

MILLSTONE, Lester - eCase Automatic Feedback

Instructions: Please review the eCase provided and determine the following:

TMS# for objectives: XXXXXXXXXX

<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 */ 10/06/2021</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.B.1.c-e – Claims for Disability Compensation, Pension, and Survivor Benefits and 38 CFR 3.1(r)</p> <p>Incorrect Answer Feedback: That is incorrect. The date of receipt for these documents is /* receivedon */. The date of receipt is the date the documents were received by a VA facility. M21-1 II.iii.1.B.1.c-e – Claims for Disability Compensation, Pension, and Survivor Benefits 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 <p>Correct Answer Feedback: Good job! No VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i> was submitted with this claim.</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. No VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i> was submitted with this claim.</p>	
Any answer, continue to 048.	
Electronic Funds Transfer	

Page Number: 048

Did you verify and update (if needed) the correct **electronic funds transfer (EFT)** → **Direct Deposit** (M21-1 doesn't use the abbreviation "EFT" information for this Veteran?

- **Yes**
- No

Correct Answer Feedback:

Great Job! 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, M21-4 6.A.a - VSR Task Based Quality Review Checklist

Incorrect Answer Feedback:

Incorrect. 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, 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 */ 11/20/2015

Release from Active Duty (RAD) Date

- /* serviceexitdate */ 11/19/2019

Branch of Service

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

Verified in VBMS

- **Yes**
- No

Did the Veteran leave active duty with an obligation for further service?

- Yes
- No

Has the Veteran completed their obligation in the Reserve or National Guard?

- Yes
- No

Does the evidence of record indicate the Veteran is currently an active member of the Reserve or National Guard?

- Yes
- No

Correct Answer Feedback:

Good Job! The *VA Form 21-526EZ*, Veteran Information Solution (VIS) and *DD Form 214* indicate the Veteran served active duty in the United States Army, left active duty with a service obligation, and is currently an active member of the Reserves. M21-1 III.ii.3.C - System Updates → M21-1 II.iii.3.B – System Updates at Intake, and → M21-1 II.iii.1.B - Screening Applications for Benefit Eligibility

Incorrect Answer Feedback:

Sorry, that is incorrect. The *VA Form 21-526EZ*, Veteran Information Solution (VIS) and *DD Form 214* indicate the Veteran served active duty in the United States Army, left active duty with a service obligation, and is currently an active member of the Reserves. M21-1 II.iii.3.B – System Updates at Intake, and → M21-1 II.iii.1.B - Screening Applications for Benefit Eligibility

Any answer, continue to 060.

Claims Establishment

Page Number: 060

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.

- 010LCOMP – Initial Compensation 8+ Issues
- 020CLMINC – Claim for Increase
- 020NEW – New
- 020NO – New/Increase
- 040 – Supplemental Claim Rating
- 110LCOMP7 – Initial Live Comp <8 issues

Correct Answer Feedback:

Awesome! This is an initial disability claim with seven issues or less. M21-4 Appendix B End Product Codes –and M21-1 II.iii.3.A – Claims Establishment.

Incorrect Answer Feedback:

Incorrect. This is an initial disability claim with seven issues or less. M21-4 Appendix B End Product Codes and ~~Work Rate Standards for Quantitative Measurement~~ and M21-1 II.iii.3.A – Claims Establishment.

Any answer, continue to 070.

Date of Claim

Page Number: 070

What is the Date of Claim (DOC)?

- /* receivedon */ 10/06/2021

Correct Answer Feedback:

Correct. The date of claim is the date VA received the *VA Form 21-526EZ*. M21-1 II.iii.1.A Applications for Benefits and 38 CFR 3.155(d)(1)

Incorrect Answer Feedback:

Sorry, that is incorrect. The correct date of claim is /* receivedon */. The date of claim is the date VA received the *VA Form 21-526EZ*, M21-1 II.iii.3.A – Claims Establishment and 38 CFR 3.155(d)(1)

Any answer, continue to 085.

Fully Developed Claim (FDC)

Page Number: 085

Was it necessary to exclude this claim from Fully Developed Claim (FDC)?

<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. Do not exclude the claim from the FDC Program if the claim requires development for National Guard or Reserve unit records or Federal records. 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"> • Lumbosacral strain • Right shoulder 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.iii.1.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.iii.1.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"> • Lumbosacral strain • Right shoulder condition 	Correct answer(s) + 4 distractors
Any answer, continue to 095.	
<p>Entering Claimed Contentions into VBMS Page Number: 095</p> <p>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</p>	

Excluded or Local Mentor Review special issue indicators are needed, only answer on the first contention below.

Lumbosacral strain

Classification: Musculoskeletal - Mid/Lower Back (Thoracolumbar Spine)

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Right shoulder condition

Classification: Musculoskeletal - Shoulder

Date: /* receivedon */ 10/06/2021

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.iii.1.F - Record Maintenance During the Development Process, M21-4 Appendix E. Index of Corporate Flashes and 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.iii.1.F - Record Maintenance During the Development Process, M21-4 Appendix E. Index of Corporate Flashes and Special Issues

You should have made the following selections for each contention:

Lumbosacral strain

Classification: Musculoskeletal - Mid/Lower Back (Thoracolumbar Spine)

Date: /* receivedon */ 10/06/2021

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Right shoulder condition

Classification: Musculoskeletal - Shoulder

Date: /* receivedon */ 10/06/2021

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

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 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. 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 II.iii.1.C - Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)

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 require additional development. More information is needed in order to move the claim to the next step of the claims process.</p> <p>Incorrect Answer Feedback: Incorrect. This claim does require additional development. There are no further requirements to notify or request forms from the Veteran as 5103 notification has been met and there are no special issues that require additional forms or information. The Veteran hasn't mentioned any treatment at a non-Federal facility, so no development is required. Required personnel records have been requested (per instructions) and VAMC treatment records are not found. The only development required is to request Service Treatment Records (STRs). Evidence shows that this Veteran was immediately assigned to a Reserve unit after being released from active duty, so the Army sent his STRs to the Reserve unit for storage and maintenance. Additionally, STRs were not available in JLV, so submitting a PIES RV1 is appropriate. See steps 4 and 5 from M21-1 III.iii.2.B.3.b – Obtaining STRs for Members of the Reserve or National Guard.</p>	
<p>If correct, continue to 115.</p>	<p>If incorrect, jump to 120.</p>
<p>Additional Development to Support the Claim Page Number: 115</p> <p>What development actions did you take on this claim? (Select all that apply.)</p> <ul style="list-style-type: none"> • Submit a PIES RV1 request code to obtain STRs <p>Correct Answer Feedback: Correct. Since the Veteran was immediately assigned to a Reserve unit after separation from active duty service and STRs were not available in JLV, submitting a PIES RV1 is appropriate. See steps 4 and 5 from M21-1 III.iii.2.B.3.b – Obtaining STRs for Members of the Reserve or National Guard.</p> <p>Incorrect Answer Feedback: Incorrect. Evidence shows that this Veteran was immediately assigned to a Reserve unit after being released from active duty, so the Army sent his STRs to the Reserve unit for storage and maintenance. Additionally, STRs were not available in JLV, so submitting a PIES RV1 is appropriate. See steps 4 and 5</p>	<p>Correct answer(s) + 4 distractors</p>

from M21-1 III.iii.2.B.3.b – Obtaining STRs for Members of the Reserve or National Guard.	
Any answer, continue to 130.	
Intent to File (ITF) Page Number: 130 Is an Intent to File (ITF) of record with this claim? <ul style="list-style-type: none"> • Yes • No 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 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	
Any answer, continue to 137.	
Examinations Page Number: 137 Is an exam warranted? <ul style="list-style-type: none"> • Yes • No Correct Answer Feedback: You are correct. At this time, no exams are warranted for this claim as we are awaiting service treatment records to support an in-service event, injury, or disease. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4) Incorrect Answer Feedback: That is incorrect. At this time, no exams are warranted for this claim as we are awaiting service treatment records to support an in-service event, injury, or disease. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4)	
Any answer, continue to 155.	

Tracked Items

Page Number: 155

Which tracked item(s) apply to this claim? (Select all that apply.)

- Service records from Reserve/National Guard
- Secondary Action Required

Correct Answer Feedback:

Great job! Tracked items are required for all pending development. The tracked items for this case are Service records from Reserve/National Guard and Secondary Action Required. M21-1 III.iii.1.F - Record Maintenance During the Development Process

Incorrect Answer Feedback:

Sorry, that is not correct. Tracked items are required for all pending development. The tracked items for this case are Service records from Reserve/National Guard and Secondary Action Required. M21-1 III.iii.1.F - Record Maintenance During the Development Process

Correct answer(s) + 4 distractors

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 not yet performed as we are awaiting the retrieval of STRs to determine if in-service event, injury, or disease is supported by STRs. The note is required to begin with "Exam Review" when entering the note in VBMS. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion

Incorrect Answer Feedback:

Sorry, that is not correct. The examination review is not yet performed as we are awaiting the retrieval of STRs to determine if in-service event, injury, or disease is supported by STRs. The note is required to begin with "Exam Review" when entering the note in VBMS. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion

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 the claim is pending development prior to making a rating decision. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The current status of this claim is open as the claim is pending development prior to making a rating decision. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process</p>	
End of test	End of test