

CORNBLATT, Homer eCase Automatic Feedback

TMS# for objectives: 61975, 4456082, 4179010, 4415942

<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>VA Form 21-22 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.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 III.ii.2.B - Claims for Disability Compensation and-or Pension, and Claims for Survivors Benefits and 38 CFR 3.1(r)</p>	<p>Note: Will be updated before every session</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>, shows the service organization as representative. M21-1 I.i.2.A.1.a. General Information of Power of Attorney (POA).</p> <p>Incorrect Answer Feedback:</p>	

<p>Sorry, that is incorrect. A properly completed and executed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, shows Disabled American Veterans (DAV) 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 II.iii.3.B -System Updates at Intake and M21-1 I.i.2.A.1.a.General Information of 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! According to the VA Form 21-22, Disabled American Veterans (DAV) 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 II.iii.3.B -System Updates at Intake</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, Disabled American Veterans (DAV) 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 II.iii.3.B -System Updates at Intake</p>	
<p>Any answer, continue to 048.</p>	

Electronic Funds Transfer

Page Number: 048

Did you verify and update (if needed) the correct electronic funds transfer (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 */ 10/14/2016

Release from Active Duty (RAD) Date

- /* serviceexitdate */ 10/17/2020

Branch of Service

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

Service Verified in VBMS

- Yes

Note: Will be updated before every session

<ul style="list-style-type: none"> No <p>Correct Answer Feedback: Good Job! VA Form 21-526EZ and DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States Army and service is verified in VBMS. M21-1 II.iii.3.B -System Updates at Intake, M21-1 III.i.1.B - Service Requirements and Verification of Eligibility</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. VA Form 21-526EZ and DD Form 214 state the Veteran served from /* serviceentrydate */ to /* serviceexitdate */ in the United States Army and service is verified in VBMS. M21-1 II.iii.3.B - System Updates at Intake, M21-1 III.i.1.B - Service Requirements and Verification of 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: Awesome! Per a review of the submitted VA Form 21-526EZ, the Veteran submitted an initial claim with seven or less issues. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A - Claims Establishment</p> <p>Incorrect Answer Feedback: Incorrect. EP 110 is the correct End Product because this is an initial claim with seven or less issues. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement 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 */ 10/06/2021 	<p>Note: Will be updated before every session</p>

<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.4.c. Determining the Proper DOC for Claims Establishment Purposes.</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.4.c. Determining the Proper DOC for Claims Establishment Purposes</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.1 - Processing Fully Developed Claims</p> <p>Incorrect Answer Feedback: Incorrect. This case would not be excluded from the FDC Program. M21-1 X.i.2.B.1 - Processing Fully Developed Claims</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"> • Low back strain • Bilateral hearing loss • Tinnitus • Bilateral knee condition <p>Correct Answer Feedback:</p>	<p>For V12: Correct answers + 4 distractors</p>

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.

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.

The contentions that the Veteran claimed on /* hisher */ VA Form 21-526EZ are:

- Low back strain
- Bilateral hearing loss
- Tinnitus
- Bilateral 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.

Low back 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

Bilateral hearing loss

Classification: Hearing loss

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

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Tinnitus

Classification: Hearing loss

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

Type: New

Medical?: Yes

Note: Will be updated before every session

Special Issue Indicators: N/A

Bilateral knee condition

Classification: Musculoskeletal - Knee

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.i.2.F -Record Maintenance During the Development Process., 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.i.2.F -Record Maintenance During the Development Process., Appendix E Index of Corporate Flashes and Special Issues

You should have made the following selections for each contention:

Low back 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

Bilateral hearing loss

Classification: Hearing loss

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

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Tinnitus

Classification: Hearing loss

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

Type: New

<p>Medical?: Yes Special Issue Indicators: N/A</p> <p><u>Bilateral knee condition</u> Classification: Musculoskeletal - Knee Date: /* receivedon */ 10/06/2021 Type: New Medical?: Yes Special Issue Indicators: N/A</p>	
<p>Any answer, continue to 100.</p>	
<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 I.i.1.A. Description and General Information on Duty to Notify and Duty to Assist.</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 I.i.1.A. Description and General Information on Duty to Notify and Duty to Assist.</p>	
<p>Any answer, continue to 110.</p>	
<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</p>	

<p>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>	
<p>Any answer, continue to 130.</p>	
<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>	
<p>Any answer, continue to 137.</p>	
<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. Exams are warranted in this case. M21-1 III.i.2.C -Duty to Assist With Obtaining Records.</p> <p>Incorrect Answer Feedback: That is incorrect. Exams are warranted for this case. A General Medical Exam is warranted, as the Veteran submitted his claim within a year of discharge. An Audio</p>	

<p>exam is warranted because the Veteran is claiming hearing loss and tinnitus and we have the STRs of record. M21-1 III.i.2.C -Duty to Assist With Obtaining Records.</p>	
<p>If correct, continue to 138.</p>	<p>If incorrect answer, jump to 155</p>
<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: Good job! Claims processors must use the ERRA tool when determining where to order exams. M21-1 IV.i.2.A.1.d - Mandatory Use of the ERRA Tool.</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.1.d - Mandatory Use of the ERRA Tool.</p>	
<p>Any answer, continue to 139</p>	
<p>Bookmarking Page Number: 139</p> <p>Which of the following relevant evidence types should be bookmarked for examiner review for this case? (select all that apply)</p> <ul style="list-style-type: none"> • DD214 • Service treatment 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 well as treatment for conditions. M21-1 IV.i.2.A.8.d. -Requirement to Identify Relevant Evidence for the Examiner's Review</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>Any answer, continue to 140</p>	
<p>Examinations Page Number: 140</p>	

Which DBQ(s) need to be selected or automatically added to the examination request in VBMS? (Select all that apply)

- DBQ AUDIO Hearing Loss & Tinnitus (bilateral hearing loss)
- DBQ AUDIO Hearing Loss & Tinnitus (tinnitus)
- DBQ DENTAL Oral and Dental
- DBQ General Medical Compensation
- DBQ Medical Opinion
- DBQ MUSC Back (Thoracolumbar Spine)
- DBQ MUSC Knee and Lower Leg
- DBQ MUSC Neck (Cervical Spine)
- DBQ OPTHTH Eye Conditions
- DBQ PSYCH Mental Disorders
- DBQ PSYCH PTSD Initial

Correct Answer Feedback:

Great job! The Veteran is entitled to a DBQ General Medical Exam for the low back strain and bilateral knees and a DBQ Audio Hearing Loss & Tinnitus for the bilateral hearing loss and tinnitus. M21-1 IV.i.1.A- Duty to Assist With Providing a Medical Examination or Opinion.

Incorrect Answer Feedback:

Sorry, that is not correct. Request a general medical examination if an original claim is received within one year of discharge. DBQ General Medical Exam will examine the low back strain and bilateral knee conditions, but not any claimed condition requiring specialist examinations (hearing, vision, dental, and psychiatric). Since the Veteran is claiming bilateral hearing loss and tinnitus, a DBQ AUDIO Hearing Loss & Tinnitus is required. For the hearing loss and tinnitus, do not request a separate DBQ medical opinion. Since the Veteran claimed no further conditions requiring specialist examinations (vision, dental, and psychiatric), these will not be requested. M21-1 IV.i.1.A- Duty to Assist With Providing a Medical Examination or Opinion

Any answer, continue to 150.

Examinations

Page Number: 150

Select the appropriate option when asked "Is Specialty Language Needed?" in VBMS for each condition below:

Low back strain

N/A – no selection required

Bilateral knee condition

N/A – no selection required

Please add 4 additional distractors for each condition:

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

<p><u>Bilateral hearing loss</u> Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p><u>Tinnitus</u> Audio Special Language based on MOS-Related Hazardous Noise Exposure</p> <p>Correct Answer Feedback: Great job! No medical opinion is required for the General Medical Examination for the low back strain and bilateral knee condition. Selecting the Audio Special Language based on MOS-Related Hazardous Noise Exposure option will request the examiner to provide a direct medical opinion response. M21-1 IV.i.2.A -Examination Requests Overview</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. No medical opinion is required for the General Medical Examination for the low back strain and bilateral knee. Selecting the Audio Special Language based on MOS-Related Hazardous Noise Exposure option will request the examiner to provide a direct medical opinion response. M21-1 IV.i.2.A - Examination Requests Overview</p>	<p>Respiratory Opinion based on MOS-Related Asbestos exposure 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 – tinnitus Exam Request – low back strain Exam Request – bilateral 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 – tinnitus Exam Request – low back strain Exam Request – bilateral knee condition 	<p>For V12: Correct answer(s) + 4 distractors</p>

<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 – tinnitus • Exam Request – low back strain • Exam Request – bilateral knee condition <p>M21-1 III.i.2.F -Record Maintenance During the Development Process</p>	
<p>Any answer, continue to 160.</p>	
<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>	
<p>Any answer, continue to 170.</p>	
<p>Claim Status Page Number: 170</p> <p>What is the claim status?</p>	

- 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 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.

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