of Attorney (POA)</p> <p>Incorrect Answer Feedback: Sorry, that is 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</p>	

<p>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>Correct answer, go to 025</p>	<p>Incorrect answer, jump to 030</p>
<p>Representation Page Number: 025</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 s→ M21-1 II.iii.3.B – System Updates at Intake</p> <p>Incorrect Answer Feedback: Incorrect. According to the <i>VA Form 21-22</i>, 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 II.iii.3.B – System Updates at Intake</p>	
<p>Any answer, continue to 030.</p>	
<p>Substantially Complete Claim Page Number: 030</p> <p>Is the claim substantially complete?</p> <ul style="list-style-type: none"> • Yes • No 	

<p>Correct Answer Feedback: Great job! This claim meets the substantially complete criteria found in M21-1 I.1.A.4.f - Definition: Substantially Complete Application.</p> <p>Incorrect Answer Feedback: Incorrect. This claim meets the substantially complete criteria found in M21-1 I.1.A.4.f - Definition: Substantially Complete Application.</p>	
Any answer, continue to 040	
<p>Application Version Page Number: 040</p> <p>Is the version of the form(s) submitted acceptable?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Great job! This claim was submitted on a prescribed form used for dependents listed in M21-1 II.iii.1.A Applications for Benefits. The JUN 2017 version of VA Form 21-686c may be accepted in this case because it was submitted electronically. M21-1 III.ii.1.C.8.a - Accepting Outdated Versions of a VA Form → M21-1 II.i.2.B.4.a.</p> <p>Incorrect Answer Feedback: Incorrect. This claim was submitted on a prescribed form used for dependents listed in M21-1 III.ii.2.B.1.b. Requirements for a Complete Claim Received on or After March 24, 2015 → M21-1 II.iii.1.A. The JUN 2017 version of VA Form 21-686c may be accepted in this case because it was submitted electronically M21-1 II.i.2.B.4.a Accepting Outdated Versions of a VA Form.</p>	
Any answer, continue to 050	
<p>Claims Establishment Page Number: 050</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"> • 020CPHLP – Helpless child • 130APTNMT – Apportionment • 130DPNDCY – Dependency • 130DPV0538 – Dependency Verification – 0538 • 130DRASDP – DRAS Dependency • 130RD – Removal of Dependent 	

<ul style="list-style-type: none"> • 400CORRC – Correspondence • 400IA – Incomplete Application • 400RA – Request for Application <p>Correct Answer Feedback: Awesome! EP 130 – Dependency applies to all actions involving dependency determinations and is the appropriate choice. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A Claims Establishment.</p> <p>Incorrect Answer Feedback: Incorrect. EP 130 – Dependency applies to all actions involving dependency determinations and is the appropriate choice. M21-4 Appendix B End Product Codes and and M21-1 M21-1 II.iii.3.A. Claims Establishment</p>	
Any answer, continue to 060.	
<p>Date of Claim Page Number: 060</p> <p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> • /* receivedon */ (09/14/2021) <p>Correct Answer Feedback: Correct. The date of claim is the date VA received the VA Form 21-686c. 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. The correct date of claim is /* receivedon */, which is the date VA received the VA Form 21-686c. M21-1 II.iii.1.A.4.c Determining the Proper DOC for Claims Establishment Purposes and 38 CFR 3.155(d)(1)</p>	
Any answer, continue to 070.	
<p>Entering Claimed Contentions into VBMS Page Number: 070</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"> • Add dependents • Add spouse and child • Dependency claim • Dependency claim for Christopher • Dependency claim for Joseph • Dependency claim for Henry 	

Correct Answer Feedback:

Correct. These are the dependents that the Veteran claimed on /* hisher */ VA Form 21-686c. M21-1 III.iii.1.F.2.a – Identifying Contentions

Incorrect Answer Feedback:

Incorrect. Create separate contentions for each dependent, as shown in M21-1 III.iii.1.F.2.a – Identifying Contentions.

The dependents that the Veteran claimed on /* hisher */ VA Form 21-686c are:

- Dependency claim for Christopher
- Dependency claim for Joseph

Any answer, continue to 075.

Entering Claimed Contentions into VBMS

Page Number: 075

For each of the dependents found in /* firstmiddlelastsuffix */'s claim, identify the classification, contention date and type, whether it is a medical contention, and any applicable special issue indicators. For the purposes of training, place any Local Mentor Review special issue indicator on the first issue.

Dependency claim for Christopher

Classification: Administrative Issue

Date: /* receivedon */ (09/14/2021)

Type: New

Medical?: No

Special Issue Indicators: Local Mentor Review

Dependency claim for Joseph

Classification: Administrative Issue

Date: /* receivedon */ (09/14/2021)

Type: New

Medical?: No

Special Issue Indicators: N/A

Correct Answer Feedback:

Good job. You entered the correct classification, date, type, and medical fields for the contention(s). Additionally, apply the Local Mentor Review special issue indicator when a draft letter is completed and requires mentor review. – Special Issues → [Appendix E: Index of Corporate Flashes and Special Issues](#)

Incorrect Answer Feedback:

Incorrect. The classification, type, and medical fields for dependency claims are required components when entering a contention. Additionally, apply the Local

<p>Mentor Review special issue indicator when a draft letter is completed and requires mentor review. → Appendix E: Index of Corporate Flashes and Special Issues</p> <p>You should have made the following selections for each contention:</p> <p><u>Dependency claim for Christopher</u> Classification: Administrative Issue Date: /* receivedon */ (09/14/2021) Type: New Medical?: No Special Issue Indicators: Local Mentor Review</p> <p><u>Dependency claim for Joseph</u> Classification: Administrative Issue Date: /* receivedon */ (09/14/2021) Type: New Medical?: No Special Issue Indicators: N/A</p>	
Any answer, continue to 080.	
<p>Eligibility to Dependency Page Number: 080</p> <p>Is /* firstmiddlelastsuffix */ eligible to receive additional compensation for /*hisher*/ dependents based on /*hisher*/ disability evaluation?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Great Job! The claim documents show /* firstmiddlelastsuffix */ has a combined disability rating of at least 30 percent. 38 CFR 3.4(b)(2)</p> <p>Incorrect Answer Feedback: Incorrect. The claim documents show /* firstmiddlelastsuffix */ has a combined disability rating of at least 30 percent. 38 CFR 3.4(b)(2)</p>	
Any answer, continue to 090.	
<p>Evidence Sufficient to Determine Dependency Page Number: 090</p> <p>Is the evidence of record (form and/or additional documentation) sufficient proof to establish dependency for the claimed dependent(s)?</p> <ul style="list-style-type: none"> • Yes 	

- No

Correct Answer Feedback:

Correct. Not all the information requested on the VA Form 21-686c was provided for each dependent claimed and there is no other documentation of record providing the incomplete information. → M21-1 VII.i.1.A – General Information on Relationship and Dependency and →M21-1 VII.i.1.A.4.b

Incorrect Answer Feedback:

Incorrect. Not all the information requested on the VA Form 21-686c was provided for each dependent claimed and there is no other documentation of record providing the incomplete information. → M21-1 VII.i.1.A – General Information on Relationship and Dependency and →M21-1 VII.i.1.A.4.b

You should have determined the following information is missing or incomplete:

- Complete Social Security Numbers (SSNs) for Christopher and Joseph
- Complete date of marriage to Christopher

Any answer, continue to 100.

Determining Whether Development is Required

Page Number: 100

Is development to the claimant required to obtain any information not provided on the VA Form 21-686c?

- Yes
- No

Correct Answer Feedback:

Correct. Since the submitted version of the *VA Form 21-686c* predates the SEP 2018 version, additional development for the incomplete dependent information is necessary. M21-1 VII.i.1.A.4.b. Handling an Incomplete Form – Disability Compensation or DIC

Incorrect Answer Feedback:

Incorrect. Since the submitted version of the *VA Form 21-686c* predates the SEP 2018 version, additional development for the incomplete dependent information is necessary. M21-1. → VII.i.1.A.4.b. Handling an Incomplete Form – Disability Compensation or DIC

Since the /* firstmiddlelastsuffix */ instructions indicate telephone contact was unsuccessful, you should have determined a subsequent development letter is required with the following development actions:

<ul style="list-style-type: none"> • Claimant – date of current marriage needed • Dependent Social Security Number SSN needed 	
If correct, continue to 110.	If incorrect, continue to 140.
<p>Required Development Actions Page Number: 110</p> <p>What development action(s) is/are required on the /* firstmiddlelastsuffix */ eCase? (Select all that apply.)</p> <ul style="list-style-type: none"> • Send the Veteran a Request For Application (RFA) letter • Send the Veteran an Incomplete Application letter • Call the Veteran to obtain the incomplete information • VBMS note regarding unsuccessful telephone contact • Send the Veteran a Subsequent Development letter to request the incomplete information • N/A – no development is required <p>Correct Answer Feedback: Great job! Telephone contact should first be attempted and documented before sending the Veteran a letter requesting the incomplete dependent information. M21-1. → VII.i.1.A.4.b. Handling an Incomplete Form – Disability Compensation or DIC</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. Telephone contact should first be attempted, but as training instructions indicate, any contact is unsuccessful. As a result, the unsuccessful contact should be documented in VBMS notes and followed up by sending the Veteran a letter requesting the incomplete dependent information. M21-1. → VII.i.1.A.4.b. Handling an Incomplete Form – Disability Compensation or DIC</p>	
Any answer, continue to 120.	
<p>Telephone Development Page Number: 120</p> <p>For the /* firstmiddlelastsuffix */ case, how should the attempted telephone contact be documented?</p> <ul style="list-style-type: none"> • VA Form 27-0820 • VA Form 21-686c • Permanent note in VBMS • N/A – documentation not required <p>Correct Answer Feedback:</p>	

<p>Correct. Document unsuccessful attempts to contact a claimant by telephone as a permanent note in VBMS. M21-1 III.iii.1.B.1.e. Documenting Information Received by Telephone</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. Document unsuccessful attempts to contact a claimant by telephone as a permanent note in VBMS. M21-1 III.iii.1.B.1.e. Documenting Information Received by Telephone</p>	
<p>Any answer, continue to 130.</p>	
<p>Subsequent Development Letter/Tracked Items Page Number: 130</p> <p>Which VBMS Development Action(s) would you select to create your subsequent development letter and generate tracked items? (Select all that apply.)</p> <ul style="list-style-type: none"> • Claimant - date of current marriage needed • Dependent Social Security Number (SSN) needed • Evidence of adoption needed • Claimant – date of divorce needed • Stepchild – proof of marriage to parent needed • Married child – proof of termination needed • Dependent date of birth needed • School – VA Form 21-674 needed • Address of dependent needed • Claimant – location of current marriage needed • Claimant marital history inconsistent – need 21-686c • Helpless – chld mbr household before 18 needed <p>Correct Answer Feedback: Awesome! Selecting these specific Development Actions in a Subsequent Development Letter in VBMS will automatically generate the required tracked items when the letter is finalized. M21-1 III.iii.1.F.3 – Utilizing Tracked Items to Document Development and M21-1 VII.i.1.A.4.b. Handling an Incomplete Form – Disability Compensation or DIC</p> <p>Incorrect Answer Feedback: Incorrect. Selecting these specific Development Actions in a Subsequent Development Letter in VBMS will automatically generate the required tracked items when the letter is finalized. M21-1 III.iii.1.F.3 – Utilizing Tracked Items to Document Development and M21-1 → VII.i.1.A.4.b. Handling an Incomplete Form – Disability Compensation or DIC</p> <p>You should have determined the following development actions/tracked items are required:</p>	<p>Correct answer(s) + 5 distractors</p>

<ul style="list-style-type: none"> • Claimant - date of current marriage needed • Dependent Social Security Number (SSN) needed 	
Any answer, continue to 140.	
<p>Claim Status Page Number: 140</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: Correct! The current status of this claim is “Open” due to the currently pending development for incomplete dependent information. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F.4 – Updating Claim Status</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The current status of this claim is “Open” due to the currently pending development for incomplete dependent information. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F. Updating Claim Status</p>	
End of test	End of test