## COLLINS, Franklin eCase Automatic Feedback

TMS# for objectives: 61975, 4456082, 4179010, 4415942

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| **Date of Receipt**  Page Number: 015  Identify the date of receipt you used for each of these documents in  /\* firstmiddlelastsuffix \*/’s eCase.  VA Form 21-526EZ Date Received: /\* receivedon \*/ 02/16/2021  VA Form 21-22 Date Received: /\* receivedon \*/ 02/16/2021  VA Form 21-4138 Date Received: /\* receivedon \*/ 02/16/2021  DD 214 Date Received: /\* receivedon \*/ 02/16/2021  **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)  **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) |  |
| Any answer, continue to 040. |  |
| **Representation**  Page Number: 040  Did the Veteran appoint a POA?   * Yes * No   **Correct Answer Feedback**:  Good job! A properly completed and executed VA Form 21-22, *Appointment of Veterans Service Organization as Claimant's Representative*, shows the service organization as representative.  M21-1 I.3.A - General Information on Power of Attorney (POA)  **Incorrect Answer Feedback**:  Sorry, that is incorrect. A properly completed and executed VA Form 21-22, *Appointment of Veterans Service Organization as Claimant's Representative*, shows American Legion (074) is the appointed representative, has access to VBMS but does NOT have authorization to change the Veteran’s mailing address.  M21-1 I.3.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 III.ii.3.C - System Updates  **Incorrect Answer Feedback**:  Incorrect. According to the VA Form 21-22, American Legion (074) is the appointed representative, has access to VBMS but does NOT have authorization to change the Veteran’s mailing address. Use VBMS to reflect the appointment of a POA, as well as the POA’s permissions.   M21-1 III.ii.3.C - System Updates |  |
| Any answer, continue to 048. |  |
| **Electronic Funds Transfer**  Page Number: 048  Did you verify and update (if needed) the correct electronic funds transfer (EFT) information for this Veteran?   * 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 Chapter 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 Chapter 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 \*/ 11/03/2016   Release from Active Duty (RAD) Date   * /\* serviceexitdate \*/ 11/02/2020   Branch of Service   * Air Force * Marines * Navy * Army * Coast Guard * Reserves   Service Verified in VBMS   * Yes * No   **Correct Answer Feedback**:  Good Job! The VA Form 21-526EZ and DD Form 214 state the Veteran was in the United States Army.  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. The VA Form 21-526EZ and certified DD Form 214 state the Veteran served from /\* serviceentrydate \*/ to /\* serviceexitdate \*/ in the United States Army, so service would be verified in VBMS. M21-1 III.ii.3.C - System Updates, M21-1 III.ii.6.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.   * 110LCOMP7 – Initial Live Comp <8 issues   **Correct Answer Feedback**:  Awesome! EP 110 is the correct End Product because this is an initial claim with less than 8 contentions. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement and M21-1 III.ii.3.D - Claims Establishment.  **Incorrect Answer Feedback**:  Incorrect. EP 110 is the correct End Product because this is an initial claim with less than 8 contentions. M21-4 Appendix B End Product Codes and Work Rate Standards for Quantitative Measurement and M21-1 III.ii.3.D - Claims Establishment. |  |
| Any answer, continue to 070. |  |
| **Date of Claim**  Page Number: 070  What is the Date of Claim (DOC)?   * /\* receivedon \*/ 02/16/2021   **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 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 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 fully developed claim (FDC)?   * Yes * No   **Correct Answer Feedback**:  Good job! This case is excluded from the FDC Program. M21-1 III.i.3.B - Processing Fully Developed Claims (FDCs)  **Incorrect Answer Feedback**:  Incorrect. This case is excluded from the FDC Program. The veteran stated that /\* heshe \*/ has been treated by private physicians so we need to develop for that evidence. M21-1 III.i.3.B - Processing Fully Developed Claims (FDCs) |  |
| If correct, proceed to 087 | If incorrect, jump to 090 |
| **FDC Exclusion**  Page Number: 087  Why was the claim excluded?   * Claimant declines FDC processing * Claimant fails to simultaneously submit any of the required additional forms to process his/her specific claim * Claim requires Non-Federal Evidence development * Claim requires a character of discharge determination * Claimant or POA submits an additional claim   **Correct Answer Feedback**:  Good work! The claim needs non-Federal evidence development because the veteran stated that /\* heshe \*/ has been treated by private physicians. We need to develop for that evidence. M21-1 III.i.3.B - Processing Fully Developed Claims (FDCs)  **Incorrect Answer Feedback**:  Incorrect. The claim needs non-Federal evidence development because the veteran stated that /\* heshe \*/ has been treated by private physicians. We need to develop for that evidence. 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.   * Depression * Hearing Loss * Tinnitus * Right shoulder condition * Left Knee Condition   **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:   * Depression * Hearing Loss * Tinnitus * Right Shoulder Condition * Left Knee Condition | 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.  **Depression**  Classification: Mental Disorders  Date: /\* receivedon \*/ 02/16/2021  Type: New  Medical?: Yes  Special Issue Indicators: FDC Excluded – Needs Non-Fed Evidence Development, Local Mentor Review  **Hearing Loss**  Classification: Hearing Loss  Date: /\* receivedon \*/ 02/16/2021Type: New  Medical?: Yes  Special Issue Indicators: N/A  **Tinnitus**  Classification: Hearing Loss  Date: /\* receivedon \*/ 02/16/2021  Type: New  Medical?: Yes  Special Issue Indicators: N/A  **Right Shoulder Condition**  Classification: Musculoskeletal - Shoulder  Date: /\* receivedon \*/ 02/16/2021  Type: New  Medical?: Yes  Special Issue Indicators: N/A  **Left Knee Condition**  Classification: Musculoskeletal - Knee  Date: /\* receivedon \*/ 02/16/2021  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:  **Depression**  Classification: Mental Disorders  Date: /\* receivedon \*/ 02/16/2021  Type: New  Medical?: Yes  Special Issue Indicators: FDC Excluded – Needs Non-Fed Evidence Development, Local Mentor Review  **Hearing Loss**  Classification: Hearing Loss  Date: /\* receivedon \*/ 02/16/2021Type: New  Medical?: Yes  Special Issue Indicators: N/A  **Tinnitus**  Classification: Hearing Loss  Date: /\* receivedon \*/ 02/16/2021  Type: New  Medical?: Yes  Special Issue Indicators: N/A  **Right Shoulder Condition**  Classification: Musculoskeletal - Shoulder  Date: /\* receivedon \*/ 02/16/2021  Type: New  Medical?: Yes  Special Issue Indicators: N/A  **Left Knee Condition**  Classification: Musculoskeletal – Knee  Date: /\* receivedon \*/ 02/16/2021  Type: New  Medical?: Yes  Special Issue Indicators: N/A: |  |
| Any answer, continue to 100. |  |

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| **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 his 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)  **Incorrect Answer Feedback**:  Sorry, that is not correct. A 5103 letter is not required because the Veteran filed his 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) |  |
| 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 require additional development. More information is needed in order to move the claim to the next step of the claims process.  **Incorrect Answer Feedback**:  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. A subsequent development letter is needed to develop for VA Forms 21-4142/21-4142a for private treatment records and to notify the Veteran that their claim is excluded from the FDC Program. M21-1 III. i.3.B - Processing Fully Developed Claims (FDCs) |  |
| If correct, continue to 115. | If incorrect, jump to 120. |

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| **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 Forms 21-4142 and/or 4142a * Notified of FDC Exclusion   **Correct Answer Feedback**:  Correct. A subsequent development letter is needed to develop for VA Forms 21-4142/21-4142a for private treatment records and to notify the Veteran that their claim is excluded from the FDC Program. M21-1 III. i.3.B - Processing Fully Developed Claims (FDCs)  **Incorrect Answer Feedback**:  Incorrect. A subsequent development letter is needed to develop for VA Forms 21-4142/21-4142a for private treatment records and to notify the Veteran that their claim is excluded from the FDC Program. M21-1 III. i.3.B - 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 III.ii.2.C.2.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 III.ii.2.C.2.a – Communication of an ITF. |  |
| Any answer, continue to 137. |  |
| **Examinations**  Page Number: 137  Is an exam warranted?   * Yes * No   **Correct Answer Feedback**:  You are correct. Exams for hearing loss, tinnitus, depression, left knee condition, and right shoulder condition are warranted, as the claim was filed within a year of discharge and we have the STRs of record. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4)  **Incorrect Answer Feedback**:  That is incorrect. Exams for hearing loss, tinnitus, depression, left knee condition, and right shoulder condition are warranted, as the claim was filed within a year of discharge and we have the STRs of record. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion and 38 CFR 3.159(c)(4) |  |
| If correct, continue to 138. | If incorrect, jump to 155 |
| **ERRA**  Page Number: 138  Did you use the Examination Request Routing Assistant (ERRA) tool to assist in the routing of exam requests?   * Yes * No   **Correct Answer Feedback**:  Good job! Claims processors must use the ERRA tool when determining where to order exams.  M21-1 III.iv.3.A - Examination Requests Overview  **Incorrect Answer Feedback**:  That is incorrect. Claims processors must use the ERRA tool when determining where to order exams.  M21-1 III.iv.3.A - Examination Requests Overview |  |
| Any answer, continue to 139 |  |
| **Bookmarking**  Page Number: 139  Which of the following relevant evidence types that should be bookmarked for examiner review for this case? (select all that apply)   * DD214 * Service treatment records   **Correct Answer Feedback**:  Good job! You have identified the correct relevant evidence that should be bookmarked for the examiner’s review. M21-1 III.iv.3.A.8.d. Requirement to Identify Relevant Evidence for the Examiner’s Review  **Incorrect Answer Feedback**: You should have identified the DD214 and Service treatment records as the relevant evidence that should be bookmarked for the examiner’s review. The DD214 will communicate the military occupational specialty. The STRs will show entrance, exit, and audio exams as well as treatment for conditions. M21-1 III.iv.3.A.8.d. Requirement to Identify Relevant Evidence for the Examiner’s Review | Correct bookmark(s) + 4 distractors |
| Any answer, continue to 140 |  |
| **Examinations**  Page Number: 140  What exams did you order for this claim?   * DBQ General Medical * DBQ PSYCH Mental Disorders * DBQ AUDIO Hearing Loss & Tinnitus (hearing loss) * DBQ AUDIO Hearing Loss & Tinnitus (tinnitus)   **Correct Answer Feedback**:  Great job! The Veteran is entitled to exams for all contentions because he filed a claim within a year of discharge and the STRs are of record.  M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion  **Incorrect Answer Feedback**:  Sorry, that is not correct. The Veteran is entitled to General Medical, Audio and Mental Disorders exams because he filed a claim within a year of discharge and the STRs are of record. VSRs should not request the individual specialty examinations for each claimed disability when a general medical exam is warranted. A DBQ General Medical will examine the left knee and right shoulder condition and won’t require a medical opinion. A DBQ PSYCH Mental Disorders will examine the depression and won’t require a medical opinion. A DBQ AUDIO Hearing Loss & Tinnitus will examine both the hearing loss and tinnitus issues. M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion | For V12: Correct exam(s) + 4 distractors |
| Any answer, continue to 150. |  |
| **Examinations**  Page Number: 150  Identify the appropriate type for each of these exams ordered for /\* firstmiddlelastsuffix \*/.  **Hearing Loss:**  Increase  Medical Opinion (MO) Direct Service Connection  Medical Opinion (MO) Secondary  Medical Opinion (MO) Aggravation  Audio Special Language based on MOS-Related Hazardous Noise Exposure  No Medical Opinion (MO) required  Increase with IU Language  **Tinnitus:**  Increase  Medical Opinion (MO) Direct Service Connection  Medical Opinion (MO) Secondary  Medical Opinion (MO) Aggravation  Audio Special Language based on MOS-Related Hazardous Noise Exposure  No Medical Opinion (MO) required  Increase with IU Language  **Depression:**  Increase  Medical Opinion (MO) Direct Service Connection  Medical Opinion (MO) Secondary  Medical Opinion (MO) Aggravation  No Medical Opinion (MO) required  Increase with IU Language  **Left Knee Condition:**  Increase  Medical Opinion (MO) Direct Service Connection  Medical Opinion (MO) Secondary  Medical Opinion (MO) Aggravation  No Medical Opinion (MO) required  Increase with IU Language  **Right Shoulder Condition:**  Increase  Medical Opinion (MO) Direct Service Connection  Medical Opinion (MO) Secondary  Medical Opinion (MO) Aggravation  No Medical Opinion (MO) required  Increase with IU Language  **Correct Answer Feedback**:  Great job! The Veteran submitted /\* hisher \*/ claim within one year of discharge, so no medical opinions are required for the conditions examined by the General Medical and mental disorders exams. Selecting Audio Special Language based on MOS-Related Hazardous Noise Exposure is appropriate and will provide in-service noise exposure information. M21-1 III.iv.3.A - Examination Requests Overview  **Incorrect Answer Feedback**:  Sorry, that is not correct. The Veteran submitted /\* hisher \*/ claim within one year of discharge, so no medical opinion is required with the conditions examined with General Medical and mental disorders exams. Selecting Audio Special Language based on MOS-Related Hazardous Noise Exposure is appropriate and will provide in-service noise exposure information. M21-1 III.iv.3.A - Examination Requests Overview |  |
| Any answer, continue to 155. |  |
| **Tracked Items**  Page Number: 155  Which tracked item(s) apply to this claim? Select all that apply.   * 21-4142/21-4142a * Exam Request - left knee condition * Exam Request - right shoulder condition * Exam Request - depression * Exam Request – hearing loss * Exam Request – tinnitus * Exam Request - Processing   **Correct Answer Feedback**:  Great job! Tracked items are required for all pending development. The tracked items for this case will control the development for the VA Forms 21-4142/4142a and the exams.  M21-1 III.iii.1.F - Record Maintenance During the Development Process  **Incorrect Answer Feedback**:  Sorry, that is not correct. Tracked items are required for all pending development. The tracked items for this case are:   * 21-4142/21-4142a * Exam Request - left knee condition * Exam Request - right shoulder condition * Exam Request - depression * Exam Request – hearing loss * Exam Request – tinnitus * Exam Request - Processing   M21-1 III.iii.1.F - Record Maintenance During the Development Process | For V12: Correct answer(s) + 4 distractors |
| 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. * 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 due to General Medical, Audio and Mental Disorders exams being requested. A VBMS note should include a detailed explanation of actions taken along with beginning with "Exam Review". M21-1 I.1.C - Duty to Assist with Obtaining Records and a Medical Examination or Opinion  **Incorrect Answer Feedback**:  Sorry, that is not correct. The examination review is complete due to General Medical, Audio and Mental Disorders exams being requested. A VBMS note should include a detailed explanation of actions taken along with beginning with "Exam Review".  M21-1 I.1.C - Duty to Assist with Obtaining Records and 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 the exams and private treatment records request are still pending.  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 because the exams and private treatment records request are still pending. 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 |