

## HEINZ, Gregory eCase Automatic Feedback

TMS# for objectives: 61975, 4456082, 4488137

|   |  |
|---|--|
| <p><b>Date of Receipt</b><br/>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 */ 10/04/2021</p> <p>VA Form 21-22 Date Received: /* receivedon */ 10/04/2021</p> <p>VA Form 21-4138 Date Received: /* receivedon */ 10/04/2021</p> <p><b>Correct Answer Feedback:</b><br/>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→ II.iii.1.B.1.c-e – Claims for Disability Compensation, Pension, and Survivor Benefits and 38 CFR 3.1(r)</p> <p><b>Incorrect Answer Feedback:</b><br/>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→ II.iii.1.B.1.c-e – Claims for Disability Compensation, Pension, and Survivor Benefits and 38 CFR 3.1(r)</p> |  |
| Any answer, continue to 040.  |  |
| <p><b>Representation</b><br/>Page Number: 040</p> <p>Did the Veteran appoint a POA?</p> <ul style="list-style-type: none"><li>• Yes</li><li>• No</li></ul> <p><b>Correct Answer Feedback:</b><br/>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><b>Incorrect Answer Feedback:</b></p>  |  |

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| <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 American Legion is the appointed representative, has access to 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><b>Representation</b><br/>Page Number: 045</p> <p>What organization did /* firstmiddlelastsuffix */ select as /* hisher */ POA?</p> <ul style="list-style-type: none"> <li>• Disabled American Veterans (083)</li> <li>• Vietnam Veterans of America (070)</li> <li>• <b>American Legion (074)</b></li> <li>• Military Order of the Purple Heart (089)</li> <li>• Veterans of Foreign Wars (097)</li> </ul> <p>Does the organization have access to VBMS?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• No</li> </ul> <p>Did /* firstmiddlelastsuffix */ authorize /* hisher */ representative to change /* hisher */ mailing address?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b><br/>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→ M21-1 II.iii.3.B.1.a-d</p> <p><b>Incorrect Answer Feedback:</b><br/>Incorrect. According to the VA Form 21-22, American Legion 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→ M21-1 II.iii.3.B.1.a-d</p> |                                      |
| <p>Any answer, continue to 048.</p>  |                                      |
| <p><b>Electronic Funds Transfer</b><br/>Page Number: 048</p> <p>Did you verify and update (if needed) the correct electronic funds transfer (EFT) <b>Direct Deposit</b> information for this Veteran?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b></li> </ul>   |                                      |

- 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→ M21-1 II.iii.3.B.1.a-d, 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→ M21-1 II.iii.3.B.1.a-d, 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 \*/ (08/22/1954)

Release from Active Duty (RAD) Date

- /\* serviceexitdate \*/ (08/31/1957)

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 states the Veteran was in the United States /\* branch \*/. M21-1 III.ii.3.C - System Updates→ M21-1 II.iii.3.B.1.a-d, M21-1 III.ii.6.B - Service Requirements and Verification of Eligibility→ M21-1 II.iii.1.B - Screening Applications for Benefit Eligibility

**Incorrect Answer Feedback:**

Sorry, that is incorrect. VA Form 21-526EZ states the Veteran served from /\* serviceentrydate \*/ to /\* serviceexitdate \*/ in the United States /\* branch \*/ and service is **not** verified in VBMS. M21-1 III.ii.3.C - System Updates→ M21-1 II.iii.3.B.1.a-d, M21-1 III.ii.6.B - Service Requirements and Verification of Eligibility→ M21-1 II.iii.1.B - Screening Applications for Benefit 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.

- 110LCOMP7 - Initial Live Comp < 8 issues

**Correct Answer Feedback:**

Awesome! This is an initial compensation claim with less than 8 Issues. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement and M21-1 III.ii.3.D - Claims Establishment → M21-1 II.iii.3.A.

**Incorrect Answer Feedback:**

Incorrect. EP 110 is the correct End Product because this is an initial claim with less than 8 issues. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement and M21-1 III.ii.3.D - Claims Establishment→ M21-1 II.iii.3.A.

For V12: Please limit to the correct answer + 4 distractors.

Any answer, continue to 070.

**Date of Claim**

Page Number: 070

What is the Date of Claim (DOC)?

- /\* receivedon \*/ 01/04/2021 → 10/04/2021

**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→ II.iii.1.A Applications for Benefits and 38 CFR 3.155(d)(1)

**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 III.ii.2.B - Claims for Disability Compensation and-or Pension, and Claims for Survivors Benefits→ II.iii.1.A Applications for 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?

- 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) → X.i.2.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) → X.i.2.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.

- Bilateral Hearing Loss
- Tinnitus

**Correct Answer Feedback:**

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

For V12: Correct answers + 4 distractors

- Bilateral Hearing Loss
- Tinnitus

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 \*/ 01/04/2021 → 10/04/2021

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

#### **Tinnitus**

Classification: Hearing Loss

Date: /\* receivedon \*/ 01/04/2021 → 10/04/2021

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.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:

**Bilateral Hearing Loss**

Classification: Hearing Loss

Date /\* receivedon \*/ 01/04/2021 → 10/04/2021

Type: New

Medical?: Yes

Special Issue Indicators: Fully Developed Claim, Local Mentor Review

**Tinnitus**

Classification: Hearing Loss

Date /\* receivedon \*/ 01/04/2021 → 10/04/2021

Type: New

Medical?: Yes

Special Issue Indicators: N/A

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.1.B - Duty to Notify Under 38 U.S.C. 5102 and 5103→ II.iii.1.C Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)

**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→ II.iii.1.C Screening Applications for Substantial Completeness and Notification Requirements and 38 CFR 3.159(c)

Any answer, continue to 110.

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| <p><b>Additional Development to Support the Claim</b><br/>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"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Correct Answer Feedback:</b><br/>Great Job! This claim does require additional development. More information is needed in order to move the claim to the next step of the claims process.</p> <p><b>Incorrect Answer Feedback:</b><br/>Incorrect. This claim does require additional development. More information is needed in order to move the claim to the next step of the claims process. Due to the Veteran's discharge from the /*branch */ in 1957, /* hisher */ records would be stored at the National Personnel Records Center (NPRC). Since we need the Veteran's STRs and personnel records to verify service, a PIES O50 is necessary. M21-1 III.iii.2.B - Migration of Service Records and the Procedures for Obtaining Them</p> |                            |
| If correct, continue to 115.   | If incorrect, jump to 120. |
| <p><b>Additional Development to Support the Claim</b><br/>Page Number: 115</p> <p>What development actions did you take on this claim? Select all that apply.</p> <ul style="list-style-type: none"> <li>• PIES Request for O50</li> </ul> <p><b>Correct Answer Feedback:</b><br/>Correct. Due to the Veteran's discharge from the /*branch */ in 1957, /* hisher */ records would be stored at the National Personnel Records Center (NPRC). Since we need the Veteran's STRs and personnel records to verify service, a PIES O50 is necessary. M21-1 III.iii.2.B - Migration of Service Records and the Procedures for Obtaining Them</p> <p><b>Incorrect Answer Feedback:</b><br/>Incorrect. Due to the Veteran's discharge from the /*branch */ in 1957, /* hisher */ records would be stored at the National Personnel Records Center (NPRC). Since we need the Veteran's STRs and personnel records to verify service, a PIES O50 is necessary. M21-1 III.iii.2.B - Migration of Service Records and the Procedures for Obtaining Them</p>                     |                            |
| Any answer, continue to 130.   |                            |
| <p><b>Intent to File (ITF)</b><br/>Page Number:130</p>   |                            |



|   |   |
|---|---|
| <p>Is an Intent to File (ITF) of record with this claim?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• <b>No</b></li> </ul> <p><b>Correct Answer Feedback:</b><br/>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→M21-1 II.iii.2.A - Intent to File.</p> <p><b>Incorrect Answer Feedback:</b><br/>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→M21-1 II.iii.2.A - Intent to File.</p>   |   |
| Any answer, continue to 137.  |   |
| <p><b>Examinations</b><br/>Page Number: 137</p> <p>Is an exam warranted?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• <b>No</b></li> </ul> <p><b>Correct Answer Feedback:</b><br/>You are correct. At this time, no exams are warranted for this claim, as we are waiting for the PIES O50 request for STRs and personnel records. 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><b>Incorrect Answer Feedback:</b><br/>That is incorrect. At this time, no exams are warranted for this claim, as we are waiting for the PIES O50 request for STRs and personnel records. 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><b>Tracked Items</b><br/>Page Number: 155</p> <p>Which tracked item(s) apply to this claim?</p> <ul style="list-style-type: none"> <li>• <b>PIES Request for O50</b></li> <li>• <b>Secondary Action Required</b></li> </ul>  | <p>For V12: Correct answer(s) + 4 distractors</p> |

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| <p><b>Correct Answer Feedback:</b><br/>Great job! Tracked items are required for all pending development and Secondary Action Required is needed until the examination review has been completed for all contentions to prevent the claim from moving to ready for decision status. M21-1 III.iii.1.F - Record Maintenance During the Development Process and M21-1 I.1.C.3.I. Documentation of the Status of Examination Review.</p> <p><b>Incorrect Answer Feedback:</b><br/>Sorry, that is not correct. The tracked items for this case are PIES Request for O50 and Secondary Action Required. Tracked items are required for all pending development and Secondary Action Required is needed until the examination review has been completed for all contentions to prevent the claim from moving to ready for decision status. M21-1 III.iii.1.F - Record Maintenance During the Development Process and M21-1 I.1.C.3.I. Documentation of the Status of Examination Review.</p>   |  |
| Any answer, continue to 160.   |  |
| <p><b>Exam Review Note</b><br/>Page Number: 160</p> <p>Select the correct VBMS note for the status of examinations:</p> <ul style="list-style-type: none"> <li>• Exam review - complete for all issues. Detailed explanation of actions taken.</li> <li>• Exam review – partially complete. Detailed explanation of information required to complete review.</li> <li>• Exam review – not yet performed. Detailed explanation as to why the exam has yet to be performed</li> </ul> <p><b>Correct Answer Feedback:</b><br/>Great job! The examination review is not yet performed as we have not yet reviewed the STRs. A detailed explanation of actions taken is required and the note is required to begin with "Exam Review" when entering the note in VBMS. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p> <p><b>Incorrect Answer Feedback:</b><br/>Sorry, that is not correct. The examination review is not yet performed as we have not yet reviewed the STRs. A detailed explanation of actions taken is required and the note is required to begin with "Exam Review" when entering the note in VBMS. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion</p> |  |
| Any answer, continue to 170.   |  |
| <p><b>Claim Status</b><br/>Page Number: 170</p>  |  |

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 as we wait for receipt of the STRs and personnel records. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.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 wait for receipt of the STRs and personnel records. M21-4, Appendix D, Index of Claim Stage Indicators and M21-1 III.iii.1.F - Record Maintenance During the Development Process

End of test

End of test