

BROWN, Leticia 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 */ (8/31/2021)</p> <p>VA Form 21-22 Date Received: /* receivedon */ (8/31/2021)</p> <p>VA Form 21-4138 Date Received: /* receivedon */ (8/31/2021)</p> <p>VA Form 21-0966 Date Received: /* Dateadd(day,-205,receivedon) */ (1/14/2021)</p> <p>Correct Answer Feedback: Great Job!!! For claims establishment purposes, the date of receipt is the earliest date a claim is received by 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, and 38 CFR 3.1(r)</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. For claims establishment purposes, the date of receipt is the earliest date a claim is received by any VA facility, to include eBenefits and scanning vendor sites. The VA Form 21-526EZ, VA Form 21-22 and VA Form 21-4138 were received on /* receivedon */ and the VA Form 21-0966 was received on /* Dateadd(day,-205,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, and 38 CFR 3.1(r)</p>	
Any answer, continue to 040.	
<p>Representation Page Number: 040</p> <p>Did the Veteran appoint a Power of Attorney (POA)?</p> <ul style="list-style-type: none">• Yes• No	

Correct Answer Feedback:

Good job! The Veteran submitted a completed and signed VA Form 21-22, *Appointment of Veterans Service Organization as Claimant's Representative* that shows the service organization as representative. M21-1 I.3.A - General Information on Power of Attorney (POA)

Incorrect Answer Feedback:

Sorry, that is incorrect. The Veteran submitted a completed and signed VA Form 21-22, *Appointment of Veterans Service Organization as Claimant's Representative* that shows 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. M21-1 I.3.A - General Information on Power of Attorney

Correct answer, go to 045

Incorrect answer, jump to 048

Representation

Page Number: 045

What organization did /* firstmiddlelastsuffix */ select as /* hisher */ POA?

- Disabled American Veterans (083)
- Vietnam Veterans of America (070)
- American Legion (074)
- Military Order of the Purple Heart (089)
- Veterans of Foreign Wars (097)

Does the organization have access to VBMS?

- Yes
- No

Did /* firstmiddlelastsuffix */ authorize /* hisher */ representative to change /* hisher */ mailing address?

- Yes
- No

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

Incorrect Answer Feedback:

Sorry, that is not correct. 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,

<p>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 <p>Correct Answer Feedback: Great Job!!! VSR Task Based Quality Review Checklist Task 11 requires you to enter EFT information. M21-4, Chapter 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</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. VSR Task Based Quality Review Checklist Task 11 requires you to enter EFT information. M21-4, Chapter 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</p>	
<p>Any answer, continue to 050.</p>	
<p>Military Service Page Number: 050</p> <p>Based on the scenario, provide details of the Veteran's service.</p> <p>Enter(ed) on Duty (EOD) Date</p> <ul style="list-style-type: none"> • /* serviceentrydate */ 08/01/2001 <p>Release from Active Duty (RAD) Date</p> <ul style="list-style-type: none"> • /* serviceexitdate */ 07/31/2009 <p>Branch of Service</p> <ul style="list-style-type: none"> • Air Force • Marines • Navy • Army • Coast Guard <p>Service Verified in VBMS</p> <ul style="list-style-type: none"> • Yes 	

<ul style="list-style-type: none"> • No <p>Correct Answer Feedback: Great Job! VA Form 21-526EZ and DD Form 214 state the Veteran served in the United States Navy. M21-1 II.iii.3.B – System Updates at Intake, M21-1 II.iii.1.B - Screening Applications for Benefit Eligibility</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The VA Form 21-526EZ and DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the Navy and service is verified in VBMS. M21-1 III.ii.3.C - System Updates→ M21-1 II.iii.3.B – System Updates at Intake, M21-1 II.iii.1.B - Screening Applications for Benefit Eligibility</p>	
Any answer, continue to 060.	
<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"> • 110LCOMP7 – Initial Live Comp < 8 Issues <p>Correct Answer Feedback: Great job!!! The Veteran has never filed a claim for benefits and is claiming four contentions, therefore this claim is a 110. M21-4 Manual Appendix B End Product Codes and M21-1 II.iii.3.A Claims Establishment</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The correct EP you should have selected was <i>110LCOMP7 – Initial Live Comp < 8 Issues</i> because the Veteran has never filed a claim for benefits and is claiming four contentions. M21-4 Appendix B End Product and M21-1 II.iii.3.A Claims Establishment</p>	
Any answer, continue to 070.	

<p>Date of Claim Page Number: 070</p> <p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> • /* receivedon */ 08/31/2021) <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 Applications for Benefits and 38 CFR 3.155(d)(1)</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The correct date of claim is /* receivedon */. 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 Applications for Benefits and 38 CFR 3.155(d)(1)</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.	

Entering Claimed Contentions into VBMS

Page Number: 090

Select the contentions you added to VBMS for the /* firstmiddlelastsuffix */ eCase. Select all that apply.

- Joint Pain
- Muscle Aches
- Sleep Disturbances
- Menstrual Irregularities

Correct Answer Feedback:

Great job! 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.iii.1.F - Record Maintenance During the Development Process

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:

- Joint Pain
- Muscle Aches
- Sleep Disturbances
- Menstrual Irregularities

M21-1 III.iii.1.F - Record Maintenance During the Development Process

Any answer, continue to 095.

Entering Claimed Contentions into VBMS

Page Number: 095

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

Joint Pain

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon (8/31/2021)

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Muscle Aches

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon /* (8/31/2021)

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Sleep Disturbances

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon /* (8/31/2021)

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Menstrual Irregularities

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon /* (8/31/2021)

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 inputted 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:

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 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

You should have made the following selections for each contention:

Joint Pain

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon */ (8/31/2021)

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Muscle Aches

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon */ (8/31/2021)

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Sleep Disturbances

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon */ (8/31/2021)

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Menstrual Irregularities

Classification: Gulf War Unexplained Chronic Multi-Symptom Illness

Date: /* receivedon */ (8/31/2021)

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

<p>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. M21-1 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. Since the Veteran submitted the claim on a current prescribed VA Form 21-526EZ, VA's 5103 requirements were met. 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! This claim does not require any additional development. 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>Incorrect Answer Feedback: Incorrect. This claim does not require any additional development. 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>	
Any answer, continue to 130.	
<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 	<p>The code for pulling in the current date from the document was added. The date that should appear is highlighted in yellow. This will be different for each claim that has a 21-0966. The -205 is only for Brown.</p>

<ul style="list-style-type: none"> No <p>Correct Answer Feedback: Great job. The VA received a complete VA Form 21-0966 on /* dateadd(day,-205,receivedon) */. M21-1 II.iii.2.A Intent to File and 38 CFR 3.155(b)</p> <p>Incorrect Answer Feedback: That is incorrect. The VA received a complete VA Form 21-0966 on /* dateadd(day,-205,receivedon) */. M21-1 II.iii.2.A -Intent to File, and Requests for Application and 38 CFR 3.155(b)</p>	
Any answer, continue to 137.	
<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 /* hisher */ current symptoms, Element 2 is met because she has qualifying service in Iraq, and Element 3 is met because 38 CFR 3.317 states there could be an indication of association between /* hisher */ service in Iraq and /* hisher */ claimed contentions. M21-1 I.1.C.3 - Assisting With Obtaining a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</p> <p>Incorrect Answer Feedback: That is incorrect. All the elements have been met. Element 1 was met because the Veteran described /* hisher */ current symptoms, Element 2 is met because she has qualifying service in Iraq, and Element 3 is met because 38 CFR 3.317 states there could be an indication of association between /* hisher */ service in Iraq and /* hisher */ claimed contentions. M21-1 I.1.C.3 - Assisting With Obtaining a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</p>	
Correct answer, continue to 138	
<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:</p>	<p>Incorrect answer, jump to 155</p>

<p>Great job. Claims processors must use the ERRA tool when requesting examinations in support of claims for service-connected (SC) compensation. M21-1 III.iv.3.A.1 - General Information on Examination Requests and M21-1 III.iv.3.A.2 - Examination Request 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 III.iv.3.A.1 - General Information on Examination Requests and M21-1 III.iv.3.A.2 - Examination Request Tools</p>	
<p>Any answer, continue to 140</p>	
<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 General Medical – Gulf War (including Burn Pits) • DBQ General Medical - Compensation • DBQ MUSC Non-degenerative arthritis • DBQ RESP Sleep apnea • DBQ PSYCH Mental disorders • DBQ GYN Gynecological conditions • DBQ Medical Opinion (Joint Pain) • DBQ Medical Opinion (Muscle aches) • DBQ Medical Opinion (Sleep Disturbances) • DBQ Medical Opinion (Menstrual Irregularities) <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 joint pain, muscle aches, sleep disturbances, and menstrual irregularities. M21-1 IV.ii.1.E - Developing Claims Based on Service in Southwest Asia Under 38 CFR 3.317 and 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 incorrect. The DBQ General Medical – Gulf War is the appropriate DBQ to examine conditions of joint pain, muscle aches, sleep disturbances, and menstrual irregularities. Since the General Medical will examine all issues claimed, do not request DBQs for individual conditions or DBQ Medical Opinions.21-1 IV.ii.1.E - Developing Claims Based on Service in Southwest Asia Under 38 CFR 3.317 and M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p>	<p>Distractors are set to the options on the left. No random distractors.</p>
<p>Any answer, continue to 155</p>	
<p>Tracked Items</p>	

Page Number: 155

Which tracked item(s) apply to this claim?

DBQ General Medical Gulf War

Correct Answer Feedback:

Great job! The tracked items for this case is DBQ General Medical Gulf War (Including Burn Pits) . M21-1 III.iii.1.F - Record Maintenance During the Development Process

Incorrect Answer Feedback:

Sorry, that is not correct. The tracked items for this case is DBQ General Medical Gulf War (Including Burn Pits).M21-1 III.iii.1.F - Record Maintenance During the Development Process

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 is Exam review - complete for all issues because an exam was ordered for every contention. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 I.1.C.3 - Assisting With Obtaining a Medical Examination or Opinion

Incorrect Answer Feedback:

Sorry, that is incorrect. The examination review is Exam review - complete for all issues because an exam was ordered for every contention. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 I.1.C.3 - Assisting With Obtaining a Medical Examination or Opinion

Any answer, continue to 170

Claim Status

Page Number: 170

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 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