

BURNHEIM, Robert SWA eCase Automatic Feedback

TMS# for objectives: **4307809**

<p>Date of Receipt 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 21-526EZ Date Received: /* receivedon */8/30/2021</p> <p>VA Form 21-22 Date Received: /* receivedon */ 8/30/2021</p> <p>Correct Answer Feedback: Great Job!!! For claims establishment purposes, the date of claim is the earliest date of receipt in any VA facility, to include eBenefits and scanning vendor sites. Identify this date from the earliest VA date stamp or equivalent. 38 CFR 3.1(r) and M21-1 II.iii.1.A.4.c. Determining the Proper DOC for Claims Establishment Purposes</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. For claims establishment purposes, the date of claim is the earliest date of receipt in any VA facility, to include eBenefits and scanning vendor sites. All documents were received on /* receivedon */. Identify this date from the earliest VA date stamp or equivalent. M21-1 II.iii.1.A.4.c. Determining the Proper DOC for Claims Establishment Purposes</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! The Veteran submitted a completed and signed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i> that shows the service organization as representative. M21-1 I.3.A - General Information on Power of Attorney (POA)</p> <p>Incorrect Answer Feedback:</p>	

<p>The Veteran submitted a completed and signed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i> that shows Veterans of Foreign Wars (097) 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>	
<p>Correct answer, go to 045</p>	<p>Incorrect answer, jump to 048</p>
<p>Representation Page Number: 045</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: Great Job!!! 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>Incorrect Answer Feedback: Sorry, that is not correct. According to the VA Form 21-22, Veterans of Foreign Wars 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 048.</p>	
<p>Electronic Funds Transfer 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"> • Yes 	

- No

Correct Answer Feedback:

Great Job!!! VSR Task Based Quality Review Checklist Task 11 requires you to enter EFT information. M21-4 6 Quality Review Team (QRT) Appendix A - Veteran Service Representative (VSR) Task Based Quality Review Checklist and M21-1 II.iii.3.B – System Updates at Intake

Incorrect Answer Feedback:

Sorry, that is not correct. VSR Task Based Quality Review Checklist Task 11 requires you to enter EFT information. M21-4 6 Quality Review Team (QRT) Appendix A - Veteran Service Representative (VSR) Task Based Quality Review Checklist and M21-1 II.iii.3.B – System Updates at Intake .

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 */ (07/01/1988)

Release from Active Duty (RAD) Date

- /* serviceexitdate */ (08/31/2010)

Branch of Service

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

Service Verified in VBMS

- Yes
- No

Correct Answer Feedback:

Great Job! VA Form 21-526EZ and DD Form 214 state the Veteran served in the Air Force 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, this is not correct. The VA Form 21-526EZ and DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United

<p>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</p>	
<p>Any answer, continue to 060.</p>	
<p>Claims Establishment Page Number: 060</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"> 020NEW – New <p>Correct Answer Feedback: Great job!!! Veteran is claiming headaches and fatigue and has never claimed these contentions before, so this is a new claim. M21-4 Manual Appendix B End Product Codes Measurement and M21-1 II.iii.3.A Claims Establishment.</p> <p>Incorrect Answer Feedback: Sorry, this is not correct. Veteran is claiming headaches and fatigue and has never claimed these contentions before, so this is a new claim. The correct EP you should have selected is 020NEW. 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>Date of Claim Page Number: 070</p> <p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> /* receivedon */ 8/30/2021 <p>Correct Answer Feedback: Great Job!!! For claims establishment purposes, the date of claim is the earliest date of receipt in any VA facility, to include eBenefits and scanning vendor sites. Identify this date from the earliest VA date stamp or equivalent. M21-1 II.iii.1.A.4.c. Determining the Proper DOC for Claims Establishment Purposes</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. For claims establishment purposes, the date of claim is the earliest date of receipt in any VA facility, to include eBenefits and scanning vendor sites. In this case the date of claim is /*receivedon */. Identify this date from the earliest VA date stamp or equivalent. M21-1 II.iii.1.A.4.c. Determining the Proper DOC for Claims Establishment Purposes</p>	

Any answer, continue to 085.	
<p>Fully Developed Claim (FDC) Page Number: 085</p> <p>Was it necessary to exclude this claim from fully developed claim (FDC)?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Good job! This case would not be excluded from the FDC Program. M21-1 X.i.2.B - Processing Fully Developed Claims (FDCs)</p> <p>Incorrect Answer Feedback: Incorrect. This case would not be excluded from the FDC Program. 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 /* firstmiddlelastsuffix */ eCase. Select all that apply.</p> <ul style="list-style-type: none"> • Headaches • Fatigue <p>Correct Answer Feedback: Great job!. These are the contentions that the Veteran claimed on his VA Form 21-526EZ. Enter issues as contentions when they are expressly claimed by the claimant/Veteran/authorized representative. M21-1 III.iii.1.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. Enter issues as contentions when they are expressly claimed by the claimant/Veteran/authorized representative. The correct contentions for /* firstmiddlelastsuffix */ are:</p> <ul style="list-style-type: none"> • Fatigue • Headaches <p>M21-1 III.iii.1.F - Record Maintenance During the Development Process</p>	
Any answer, continue to 095.	
Entering Claimed Contentions into VBMS	

For each of these contentions found in /* firstmiddlelastsuffix */'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.

Fatigue

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon */ 8/30/2021

Type: New

Medical?: Yes

Special Issues Indicators: Fully Developed Claim, Local Mentor Review,

Headaches

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon */ 8/30/2021

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 applied/added when applicable. If a Special Issue exists and applies to the claim, it is required, M21-4 Appendix M21-4 Appendix E Index of Corporate Flashes and Special Issues.

Incorrect Answer Feedback:

Sorry, that is 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. M21-4 Appendix E Index of Corporate Flashes and Special Issues.

You should have made the following selections for each contention:

Fatigue

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon */ 8/30/2021

Type: New

Medical?: Yes

Special Issues Indicators: Fully Developed Claim, Local Mentor Review

Headaches

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* received on */ 8/30/2021

Type: New

Medical?: Yes

Special Issues 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!! Since the Veteran submitted the claim **on** a current prescribed VA Form 21-526EZ, VA's 5103 requirements were met. M21- II.iii.1.C - Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)

Incorrect Answer Feedback:

Sorry, that is not correct. Since the Veteran submitted the claim **on** a current prescribed VA Form 21-526EZ, VA's 5103 requirements were met. M21- II.iii.1.C - Screening Applications for Substantial Completeness and Notification Requirements 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! All necessary information had been provided by the Veteran or was available in the record to move the claim to the next step of the claims process. Overdeveloping can prevent the claim from moving forward to the next step (materially delaying the claim). M21-4 6.A.a. VSR Task Based Quality Review Checklist, Task, 1 Item 1, M21-1 II.iii.1.C - Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)

Incorrect Answer Feedback:

<p>Incorrect. All necessary information had been provided by the Veteran or was available in the record to move the claim to the next step of the claims process. Overdeveloping can prevent the claim from moving forward to the next step (materially delaying the claim). M21-4 6.A.a. VSR Task Based Quality Review Checklist, Task, 1 Item 1, M21-1 II.iii.1.C - Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)</p>	
<p>Any answer, continue to 130.</p> <p>Intent to File (ITF) Page Number:130</p> <p>Is an Intent to File (ITF) of record with this claim?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Great job. 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.</p> <p>Incorrect Answer Feedback: 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. M21-1 II.iii.2.A - Intent to File.</p>	
<p>Any answer, continue to 137.</p> <p>Examinations Page Number: 137</p> <p>Is an exam warranted?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: You are correct. All the elements have been met. Element 1 was met because the Veteran described his current symptoms, Element 2 is met because he has qualifying service in Iraq, and Element 3 is met because 38 CFR 3.317 states there could be an indication of association between his service in Iraq and his claimed contentions. M21-1 IV.i.1.A Duty to Assist with Providing a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: That is incorrect. All the elements have been met. Element 1 was met because the Veteran described his current symptoms, Element 2 is met because he has qualifying service in Iraq, and Element 3 is met because 38 CFR 3.317 states there could be an indication of association between his service in Iraq and his</p>	

<p>claimed contentions. M21-1 IV.i.1.A Duty to Assist with Providing a Medical Examination or Opinion</p>	
<p>Correct answer, continue to 138</p> <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: Great job. Claims processors must use the ERRA tool when requesting examinations in support of claims for service-connected (SC) compensation. M21-1 IV.i.2.A.1.d Mandatory Use of the ERRA Tool and M21-1 IV.i.2.A.2 - Examination Requests Tools</p> <p>Incorrect Answer Feedback: That is incorrect. Claims processors must use the ERRA tool when requesting examinations in support of claims for service-connected (SC) compensation. M21-1 IV.i.2.A.1.d Mandatory Use of the ERRA Tool and M21-1 IV.i.2.A.2 - Examination Requests Tools</p>	<p>Incorrect answer, jump to 155</p>
<p>Any answer, continue to 140</p> <p>Examinations Page Number: 140</p> <p>Which DBQ(s) need to be selected or automatically added to the examination request in VBMS? (Select all that apply)</p> <ul style="list-style-type: none"> • DBQ General Medical – Gulf War (including Burn Pits) • DBQ General Medical - Compensation • DBQ NEURO Cranial Nerve Conditions • DBQ RHEUM Chronic Fatigue Syndrome • DBQ Medical Opinion (Fatigue) • DBQ Medical Opinion (Headaches) <p>Correct Answer Feedback: Great job. The DBQ General Medical – Gulf War exam is the appropriate DBQ for the potentially Gulf War related conditions of fatigue and headaches M21-1 VIII.ii.1.B - Developing Claims Based on Service in Southwest Asia Under 38 CFR 3.317 and M21-1 IV.i.1.A Duty to Assist with Providing a Medical Examination or Opinion</p>	<p>Distractors are set to the options on the left. No random distractors.</p>

<p>Incorrect Answer Feedback: Sorry, that is incorrect. The DBQ General Medical – Gulf War is the appropriate DBQ to examine fatigue and headaches. Since the General Medical will examine both conditions, do not request individual DBQs for conditions or DBQ Medical Opinions. M21-1 VIII.ii.1.B - Developing Claims Based on Service in Southwest Asia Under 38 CFR 3.317 and M21-1 IV.i.1.A Duty to Assist with Providing a Medical Examination or Opinion</p>	
<p>Any answer, continue to 150</p>	
<p>Examinations Page Number: 150</p> <p>Select the appropriate option when asked “Is Specialty Language Needed?” in VBMS for each condition below:</p> <p>Fatigue: General medical gulf war opinion</p> <p>Headaches: General medical gulf war opinion</p> <p>Correct Answer Feedback: Great job! You made the required selections to include the additional Gulf War specialty language in the examination request for both issues. M21-1 VIII.ii.1.B.2 – Examinations in Claims Based on Southwest Asia Service</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. You need to select the General medical gulf war opinion in the Specialty Language Needed section of your exam request for both issues to ensure the examination request includes the appropriate language for the examiner. M21-1 VIII.ii.1.B.2– Examinations in Claims Based on Southwest Asia Service</p>	<p>Please add 4 additional distractors for each condition:</p> <p>New Distractor Options: N/A – no selection required Aggravation of a pre-existing condition Aid and Attendance Audio Special Language based on MOS-Related Hazardous Noise Exposure Combat Direct Service Connection General medical gulf war opinion Respiratory Opinion based on MOS-Related Asbestos exposure Secondary service connection</p>
<p>Any answer, continue to 155</p>	
<p>Tracked Items Page Number: 155</p> <p>Which tracked item(s) apply to this claim? (select all that apply)</p> <ul style="list-style-type: none"> Exam Request – Processing Exam Request – headaches Exam Request - fatigue <p>Correct Answer Feedback:</p>	

<p>Great job! The tracked items generated by VBMS for this case are Exam Request - Processing, Exam Request – headaches and Exam Request - fatigue. M21-1 III.iii.1.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The VBMS generated tracked items for this case are. Exam Request - Processing, Exam Request – headaches and Exam Request - fatigue. 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 every contention. The VBMS note is required to begin with "Exam Review," with a detailed explanation of actions taken. M21-1 IV.i.1.A Duty to Assist with Providing a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. The examination review is complete, as it was determined that exams are warranted for every contention. The VBMS note is required to begin with "Exam Review," with a detailed explanation of actions taken. M21-1 IV.i.1.A Duty to Assist with Providing a Medical Examination or Opinion</p>	
Any answer, continue to 170	
<p>Claim Status Page Number: 170</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

Correct Answer Feedback:

Great Job. The current status of this claim is open as we await the results from the examination. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process

Incorrect Answer Feedback:

Sorry, that is not correct. The current status of this claim is open as we await the results from the examination. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process

End of test

End of test