

TMS# for objectives: 61975, 4456082, 4519677

<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 */ (01/12/2021)</p> <p>VA Form 21-22 Date Received: /* receivedon */ (01/12/2021)</p> <p>Correct Answer Feedback: Correct. The date of receipt is the date the documents were received by a VA facility. 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>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>	
Any answer, continue to 040.	
<p>Representation Page Number: 040</p> <p>Did the Veteran appoint a 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.3.A - General Information on Power of Attorney (POA).</p> <p>Incorrect Answer Feedback: 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 is the appointed representative, has access to</p>	

<p>VBMS and authorization to change the Veteran's mailing address. M21-1 I.3.A - General Information on 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! 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 III.ii.3.C - System Updates</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, Disabled American Veterans 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 III.ii.3.C - System Updates</p>	
<p>Any answer, continue to 048.</p>	
<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 	

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 III.ii.3.C - System Updates, 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 III.ii.3.C - System Updates, 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 */ 06/10/1973

Release from Active Duty (RAD) Date

- /* serviceexitdate */ 06/09/1976

Branch of Service

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

Service Verified in VBMS

- Yes
- No

Correct Answer Feedback:

Good Job! VA Form 21-526EZ and DD Form 214 state the Veteran was in the United States /* branch */. M21-1 III.ii.3.C - System Updates, M21-1 III.ii.6.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 /*

<p>branch */ and service is verified in VBMS. M21-1 III.ii.3.C - System Updates, M21-1 III.ii.6.B - Service Requirements and Verification of Eligibility.</p>	
<p>Any answer, continue to 060.</p>	
<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"> • 020NEW - New <p>Correct Answer Feedback: Awesome! The Veteran has previously filed a claim, so the 020 EP is correct, and the Veteran has never filed for a left wrist condition, so the claim label is new. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement and M21-1 III.ii.3.D - Claims Establishment.</p> <p>Incorrect Answer Feedback: Incorrect. The Veteran has previously filed a claim, so the 020 EP is correct, and the Veteran has never filed for a left wrist condition, so the claim label is new. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement and M21-1 III.ii.3.D - Claims Establishment.</p>	<p>For V12: Correct answer plus 5 distractors</p>
<p>Any answer, continue to 070.</p>	
<p>Date of Claim Page Number: 070</p> <p>What is the Date of Claim (DOC)?</p> <ul style="list-style-type: none"> • /* receivedon */ (01/12/2021) <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 III.ii.2.B - Claims for Disability Compensation and-or Pension, and Claims for Survivors Benefits and 38 CFR 3.155(d)(1)</p> <p>Incorrect Answer Feedback: Sorry, that is incorrect. The date of claim is /* receivedon */. 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 III.ii.2.B - Claims for Disability</p>	

Compensation and-or Pension, and Claims for Survivors Benefits 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 FDC? <ul style="list-style-type: none"> Yes No Correct Answer Feedback: Good job! This case would not be excluded from the FDC Program. M21-1 III.i.3.B - Processing Fully Developed Claims (FDCs). Incorrect Answer Feedback: Incorrect. This case would not be excluded from the FDC Program. M21-1 III.i.3.B - Processing Fully Developed Claims (FDCs).	
Any answer, continue 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. <ul style="list-style-type: none"> Left wrist arthritis with pain and stiffness Correct Answer Feedback: Correct. This is the contention 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 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 The contention that the Veteran claimed on /* hisher */ VA Form 21-526EZ is: <ul style="list-style-type: none"> Left wrist arthritis with pain and stiffness 	For V12: Correct answers + 4 distractors
Any answer, continue to 095.	
Entering Claimed Contentions into VBMS	

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.

Left wrist arthritis with pain and stiffness

Classification: Musculoskeletal – Wrist

Date: /* receivedon */ (01/12/2021)

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

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 C.3 - Index of Claim Attributes - 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 C.3 - Index of Claim Attributes - Special Issues

You should have made the following selections for each contention:

Left wrist arthritis with pain and stiffness

Classification: Musculoskeletal – Wrist

Date: /*receivedon */ (01/12/2021)

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

Any answer, continue to 100.

5103 Requirements

Page Number: 100

<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.1.B - Duty to Notify Under 38 U.S.C. 5102 and 5103 and 38 CFR 3.159(c)</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.1.B - Duty to Notify Under 38 U.S.C. 5102 and 5103 and 38 CFR 3.159(c)</p>	
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 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>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>	
Any Answer, continue to 130.	
<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 III.ii.2.C.2.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 III.ii.2.C.2.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. At this time, no exams are warranted for this claim. Element 1 is met from the described symptoms. Element 2 is not met as the STRs are silent for any treatment in service. Element 3 is not met as there is no indication of association. Additionally, presumptive service connection cannot be considered under 38 CFR 3.307 and 3.309(a) as there is no evidence this manifested within a year after separation. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</p> <p>Incorrect Answer Feedback: That is incorrect. At this time, no exams are warranted for this claim Element 1 is met from the described symptoms. Element 2 is not met as the STRs are silent for any treatment in service. Element 3 is not met as there is no indication of association. Additionally, presumptive service connection cannot be considered under 38 CFR 3.307 and 3.309(a) as there is no evidence this manifested within a year after separation. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4)</p>	
Any answer, continue to 155.	
<p>Tracked Items Page Number: 155</p> <p>Which tracked item(s) apply to this claim? Select all that apply.</p>	<p>For V12: Correct answer(s) + 4 distractors</p>

<ul style="list-style-type: none"> • No tracked items required <p>Correct Answer Feedback: Great job! While tracked items are required for all pending development, no tracked items are required since there is no requirement for notification, development of Federal or non-Federal records, or requesting an examination.. M21-1 III.iii.1.F - Record Maintenance During the Development Process</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. While tracked items are required for all pending development, no tracked items are required since there is no requirement for notification, development of Federal or non-Federal records, or requesting an examination. M21-1 III.iii.1.F - Record Maintenance During the Development Process</p>	
Any answer, continue to 160.	
<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 complete for all issues as there is no pending development and available evidence doesn't satisfy all three elements to warrant an exam. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The examination review is complete for all issues as there is no pending development and available evidence doesn't satisfy all three elements to warrant an exam. The VBMS note is required to begin with "Exam Review" and have a detailed explanation of actions taken. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p>	
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 Ready for Decision. Our duty to notify has been met. Our duty to assist in obtaining records and an exam request has also been met. Changing the claim status to Ready for Decision will signify that the claim is ready for a rating. 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 Ready for Decision. Our duty to notify has been met. Our duty to assist in obtaining records and an exam request has also been met. Changing the claim status to Ready for Decision will signify that the claim is ready for a rating. 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