

Trainee Instructions for eCase

VETERAN – HENRY BOCEPHIS – FILE NUMBER: 6Y 09X X00

In processing this claim you will consider the following actions to already be completed:

- You will have limited access to update systems compliance issues while processing eCases. Specifically, any system compliance issue that must be updated utilizing SHARE, such as Corporate Flashes, cannot be processed at this time. Any information that can be entered in VBMS Demo will be your responsibility to update and issues that require the use of SHARE will be annotated on your Development Checklist as completed.
- All documents are certified, unless otherwise noted
- Any historical documents that may be provided (DD 214, STRs, Entrance and Exit Exams), are to give you necessary information to process the claim. Do not allow historical inaccuracies to divert your attention from processing the claim.
- If by chance, there is already an EP associated with the claim, continue to CEST a new claim. The purpose of this exercise is to develop the dependency claim.
- **Note:** The dates of service and the date of birth on the documents for the eCase are different than those in VBMS Demo. We have updated these dates on the documents to provide more current claims. Please disregard this discrepancy, update the information in VBMS, and process the claim accordingly.

Consider any attempted telephone development to be ultimately unsuccessful (i.e. the Veteran did not answer the phone).

Using all available systems and given the set of documents, the trainee will develop the following claim.

You must CEST the claim prior to uploading any documents. You must also assign the claim to yourself.

Please Note: You are being provided a few documents that you will utilize to process this claim. All documents are contained in a single PDF. You will upload the PDF document and label as follows:

Subject: VA Form 21-686c with additional documents

Category – Type: VA 21-686c Application to Add And/Or Remove Dependents, Note: VBMS has been updated and this is the only version of the 21-686c available under type.

Content Source: VBMS

Date of Receipt – date of receipt on the 21-686c

The PDF contains the following documents for your review:

- VA Form 21-686c
- VA Form 21-22
- Rating Decision Narrative
- Rating Decision Code Sheet

You will accept that the DD214 and all historical documents necessary to previously rate the claim are of record and verified. Therefore, the previous rating decision is correct, and the Veteran was sent a notification letter two days following the rating decision. The current claim documents have been submitted via SEP by the POA. Based on this information process the dependency claim you have been provided.

DIRECTIONS:

1. This claim will be processed in the VBMS Demo environment.
2. Review each scenario using the most current laws, rules, and regulations
3. **ALWAYS** use the VA File number, NOT the SSN
4. Use your assigned "Y" and "XX" number
5. Properly label and establish date of receipt. All documents have simulated dates stamps. You will need to determine the correct date of claim
6. Bookmark and dependency documents (if appropriate)
7. Consider whether telephone development is appropriate in this case to obtain any necessary information
 - If telephone development is necessary, consider any attempts of telephone contact to be unsuccessful, as previously noted, and document accordingly.
8. Generate/create and finalize any letters necessary to develop the claim (if appropriate)
 - If a letter is required, take appropriate actions with package manager to send the letter to all necessary recipients.
9. Ensure all required tracked items are created