Trainee Instructions for eCase

VETERAN – HOMER CORNBLATT – FILE NUMBER: 6Y 15X X00

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- Any historical documents that *may* be provided (DD 214, STRs, Entrance and Exit Exams), are to give you necessary information to process the claim.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.
- If by chance, there is already an EP associated with the claim, continue to CEST a new claim. The purpose of this exercise is to develop the Original claim.
- **Note:** The dates of service and the date of birth on the documents for the eCase are different than those in VBMS Demo. 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 develop the following claim.

You must CEST the claim prior to uploading any documents. You must also assign the claim to yourself.

Please Note: You are being provided a few documents that you will utilize to process this claim. All documents are contained in a single PDF. You will upload the PDF document and label as follows:

Subject: VA Form 21-526EZ with additional documents
Category – Type: Applications – Original Claim: VA 21-526EZ, Fully Developed Claim (Compensation)
Content Source: VBMS
Date of Receipt – date of receipt on the 21-526EZ

The PDF contains the following documents for your review:

- VA Form 21-526EZ
- VA Form 21-22
- DD 214
- CAPRI Enterprise Search

You will accept that the STRs have been transmitted to the VBMS eFolder from HAIMS at CEST.
Those documents provide the following relevant information for the claim you are processing:

- The Entrance exam is located on page 4 of the HAIMS documents and contains audio testing results.
- The Exit exam is located on page 25 of the HAIMS documents and contains audio testing and a complaint of tinnitus, low back strain and right and left knee conditions.
- Page 30 of the STRs show treatment for a strained lower back following a training exercise. Veteran had physical therapy for three months following the initial injury.
- Page 40 of the STRs show treatment for bilateral knee strain following PT session. Veteran was referred to physical therapy for his knee conditions

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 date stamps. You will need to determine the correct date of claim.
6. Bookmark medical and dependency documents (if appropriate)
7. Order STRs/Personnel records (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 shows.
   a. When creating an exam in VBMS Demo, take the following actions:
      - Select the "Exams" chevron on the Claim page
      - Next to "Create New Request" – Select the fly wheel
      - Put a check mark in the following box:
         o 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.