

ANDREWS, David eCase Automatic Feedback

TMS# for objectives: 61975, 4456082, 4484260, 4179010

<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 */ (09/17/2021)</p> <p>VA Form 21-22 Date Received: /* receivedon */ (09/17/2021)</p> <p>Correct Answer Feedback: 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</p> <p>Incorrect Answer Feedback: That is incorrect. The date of receipt is the date the documents were received by a VA facility. All documents were received on /* receivedon */. 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 Power of Attorney (POA)?</p> <ul style="list-style-type: none">• Yes• No <p>Correct Answer Feedback: Good job! A properly completed and executed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, is present and shows the service organization as representative. M21-1 I.i.2.A - General Information on Power of Attorney (POA)</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. A properly completed and executed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, is</p>	

<p>present and shows American Legion is the appointed representative, has access to VBMS and 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>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: 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>Incorrect Answer Feedback: Incorrect. 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, 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>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>	<p>.</p>

- Yes
- No

Correct Answer Feedback:

Great Job! The 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

Incorrect Answer Feedback:

Incorrect. The 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

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 */ 05/08/1963

Release from Active Duty (RAD) Date

- /* serviceexitdate */ 05/07/1967

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 state the Veteran was in the United States Marines. M21-1 II.iii.3.B – System Updates at Intake

Incorrect Answer Feedback:

<p>Sorry, that is incorrect. VA Form 21-526EZ and DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States Marines and service is verified in VBMS. M21-1 II.iii.3.B – System Updates at Intake</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: Awesome! The Veteran is claiming bilateral hearing loss and left knee condition which have never been claimed before, so this is considered a non-original new claim. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A - Claims Establishment</p> <p>Incorrect Answer Feedback: Incorrect. 020New-New is the correct EP. Although /* heshe */ has a previous rating decision, /* heshe */ has never claimed bilateral hearing loss and left knee before. This is considered a non-original new claim. 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 */ (09/17/2021) <p>Correct Answer Feedback: 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. 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 incorrect. 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 – 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	
<p>Entering Claimed Contentions into VBMS Page Number: 090</p> <p>Select the contention(s) you added to VBMS for the /* firstmiddlelastsuffix */ eCase. (Select all that apply.)</p> <ul style="list-style-type: none"> • Bilateral Hearing Loss • Left Knee Condition <p>Correct Answer Feedback: Correct. 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</p> <p>Incorrect Answer Feedback: Incorrect. 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</p> <p>The contentions that the Veteran claimed on /* hisher */ VA Form 21-526EZ are:</p> <ul style="list-style-type: none"> • Bilateral Hearing Loss • Left Knee Condition 	
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.

Bilateral hearing loss

Classification: Hearing Loss

Date: /* receivedon */ (09/17/2021)

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Left Knee Condition

Classification: Musculoskeletal - Knee

Date: /* receivedon */ (09/17/2021)

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, 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:

Bilateral hearing loss

Classification: Hearing Loss

Date: /* receivedon */ (09/17/2021)

Type: New

<p>Medical?: Yes Special Issue Indicators: Fully Developed Claim, Local Mentor Review</p> <p><u>Left Knee Condition</u> Classification: Musculoskeletal - Knee Date: /* received on */ (09/17/2021) Type: New Medical?: Yes Special Issue Indicators: N/A</p>	
Any answer, continue to 100.	
<p>5103 Requirements Page Number: 100</p> <p>Was a 5103 letter required for this claim?</p> <ul style="list-style-type: none"> • Yes • No <p>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)</p> <p>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)</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).</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).</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 • No <p>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).</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 (ITF).</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 	

Correct Answer Feedback:

You are correct. Exams for Bilateral Hearing Loss and Left Knee Condition are warranted as all elements have been met.

For the issue of bilateral hearing loss:

Element 1: satisfied by the Veteran's statement of symptoms and VAMC treatment and diagnosis.

Element 2: satisfied by the consideration of the Duty MOS and evidence of combat service.

Element 3: the conceded noise exposure as a result of MOS and combat will satisfy the indication of association for the purposes of finding an examination necessary.

Refer to **M21-1 V.iii.2.B.1.d** – Requesting Audiometric Examinations and Medical Opinions.

For the issue of left knee condition:

Element 1: satisfied by the Veteran's statement of symptoms and VAMC treatment and diagnosis.

Element 2: satisfied by the entry in the STRs of a left knee sprain in 1967 (separation exam).

Element 3: satisfied by the Veteran's statement indicating continuous pain and swelling since the injury.

M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion and 38 CFR 3.159(c)(4)

Incorrect Answer Feedback:

That is incorrect. Exams for Bilateral Hearing Loss and Left Knee Condition are warranted, as all elements have been met.

For the issue of bilateral hearing loss:

Element 1: satisfied by the Veteran's statement of symptoms and VAMC treatment and diagnosis.

Element 2: satisfied by the consideration of the Duty MOS and evidence of combat service.

Element 3: the conceded noise exposure as a result of MOS and combat will satisfy the indication of association for the purposes of finding an examination necessary.

Refer to **M21-1 V.iii.2.B.1.d** – Requesting Audiometric Examinations and Medical Opinions.

For the issue of left knee condition:

Element 1: satisfied by the Veteran's statement of symptoms and VAMC treatment and diagnosis.

<p>Element 2: satisfied by the entry in the STRs of a left knee sprain in 1967 (separation exam).</p> <p>Element 3: satisfied by the Veteran's statement indicating continuous pain and swelling since the injury.</p> <p>M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</p>	
If exam is warranted and answers correct, continue to 138	If no exam is warranted or incorrect answer, jump to 155

<p>Examination Request Routing Assistant (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: Good job! Claims processors must use the ERRA tool when determining where to order exams. M21-1 IV.i.2.A - Examination Requests Overview</p> <p>Incorrect Answer Feedback: That is incorrect. Claims processors must use the ERRA tool when determining where to order exams. M21-1 IV.i.2.A - Examination Requests Overview</p>	
Any answer, continue to 139	
<p>Bookmarking Page Number: 139</p> <p>Which of the following relevant evidence types that should be bookmarked for examiner review for this case? (select all that apply)</p> <ul style="list-style-type: none"> • DD214 • Service treatment records • VAMC medical records <p>Correct Answer Feedback: Good job! You have identified the correct relevant evidence that should be bookmarked for the examiner's review. M21-1 IV.i.2.A.8.d - Requirement to Identify Relevant Evidence for the Examiner's Review</p> <p>Incorrect Answer Feedback: You should have identified the DD214 and Service treatment records as the relevant evidence that should be bookmarked for the examiner's review. The DD214 will communicate the military occupational specialty. The STRs will show entrance, exit, and audio exams as</p>	<p>Correct bookmark(s) + 4 distractors</p> <ul style="list-style-type: none"> • DD214 • Service treatment records • Personnel records (other than DD214) • Private medical records • VAMC medical records • Veteran's statement on VA Form 21-526EZ • Veteran's statement on VA Form 21-4138 • VA Form 21-0781 • Buddy statement • Police report • Vet Center Records • Military Treatment Facility medical records • Social Security Administration records • No relevant records need to be bookmarked

<p>well as treatment for conditions. VAMC medical records will show recent relevant treatment for the hearing loss and left knee condition. M21-1 IV.i.2.A.8.d - Requirement to Identify Relevant Evidence for the Examiner's Review</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 AUDIO Hearing Loss & Tinnitus (bilateral hearing loss) • DBQ MUSC Knee & Lower Leg (left knee condition) • DBQ Medical Opinion (left knee condition) <p>Correct Answer Feedback: Great job! You have selected the appropriate DBQs to examine and provide medical opinions for all issues. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The Veteran is entitled to exams for bilateral hearing loss and left knee condition by requesting a DBQ AUDIO Hearing Loss & Tinnitus and DBQ MUSC Knee & Lower Leg. You must ensure that the DBQ Medical Opinion for the left knee is requested. M21-1 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p> <p>You should have selected:</p> <ul style="list-style-type: none"> • DBQ AUDIO Hearing Loss & Tinnitus (bilateral hearing loss) • DBQ MUSC Knee & Lower Leg (left knee condition) • DBQ Medical Opinion (left knee condition) 	
<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><u>Bilateral Hearing Loss:</u></p> <p>Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p><u>Left Knee Condition:</u></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</p>

<p>Direct Service Connection</p> <p>Correct Answer Feedback: Great job! Selecting the Audio Special Language based on MOS-Related Hazardous Noise Exposure will request the examiner to provide a direct medical opinion response and review the tabbed evidence. Selecting Direct Service Connection will request the examiner to provide a direct medical opinion response for the left knee condition. M21-1 IV.i.2.A - Examination Requests Overview</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. Selecting the Audio Special Language based on MOS-Related Hazardous Noise Exposure will request the examiner to provide a direct medical opinion response and review the tabbed evidence. Selecting Medical Direct Service Connection will request the examiner to provide a direct medical opinion response for the left knee condition. M21-1 IV.i.2.A - Examination Requests Overview</p>	<p>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 – bilateral hearing loss • Exam Request – left knee condition <p>Correct Answer Feedback: Great job! Tracked items are required for all pending development. The tracked items for this case are:</p> <ul style="list-style-type: none"> • Exam Request – Processing • Exam Request – bilateral hearing loss • Exam Request – left knee condition <p>M21-1 III.i.2.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. Tracked items are required for all pending development. The tracked items for this case are:</p> <ul style="list-style-type: none"> • Exam Request – Processing • Exam Request – bilateral hearing loss • Exam Request – left knee condition <p>M21-1 III.i.2.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 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 IV.i.1.A – Duty to Assist With Providing a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. 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 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 <p>Correct Answer Feedback: Great job! The current status of this claim is Open, as we are waiting for the examinations to be completed. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process</p>	

Incorrect Answer Feedback:

Sorry, that is not correct. The current status of this claim is Open, as we are waiting for the examinations to be completed. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F - Record Maintenance During the Development Process

End of test

End of test