

BAXTER, Darryl eCase Automatic Feedback

TMS# for objectives: 4490100

<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 */ (10/13/2021)</p> <p>VA Form 21-22 Date Received: /* receivedon */ (10/13/2021)</p> <p>Correct Answer Feedback: Great job!! For claims establishment purposes, the date of receipt is the earliest date a claim is received by 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: That is incorrect. All documents were received on /* receivedon */. For claims establishment purposes, the date of receipt is the earliest date a claim is received by 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>	
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! The Veteran submitted a completed and signed VA Form 21-22, <i>Appointment of Veterans Service Organization as Claimant's Representative</i>, that shows the service organization as representative. M21-1 I.i.2.A - General Information on Power of Attorney (POA)</p>	

Incorrect Answer Feedback:

Sorry, that is incorrect. The Veteran submitted a completed and signed VA Form 21-22, *Appointment of Veterans Service Organization as Claimant's Representative*, that shows the service organization as representative. M21-1 I.i.2.A - General Information on Power of Attorney (POA)

Correct answer, go to 045

Incorrect answer, jump to 048

Representation

Page Number: 045

What organization did /* firstmiddlelastsuffix */ select as /* hisher */ POA?

- Disabled American Veterans (083)
- Vietnam Veterans of America (070)
- American Legion (074)
- Military Order of the Purple Heart (089)
- Veterans of Foreign Wars (097)

Does the organization have access to VBMS?

- Yes
- No

Did /* firstmiddlelastsuffix */ authorize /* hisher */ representative to change /* hisher */ mailing address?

- Yes
- No

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 II.iii.3.B -System Updates at Intake

Incorrect Answer Feedback:

Incorrect. According to the VA Form 21-22, Disabled American Veterans (083) 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

Any answer, continue to 048.	
<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> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: Great Job! The Veteran did not provide EFT information on /*hisher*/ application.</p> <p>Incorrect Answer Feedback: Incorrect. The Veteran did not provide EFT information on /*hisher*/ application.</p>	
Any answer, continue to 050.	
<p>Military Service Page Number: 050</p> <p>Based on the scenario, provide details of the Veteran's service.</p> <p>Enter(ed) on Duty (EOD) Date</p> <ul style="list-style-type: none"> • /* serviceentrydate */ (06/12/1982) <p>Release from Active Duty (RAD) Date</p> <ul style="list-style-type: none"> • /* serviceexitdate */ (06/11/1984) <p>Branch of Service</p> <ul style="list-style-type: none"> • Air Force • Marines • Navy • Army • Coast Guard • Reserves <p>Service Verified in VBMS</p> <ul style="list-style-type: none"> • Yes • No 	

Correct Answer Feedback:

Good Job! VA Form 21-526EZ and DD Form 214 state the Veteran was in the United States Army M21-1 II.iii.3.B -System Updates at Intake, M21-1 III.i.1.B - Service Requirements and Verification of Eligibility

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

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.

- 020NEW - New

Correct Answer Feedback:

Awesome! EP 020NEW-New is the correct answer because the Veteran is claiming a new condition, which was not previously claimed. This is shown by a review of the previous rating decision. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement and M21-1 II.iii.3.A Claims Establishment

Incorrect Answer Feedback:

Incorrect. EP 020NEW-New is the correct answer because the Veteran is claiming a new condition, which was not previously claimed. This is shown by a review of the previous rating decision. 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

<p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> • /* receivedon */ (10/13/2021) <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.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.</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 (FDCs) FDC:</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 (FDCs) FDC:</p>	
If excluded from FDC and correct, proceed to 087	If not excluded from FDC or incorrect, jump to 090

Entering Claimed Contentions into VBMS

Page Number: 090

Select the contentions you added to VBMS for the /* firstmiddlelastsuffix */ eCase. Select all that apply.

- PTSD

Correct Answer Feedback:

Correct. PTSD is the contention 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 contention that the Veteran claimed on /* hisher */ VA Form 21-526EZ is:

- PTSD

For V12: Correct answers + 4 distractors

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.

PTSD

Classification: Post Traumatic Stress Disorder (PTSD) Combat – Mental Disorders

Date: /* receivedon */ (10/13/2021)

Type: New

Medical?: Yes

Special Issue Indicators: Local Mentor Review, PTSD – Non-Combat, and Fully Developed Claim.

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 added/applied 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 C.3 - Index of Claim Labels

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 added/applied 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, Labels

You should have made the following selections for the contention:

PTSD

Classification: Post Traumatic Stress Disorder (PTSD) Combat – Mental Disorders

Date: /* receivedon */ (10/13/2021)

Type: New

Medical?: Yes

Special Issue Indicators: Local Mentor Review, PTSD – Non-Combat, and Fully Developed Claim

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 I.i.1.A. Description and General Information on Duty to Notify and Duty to Assist.

Incorrect Answer Feedback:

Sorry, that is not correct. A 5103 letter is not required because the Veteran filed /* his/her */ 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.

Any answer, continue to 110.

Additional Development to Support the Claim

Page Number: 110

Does this claim require notification, form development, Federal record, or non-Federal record development? (excluding exams or medical opinions)?

- Yes
- No

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).

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).

Any answer, continue to 130.

Intent to File (ITF)

Page Number:130

Is an Intent to file (ITF) of record with this claim?

- 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.1.a Communication of an 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.1.a Communication of an 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 <p>Correct Answer Feedback: You are correct. An exam for PTSD is warranted all elements have been met as there is:1) credible supporting evidence that the claimed stressor occurred, 2) evidence indicating the Veteran currently suffers from PTSD and 3) medical evidence adequate for rating purposes is not already of record M21-1 VIII.iv.1.C.1.a. When to Proceed With an Examination in a PTSD Claim</p> <p>Incorrect Answer Feedback: That is incorrect. An exam for PTSD is warranted all elements have been met as there is:1) credible supporting evidence that the claimed stressor occurred, 2) evidence indicating the Veteran currently suffers from PTSD and 3) medical evidence adequate for rating purposes is not already of record. M21-1 VIII.iv.1.C.1.a. When to Proceed With an Examination in a PTSD Claim.</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.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>	
Any answer, continue to 140	
<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> <p>DBQ PSYCH PTSD Initial</p> <p>Correct Answer Feedback: Great job! The Veteran is entitled to a DBQ PTSD Initial exam (the PTSD Review is used after service connection is established). M21-1 III.i.2.C -Duty to Assist With Obtaining Records.</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The Veteran is entitled to a DBQ PTSD Initial exam (the PTSD Review is used after service connection is established). M21-1 III.i.2.C -Duty to Assist With Obtaining Records.</p>	<p>Correct exam(s) + 4 distractors</p>
Any answer, continue to 150.	
<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>PTSD: N/A – no selection required</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</p>

<p>Correct Answer Feedback: Great job! The Initial PTSD DBQ already elicits a medical opinion, so you made the correct choice to not include additional specialty language. M21-1 IV.i.2.A.7.i Medical Opinions and Initial PTSD DBQ</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The Initial PTSD DBQ already elicits a medical opinion appropriate for this examination, so no additional selections are needed. Do not select the Direct Service Connection option as this will add an additional medical opinion that's not required or potentially confusing to the examiner. M21-1 IV.i.2.A.7.i Medical Opinions and Initial PTSD DBQ</p>	<p>Direct Service Connection General medical gulf war opinion 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?</p> <ul style="list-style-type: none"> Exam Request – Processing Exam Request - PTSD <p>Correct Answer Feedback: Great job! Tracked items are required for all pending development. The tracked items for this case are automated from the exam request and include: Exam Request – Processing and Exam Request – PTSD 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. Tracked items are required for all pending development. The tracked items for this case are automated from the exam request and include: Exam Request – Processing and Exam Request – PTSD. M21-1 IV.i.1.A- Duty to Assist With Providing a Medical Examination or Opinion</p>	<p>For V12: Correct answer(s) + 4 distractors</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>	

- 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 complete for all issues as an exam should be requested. The VBMS note is required to begin with "Exam Review," with a detailed explanation of actions taken. M21-1 IV.i.1.A- Duty to Assist With Providing a Medical Examination or Opinion

Incorrect Answer Feedback:

Sorry, that is not correct. The examination review is complete for all issues as an exam should be requested. The VBMS note is required to begin with "Exam Review," with a detailed explanation of actions taken. M21-1 IV.i.1.A- Duty to Assist With Providing a Medical Examination or Opinion

Any answer, continue to 170.

Claim Status

Page Number: 170

What is the claim status?

- 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 because we are waiting for examination results prior to a rating decision. 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 because we are waiting for examination results prior to a rating decision. 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