

## COLLINS, Franklin SubDev eCase Automatic Feedback

Instructions: Although you have previously worked the /\* firstmiddlelast \*/ claim, process the claim as if you have never seen it before. As the claim is in your work queue, you are responsible to ensure everything is correct every time you work a claim. Your answers should reflect the state of the claim now, with the additional evidence you have been provided. You should have completed a checklist with all necessary actions based on the new information you were provided.

<p><b>Date of Receipt</b> 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 21-4142 and 4142a:</p> <ul style="list-style-type: none"><li>• Today</li><li>• Two days ago</li><li>• Three days ago</li><li>• Five days ago</li></ul> <p>PMR Request letter-Dr. Leipold:</p> <ul style="list-style-type: none"><li>• Today</li><li>• Two days ago</li><li>• Three days ago</li><li>• Five days ago</li></ul> <p>PMR Request letter-Dr. Pepper:</p> <ul style="list-style-type: none"><li>• Today</li><li>• Two days ago</li><li>• Three days ago</li><li>• Five days ago</li></ul> <p>PMR Request letter-Dr. Detty:</p> <ul style="list-style-type: none"><li>• Today</li><li>• Two days ago</li><li>• Three days ago</li><li>• Five days ago</li></ul> <p><b>Correct Answer Feedback:</b> 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, M21-1 III.ii.3 - Requesting Evidence From Private Healthcare Providers (PHPs)</p> <p><b>Incorrect Answer Feedback:</b></p>	
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<p>That is incorrect. The date of receipt is the date the documents were received by a VA facility, or the date the document was generated by a VA facility. The VA Form 21-4142 and VA Form 21-4142a were received two days ago and the PMR Request letters were sent today. M21-1 II.iii.1.A.4.c. Determining the Proper DOC for Claims Establishment Purposes, and M21-1 III.ii.3 - Requesting Evidence From Private Healthcare Providers (PHPs)</p>	
<p>Any answer, continue to 040.</p>	
<p><b>Representation</b> Page Number: 040</p> <p>Did the Veteran appoint a Power of Attorney (POA)?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b> 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><b>Incorrect Answer Feedback:</b> Sorry, that is incorrect. A new properly completed and executed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, showing Disabled American Veterans (083) is the appointed representative was received and has access to VBMS with 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><b>Representation</b> Page Number: 045</p> <p>What organization did /* firstmiddlelastsuffix */ select as /* hisher */ POA?</p> <ul style="list-style-type: none"> <li>• Disabled American Veterans (083)</li> <li>• Vietnam Veterans of America (070)</li> <li>• American Legion (074)</li> <li>• Military Order of the Purple Heart (089)</li> <li>• Veterans of Foreign Wars (097)</li> </ul> <p>Does the organization have access to VBMS?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	

<p>Did /* firstmiddlelastsuffix */ authorize /* hisher */ representative to change /* hisher */ mailing address?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b> 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) Appointments</p> <p><b>Incorrect Answer Feedback:</b> Incorrect. According to the VA Form 21-22, Disabled American Veterans (083) 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 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) Appointments</p>	
Any answer, continue to 048.	
<p><b>Electronic Funds Transfer</b> 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"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b> 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, and M21-4 6.A.a - VSR Task Based Quality Review Checklist</p> <p><b>Incorrect Answer Feedback:</b> 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, and M21-4 6.A.a - VSR Task Based Quality Review Checklist</p>	
Any answer, continue to 050.	
<p><b>Military Service</b> Page Number: 050</p>	

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! 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

**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

Any answer, continue to 060.

**Claims Establishment**

Page Number: 060

What EP(s) and claim label(s) should apply to /\* firstmiddlelastsuffix \*/'s claim? Select all appropriate End Product(s) (EP) and claim label(s) that you established.

- 110LCOMP7 – Initial Live Comp <8 issues

**Correct Answer Feedback:**

Awesome! The claim's EP is 110LComp – Initial Live Comp<8 issues, because this is the Veteran's original claim with less than 8 contentions. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A - Claims Establishment.

<p><b>Incorrect Answer Feedback:</b>          Incorrect. The claim's EP is 110LComp – Initial Live Comp&lt;8 issues, because this is the Veteran's original claim with less than 8 contentions. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A - Claims Establishment.</p>	
<p>Any answer, continue to 070.</p>	
<p><b>Date of Claim</b>          Page Number: 070</p> <p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> <li>• /* receivedon */ 10/12/2021</li> </ul> <p><b>Correct Answer Feedback:</b>          Correct. The date of claim is still /*receivedon */ which is the date the VA Form 21-526EZ was received. The submission of VA Form 21-4142 and development by contractors to obtain non-Federal records should not create an additional claim or modify the original date of claim. M21-1 II.iii.1.A – Applications for Benefits and 38 CFR 3.155(d)(1)</p> <p><b>Incorrect Answer Feedback:</b>          Sorry, that is incorrect. The date of claim is still /*receivedon */ which is the date the VA Form 21-526EZ was received. The submission of VA Form 21-4142 and development by contractors to obtain non-Federal records should not create an additional claim or modify the original date of claim. M21-1 II.iii.1.A – Applications for Benefits and 38 CFR 3.155(d)(1)</p>	
<p>Any answer, continue to 085.</p>	
<p><b>Fully Developed Claim (FDC)</b>          Page Number: 085</p> <p>Was it necessary to exclude this claim from fully developed claim (FDC)?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b>          Good job! This case is excluded from the FDC Program. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p> <p><b>Incorrect Answer Feedback:</b>          Incorrect. This case is excluded from the FDC Program. At initial development the claims processor excluded the claim from FDC and developed to the Veteran for VA Form 21-4142, <i>Authorization to Disclose Information to the Department of Veterans Affairs (VA)</i> and VA Form 21-4142a, <i>General Release for Medical Provider Information to the Department of Veterans Affairs (VA)</i>.</p>	

M21-1 III.i.3.B - Processing Fully Developed Claims (FDCs) M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)	
If Yes and correct proceed to 087	If incorrect, jump to 090
<p><b>FDC Exclusion</b> Page Number: 087</p> <p>Why was the claim excluded?</p> <ul style="list-style-type: none"> <li>Claim requires Non-Federal Evidence development</li> </ul> <p><b>Correct Answer Feedback:</b> Good work! At initial development the claims processor excluded the claim from FDC and developed to the Veteran for VA Form 21-4142, <i>Authorization to Disclose Information to the Department of Veterans Affairs (VA)</i> and VA Form 21-4142a, <i>General Release for Medical Provider Information to the Department of Veterans Affairs (VA)</i>. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p> <p><b>Incorrect Answer Feedback:</b> Incorrect. At initial development the claims processor excluded the claim from FDC and developed to the Veteran for VA Form 21-4142, <i>Authorization to Disclose Information to the Department of Veterans Affairs (VA)</i> and VA Form 21-4142a, <i>General Release for Medical Provider Information to the Department of Veterans Affairs (VA)</i>. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p>	
Any answer, continue to 090.	
<p><b>Entering Claimed Contentions into VBMS</b> Page Number: 090</p> <p>Select the contention(s) you verified in VBMS for the /* firstmiddlelastsuffix */ eCase. (Select all that apply.)</p> <ul style="list-style-type: none"> <li>depression</li> <li>hearing loss</li> <li>left knee condition</li> <li>right shoulder condition</li> <li>tinnitus</li> </ul> <p><b>Correct Answer Feedback:</b> Correct. These are the contentions that the Veteran claimed on /* hisher */ VA Form 21-526EZ. Enter issues as contentions when they are expressly claimed</p>	

by the claimant/Veteran/authorized representative. M21-1 III.i.2.F - Record Maintenance During the Development Process

**Incorrect Answer Feedback:**

Incorrect. 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

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

- depression
- hearing loss
- left knee condition
- right shoulder condition
- tinnitus

Any answer, continue to 095.

**Entering Claimed Contentions into VBMS**

Page Number: 095

For each of these contentions found in /\* firstmiddlelastsuffix \*/'s claim, were all the claimed contentions correctly input to VBMS? 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.

Depression

Classification: Mental Disorders

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

Type: New

Medical?: Yes

Special Issue Indicators:

FDC Excluded – Need Non-Fed Evidence Development

Local Mentor Review

Hearing loss

Classification: Hearing loss

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

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

Right shoulder condition

Classification: Musculoskeletal - Shoulder

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

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Tinnitus

Classification: Hearing loss

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

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.i.2.F - Record Maintenance During the Development Process and M21-4 Appendix E.2 – 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. M21-1 III.i.2.F - Record Maintenance During the Development Process M21-4 Appendix E.2 – Special Issues

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 – Need Non-Fed Evidence Development

Local Mentor Review



Hearing loss

Classification: Hearing loss

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

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

Right shoulder condition

Classification: Musculoskeletal - Shoulder

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

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Tinnitus

Classification: Hearing loss

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

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 III.i.2.B – Duty to Notify Under 38 U.S.C. 5103 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 III.i.2.B – Duty to Notify Under 38 U.S.C. 5103** 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! In the initial development for this claim the claims processor developed to the Veteran for the VA Forms 21-4142 and 21-4142a. VA has received the VA Forms 21-4142 and 21-4142a and DOMA has developed to the private physicians requesting the medical records. However, the revoked Power of Attorney must be notified per M21-1 I.i.2.E.1.f Action Required to Revoke or Change POA.

#### **Incorrect Answer Feedback:**

Incorrect In the initial development for this claim the claims processor developed to the Veteran for the VA Forms 21-4142 and 21-4142a. VA has received the VA Forms 21-4142 and 21-4142a and DOMA has developed to the private physicians requesting the medical records. However, the revoked Power of Attorney must be notified per M21-1 I.i.2.E.1.f Action Required to Revoke or Change POA.

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 (ITF)..**

#### **Incorrect Answer Feedback:**

<p>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. <b>M21-1 II.iii.2.A – Intent to File (ITF).</b></p>	
<p>Any answer, continue to 137.</p>	
<p><b>Examinations</b> Page Number: 137</p> <p>Did the new evidence require an examination?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b> You are correct! Exams were already requested during initial development and the VA Forms 21-4142/4142a did not provide any information from the Veteran that warranted additional examinations. <b>M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</b></p> <p><b>Incorrect Answer Feedback:</b> That is incorrect. Exams were already requested during initial development and the VA Forms 21-4142/4142a did not provide any information from the Veteran that warranted additional examinations. <b>M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</b></p>	
<p>Any answer, continue to 155.</p>	
<p><b>Tracked Items</b> Page Number: 155</p> <p>Which tracked item(s) should exist and be monitored with this claim? (Select all that apply.)</p> <ul style="list-style-type: none"> <li>• PMR Pending – Dr. Detty</li> <li>• PMR Pending – Dr. Leipold</li> <li>• PMR Pending – Dr. Pepper</li> <li>• 21-4142/21-4142a</li> <li>• Exam Request – hearing loss</li> <li>• Exam Request – left knee condition</li> <li>• Exam Request – right shoulder condition</li> <li>• Exam Request – depression</li> <li>• Exam Request – tinnitus</li> <li>• Exam Request - Processing</li> </ul> <p><b>Correct Answer Feedback:</b></p>	

Great job! Tracked items are required for all development. Please note that the Exam Request – Processing tracked item would not be present in Live VBMS as Exam Management System automatically removes this item shortly after an exam request. M21-1 III.i.2.F - Record Maintenance During the Development Process and M21-1 III.ii.3.2.g - PMR VBMS Tracked Item.

**Incorrect Answer Feedback:**

Sorry, that is not correct. Tracked items are required for all development. Please note that the Exam Request – Processing tracked item would not be present in Live VBMS as Exam Management System automatically removes this item shortly after an exam request. M21-1 III.i.2.F - Record Maintenance During the Development Process and M21-1 III.ii.3.2.g - PMR VBMS Tracked Item.

Tracked items for this claim are:

- PMR Pending – Dr. Detty
- PMR Pending – Dr. Leipold
- PMR Pending – Dr. Pepper
- 21-4142/21-4142a
- Exam Request – hearing loss
- Exam Request – left knee condition
- Exam Request – right shoulder condition
- Exam Request – depression
- Exam Request – tinnitus
- Exam Request - Processing

Any answer, continue to 160.

**Exam Review Note**

Page Number: 160

Select the correct VBMS note for the status of examinations:

- 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

**Correct Answer Feedback:**

Great job! The examination review was complete for all contentions at initial development. The Veteran is entitled to examinations for all claimed contentions because /\* heshe\*/ has been out less than one year. The new evidence you reviewed has no impact on the pending examinations. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion

<p><b>Incorrect Answer Feedback:</b>          Sorry, that is not correct. The examination review was complete for all contentions at initial development. The Veteran is entitled to examinations for all claimed contentions because /* heshe*/ has been out less than one year. The new evidence you reviewed has no impact on the pending examinations. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p>	
<p>Any answer, continue to 170.</p>	
<p><b>Claim Status</b>          Page Number: 170</p> <p>What is the claim status?</p> <ul style="list-style-type: none"> <li>• Ready for Decision</li> <li>• Rating Decision Complete</li> <li>• Secondary Ready for Decision</li> <li>• Ready to Work</li> <li>• <b>Open</b></li> </ul> <p><b>Correct Answer Feedback:</b>          Great job! The current status of this claim is Open because we are waiting for the examinations to be completed and possible responses from the private physicians. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process</p> <p><b>Incorrect Answer Feedback:</b>          Sorry, that is not correct. The current status of this claim is Open because we are waiting for the examinations to be completed and possible responses from the private physicians. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process</p>	
<p>End of test</p>	<p>End of test</p>