

## Trainee Instructions for eCase

### Subsequent Development

VETERAN – FRANKLIN COLLINS – FILE NUMBER: 6Y17XX00

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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.
- If direct deposit information is included on the VA Form 21-526EZ, you will treat the case as if a voided check was attached verifying the routing and account number. Then update VBMS Demo as required.
- **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- Any historical documents that may be provided (DD 214, STRs, Entrance and Exit Exams), are to give you necessary information to process the claim.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.
- You will accept that the Service Treatment Records (STRs) have been transmitted to the VBMS eFolder from HAIMS, even though no documents are in the package. You will receive further information below on the content of the STRs to help you in deciding what development actions are required.
- The dates of service and the date of birth on the documents for the eCase are different than those within the VBMS Demo system. We have updated these dates on the documents to provide more current claims. Please disregard this discrepancy and process the claim accordingly.

Using all available systems and given the set of documents, the trainee will conduct subsequent development on the following claim.

**Note:** As this is a subsequent development eCase, the claim has **already been established** and there are already documents in VBMS Demo. You worked this claim as an original claim one week ago. You have already taken development actions on this claim. Specifically, you ordered a General Medical Examination, a Mental Disorders exam and Audio examination and developed for a VA Form 21-4142 and 4142a. The examinations has not yet been completed. You are to review and complete any additional development needed for this eCase.

You are being provided a number of documents that you will utilize to process this claim. Assume that no other records have been received with the claim. All documents are contained in a single PDF. You will upload the PDF document and label as follows:

Subject: DOMA Letters to Physicians

Category – Type: VA 21-4142 Authorization for Release of Information

Content Source: VBMS

Date of Receipt – date of the DOMA Letters

**The PDF contains the following documents for your review:**

- PMR Request Letter – Dr. Leipold
- PMR Request Letter – Dr. Detty
- PMR Request Letter – Dr. Pepper
- VA Form 21-4142/4142a

**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 medical and dependency documents (if appropriate)
7. Make an initial request or follow up with any prior STRs/Personnel record requests (if appropriate)
8. Generate/Create any letters necessary for the claim (if appropriate)
9. Order Exams (If appropriate). All exams will be completed in VBMS Demo, regardless of what ERRA reports.
  - a. When creating an exam in VBMS Demo, take the following actions:
    - Select the Exam chevron on the Claim page
    - Next to “Create New Request” – Select the fly wheel
    - Put a check mark in the following box:
      - Use Exam Destination Mock Data
    - Select the fly wheel to close. If this box is not selected, the system will give you an error message when you try to submit the exam.

**THIS IS ONLY DONE IN VBMS DEMO, NOT VBMS LIVE MODE.**
10. Ensure all tracked items are added.
11. Enter final note into VBMS Notes.