



Pension Management Center (PMC) Veteran Service Representative (VSR) Technical Competencies

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Extracted from the VBA Pension Management Center (PMC) Veteran Service Representative (VSR) Model Report, Dated September 2013



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



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Overview

The information in this document, including table numbers, is derived from the VBA Pension Management Center (PMC) Veteran Service Representative (VSR) Model Report, dated September 2013.

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



PMC VSR Technical Competencies

The table below identifies the technical competencies for the PMC VSR position.

Table 5: PMC VSR Technical Competencies

Pension Management Center (PMC) Veteran Service Representative (VSR) Technical Competencies	
1.	Income Counting and Net Worth
2.	Program Benefits and Eligibility
3.	Processing Claims
4.	Special Monthly Pension (SMP) Processes
5.	VBA Applications



PMC VSR Technical Competency Profiles

The tables below identify the competency profiles for the PMC VSR position.

Table 1: PMC VSR – Income Counting and Net Worth

Income Counting and Net Worth				
Description/Definition: Identify and calculate income, expenses, and net worth on original and maintenance claims.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Calculate various types of income from multiple sources	✓		
	Calculate somewhat complex medical expenses			
	Calculate dependency income			
	Identify types of net worth limitations			
	Review history of income, expenses, and net worth			
3 – Intermediate	Identify countable hardship expenses		✓	
	Calculate hardship expenses			
	Calculate deductible final expenses			
	Calculate a dependent's net worth			
	Identify types of assets and what is countable towards net worth			
	Calculate complex medical expenses			
4 – Advanced	Identify what is considered a conversion of assets			✓
	Identify when and how to adjust benefits when beneficiary has a waiver			
	Complete administrative decisions (e.g., net worth determinations)			

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 2: PMC VSR – Program Benefits and Eligibility

Program Benefits and Eligibility (PMC VSR)				
Description/Definition: Determine eligibility requirements for various pension programs and provide program-related information and guidance to Veterans, their families, and their representatives				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Review an original claim to ensure that it is substantially complete	✓		
	Confirm proper end product (EP) is established			
	Confirm end product (EP) has the correct date of claim			
3 – Intermediate	Refer a claim ready-to-rate		✓	
	Verify eligible dependents			
	Review all medical evidence has the proper signatures			
	Complete award with the correct effective dates and amount			
	Identify when an original pension claim needs a rating decision			
4 – Advanced	Complete administrative decision with the correct issue, evidence, decision, and reasons and bases			✓
	Mentor or train VBA employees on benefits and eligibility information in a one-on-one setting			
	Determine the character of discharge, including formal findings of unavailability			

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: PMC VSR – Processing Claims

Processing Claims				
Description/Definition: Develop, evaluate, and resolve pension-related claims, applying technical knowledge and interpersonal skills to resolve cases in a fair and efficient manner.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Process reported changes (e.g., dependency, First Notice of Death (FNOD), and stop/resume benefits)	✓		
	Screen claim for initial development actions (e.g., type, relationships, qualifying service, proper claimant, proof of death, income, medical evidence, and employment information)			
	Process burial claims			
3 – Intermediate	Request evidence from appropriate sources (e.g., medical evidence, income, relationship, and discharge papers)		✓	
	Provide correct notification and information to stakeholder on requirements to substantiate claim			
	Prepare exam request if required			
	Apply the rules of evidence and develop the case according to M21-1MR, 38 CFR requirements, and VA policies and procedures			
	Determine how to process a reopened claim			
	Apply effective dates and time limits			
	Apply Duty to Assist time limits			
	Process a basic maintenance claim (e.g., medical expense report)			
	Process an original claim			
4 – Advanced	Prepare administrative decisions (e.g., Character of Discharge (COD), Line of Duty/Willful Misconduct, Deemed Valid Marriage, Former Prisoner of War (POW) Status, Corpus of Estate, and Findings of Fact)			✓
	Process apportionments			
	Process a complex maintenance claim (e.g., multiple types of income, multiple pages of medical expense reports claimed)			
	Process a complex original claim (e.g., Formal Finding of Unavailability (FFU), COD 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 4: PMC VSR – Special Monthly Pension (SMP) Processes

Special Monthly Pension (SMP) Processes				
Description/Definition: Familiarity with process and procedures relating to Special Monthly Pension (SMP), including aid and attendance (A&A) and housebound benefits.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Develop case for medical evidence	✓		
	Review claim to determine eligibility for aid and attendance (A&A)/housebound benefit			
3 – Intermediate	Determine the need for a medical exam		✓	
	Determine if claim for Special Monthly Pension needs a rating decision			
	Develop A&A for claimant in nursing home			
	Contact nursing homes or other medical facility to collect additional information as needed to determine eligibility for benefits			
	Perform hospital adjustments (EP 135s), including calling nursing homes to confirm information			
4 – Advanced	Send due process letter to Veteran before making hospital adjustment			✓
	Adjust benefits based on readmission to hospital			
5 – Expert	Review notification letters			
	Review and authorize claims (e.g., awards, non-awards)			
	Process all types of hospital adjustments			

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: PMC VSR – VBA Applications

VBA Applications				
Description/Definition: The use of VBA computer systems to carry out claims processing tasks.				
Competency Proficiency Ratings	Behavioral Indicators	Competency Proficiency Levels		
		E	A	J
2 – Foundational	Access specific information using computer applications (e.g., payment history, claim history, appeals, and exams)	✓		
	Access Compensation and Pension Records			
	Interchange (CAPRI) to verify and obtain medical records			
	Use SHARE system to update information (e.g., address, service, End Project (EP), and death of Veteran)			
	Use VA computer applications to perform routine tasks			
	Utilize Virtual VA to process claims			
4 – Advanced	Use prior screens to appropriately generate and promulgate an award with VETSNET			✓
	Use Defense Personnel Records Image Retrieval System (DPRIS) to verify service			
	Use VACOLS to verify and update appeal and hearing information			
5 – Expert	Use RCPS application to interpret and analyze DFAS data regarding Military Retired Pay (MRP)			✓
	Verify information in Finance and Accounting System (FAS)			
	Troubleshoot and provide workarounds for VA application issues (e.g., VETSNET, Participant Profile, and Veterans Benefits Management System (VBMS))			
	Authorize awards in VETSNET			
	Authorize burial claims in Benefits Delivery Network (BDN)			

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

