



# Compensation Services Rating Veterans Service Representative (RVSR)

Version 1: August 28, 2014

*Extracted from the Compensation and Pension Service Competency Model Report, Dated March 2011*



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



An HR&A Initiative to invest in people development, talent acquisition and workforce engagement for the delivery of high-quality healthcare, benefits and other services to Veterans and their families.



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## Overview

The information in this document, including table numbers, is derived from the Compensation and Pension Service Competency Model Report, dated March 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

## RVSR Technical Competencies

The table below identifies the technical competencies for the Compensation Service RVSR position.

**Table 1: RSVR Technical Competencies**

Rating Veterans Service Representative (RVSR) Technical Competencies	
1.	Claims Processing
2.	Health and Medical Processes
3.	VBA Applications
4.	Veteran's Benefits and Eligibility



## RVSR Technical Competency Profiles

The tables below identify the competency profiles for the Compensation Service RVSR position.

**Table 2: RVSR – Claims Processing**

Claims Processing				
Description/Definition: Analyze, evaluate, and settle C&P related claims, applying technical knowledge, written communication, and interpersonal skills to effect fair and prompt resolution of cases.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
1 – Basic	Perform initial scan of the claims file.	✓		
	Determine the type of claim.	✓		
	Review STRs and DD Form 214 to determine if personnel file is needed.	✓		
	Determine whether all necessary treatment records are on file.	✓		
	Determine if a C&P examination needs to be ordered for each issue of record.	✓		
	Identify sources of evidence.	✓		
	Request evidence from appropriate sources.	✓		
	Prepare exam request if required.	✓		
	Prepare a rating decision using the Rating Board Automation system (RB) in response to various claims with second signature review.	✓		
	Perform initial scan of the claims file.	✓		
3 – Intermediate	Determine whether the exam of record is sufficient for rating purposes.		✓	
	Prepare rating decision document (e.g., introduction, evidence section, issues and reasons, review decision, print and sign).		✓	
	Apply the rules of evidence and develop the case according to M21-1 and 38 CFR requirements.		✓	
	Conduct pre-decisional hearings		✓	
4 – Advanced	Prepare a rating decision that explains complex legal and medical concepts in laymen's terms.			✓
	Issue a rating decision in response to various claims with single signature authority.			✓
	Prepare a rating decision that involves complex and medical concepts			✓

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: RVSR – Health and Medical Processes**

<b>Health and Medical Processes</b>				
<b>Description/Definition: Familiarity with health and medical termination, medical documentation, practices and procedures as well as the risk factors, symptoms, and characteristics of disabilities covered by VA.</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	Recognize an insufficient exam based upon general medical principals and functions of the major body systems.	✓		
3 – Intermediate	Develop case for medical evidence.		✓	
	Determine the need for a medical exam.		✓	
	Research health and medical issues using medical references and treatises.		✓	
4 – Advanced	Recognize plausible relationships between various medical conditions			✓
	Become a subject matter expert (SME) in a particular disease or disease process.			✓

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: RVSR – VBA Applications**

<b>VBA Applications</b>				
<b>Description/Definition: The use of C&amp;P (RVSR) computer systems to carry out claims processing tasks.</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	Use VA computer applications to perform routine tasks.	✓		
	Follow all IT security regulations and rules of behavior governing use of VA computer applications.	✓		
2 – Foundational	Access specific information using computer applications.		✓	
	Use applications to verify data.		✓	
	Update information on VESNET and ensure it is all complete and correct.		✓	
	Provide updates in MAP-D that contain sufficient notes to allow for clear communication to the stakeholder.		✓	
	Recognize when canned text is insufficient		✓	
3 – Intermediate	Use applications to independently manage workload.			✓

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: RVSR – Veteran's Benefits and Eligibility**

Veteran's Benefits and Eligibility				
Description/Definition: Properly apply laws, regulations, and manuals to the decision process.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Complete rating/appeal decisions with the correct issue, evidence, decision, and reasons and bases.	✓		
	Make the correct decision on claims.	✓		
	Address the concepts that are decided in the commonly cited court cases (e.g., Deluca, Nehmar).	✓		
3 – Intermediate	Communicate the reasons for decision clearly and concisely.		✓	✓
	Properly identify and address all ancillary benefits.		✓	✓
	Assign appropriate effective dates to granted claims.		✓	✓

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

