

HAMILTON, Hester eCase Automatic Feedback

TMS# for objectives: 4488228

<p>Date of Receipt Page Number: 015</p> <p>Identify the date of receipt you used for each of these documents in Hester Hamilton's eCase.</p> <p>VA Form 21-526EZ Date Received /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021</p> <p>VA Form 21-22 Date Received: /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021</p> <p>VA Form 21-0966 Date Received: /* dateadd(d,-63,receivedon,MM/dd/yyyy) */ 07/23/2021</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 Claim 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. The VA Form 21-526EZ and the VA Form 21-22 were received on /* dateadd(d,0,receivedon,MM/dd/yyyy) */ and the VA Form 21-0966 was received on /* dateadd(d,-63,receivedon,MM/dd/yyyy) */. → 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. This case has a properly completed and executed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, that shows American Legion is the appointed representative, has access to VBMS and authorization to change the Veteran's mailing address. M21-1 I.3.A - General Information on Power of Attorney (POA)</p>	
Correct answer, go to 045	Incorrect answer, jump to 048
<p>Representation Page Number: 045</p> <p>What organization did Hester Hamilton select as her 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 Hester Hamilton authorize her representative to change her 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 III.ii.3.C.5.b Updating the POA and POA Permissions in VBMS</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, American Legion 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. M21-1III.ii.3.C.5.b Updating the POA and POA Permissions in VBMS</p>	
Any answer, continue to 048.	
<p>Electronic Funds Transfer Page Number: 048</p>	

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 required you to enter EFT information. M21-1 III.ii.3.C - System Updates→ M21-1 II.iii.3.B – System Updates at Intake, M21-4 6.A.a - VSR Task Based Quality Review Checklist

Incorrect Answer Feedback:

Incorrect. We received a complete VA Form 21-526EZ with the Veteran's direct deposit information; therefore, change and/or add the new direct deposit information into VBMS. VSR Task Based Quality Review Checklist Task 11 required you to enter EFT information M21-1 II.iii.3.B – System Updates at Intake, M21-4 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 */ 6/11/1970

Release from Active Duty (RAD) Date

- /* serviceexitdate */ 3/31/1990

Branch of Service

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

Service Verified in VBMS

- Yes
- No

Correct Answer Feedback:

Good Job! VA Form 21-526EZ and DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States /* service

*/. M21-1 II.iii.3.B – System Updates at Intake, M21-1 II.iii.1.B - Screening Applications for Benefit Eligibility

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 /* service */ 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

Any answer, continue to 060.

Claims Establishment

Page Number: 060

What EP(s) and claim label(s) did you apply to Hester Hamilton's claim at CEST? Select all appropriate End Product(s) (EP) and claim label(s) that you established.

- 020NI - New/Increase

Correct Answer Feedback:

Awesome! Veteran is requesting Individual Unemployability (IU) due to their service connected conditions. It is a new claim for IU, but also a claim for increased disability evaluation of her PTSD and low back condition because the Veteran identified these conditions on her 21-526EZ. M21-1 II.iii.2.C - Claims for Increase

Incorrect Answer Feedback:

Incorrect. The proper EP is 020NI – New/Increase because the Veteran is requesting Individual Unemployability (IU) due to their service connected conditions. It is a new claim for IU, but also a claim for increased disability evaluation of her PTSD and low back condition because the Veteran identified these conditions on /* his/her */ 21-526EZ. M21-1 II.iii.2.C - Claims for Increase

Any answer, continue to 070.

Date of Claim

Page Number: 070

What is the Date of Claim (DOC)?

- /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021

Correct Answer Feedback:

Correct. The date of claim is the date VA received the VA Form 21-526EZ. M21-1 M21-1 II.iii.1.A.4.c Determining the Proper DOC for Claims Establishment Purposes, and 38 CFR 3.155(d)(1)

<p>Incorrect Answer Feedback: Sorry, that is incorrect. The date of claim is the date VA received the VA Form 21-526EZ, /* dateadd(d,0,receivedon,MM/dd/yyyy) */. M21-1 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 Claims (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 - Processing Fully Developed Claims (FDCs)</p> <p>Incorrect Answer Feedback: Incorrect. This case is excluded from the FDC Program because the Veteran failed to simultaneously submit any of the required forms required to process /* hisher */ claim. M21-1) → X.i.2.B - Processing Fully Developed Claims (FDCs)</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 Veteran failed to simultaneously submit any of the required forms required to process her claim. M21-1 → X.i.2.B - Processing Fully Developed Claims (FDCs)</p> <p>Incorrect Answer Feedback: The Veteran failed to simultaneously submit any of the required forms required to process her claim. M21-1 → X.i.2.B - Processing Fully Developed Claims (FDCs)</p>	

Any answer, continue to 090.	
<p>Entering Claimed Contentions into VBMS Page Number: 090</p> <p>Select the contentions you added to VBMS for the Hester Hamilton eCase. Select all that apply.</p> <ul style="list-style-type: none"> • Individual Unemployability • PTSD • Low Back Condition <p>Correct Answer Feedback: Correct. These are the contentions that the Veteran claimed on her VA Form 21-526EZ.</p> <p>Incorrect Answer Feedback: Incorrect. The contentions that the Veteran claimed on her VA Form 21-526EZ are: Low Back Condition, PTSD and Individual Unemployability due to low back condition and PTSD.</p>	
Any answer, continue to 095.	
<p>Entering Claimed Contentions into VBMS Page Number: 095</p> <p>For each of these contentions found in Hester Hamilton's claim, identify the classification, contention date and type, whether or not 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.</p> <p><u>PTSD</u> Classification: Post Traumatic Stress Disorder (PTSD) Combat - Mental Disorders Date: /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021 Type: Increase Medical?: Yes Special Issues Indicators: FDC Excluded – All Required Items Not Submitted, Local Mentor Review</p> <p><u>Low Back Condition</u> Classification: Musculoskeletal - Mid/Lower Back (Thoracolumbar Spine) Date: /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021 Type: Increase Medical?: Yes Special Issues Indicators: N/A</p>	

Individual Unemployability due to low back condition and PTSD

Classification: Unemployability

Date: /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021

Type: New

Medical?: Yes

Special Issues 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 added/applied 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 C.3 - Index of Claim Attributes - 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 added/applied 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 C.3 - Index of Claim Attributes - Special Issues

PTSD

Classification: Post Traumatic Stress Disorder (PTSD) Combat - Mental Disorders

Date: /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021

Type: Increase

Medical?: Yes

Special Issues Indicators: FDC Excluded – All Required Items Not Submitted, Local Mentor Review

Low Back Condition

Classification: Musculoskeletal - Mid/Lower Back (Thoracolumbar Spine)

Date: /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021

Type: Increase

Medical?: Yes

Special Issues Indicators: N/A

Individual Unemployability due to low back condition and PTSD

Classification: Unemployability

Date: /* dateadd(d,0,receivedon,MM/dd/yyyy) */ 09/10/2021

Type: New

<p>Medical?: Yes Special Issues Indicators: N/A</p>	
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 her 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)</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. A 5103 letter is not required because the Veteran filed her 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)</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! The Veteran expressly claimed entitlement to IU; however, additional information is necessary to adjudicate the claim. M21-1 VIII.iv.3.A – General Information on Individual Unemployment (IU)</p> <p>Incorrect Answer Feedback: Incorrect. Since the Veteran did not submit the required forms, we must develop for the VA Form 21-8940 and VA Form 21-4192 and notify /* himher */ of FDC exclusion. M21-1 VIII.iv.3.A – General Information on Individual Unemployment (IU)</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.

- Developed for VA Forms 21-8940 and/or 21-4192
- Notified the Veteran of FDC Exclusion

Correct Answer Feedback:

Correct. Since the Veteran did not submit the required forms, we must develop for the VA Form 21-8940 and VA Form 21-4192 and notify her of FDC exclusion. [M21-1 VIII.iv.3.A – General Information on Individual Unemployment \(IU\)](#)

Incorrect Answer Feedback:

Incorrect. Since the Veteran did not submit the required forms, we must develop for the VA Form 21-8940 and VA Form 21-4192 and notify /* himher */ of FDC exclusion. [M21-1 VIII.iv.3.A – General Information on Individual Unemployment \(IU\)](#)

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. The VA received a complete VA Form 21-0966 on /* dateadd(d,-63,receivedon,MM/dd/yyyy) */. [M21-1 II.iii.2.H – Historical Guidance on Formal Applications and Informal Claims Prior to March 24, 2015 and 38 CFR 3.155\(b\)](#)

Incorrect Answer Feedback:

That is incorrect. The VA received a complete VA Form 21-0966 on /* dateadd(d,-63,receivedon,MM/dd/yyyy) */. [M21-1 II.iii.2.H – Historical Guidance on Formal Applications and Informal Claims Prior to March 24, 2015 and 38 CFR 3.155\(b\)](#)

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 the increase conditions are warranted. 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 the increase conditions are warranted. 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>	
Correct answer, continue to 138	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! Use of the ERRA is mandatory when determining where to order exams. M21-1 III.iv.3.A - Examination Requests Overview</p> <p>Incorrect Answer Feedback: That is incorrect. Use of the ERRA is mandatory when determining where to order exams. M21-1 III.iv.3.A - Examination Requests Overview</p>	
Any answer, continue to 140	
<p>Examinations Page Number: 140</p> <p>Which DBQ(s) did you select in Exam Request Builder? (select all that apply)</p> <ul style="list-style-type: none"> DBQ PSYCH PTSD Review DBQ MUSC Back (Thoracolumbar Spine) <p>Correct Answer Feedback: Great job! The Veteran is entitled to a MUSC Back (Thoracolumbar Spine) DBQ in order to evaluate her lumbosacral strain and is also entitled to a PSYCH PTSD Review DBQ to evaluate her posttraumatic stress disorder. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback:</p>	

<p>Sorry, that is not correct. The Veteran is entitled to a MUSC Back (Thoracolumbar Spine) DBQ in order to evaluate her lumbosacral strain and is also entitled to a PSYCH PTSD Review DBQ to evaluate her posttraumatic stress disorder. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p>	
<p>Any answer, continue to 150</p> <p>Examinations Page Number: 150</p> <p>Select the appropriate basis for examination and any check block(s) to generate additional exam language required in Exam Request Builder:</p> <p><u>Lumbosacral Strain:</u> Increase ACE Exam IU</p> <p><u>Posttraumatic Stress Disorder:</u> Increase IU Review C-File</p> <p>Correct Answer Feedback: Great job! You selected the correct basis for examinations and additional check blocks required for this examination request. M21-1 III.iv.3.A - Examination Requests Overview</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. For the issue of Lumbosacral Strain, you should have selected increase, ACE Exam, and IU. For the issue of Posttraumatic Stress Disorder, you should have selected increase, IU, and Review C-File. The IU check block. The IU check block selection is required to solicit on the Veteran's ability to function in an occupational environment caused solely by the service-connected disabilities. M21-1 → M21-1 VIII.iv.3.B – Individual Unemployability (IU) Development and M21-1 III.iv.3.A - Examination Requests Overview</p>	<p>Distractors: Service connection w/o MO Increase Routine future Direct (MO) Secondary (MO) NSC aggravation (MO) ACE Exam GW Notice Review C-File IU Insufficient Exam</p>
<p>Any answer, continue to 155</p> <p>Tracked Items Page Number: 155</p> <p>Which tracked item(s) apply to this claim?</p> <ul style="list-style-type: none"> DBQ PSYCH PTSD Review Unemployability - 21-8940 needed & 4192(s) requested DBQ MUSC Back (thoracolumbar spine) 	

<p>Correct Answer Feedback: Great job! Tracked items are required for all pending development. The request for VA Form 21-8940 and VA Form 21-4192(s) is tracked in addition to the request for examinations. The examination requests will be tracked by the DBQ MUSC Back (Thoracolumbar Spine) and DBQ PSYCH PTSD Review tracked items. 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 request for VA Form 21-8940 and VA Form 21-4192(s) is tracked in addition to the request for examinations. The examination requests will be tracked by the DBQ MUSC Back (Thoracolumbar Spine) and DBQ PSYCH PTSD Review tracked items. M21-1 III.iii.1.F - Record Maintenance During the Development Process</p>	
Any answer, continue to 160	
<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 that exams are warranted for the increase contentions. 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 that exams are warranted for the increase contentions. 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>	
Any answer, continue to 170	
<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 claim status remains open while the DBQs and VA Form 21-8940 requests are pending. M21-1 III.iii.1.F - Record Maintenance During the Development Process

Incorrect Answer Feedback:

Sorry, that is not correct. The claim status remains open while the DBQs and VA Form 21-8940 requests are pending. M21-1 III.iii.1.F - Record Maintenance During the Development Process

End of test

End of test