

CORNBLATT, Homer SubDev eCase Automatic Feedback

Instructions: Although you have previously worked the /* firstmiddlelast */ claim, process the claim as if you have never seen it before. As the claim is in your work queue, you are responsible to ensure everything is correct every time you work a claim. Your answers should reflect the state of the claim now, with the additional evidence you have been provided. You should have completed a checklist with all necessary actions based on the new information you were provided.

<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: /* dateadd(d,11,receivedon) */ (10/25/2021)</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 /* dateadd(d,11,receivedon) */. 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! 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 - 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 Veterans Disabled American Veterans (083) is the appointed representative, has access to VBMS and authorization to change the Veteran's mailing address. M21-1 I.i.2.A - General Information on Power of Attorney (POA)</p>	

Correct answer, go to 045	Incorrect answer, jump to 048
<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 I.i.2.E -System Updates for Power of Attorney (POA)</p> <p>Incorrect Answer Feedback: Incorrect. According to the VA Form 21-22, Disabled Veterans 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 I.i.2.E -System Updates for Power of Attorney (POA)</p>	
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>	

- 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 */ (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
- No

Correct Answer Feedback:

Good Job! VA Form 21-526EZ and DD Form 214 states 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

<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 /* service */ 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>Any answer, continue to 060.</p>	
<p>Claims Establishment Page Number: 060</p> <p>What EP(s) and claim label(s) should apply to /* firstmiddlelastsuffix */'s claim? 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! The claims EP is 110LCOMP7 – Initial Live Comp <8 issues because this is the Veteran's original claim with less than 8 contentions. M21-4 Appendix B End Product Codes and M21-1 II.iii.3.A Claims Establishment.</p> <p>Incorrect Answer Feedback: Incorrect. The claims EP is 110LCOMP7 – Initial Live Comp <8 issues because this is the Veteran's original claim with less than 8 contentions. The original claim remains open and the new contention(s) would be included under the EP 110. M21-4 Appendix B End Product Codes and .</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 */ (10/06/2021) <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.3.A -Claims Establishment and M21-4 Manual, Appendix B. End Product Codes</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. Although the Veteran submitted an additional claim for PTSD the original claim remains open and that determines the date of</p>	<p>10/06/2021 should be the correct date of claim</p>

claim. M21-1 II.iii.3.A -Claims Establishment and M21-4 Manual, Appendix B. End Product Codes	
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 is excluded from the FDC Program. M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs)</p> <p>Incorrect Answer Feedback: Incorrect. This case is excluded from the FDC Program because the Veteran submitted an additional claim on /* dateadd(d,11,recievedon) */ therefore, we need to exclude the claim from the FDC process. M21-1 X.i.2.B.1 -Processing Fully Developed Claims (FDCs)</p>	
If correct, proceed to 087	If incorrect, jump to 090
<p>FDC Exclusion Page Number: 087</p> <p>Why was the claim excluded?</p> <ul style="list-style-type: none"> • Claimant or POA submits an additional claim <p>Correct Answer Feedback: Good work! The Veteran submitted an additional claim on /* dateadd(d,11,recievedon) */ therefore, we need to exclude the claim from the FDC process. M21-1 X.i.2.B.1 -Processing Fully Developed Claims (FDCs)</p> <p>Incorrect Answer Feedback: Incorrect. The Veteran submitted an additional claim on /* dateadd(d,11,recievedon) */ therefore, we need to exclude the claim from the FDC process. M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs)</p>	
Any answer, continue to 090.	

Entering Claimed Contentions into VBMS

Page Number: 090

Select the contention(s) you verified or added to VBMS for the /* firstmiddlelastsuffix */ eCase. (Select all that apply.)

- Bilateral Hearing Loss
- Bilateral Knee Condition
- Low Back Strain
- PTSD
- Tinnitus
- Dependency claim for Susan (spouse)
- Dependency claim for Bart (child)

Correct Answer Feedback:

Correct. These are the contentions that the Veteran claimed on the two VA Form 21-526EZs and the VA Form 21-686c. 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..and contentions for dependency per M21-1 VII.i.1.A.1.i Additional Instructions for Handling Concurrently Pending Claims for Disability Compensation and Additional Compensation for a Dependent

Incorrect Answer Feedback:

Incorrect. These are the contentions that the Veteran claimed on the two VA Form 21-526EZs and the VA Form 21-686c.. 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 and contentions for dependency per M21-1 VII.i.1.A.1.i Additional Instructions for Handling Concurrently Pending Claims for Disability Compensation and Additional Compensation for a Dependent

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

- Bilateral Hearing Loss
- Bilateral Knee Condition
- Low Back Strain
- PTSD
- Tinnitus
- Dependency claim for Susan (spouse)
- Dependency claim for Bart (child)

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.

bilateral hearing loss

Classification: Hearing loss

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

Type: New

Medical?: Yes

Special Issue Indicators: Local Mentor Review, FDC Excluded – Additional Claim Submitted

bilateral knee condition

Classification: Musculoskeletal - Knee

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

Type: New

Medical?: Yes

Special Issue Indicators: N/A

Low back strain

Classification: Musculoskeletal – Mid/Lower back (Thoracolumbar Spine)

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

Type: New

Medical?: Yes

Special Issue Indicators: N/A

PTSD

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

Date: /* dateadd(d,11,receivedon) */ (10/25/2021)

Type: New

Medical?: Yes

Special Issue Indicators: PTSD – Combat

tinnitus

Classification: Hearing loss

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

Type: New

Medical?: Yes

Special Issue Indicators: N/A

dependency claim for Susan (spouse)

Classification: Administrative Issue

Date: /* dateadd(d,11,receivedon) */ (10/25/2021)

Type: New

Medical?: No

Special Issue Indicators: N/A

dependency claim for Bart (child) [SDVTF1]

Classification: Administrative Issue

Date: /* dateadd(d,11,receivedon) */ (10/25/2021)

Type: New

Medical?: No

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., M21-4 Appendix E.2 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., M21-4 Appendix E.2 Special Issues

You should have made the following selections for each contention:

bilateral hearing loss

Classification: Hearing loss

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

Type: New

Medical?: Yes

Special Issue Indicators: Local Mentor Review, FDC Excluded – Additional Claim Submitted

bilateral knee condition

Classification: Musculoskeletal - Knee

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

Type: New

<p>Medical?: Yes Special Issue Indicators: N/A</p> <p><u>Low back strain</u> Classification: Musculoskeletal – Mid/Lower back (Thoracolumbar Spine) Date: /* receivedon */ (10/06/2021) Type: New Medical?: Yes Special Issue Indicators: N/A</p> <p><u>PTSD</u> Classification: Post-Traumatic Stress Disorder (PTSD) Combat – Mental Issues Date: /* dateadd(d,11,receivedon) */ (10/25/2021) Type: New Medical?: Yes Special Issue Indicators: PTSD – Combat</p> <p><u>tinnitus</u> Classification: Hearing loss Date: /* receivedon */ (10/06/2021) Type: New Medical?: Yes Special Issue Indicators: N/A</p> <p><u>dependency claim for Susan (spouse)</u> Classification: Administrative Issue Date: /* dateadd(d,11,receivedon) */ (10/25/2021) Type: New Medical?: No Special Issue Indicators: N/A</p> <p><u>dependency claim for Bart (child)</u> Classification: Administrative Issue Date: /* dateadd(d,11,receivedon) */ (10/25/2021) Type: New Medical?: No Special Issue Indicators: N/A</p>	
Any answer, continue to 100.	
<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>	
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 requires additional development. More information is needed in order to move the claim to the next step of the claims process</p> <p>Incorrect Answer Feedback: Incorrect. This claim requires additional development. The Veteran submitted a new VA Form 21-526EZ on /* dateadd(d,11,receivedon) */, /* heshe */ states /* heshe */ has been seen at the Baltimore Vet Center. You should have developed to the Veteran for the VA Form 21-4142/21-4142a. Development for VA Form 21-0871 is not required when a confirmed stressor is already of record. The DD Form 214 shows that the Veteran is in receipt of one of the combat decorations listed in the manual. M21-1 VIII.iv.1.A.2.g – When to Request Additional Evidence From the Veteran to Establish an In-Service Stressor, M21-1 III.i.2.C -Duty to Assist With Obtaining Records, M21-1 X.i.2.B.1 -Processing Fully Developed Claims (FDCs)</p>	
If Yes and correct, continue to 115.	If No or incorrect, jump to 120.
Additional Development to Support the Claim	

Page Number: 115

What development actions did you take on this claim? (Select all that apply.)

- Developed for VA Form 21-4142 and/or 4142a
- Notified of FDC Exclusion

Correct Answer Feedback:

Correct. The Veteran submitted a new VA Form 21-526EZ on 06/19/2020 and he stated he has been seen at the Baltimore Vet Center. Development to the Veteran for the VA Form 21-4142/21-4142a and to notify the Veteran that /* hisher */ claim is excluded from the FDC program is necessary. M21-1 III.i.2.C - Duty to Assist With Obtaining Records., M21-1 X.i.2.B.1 -Processing Fully Developed Claims (FDCs).

Incorrect Answer Feedback:

Incorrect. The Veteran submitted a new VA Form 21-526EZ on 06/19/2020 and he stated he has been seen at the Baltimore Vet Center. You should have developed to the Veteran for the VA Form 21-4142/21-4142a and to notify the Veteran that /* hisher */ claim is excluded from the FDC program is necessary. M21-1 III.i.2.C -Duty to Assist With Obtaining Records,, M21-1 X.i.2.B.1 - Processing Fully Developed Claims (FDCs)

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

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. .

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.

Any answer, continue to 137.

<p>Examinations Page Number: 137</p> <p>Did the new evidence require an examination?</p> <ul style="list-style-type: none"> • Yes • No <p>Correct Answer Feedback: You are correct. An examination for PTSD is warranted, as all elements have been met. Element 1 was met by the Veterans complaint of PTSD, Element 2 is met by the Veteran's participation in combat operations as noted on the DD214, and Element 3 is met because there is a likely association of participation in combat and PTSD. M21-1 III.i.2.C -Duty to Assist With Obtaining Records. and M21-1 VIII.iv.1.A</p> <p>Incorrect Answer Feedback: That is incorrect. An examination for PTSD is warranted, as all elements have been met. Element 1 was met by the Veterans complaint of PTSD, Element 2 is met by the Veteran's participation in combat operations as noted on the DD214, and Element 3 is met because there is a likely association of participation in combat and PTSD. M21-1 III.i.2.C -Duty to Assist With Obtaining Records, and M21-1 VIII.iv.1.A</p>	
If exam is warranted and answers correct, continue to 138.	If no exam is warranted or incorrect answer, jump to 155
<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>	
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> <ul style="list-style-type: none"> • DBQ PSYCH PTSD Initial <p>Correct Answer Feedback: Great job! The Veteran is entitled to a PTSD Initial examination. 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 PTSD Initial examination. M21-1 III.i.2.C -Duty to Assist With Obtaining Records.</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><u>PTSD:</u> N/A – no selection required</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>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 Direct Service Connection General medical gulf war opinion Respiratory Opinion based on MOS-Related Asbestos exposure Secondary service connection</p>
Any answer, continue to 155.	
<p>Tracked Items Page Number: 155</p> <p>Which tracked item(s) should exist and be monitored with this claim? (Select all that apply.)</p>	

- Exam Request – bilateral hearing loss
- Exam Request – tinnitus
- Exam Request – Processing
- Exam Request – low back strain
- Exam Request – bilateral knee condition
- Exam Request – PTSD
- 21-4142/21-4142a

Correct Answer Feedback:

Great job! Tracked items are required for all development actions. The tracked items for this case are all tracked items that have been created for the claim. The tracked items for the previous exams are still active and you created the new tracked items for the PTSD exam and developing for the VA Forms 21-4142 and 21-4142a. M21-1 III.i.2.F -Record Maintenance During the Development Process.

Incorrect Answer Feedback:

Sorry, that is not correct. Tracked items are required for all development actions. The tracked items for this case are all tracked items that have been created for the claim. The tracked items for the previous exams are still active and you created the new tracked items for the PTSD exam and developing for the VA Forms 21-4142 and 21-4142a. M21-1 III.i.2.F -Record Maintenance During the Development Process.

The following tracked items apply to this claim:

- Exam Request – bilateral hearing loss
- Exam Request – tinnitus
- Exam Request – Processing
- Exam Request – low back strain
- Exam Request – bilateral knee condition
- Exam Request – PTSD
- 21-4142/21-4142a

Any answer, continue to 160.

Exam Review Note

Page Number: 160

Select the correct VBMS note for the status of examinations:

- Exam review - complete for all issues. Detailed explanation of actions taken.
- Exam review – partially complete. Detailed explanation of information required to complete review.

<ul style="list-style-type: none"> • 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 and a detailed explanation of actions taken is required. The note is required to begin with "Exam Review" when entering the note in VBMS. M21-1 III.i.2.C -Duty to Assist With Obtaining Records.</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The examination review is complete for all issues and a detailed explanation of actions taken is required. The note is required to begin with "Exam Review" when entering the note in VBMS. M21-1 III.i.2.C -Duty to Assist With Obtaining Records.</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 open. All examinations ordered for this Veteran remain open and the development to the Veteran for VA Forms 21-4142 and 21-4142a is also pending. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F -Record Maintenance During the Development Process.</p> <p>Incorrect Answer Feedback: Sorry, that is not correct. The current status of this claim is open. All examinations ordered for this Veteran remain open and the development to the Veteran for VA Forms 21-4142 and 21-4142a is also pending. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.i.2.F -Record Maintenance During the Development Process.</p>	
End of test	End of test