

Fully Developed Claim (FDC) Demonstration Claim

NOTE: All demonstration claims performed by instructors will utilize the same eCase Veteran, Roger Martinez (6Y03XXZZ), but most will be independent as they offer different facts and documents. It is advised to actively watch and participate in the demonstration, but not attempt to mimic the instructor using your VBMS demo at the same time. You are not required to complete demo claims, but recordings are available when you want to review and apply the skills to required eCases.

IMPORTANCE: It is your responsibility to properly identify, screen, label, and develop claims based on the different types of claim programs and processes. Reviewing Block 1 of the VA Form 21-526EZ can help determine the type, which can be left blank or a combination of Fully Developed Claim (FDC) Program, Standard Claim Process, IDES, and/or BDD Program Claim. Even though a claimant selects FDC Program, the claim must be reviewed to ensure it qualifies for FDC processing based on the development requirements of the case and:

1. Include and identify the claim as FDC eligible using a special issue indicator of *Fully Developed Claim* or,
2. Exclude the claim from FDC processing claim by replacing the Fully Developed Claim indicator with the appropriate *FDC Excluded* special issue indicator and notify the claimant that VA has excluded their claim from the FDC Program (resulting in standard claims processing)

See *M21-1 X.i.2.B – Processing Fully Developed Claims (FDCs)* for guidance on identifying, screening, labeling, notifying, and developing claims related to FDC.

ASSUMPTIONS: This demonstration is a follow-up to the previous Claims Establishment demonstration and will focus on the review and initial development of a disability compensation claim. Previously, the Veteran submitted a *VA Form 21-526EZ* and *VA Form 21-22* via mail which were received at the Centralized Mail Processing Center. The Veteran did not submit additional documents. There are no prior documents in VBMS and there is no indication of the Veteran filing a prior claim.

The following are Development Specific questions to consider and are the basis of performing Quality Reviews on actions taken by a VSR:

1. Was proper pre-decisional notification provided and/or was proper development to the Veteran completed as required by regulations and/or the manual? (5103 Notification, form requests, FDC exclusion, etc.)
2. Were all pertinent service treatment records (STRs) obtained/requested or determined to be of record?
3. Were all pertinent Federal records (other than STRs) obtained/requested or determined to be of record? (VAMC, service personnel records, SSA records, identified Vet Center records, service verification, and/or other Federal agencies)
4. Were all pertinent private/non-Federal records obtained/requested or determined to be of record?
5. Were all necessary examinations/medical opinions requested and correct?
6. Were all systems accurately updated? (including date of claim, end product, address, updating all periods, POA information and access, special issues, flashes, contentions, tracked items, and direct deposit/EFT information)

INSTRUCTORS ONLY: Tell students that this will focus on a more in-depth review of the submitted documents, using the development checklist to complete a plan for development, and executing the plan for development using VBMS demo. The development checklist is a tool to help track and develop a development plan during the review of documents. The checklist will help track and address most of the six Development Specific questions mentioned in the Trainee Instructions.

The following can be used as a format for review:

- A review of the VA Form 21-525EZ and VA Form 21-22 show:
 - We have a substantially complete application with signature, so we can continue processing
 - 5103 Notification requirements have been satisfied
 - The claimant is requesting FDC processing, but we'll verify eligibility
 - The date of claim
 - Contact information to verify in VBMS
 - The Veteran isn't Homeless so we don't need to update systems
 - Claim information including details on disabilities help us determine if an exam/medical opinion is warranted AND that no special issues requiring further notification are needed
 - The Veteran didn't indicate treatment at a VAMC or Military Treatment Facility (or a Vet Center or private medical facility), so we only have to check the CAPRI system to obtain relevant VAMC records (assume there are no records)
 - Service information provided by the Veteran will help us update our systems and make a proper request for STRs and Personnel Records
 - We should update/verify the provided direct deposit information in VBMS
 - The VA Form 21-22 is complete (1. signed and dated by the Veteran and the VSO, 2. Indicates which organization and 3. Authorization information (both access and change of address) and will allow us to update VBMS
- The absence of any documents in VBMS and no indication of a prior claim/decision show:
 - This is an original claim and an EP 110 should be established/verified
 - Since STRs are not of record, we need to properly locate where these records request them from the storage facility NPRC. *M21-1 III.ii.2.A.3.e – Migration of STRs After Service Ends.*
 - Personnel records should be requested to help verify Military Service information and eligibility for benefits
- *Fully Developed Claim* special issue needed on at least one contention in VBMS.
- PIES O50 needed
- "Secondary Action Required" tracked item with corresponding VBMS note - Exam review not yet complete. Awaiting STRs.
- CAPRI enterprise search needs to be mentioned as a mandatory requirement although we cannot complete this action in a Demo environment. *Assume enterprise search conducted and no records exist. Explain to the trainees that when they start processing eCases on their own they will be given the results of a CAPRI enterprise search to provide them information in processing the claim. We are unable to simulate an enterprise search in CAPRI.