

What Every Case Manager Should Know About Veteran Benefits



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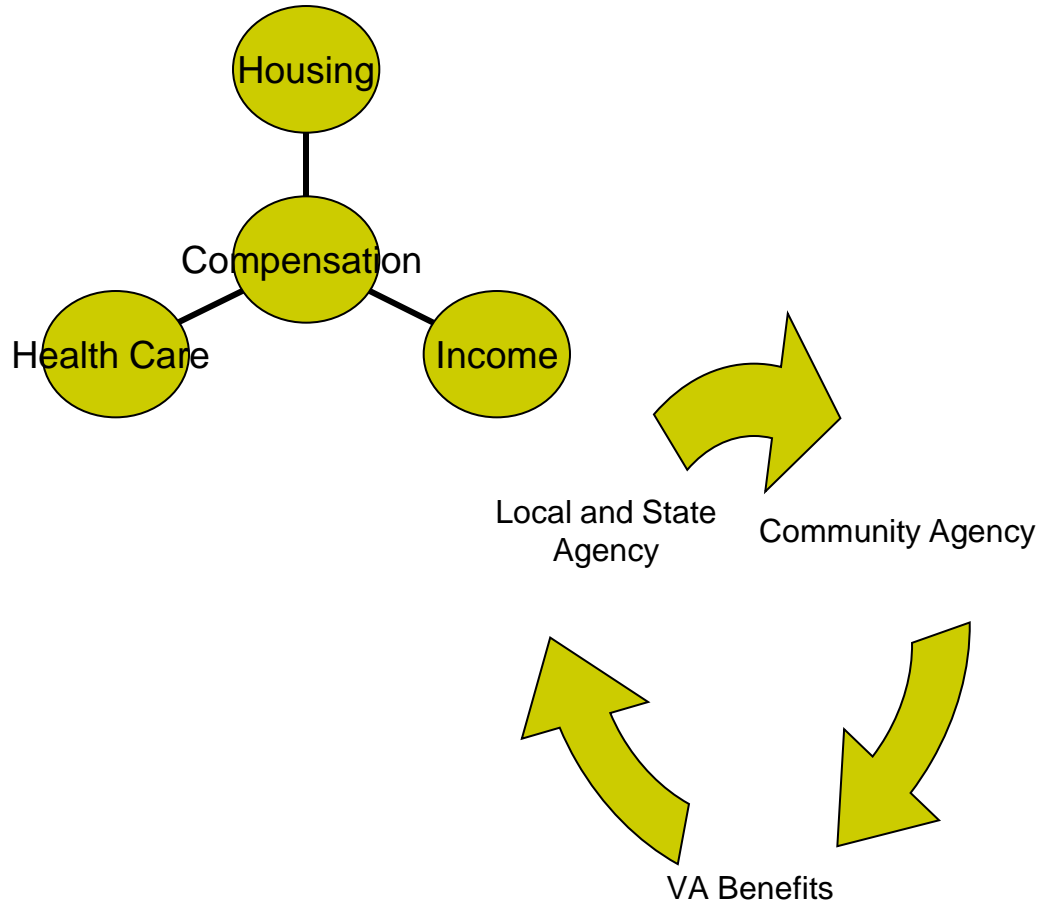
Participants will be able to:



- ✓ Understand the client center care model
- ✓ Identify available compensation benefits and describe filing requirements.
- ✓ Explain the college fee waiver process.
- ✓ Determine eligibility for pension and aid, health-care, burial, survivor, and other VA benefits.

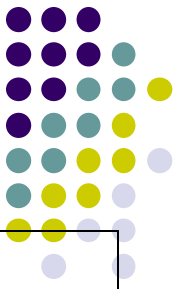


Client Center Care



- Terminology
- Base knowledge of main topics
- Interpersonal Connections
- Gaining trust
- Building strengths
- Communication

Benefits



- **Ask the questions**

- Are you receiving VA benefits?
- Do you have a claim pending?

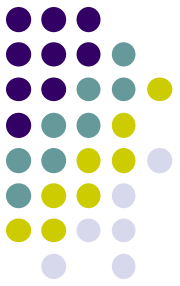
- **Listen for key words/key phrases**

- I am not the same since I came back
- Signs of PTSD, TBI, or any other issue

- **Support and do not make any promises!**

- Make appropriate referrals
- Assist vet in obtaining all necessary documentation
- Support and assist veteran during the process.

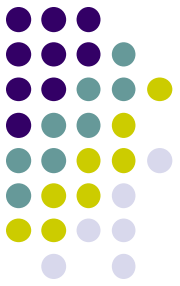




Working with Veterans

- Listen
- Follow-Through
- Trust

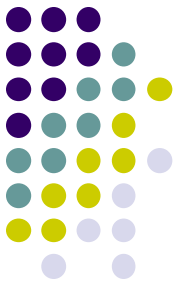




Veteran Language

- A&A DOD
- AGG CVSO, NSO
- AWOL DRB
- BCMR SC
- BVA WIA
- C-File UCMJ
- C&R QTC Appointment
- C.F.R Appeal
- COMP Notice of Disagreement

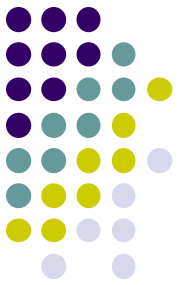
VBA vs. VHA



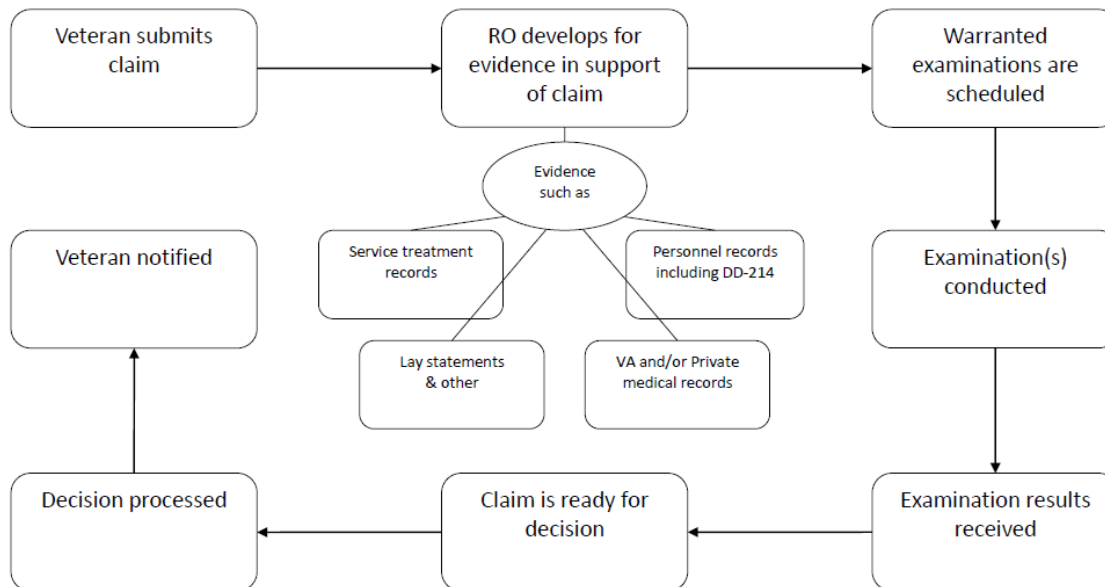
- Administers all of the Non-Medical Benefits programs
- For veterans, dependents and survivors

- Health care facilities for veterans
- Some dependents
- Operates 170 medical centers, more than 80% are affiliated with universities schools of medicine
- Averages 1000,000 inpatients a day

Quick Tour- provided by VBA



Claims Process



According to VBA -10/11/12

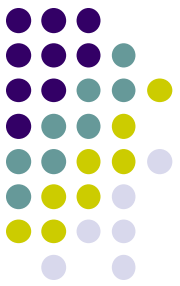


Claims Processing for Homeless Veterans

- Expedited claims processing for homeless Veterans at each RO
- VA Central Office oversight for homeless claims
- Electronic “homeless” flash to properly identify homeless Veterans
- The number of homeless claims completed continues to increase
 - FY 2009: 5,451
 - FY 2010: 7,754 (42% increase over FY 2009)
 - FY 2011: 11,197 (44% increase over FY 2010)
 - FY 2012 (August): 10,214

Compensation

38 C.F.R 3.301-3.385; 3.800; 3.951-3.957;Part 4



- **Disability payment (tax free) is considered income.** Disability for an injury, disease which started on active duty. Some pre-existing condition could have been aggravated while on active duty (example. Asthma)
- Or by application of certain statutory presumptions (Agent Orange, Diabetes, Ischemic Heart condition)
- Not income based, rates are based by level of impairment (38 CFR, Part 4) 0%-100%
- PTSD, TBI, MST, Chronic Traumatic Encephalitis

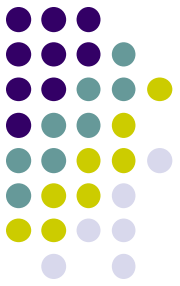
New Regulations on PTSD/MST



- July 13, 2010 released the requirement for evidentiary evidence (JSRRC)
- Important because it allowed for adjudication of claims to meet present basic medical science
- Veteran no longer has to be in combat in order to be granted PTSD/MST claim
- Veteran's own testimony, with a diagnosis is sufficient for a granted comp claim
- A case manager can help by helping his or her client write the stressor letter. VSO's rarely take the time to help the client write it. It is a critical part of the claim process. No stressor letter/ no granted claim!!
- When client is homeless/ write a referral/ letter for client to take to VSO office

Individual Unemployability

38 CFR 4.16



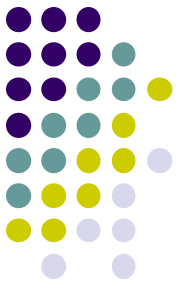
- Paying the veteran 100% pay he/she is less than 100% rated
- Unable to secure employment or maintain employment due to service connected condition
- Strong medical opinion/medical evidence
- A case manager can assist veteran by helping gather such info as work background, education information, periods of hospitalizations, and evidence of dramatic impact on the individual veteran's ability to work to establish an EXTRASCHEDULAR RATING....

POW Claims



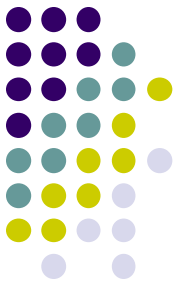
- Be aware of the presumed medical conditions (page 13-14)
- VA Administration will process top priority
- If veteran died before he was service connected/ widow can still file a survivor claim
- Case manager may have to help family gather necessary documents and instruct to deliver to VSO office with referral. Note: most VSO offices will not take the time to explain requirements, will just file application.

Pensions



- WWII, Korean Conflict, Vietnam, Persian Gulf
- Anyone served during the 80's early 90's NOT ELIGIBLE
- At need based benefit for veterans with Honorable, war time era, with a permanent and total disability. Veteran's disability does not have to be incurred while on active duty (sc)
- Be low income (poverty threshold limit)
- If veteran is over the age of 65, no need to prove P/T.. Age determines P/T.

Periods of WAR



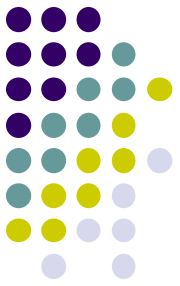
- WWI April 6, 1917 to Nov. 11, 1918
- WWII Dec. 7, 1941 to Aug. 14, 1945
- Korea Conflict June 25, 1950 to July. 27, 1953
- Vietnam Era August 5, 1964 to May 7, 1975
- Persian Gulf War August 2, 1990 to February 28, 1991
- OEI/OND/Iraq = March 20, 2003 to Present
- OEF/Afghanistan = October 7, 2001 to Present

Prior to 1985, a veteran had to serve 90 consecutive days, one of which had to be during the dates above

Case Samples



- Veteran under 65
- Veteran less than 90 days service
- Widow with Old Law Pension conversion to new law pension increase in monetary award

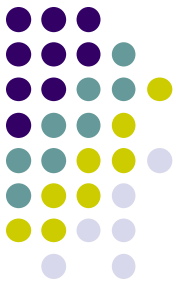


Dependent Benefits

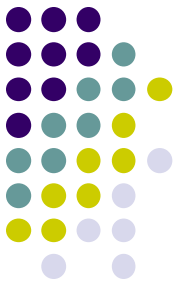
- College Fee Waiver
 - Veteran must be service connected 0-100%
 - Step-children qualify
 - Income limit for dependents
 - Covers tuition in a state public school
 - Community colleges
 - State universities
 - UC Levels

BURIAL BENEFITS

38 CFR 1.10 1.601-1.633

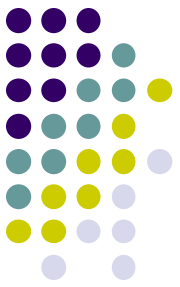


- Major misconception for families is that they think this benefit includes funeral services... IT DOES NOT!!
- Benefit includes burial in National Cemetery (Riverside in SoCal)
- Headstone/Marker
- Flag/Presidential Memorial Cert.
- Partial Reimbursement of Fees under certain qualifications
- Veteran must have an Honorable Discharge



Other Benefits

- Clothing allowance
- Automobile and Special Adaptive Equipment
- Special Housing Assistance
- Health-Care Coverage for Dependents
- Spina Bifida (children of in-Country Vietnam Veterans)



Debts and Overpayments

38 CFR 1.900-1.970; 3.655-3.666

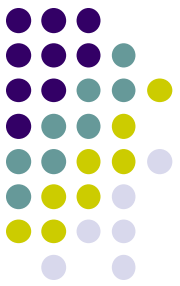
DEBT MANAGEMENT CENTER

- In charge of collecting
- (Centralized Accounts Receivable System)
- Compensation
- Pension
- Failure to pay co-pays
- Notice sent out to debtor

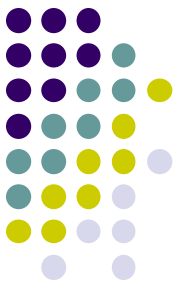
PENSION MANAGEMENT CTR

- In charge of processing payments
- Debt Management Center will withhold payment from this department
- Does not communicate with DMC

Requesting Waivers on Debts



- 30 day limit to request waiver from date of notice in order for DMC not to withhold payments
- Can request IN WRITING to make settlement offer, payment arrangements, or waiver of debt
- A case manager should know what a debt notice looks like and be cognizant of the **30 day limit**. If veteran is not able to get help from a VSO, the CM may help the veteran request a waiver. Submitting a detailed account of the veteran's expenses/ financial hardship and ask for a humanitarian waiver will usually get the debt removed. INCLUDE VA FORM 20-5655



Waiver Request Limits

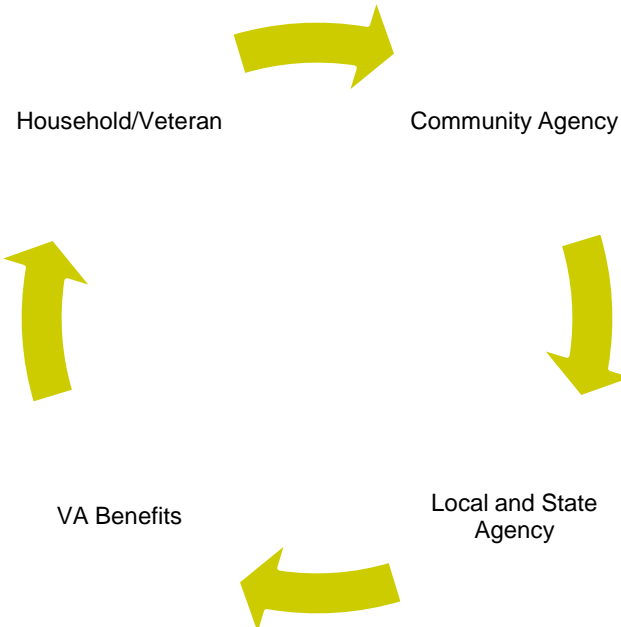
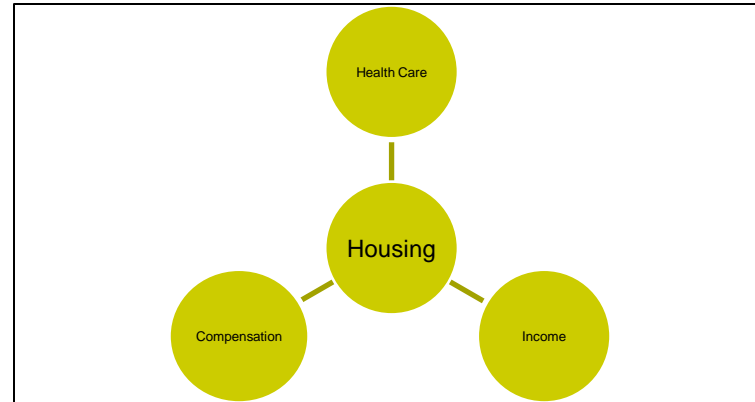
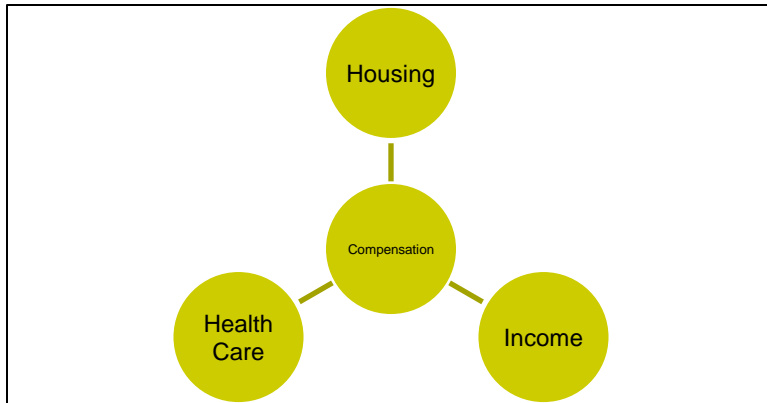
- 180 days from date of notice
- No waiver will be granted if proof of fraud exist
- Education payment debts will result in loss of future entitlement to education benefits equal to the amount waived
- Veterans owing more than \$25 at least 90 days overdue, will result in offset in Social Security Benefits of more than \$750
- Case managers can help resolve financial difficulties within this first visit if aware of this process. By referring the client out, may hinder their waiver due to time constraints and other factors.

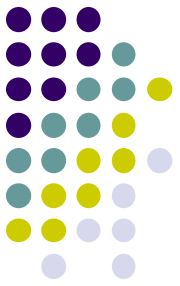
INCARCERATION



- Compensation reduced to 10%
- If 10% SC-reduced to half payment
- **After 61st day of incarceration**
- Felony conviction
- Incarceration outside Of US. Does not reduce payment
- Full Due Process will result on Overpayment
- Pension is completely stopped upon the 61st day of incarceration
- DIC/Death Benefit is not to be apportioned to any family member
- Case managers working with incarcerated or recently released felons, must be cognizant of these factors that may potentially create financial burdens.

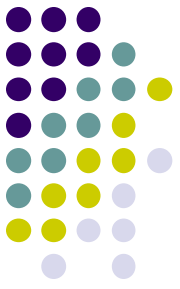
Looking at our veterans holistically...





Collaborating

- Networking
- Having a face to each contact and/or referring agency
 - Easier to collaborate
- Refer when appropriate
- Stay in your lane 😊



If nothing else...

- If you take nothing else from this training...



- Remember is not what you know is who you know 😊

- Please ask the question and refer to appropriate agency.
- Network for your vets sake.

QUESTIONS / CONTACT INFO



?'S

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