



# Insurance Service Veterans Claims Examiner – Death Claims (VCE-DC) Technical Competencies

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*Extracted from the Insurance Service (INS) Competency Model Report, Dated September 2011*



**U.S. Department of  
Veterans Affairs**



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## Overview

The information in this document, including table numbers, is derived from the Insurance Service (INS) Competency Model Report, dated September 2011.

This document contains the technical competencies for the specified position and provides the following detailed information:

- A list of all technical competencies for the position.
- For each technical competency, a profile is provided that includes the Competency:
  - Description/Definition
  - Proficiency Ratings
  - Proficiency Levels
  - Behavioral Indicators

## VCE-DC Technical Competencies

The table below identifies the technical competencies for the Insurance Service VCE-DC position.

**Table 1: VCE-DC Technical Competencies**

VCE-DC Technical Competencies	
1.	Insurance Laws and Regulations
2.	Coaching/Mentoring
3.	Information Dissemination
4.	Reporting/Record Keeping
5.	Insurance Account Management (VCE-DC)
6.	Insurance Claims Preparation and Development (VCE-DC)
7.	VBA Applications (VCE-DC)
8.	Complex Cases (VCE-DC)



## VCE-DC Technical Competency Profiles

The tables below identify the competency profiles for the Insurance Service VCE-DC position.

**Table 2: VCE-DC – Insurance Laws & Regulations**

Insurance Laws and Regulations				
Description/Definition: Adhere to laws and regulations that apply to VA Insurance programs.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Follows the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VBA policy.	✓		
	Researches regulations governing life insurance policies in order to reply to inquiries from policyholders on VA administered insurance programs.			
3 – Intermediate	Explains the agency's position to those protesting adverse determinations for the purpose of defining appeal rights under the existing laws and regulations.		✓	
5 – Expert	Acts as a subject matter expert in matters pertaining to Insurance laws and regulations.			✓
	Advises others to resolve difficult questions or issues.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

**Table 3: VCE-DC – Coaching/Mentoring**

Coaching/Mentoring				
Description/Definition: Works to improve and reinforce performance of others. Facilitates skill development by providing clear, behaviorally specific performance feedback, and making or eliciting specific suggestions for improvement in a manner that builds confidence and maintains self-esteem.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Provides support to others.	✓		
	Shares thoughts, feelings and rationale.			
	Seeks feedback from mentor and peers.			
2 – Foundational	Provides timely and constructive feedback.		✓	✓
	Asks relevant and open-ended questions that challenge assumptions and spur creative thinking.			
	Checks understanding by paraphrasing or mirroring what was heard.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 4: VCE-DC – Information Dissemination**

Information Dissemination				
Description/Definition: Providing clear information and eliciting specific details based on established policies and best practices.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Listens and responds with empathy concerning sensitive information.	✓		
	Assist claimants regarding how best to provide needed documents and evidence required.			
	Explain the types of supplemental documents necessary to facilitate timely processing of claims.			
	Provide assistance in obtaining and completing documents and forms in accordance with the type of claim being submitted.			
	Provides contact information to Veterans, their dependents, and beneficiaries regarding the full array of benefits available through the Department of Veterans Affairs.			
	Provides contact information to Veterans, their dependents, and beneficiaries regarding non-VA benefits available through other organizations concerned with Veterans.			
4 – Advanced	Reviews and determines eligibility and the validity of supporting documentation.		✓	
5 – Expert	Prepares responses for complex cases.			✓
	Counsels Veterans, their dependents, and beneficiaries regarding insurance benefits available through the Department of Veterans Affairs.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 5: VCE-DC – Reporting/Record Keeping**

<b>Reporting/Record Keeping</b>				
<b>Description/Definition: Develops and maintains all necessary documents, files, inventories, communications, and tools.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
1 – Basic	Follows mandatory reporting and record keeping procedures.	✓		
	Complies with mandatory Privacy and Information Security Awareness training.			
	Disposes of records and reports according to Federal/VA regulations.			
2 – Foundational	Secures records and reports properly.		✓	
	Completes and verifies accuracy of daily individual reports.			
3 – Intermediate	Verifies the completion and accuracy of monthly reports.			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

**Table 6: VCE-DC – Insurance Account Management**

<b>Insurance Account Management</b>				
<b>Description/Definition: Process policy transactions to ensure that all accounts are updated and maintained in the correct manner.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
1 – Basic	Maintains correct addresses so the insured receives reimbursements and payments.	✓		
	Contacts the insured, beneficiaries, service organization personnel, and employees at other VA facilities for the purpose of obtaining information necessary to make determinations on entitlement to insurance proceeds.			
3 – Intermediate	Reviews RPOs for monthly installment discrepancies.		✓	
	Conducts research to determine the reasoning behind the lapsed policy.			
5 – Expert	Acts as a subject matter expert in matters pertaining to insurance benefits.			✓
	Advises others to resolve difficult questions or issues related to insurance benefits.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA



**Table 7: VCE-DC – Insurance Claims Preparation and Development**

<b>Insurance Claims Preparation and Development</b>				
<b>Description/Definition: Follows VA insurance claims processing standards to quickly and efficiently develop claims for determinations.</b>				
<b>Competency Proficiency Ratings</b>	<b>Behavioral Indicators</b>	<b>Competency Proficiency Levels</b>		
		<b>E</b>	<b>A</b>	<b>J</b>
1 – Basic	Refers to life insurance program guides to determine entitlement to insurance proceeds.	✓		
	Verifies all Veterans and beneficiaries submitted information is accurate.			
3 – Intermediate	Sends letters to Veterans, beneficiaries, and their representatives to notify them of status of the claim.		✓	
	Processes VA Form 29-4125, VA Form 29-541 or informal application.			
5 – Expert	Provides informational reports for the Division Office.			✓
	Processes administrative decisions sent by Senior VCEs.			
	Reviews appeal cases and congressional inquiries.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA





**Table 8: VCE-DC – VBA Applications**

VBA Applications				
Description/Definition: Use of electronic insurance systems and computer applications				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Opens and verifies information in VICTARS or SHARE	✓		
	Use VA computer applications to perform routine tasks.			
	Follow all IT security regulations and rules of behavior governing use of VA computer applications.			
3 – Intermediate	Assists VCEs in navigating through appropriate VICTARS data screens to accomplish tasks.		✓	
	Document information from external sources in VICTARS			
5 – Expert	Enters the date the SOC/SSOC was released and inputs the Notice of Disagreement (NOD) for the purpose of maintaining the Insurance Appeals Tracking System (IATS) database.			✓
	Enters the insurance file number, Appellant's last name, division section, date NOD was received, and case status in order to input a Notice of Disagreement (NOD) into the Insurance Appeals Tracking System (IATS).			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

**Table 9: VCE-DC – Complex Cases**

Complex Cases				
Description/Definition: Technical knowledge necessary to develop complex cases.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Recognizes the need for further development.	✓		
4 – Advanced	Evaluates evidence to determine eligibility.		✓	
5 – Expert	Makes determination for complex cases			✓
	Acts as a subject matter expert in matters pertaining to insurance benefits.			

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

