Dependency Development Demonstration Claim

Veteran: George Dyen	Claim number: 6Y40XX00
DOC: 07/25/2020	EP: 130

NOTE: We use the VBMS Demo Candidate Dyen for the demonstration. Please focus on the development action that is being demonstrated inside of the training environment. This demonstration is about Dependency Development and the proper steps necessary to take those actions. If you wish to follow along, log-in to VBMS Demo, https://www.DEMO.vbms.aide.oit.va.gov/vbmsp2 and establish an EP 130 (EP130DCY686 – Dependency 686c) using the date of claim listed above.

The Veteran's POA submits a signed *VA Form 21-686c* (JUN 2017) via SEP on July 25, 2020. He is claiming additional benefits for his dependents. The Veteran has verified service and was rated 40% effective September 17, 2014. The Veteran was notified in a decision notice dated September 19, 2014. Military service is verified and indicates he served Honorably in the Army from 11/20/2006 to 11/20/2010.

Your instructor will review the *VA Form 21-686c* with the class and discuss if development is necessary and demonstrate the proper steps necessary if development is required.

FOR INSTRUCTORS ONLY:

This demonstration is being given to reinforce the Dependency Development for Post-D (TMS 4441820). The purpose of the demonstration is to expose trainees to development actions that must be taken when a dependency claim is initiated on a form covered by the exception's paragraphs of *M21-1 III.ii.1.C.8.a Accepting Outdated Versions of a VA Form*. In this case we will accept the 21-686c Declaration of Status of Dependents JUN 2017 because the scenario states the Veteran submitted the form through eBenefits. Verify service prior to the demonstration so it doesn't point out that service isn't verified while finalizing your letter.

Trainees will be provided with a copy of the *21-686c*, have them review it and then open a discussion to determine if all information necessary to establish a dependent has been provided. Trainees should identify that the Veteran did not provide the SSN for either his spouse or stepson.

POST-D trainees will have experience with CEST and entering Veteran information. Recommend having the CEST completed and dependents added to the Corporate record in VBMS prior to the demonstration. Click the Save Dependent icon

- Click the Claims dropdown menu
  - Select the EP 130
  - Enter the contentions for the dependents per *M21-1 III.iii.1.F.2.a* Identifying Contentions
    - Dependency for Elizabeth
      - Type: New
      - Date of Contention: Date of claim
      - Classification: Administrative Issue

- Medical: No
  - Dependency for Paul
    - Type: New
    - Date of Contention: Date of claim
    - Classification: Administrative Issue
    - Medical: No

The trainees have reviewed the *21-686c* and determined development is necessary to obtain the SSNs. What is the first action that is required? Trainees should identify the need to contact the Veteran by phone to obtain the information. Our virtual Veteran can not be reached by phone. Enter the VBMS note that an unsuccessful attempt was made to contact the Veteran by phone to obtain the SSNs. *M21-1 III.iii.5.A.4.b Handling an Incomplete Form – Disability Compensation or DIC.*

The claim is established with all contentions entered. Select the **Letters** chevron.

- Click **Add New Letter**
- Click the box for **Subsequent Development Letter**
- Click **Add Letters**
- Add Salutation
- Associated Development Actions, click **Add**
- Add Development Actions, Search, type SSN
- Click on **Dependent Social Security Number (SSN) needed** in the Choose a Development Action(s) window
- Paragraph Preview shows the text for the letter, point out to the trainees that this paragraph will be used to list both dependents
- Click the **Add>>** button and the Dependent Social Security Number (SSN) needed is moved to the Selected Development Action(s): window
- Click **Submit**
- Point out the following to the trainees
- Standard Enclosures has added a *VA Form 21-4138*, point out that it is not necessary to send the Veteran a *21-686c* again. All we need are the SSNs on a *21-4138*
- Standard Enclosures has added the Where to Send Written Correspondence
- Associated Development Actions has added the following:
  - Task: Manual Development Action CHLDDPNDNCY
  - Dev Actions: Dependent Social Security Number (SSN) needed
  - Track Item Suspense: Track Item Suspense 30 Days
  - Yellow Caution triangle appears on the right side
- Click on the **yellow caution triangle** and a text box opens to allow entering the names of the dependents
  - Elizabeth Dyen
  - Paul Forbes by using a carriage return inside of the text box the names will show up as separate bullets inside the letter

- o   Yellow caution triangle changes to a green check mark
- Click *Save*
- Click *Preview*
    - o   Review the key points of the development letter
    - o   What we need
    - o   How to submit
    - o   When to submit
    - o   How to contact us
    - o   Close the Preview
- Click another development chevron and then back to Letters
- Click *Finalize Letters*
- Click *Acknowledge and Continue* on the Claim Check
- Click *Finalize* button
- Click the *Tracked Item* Chevron and discuss the tracked item the system created
- Click the *Documents* Tab to verify the letter has been entered the eFolder
- Click the *Veteran* drop down menu
- Select *Package Manager, explain to the trainees that no actual letter will be mailed. VBMS Demo has no connectivity to Package Manager.*
    - o   Click the *Packages* Tab
    - o   Click *Create*
    - o   Click the *radio button* in front of the Subsequent Development Letter
    - o   Click *Create*
    - o   Check the box, *Veteran is Recipient*
    - o   Verify Veteran's address
    - o   Click *Save*
    - o   Click *Send Package*
    - o   Click *Back to Main Screen*
    - o   Package status is show as *IN_PROGRESS*
    - o   Click the *Documents* TAB

This concludes our demonstration.