M21-1, Part I, Subpart ii, Chapter 1, Section A- Structure of the Veterans Service Center (VSC)

Article ID: 554400000181482
Updated Jan 24, 2022
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Chapter 01. Structure of the Veterans Service Center (VSC) and Pension Management Center (PMC)

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Overview

In This Section This section contains the topic "**Structure of the VSC**."

1. Structure of the VSC

Introduction This topic contains information about the basic components of the claims process, including
- **structure of the VSC**
- functions and composition of the
- **intake processing center (IPC)**, and
- **adjudication teams**
- **responsibilities of the Public Contact Team (PCT)**, and
- **helping visitors with benefits-related issues**.

Change Date January 24, 2022

I.ii.1.A.1.a. Structure of the VSC Each Veterans Service Center (VSC) is individually structured to process claims for benefits in support of the overall mission of the Veterans Benefits Administration (VBA). A VSC may support one or more special missions in addition to a traditional VSC workload. The basic components of the VSC include
- adjudication teams (performing the actions of the development, rating, and authorization activities), and
- a Public Contact Team (PCT).

Note: Some VSCs include an intake processing center (IPC).
References: For more information on

- IPCs, see **M21-1, Part I, Subpart ii, 1.A.1.b**
- adjudication teams, see **M21-1, Part I, Subpart ii, 1.A.1.c**
- PCT, see **M21-1, Part I, Subpart ii, 1.A.1.d** and **e**, and
- organization of the pension management centers, see **M21-1, Part I, Subpart ii, 1.B**.

I.ii.1.A.1.b. Functions and Composition of the IPC

The primary functions of the IPC include, but are not limited to,

- processing and controlling mail received in the Centralized Mail (CM) portal
- managing outgoing paper mail
- establishing new records and claims folders when warranted, and
- performing record maintenance actions, as directed within the M21-1 or by the Office of Field Operations.

Each IPC is composed of a coach (supervisor) and Claims Assistants (CAs). If deemed necessary by the VSC, the IPC may also include

- an assistant coach
- Veterans Service Representatives (VSRs)
- File Clerks or Program Support Clerks, and
- Mail Clerks (if the VSC is responsible for mailroom operations).

References: For more information on

- CM intake, see **M21-1, Part II, Subpart i, 1.A**
- system updates at intake, see **M21-1, Part II, Subpart iii, 3.B**, and
- claims folder maintenance, see **M21-1, Part II, Subpart ii, 2**.

I.ii.1.A.1.c. Functions and Composition of the Adjudication Teams

An adjudication team is responsible for the development, rating, and authorization activities necessary to process a claim. The primary functions of the adjudication team include, but are not limited to,

- initial and supplemental claim development
- preparation of a
- rating decision, if necessary, and
- decision notice
- award promulgation, and
- award authorization.

The composition of an adjudication team is structured and staffed to process claims for benefits in support of the overall mission of VBA. The team is typically composed of, but not restricted to,

- a coach (supervisor)
- an assistant coach (if deemed necessary by the VSC)
- a CA (if deemed necessary by the VSC)
- VSRs, and
- Rating Veterans Service Representatives.

I.ii.1.A.1.d. Respons

The PCT is primarily responsible for

ibilities of the PCT

- meeting with individuals (typically claimants or beneficiaries) that visit a regional office (RO) for the purpose of
- obtaining information about Department of Veterans Affairs (VA) benefits, and/or
- requesting assistance in filing a claim
- receiving information/evidence that individuals hand-deliver to an RO, and
- responding to inquiries, to include those submitted through the ASK VA platform.

I.ii.1.A.1.e. Helping Visitors With Benefit-Related Issues

When an individual visits an RO for the purpose of receiving assistance in filing a claim or requesting an adjustment in a running award, a member of the PCT first meets with the individual in an area that ensures their privacy.

Depending on the individual's needs and the information/evidence the individual provides to the team member, the team member might take one or more of the following actions:

- discuss with the individual the eligibility requirements for the benefit he/she is seeking
- assist the individual in completing the appropriate application(s)/form(s)
- advise the individual on any additional information/evidence the VSC requires to process the claim or adjust the award
- update the corporate record based on new/additional information the individual provides to the team member (such as an updated mailing address, direct deposit information, and/or corrections in date(s) of birth and Social Security number(s))
- date-stamp any documentation the individual submits to the RO, according to instructions in **M21-1, Part II, Subpart i, 2.B.1**, and/or
- route all documentation that requires action (other than updating the corporate record) to the VSC's IPC or to the scanning vendor.
  Note: PCT employees and Veterans service organizations use **Direct Upload** to transmit documents directly to the scanning vendors.

From <https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000181482/M21-1-Part-I-Subpart-ii-Chapter-1-Section-A-Structure-of-the-Veterans-Service-Center-VSC>

M21-1, Part I, Subpart ii, Chapter 1, Section B - Organization of the Pension Management Centers (PMCs)

Article ID: 554400000181483
Updated Nov 20, 2023
Topics
M21-1 Adjudication Procedures Manual >
Part 01 (Part I). Claimants' Rights and Claims Processing Centers and Programs >
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Overview

In This Section This section contains the following topics:

Topic	Topic Name
1	Purpose of the PMCs
2	PMC Location and Regional Office (RO) and PMC Alignment
3	PMC Team Structure and Work Processing
4	Special Cases Initially Under Exclusive Jurisdiction

1. Purpose of the PMCs

Change Date November 20, 2023

I.ii.1.B.1.a. Purpose of the PMCs In January 2002, the Veterans Benefits Administration (VBA) consolidated pension work into three pension maintenance centers, now referred to as pension management centers (PMCs), in order to

- centralize processing of all running pension awards
- achieve a more effective use of limited human resources
- improve technical accuracy based on skills specialization and enhanced use of computer program edits, and

- allow Veterans Service Centers (VSCs) to concentrate on compensation claims processing.

Beginning May 2008, further consolidation resulted in the following types of caims being processed by the PMCs:

- original and new
- Veterans Pension, and
- Survivors Pension
- service connection (SC) for the cause of death of a Veteran
- in-service death claims received after adjudication of the original in-service death claim
- Dependency and Indemnity Compensation (DIC)
- burial benefits
- accrued benefits, and
- requests for substitution.

In October 2021, VBA consolidated claims involving SC for the cause of death and burial claims to the Philadelphia PMC. The remaining PMC workload is processed by the Milwaukee and St. Paul PMCs.

Notes:

- PMCs generally have jurisdiction over accrued claims and requests for substitution resulting from pension and/or survivors claims. VSCs have jurisdiction of accrued claims and requests for substitution resulting from disability compensation claims. Exceptions are noted in **M21-1, Part XI, Subpart ii, 3.E.17.a**.
- PMCs may be assigned as a restricted access claims center (RACC) to address claims designated as a sensitive level 7 or above.

References: For more information on the jurisdiction of

- RACC, see **M21-1, Part II, Subpart ii, 2.B.1.b**
- accrued claims or requests for substitution, see **M21-1, Part XI, Subpart ii, 3.E.17.a**
- in-service death claims, see **M21-1, Part XII, Subpart i, 1.C.1**
- in-service death claim labels for end product (EP) 130 and EP 140, see **M21-4, Appendix C**, and
- original in-service death claims, see **M21-1, Part II, Subpart ii, 3.1.b**.

2. PMC Location and RO and PMC Alignment

Introduction

This topic contains information on PMC location and RO and PMC alignment, including

- **location of the PMCs**
- jurisdiction of
- **the PMCs**
- **concurrent EPs**
- **correspondence and Ask VA (AVA) inquiries**, and
- **hearings for PMCs**
- **permanent jurisdiction of survivor cases involving special issues**

- **permanent transfer of certain survivor cases**, and
- **when a claim is assigned to the wrong PMC**.

Change Date November 20, 2023

I.ii.1.B.2.a. Location of the PMCs The three PMCs are located in
- Philadelphia, Pennsylvania
- Milwaukee, Wisconsin, and
- St. Paul, Minnesota.

I.ii.1.B.2.b. Jurisdiction of the PMCs National Work Queue (NWQ) routes EPs with a claim label that includes *PMC* prefixes to a PMC without regard for state of residence, based on approved NWQ routing rules.

Excluding claims necessitating routing to a special mission, PMC claims involving a decision for service-connected (SC) death or burial, to include error corrections, are the jurisdiction of the Philadelphia PMC. This includes the following:
- EP 140 series
- EP 160 series
- original Parents' DIC, regardless of EP, and
- EP 020 series, only if a previous SC grant decision was not rendered which are captured using claim labels
- *020NEWPMC*
- *020PNI*, and
- *020RSCDTHPMC*.

Important:
- Once a SC death decision is granted, subsequent claims are the jurisdiction of the Milwaukee and St. Paul PMC, only if the claim is controlled by an EP other than those noted above.
- If SC death or burial decisions are needed on EPs other than those listed above, add the *Burial/DIC Entitlement Issue* special issue to the EP.

The table below lists the States and territories aligned with the two PMCs that will have jurisdiction of *all other claims* that are not being handled by the Philadelphia PMC when a geographic jurisdiction is needed for work not distributed by NWQ.

PMC Milwaukee (330)	PMC St. Paul (335)
Alabama	Alaska
Connecticut	American Samoa
Delaware	Arizona
District of Columbia	Arkansas
Florida	California
Georgia	Colorado
Illinois	Guam
Indiana	Hawaii
Kentucky	Idaho
Maine	Iowa
Maryland	Kansas
Massachusetts	Louisiana
Michigan	Minnesota

Mississippi	Missouri
New Hampshire	Montana
New Jersey	Nebraska
New York	Nevada
North Carolina	New Mexico
Ohio	North Dakota
Pennsylvania	Northern Mariana Islands
Rhode Island	Oklahoma
South Carolina	Oregon
Tennessee	Puerto Rico
Vermont	South Dakota
Virginia	Texas
West Virginia	U.S. Virgin Islands
Wisconsin	Utah
	Washington
	Wyoming

Exception: Original in-service death claims are not under the PMC jurisdiction, see **M21-1, Part II, Subpart ii, 3.1.b** for jurisdiction of original in-service death claims.
Note: Inventory managed by NWQ is routed for action to the appropriate PMC. The station of jurisdiction for this workload is the PMC at which the claim is currently assigned.
.
References: For more information on

- the jurisdiction of original in-service death claims, see **M21-1, Part II, Subpart ii, 3.1.b**
- in-service death claim labels for EP 130 and EP 140, see **M21-4, Appendix C**
- foreign jurisdictions, see
- **M21-1, Part II, Subpart ii, 3.1.b**, and
- **M21-1, Part X, Subpart i, 3.A.2.a**, and
- special missions, see **M21-1, Part II, Subpart ii, 3.1.b**.

I.ii.1.B.2.c. Jurisdiction of Concurrent EPs

EP 190 series are the jurisdiction of the Milwaukee and St. Paul PMCs. When an EP 190 and 160 are pending concurrently, the EP 190 will be worked by the Milwaukee or St. Paul PMC and the EP 160 by the Philadelphia PMC.

Each PMC is expected to work their assigned claim to the next step in processing. However, if completion of the EP 160 is required to take any action on the pending EP 190, the claims processor

- will take all necessary actions possible
- update the suspense date of the EP 190 for five days past the current suspense of the EP 160, and
- add a Veterans Benefits Management System (VBMS) note that additional processing is deferred until the EP 160 is completed.

I.ii.1.B.2.d. Juris Ask VA (AVA) inquiries will be addressed by the

diction of Correspondence and AVA Inquiries

- Philadelphia PMC, if it is a burial or SC death determination, or
- Milwaukee and St. Paul PMCs, if it related to all other issues.

PMCs should direct Veterans Service Officers to submit inquiries to the appropriate e-mail addresses below based on claim jurisdiction.

- Milwaukee: **PMCVSO.VBAMIW@VA.GOV**
- St. Paul: **PMC.CVSO.VBASPL@VA.GOV**
- Philadelphia: **PENSIONCTRVSO.VBAPHI@VA.GOV**

PMCs should direct congressional offices to submit inquiries to the e-mail addresses below based on claim jurisdiction.

- Milwaukee: **PMCCONGRESSIONAL.VBAMIW@VA.GOV**
- St. Paul: **PMCCONGR.VBASPL@VA.GOV**
- Philadelphia: **VBAPHI.PMCCONGRESSIONAL@VA.GOV**

Use the table below to determine how to handle correspondence received at a PMC that does not have jurisdiction of the issue.

If ...	Then ...
routine correspondence is received	establish an EP 400. If the correspondence is • related to an SC death determination and/or burial claim • add the *Burial/DIC Entitlement Issue* special issue, and • manually broker the EP to the Philadelphia PMC, or • not related to an SC death determination and/or burial claim, manually broker the EP to the Milwaukee or St. Paul PMC depending on geographic location. ***Note***: The brokering PMC should enter a VBMS note to indicate when and why the inquiry was brokered.
special correspondence is received	establish an EP 500 and use the table below to determine the actions to take.

If the correspondence is ...	Then ...
related to a burial claim and/or SC death determination	• add the *Burial/DIC Entitlement Issue* special issue • provide an interim response to the congressional office • manually broker the EP to the Philadelphia PMC, and • enter a VBMS note to indicate when and why the inquiry was brokered.
not related to a burial claim or SC death determination	• provide an interim response to the congressional office • manually broker the EP

		to the Milwaukee or St. Paul PMC depending on the geographic location, and • enter a VBMS note to indicate when and why the inquiry was brokered.

Note: Use the geographic jurisdiction list in **M21-1, Part I, Subpart ii, 1.B.2.b** to determine which PMC to manually broker EPs not managed by NWQ.

References: For more information on
- PMC jurisdictions, see **M21-1, Part I, Subpart ii, 1.B.2.b**, and
- definitions of the different types of correspondence, see **M27-1, Part I, 5.3.a and 4.a**.

I.ii.1.B.2.e. Jurisdiction of Hearings for PMCs

When a claimant requests a local hearing, the PMC having jurisdiction of the EP as noted in **M21-1, Part I, Subpart ii, 1.B.2.b**, will schedule a tele-video conference hearing with the claimant (and representative if applicable) and a PMC employee(s). The PMC with jurisdiction of the claim will decide the claim.

The PMC will coordinate the tele-video conference with the Assistant Veterans Service Center Manager or designee at the claimant's local regional office (RO).

Reference: For more information on RO hearings, see **M21-1, Part X, Subpart v, 1.D**.

I.ii.1.B.2.f. Permanent Jurisdiction of Survivor Cases Involving Special Issues

The following special issues fall under the jurisdiction of the Philadelphia PMC:
- any service prior to July 16, 1903
- entitlement to benefits under a special act as provided in **38 CFR 3.801**, and
- entitlement to a special allowance under
- **38 U.S.C 1312(a)**, and
- **38 CFR 3.804**.

I.ii.1.B.2.g. Permanent Transfer of Certain Survivor Cases

An office or center should permanently transfer cases involving special issues identified in **M21-1, Part I, Subpart ii, 1.B.2.d** upon a report of death or upon the occurrence of the event establishing this jurisdiction.

Reference: For more information on jurisdiction of claims involving a special mission or circumstance, see **M21-1, Part II, Subpart ii, 3.1.b**.

I.ii.1.B.2.h. When a Claim Is Assigned to the

If a claim is assigned to the wrong PMC due to the erroneous use of a claim attribute such as a contention classification or special issue, correcting the attribute (e.g., special issue) will

Wrong PMC enable NWQ to recall and redistribute the claim to the correct PMC.

If the claim type is not managed by NWQ (for example, EP 400s and EP 500s), manually broker the claim to the correct PMC. Brokered claims will still need the *Burial/DIC Entitlement Issue* special issue if it falls under Philadelphia PMC jurisdiction.

Reference: For more information on how to determine which PMC to manually broker EPs not managed by NWQ, see **M21-1, Part I, Subpart ii, 1.B.2**.

3. PMC Team Structure and Work Processing

Introduction This topic contains information on PMC team structure and work processing, including

- **Intake Processing Center (IPC) at PMCs**
- **general processing teams at PMCs**
- **handling requests for higher-level reviews (HLRs) at PMCs**, and
- **Public Contact Team (PCT) and Quality Review Team (QRT) at PMCs**.

Change Date March 2, 2023

I.ii.1.B.3.a. IPC at PMCs The Intake Processing Center (IPC) at the PMCs is primarily responsible for putting claims under EP control. As a local option, the IPC may include claims processors who may handle cases that do not generally require a claims folder review.

I.ii.1.B.3.b. General Processing Teams at PMCs Work that is not retained by the IPC for processing is handled by claims processors on general processing teams.

General processing team responsibilities include, but are not limited to

- initiating development, if needed, to resolve the issue
- making claims ready for the rating activity, and
- taking any necessary award action.

Examples of cases handled by general processing teams are

- initial and supplemental claims for
- Veterans Pension, and
- Survivors Pension, and
- income-related EP 150 issues.

I.ii.1.B.3.c. Hand Requests for higher-level reviews (HLRs) of claims

ling Requests for HLRs at PMCs

processed by PMCs are to be routed to the decision review operations center of jurisdiction for processing per **M21-5, Chapter 1, Section A.3** and **M21-5, Chapter 5, Topic 2**.

I.ii.1.B.3.d. PCT and QRT at PMCs

As a local option, a PMC may establish a Public Contact Team (PCT) to handle public contact-related work.

PMCs *must* establish a Quality Review Team (QRT) to

- coordinate division training
- perform quality reviews, and
- identify and address error trends.

Reference: For more information on QRTs, see **M21-4, Chapter 7**.

4. Special Cases Initially Under Exclusive Jurisdiction

Change Date January 11, 2021

I.ii.1.B.4.a. Jurisdiction of Adjusted Compensation Cases

Philadelphia PMC retains cases involving initial settlement of adjusted compensation until a claim for survivors benefits is received.

The World War Adjusted Compensation Act allows Veterans to file settlement or redeem certificates of adjusted compensation with VA. Adjusted Service Certificates were issued to Veterans who applied before January 3, 1940. To qualify for the bonus, a Veteran had to have at least 60 days of service between April 15, 1917, and November 11, 1918.

Use the table below to determine how to handle a case involving adjusted compensation upon receipt of a claim for survivors benefits.

If ...	Then ...
all action on claims of adjusted compensation is complete	NWQ will transfer the EP to the office or center of jurisdiction. ***Reference***: For more information on RO jurisdiction, see **M21-1, Part II, Subpart ii, 3.1.b**.
adjudicative action is *not* complete on a claim for adjusted compensation	NWQ will transfer the EP when final action has been taken on all pending claims.

Reference: For more information on adjusted compensation, see

- **38 CFR 3.801**
- **38 CFR 10.20**, and
- **38 CFR 11.109**.

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US/portal/554400000001034/content/554400000181483/M21-1-Part-I-Subpart-ii-Chapter-1-Section-B-Organization-of-the-Pension-Management-Centers-PMCs>

M21-1, Part I, Subpart ii, Chapter 1, Section C - Pension Management Center (PMC) Procedures

Article ID: 554400000181484
Updated Feb 14, 2025
Topics
M21-1 Adjudication Procedures Manual >
Part 01 (Part I). Claimants' Rights and Claims Processing Centers and Programs >
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Chapter 01. Structure of the Veterans Service Center (VSC) and Pension Management Center (PMC)

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Overview

In This Section This section contains the following topics:

Topic	Topic Name
1	PMC Jurisdiction of Cases
2	PMC Reporting Requirements
3	Disposition of PMC Documents Scanned Into the Federal Tax Information (FTI) File Repository (FFR)

1. PMC Jurisdiction of Cases

Introduction This topic contains information on the jurisdiction of cases at the PMCs, including

- type of work
- performed by the PMCs, and
- not performed by the PMCs
- electric claims folders (eFolders)

- mandatory use of eFolders
- compensation claims received after Veterans Pension entitlement is established
- claims for both compensation and Veterans Pension
- pension-related end product (EP) 330 established by automation
- reviewing and disposing of EP 330 for pension-related hospital reports
- burial claims
- claims for Parents' Dependency and Indemnity Compensation (DIC), and
- matching programs reports processed by PMCs.

Change Date February 14, 2025

I.ii.1.C.1.a. Type of Work Performed by the PMCs

The pension management centers (PMCs) perform work related to pension awards and all survivors claims. Limited disability compensation issues may be processed at the PMCs.

The type of pension work performed by the PMCs includes

- Veterans and Survivors Pension claims
- Dependency and Indemnity Compensation (DIC) claims
- burial benefits
- accrued benefits/request for substitution
- income adjustments, including adjustments based on ***VA Form 21P-8416, Medical Expense Report***
- changes in dependency for pension and/or DIC awards
- awards of special monthly pension
- Federal tax Information (FTI) matches related to upfront verification and post award audits for pension and/or DIC awards
- Social Security verification matches
- Social Security number matches
- prison and fugitive felon matches
- adjustments based on *VA Form 20-6560, Notice of Benefit Payment Transaction*, or *VA Form 20-8270, C&P Master Record-Audit Writeout* not requiring a rating decision
- incompetency and competency determinations
- Loan Guaranty claims based on service-connected (SC) death, and
- hospital adjustments to pension awards.

Notes:

- Part of the Committee on Waivers and Compromises (COWC) is consolidated at regional offices (ROs) that contain PMCs.
- PMCs generally have jurisdiction over accrued claims and requests for substitutions resulting from pension and/or survivor claims. Veterans Service Centers (VSCs) have jurisdiction of accrued and requests for substitution resulting from disability compensation claims. Exceptions are noted in **M21-1, Part XI, Subpart ii, 3.E.17.a**.

References: For more information on

- the jurisdiction of original in-service death claims, see **M21-1, Part II, Subpart ii, 3.1.b**
- in-service death claim labels for end product (EP) 130 and 140, see **M21-4, Appendix C**
- COWC procedures, see, **M24-3, Chapter 08**, and

- jurisdiction of the PMCs, see **M21-1, Part I, Subpart ii, 1.B.2.b**.

I.ii.1.C.1.b. Type of Work Not Performed by the PMCs

The PMCs do not perform work which requires establishing service connection for living Veterans. VSCs must process these claims.

I.ii.1.C.1.c. eFolders

The PMCs maintain electronic claims folders (eFolders) in the FTI File Repository (FFR) within the Veterans Benefits Management System (VBMS). This allows images scanned from original source documents to be stored electronically.
Documents and forms which are generated or received that contain FTI must be imaged and stored in the FFR and can be viewed via the FTI DOCUMENTS tab in VBMS.

I.ii.1.C.1.d. Mandatory Use of eFolders

It is mandatory that VSCs review the eFolder in VBMS before contacting PMCs to request PMC-related documentation, or respond to PMC claim inquiries. PMCs will not provide information by telephone if the documentation needed is in the eFolder.

If an RO is unable to answer a PMC inquiry after reviewing the eFolder, the RO should request PMC personnel at one of the following e-mail addresses to respond to the inquiry:

- **VAVBAPHI/RO/Pension Center** (Philadelphia)
- **VAVBAMIW/PMC/PCTC** (Milwaukee), or
- **VAVBASPL/RO/Pension** (St. Paul).

I.ii.1.C.1.e. Compensation Claims Received After Veterans Pension Entitlement Is Established

VSCs are responsible for processing claims for compensation, even if the claimant is receiving pension.
When a PMC receives a compensation claim in the Centralized Mail (CM) portal, the PMC will transfer the claim to the appropriate VSC CM portal queue.
Reference: For more information on CM, see

- **M21-1, Part II, Subpart i, 1. A**
- **M21-1, Part II, Subpart i, 2.A.5**, and
- **M21-1, Part II, Subpart i, 2.D**.

I.ii.1.C.1.f. Claims for Both Compensation and Veterans Pension

When a Veteran claims entitlement to both Veterans Pension and compensation benefits, separate EPs are required to control for the compensation and pension claims. Each EP is then processed separately by the PMC and VSC.

Reference: For more information on concurrent compensation and pension rating claims, see **M21-4, Appendix B.1.g and h**.

I.ii.1.C.1.g. Pension-Related EP 330 Established by Automation

Hospital reports generated by automation are established as an EP 330. The date of claim is the corresponding date of hospital admission.

All pension-related hospital adjustments established by automation will have an appropriate claim label corresponding

to the specific hospital report and adjustment needed. The table below describes the claim labels associated with each type of hospital report.

Type of Hospital Report	Claim Label
Special Report for aid and attendance (A&A)	• *PMC A&A Admission Report*, or • *PMC A&A Discharge Report*
Pension Report (admission/discharges)	• *PMC Improved Pension Admission Report* • *PMC Improved Pension Discharge Report* • *PMC Section 306 Pension Admission Report*, or • *PMC Section 306 Pension Discharge Report*
Re-Admission Report	• *PMC A&A Re-Admission Report* • *PMC A&A Re-Admission Discharge Report* • *PMC Improved Pension Re-Admission Report* • *PMC Improved Pension Re-Admission Discharge* • *PMC Section 306 Pension Re-Admission Report*, or • *PMC Section 306 Pension Re-Admission Discharge*
Contract Nursing Home (CNH) Report (admission/discharges)	• *PMC CNH Admission Report,* or • *PMC CNH Discharge Report*

I.ii.1.C.1.h. Reviewing and Disposing of EP 330 for Pension-Related Hospital Reports

The Milwaukee and St. Paul PMCs are responsible for making hospital adjustments to pension awards and disposing of EP 330.

Upon receipt of an EP 330, the claims processor shall access the Compensation and Pension Record Interchange (CAPRI) to review the hospital report and determine if a hospital adjustment is required. Refer to VBMS notes for information about the location of the Department of Veterans Affairs (VA) medical center at which the hospitalization occurred.

Use the table below to determine proper disposition of EP 330.

If a hospital adjustment is ...	Then ...
required	• upload all relevant records from CAPRI to include the hospital report and all admission and/or discharge summaries, to the eFolder, and • when • reduction is required, clear EP 330 and establish EP 600 to issue due process

	• a rating is required, change EP 330 to EP 120 before sending claim to rating activity, or • restoring benefits due to discharge or authorized absence of 30 days or more, change EP 330 to EP 135.
not required	• annotate *No Action Necessary* (**date of admission or date of discharge**) in VBMS notes, and • clear EP 330. ***Important***: Do not upload CAPRI records to the eFolder.

Note: Cancellation of EP 330 is only appropriate when a previous EP 330 was established for the same period of hospitalization. When canceling the EP, the user must annotate the reason in VBMS notes.

References: For more information on
- granting A&A during hospitalization, see **M21-1, Part IX, Subpart ii, 1.B.2**
- restoring an award after discharge, see **M21-1, Part X, Subpart iii, 1.D.6**, and
- sending due process, see **M21-1, Part X, Subpart iii, 1.D.1.f**.

I.ii.1.C.1.i. Burial Claims

Although most burial claims are automated, there are certain claims that will require manual processing. Those burial claims will reroute to the Philadelphia PMC for review and processing. A burial claim received in the CM portal at an RO will be transferred to the Philadelphia PMC queue. If physical mail is received, forward the mail to the scanning vendor.

References: For more information on
- CM, see **M21-1, Part II, Subpart i, 1.A**
- Veterans Claims Intake Program, see **M21-1, Part II, Subpart i, 1.B**, and
- jurisdiction of the PMCs, see **M21-1, Part I, Subpart ii, 1.B.2.b**.

I.ii.1.C.1.j. Claims for Parents' DIC

Parents' DIC claims are under the jurisdiction of the PMC. VSCs will forward these claims, to the appropriate PMC, for resolution of the Parents' DIC claim.

References: For more information on
- the jurisdiction of
- original Parent's DIC claims (excluding a special mission) and subsequent claims once an SC death decision is granted, see **M21-1, Part I, Subpart ii, 1.B.2.b**, and
- original in-service death claims, see **M21-1, Part II, Subpart ii, 3.1.b**, and
- in-service death claim labels for EP 130 and EP 140, see **M21-4, Appendix C**.

I.ii.1.C.1.k. Matching Program Reports Processed by PMCs

The PMCs receive and process all reports from matching programs involving pension and survivor benefit recipients. Matches involving compensation entitlement must be processed at a VSC.

Reference: For more information on matching program processing, see **M21-1, Part XIV, 1**.

2. PMC Reporting Requirements

Change Date September 12, 2022

I.ii.1.C.2.a. PMC Reporting Requirements

PMCs are required to provide Pension and Fiduciary Service with periodic reports and logs. The table below describes which reports and logs are due and when they are due.

Report/Log	Frequency of Reporting	Reference
erroneous payments log	quarterly	**M21-1, Part VI, Subpart i, 2.B**
training compliance report	quarterly	**M21-3, Part II, A.6.b**
FTI internal inspections report	triannually	**M21-1, Part XIV, 4.B.5**

3. Disposition of PMC Documents Scanned Into the FFR

Introduction

This topic contains information on the following topics, including

- **requirements for destruction of PMC documents scanned into the FFR**
- disposition of
- **documents that require retention**, and
- **previously scanned documents**
- **quality assurance reviews during the scanning process**
- **document retention requirement for scanned documents**
- **weekly accuracy logs for quality assurance reviews of scanned documents**, and
- **sample weekly scanning accuracy log**.

Change Date January 6, 2022

I.ii.1.C.3.a. Requirements for Destruction of PMC Documents Scanned Into the FFR

The following requirements exist for the destruction of PMC documents scanned into the FFR.

- The Records Management Officer must
- comply with the directives of ***VBA Letter 20-08-63, VBA Policy on Management of Veterans' and other Governmental Paper Records***, and ***VA Directive 6371, Destruction of Temporary Paper Records***, and
- sign documentation for each grouping of documents destroyed (for example, trailer, pallet, container,

room, box, and so on, as appropriate).

- Contracts to destroy records should include specific clauses to ensure that personally identifiable information and other sensitive temporary records are properly secured prior to destruction.
- Destruction of records must be completed by pulping, macerating, shredding, or otherwise definitively destroying the information contained in the records in accordance with ***VBA Letter 20-08-63***.
  Important: Records pertaining to FTI should be
- destroyed in accordance with **M21-1, Part XIV, 4.B.2.g**, and
- logged in accordance with **M21-1, Part XIV, 4.B.2.j**.

I.ii.1.C.3.b. Disposition of Documents That Require Retention

All service treatment records and personnel records, including all media (such as microfiche, compact discs, x-rays, and photos) will be removed from the records management box and transferred to the VA Records Management Center.

I.ii.1.C.3.c. Disposition of Previously Scanned Documents

All PMC documents previously scanned into the old Legacy Content Manager under appropriate quality assurance procedures (and were later migrated to FFR), whether scanned by a vendor or VA, may be destroyed without further review.

I.ii.1.C.3.d. Quality Assurance Reviews During the Scanning Process

PMC Capture Units will conduct quality reviews each week during the scanning process.

The following sample selection procedures apply for each weekly review:

- randomly select a sufficient number of imaged document batches in order to ensure a weekly sampling of 385 documents, and
- perform a 100 percent review of the documents in each batch until 385 documents have been reviewed for that week's sampling.
  The following accuracy requirements apply for each valid sample review of scanned documents on a weekly basis:
- a 99 percent or higher accuracy rate is required, and
- for any week that the accuracy rate is below 99 percent, all documents scanned during that sample week must be reviewed before any documents may be destroyed.
  Scanning sites will correct any scanning errors found during quality assurance reviews.

I.ii.1.C.3.e. Document Retention Requirement for Scanned Documents

PMC Capture Units must retain all paper documents scanned into FFR *that meet the criteria for destruction* for 90 days, after which they will be destroyed, according to the guidance contained in **M21-1, Part I, Subpart ii, 1.C.3.a**.

I.ii.1.C.3.f. Weekly Accuracy Logs for Quality Assurance

PMC Capture Units will maintain a weekly scanning accuracy log for a period of three

Reviews of Scanned Documents

years.

A supervisor at the PMC Capture Unit who has direct knowledge of the process shall certify the accuracy of the scanning log.

Reference: For a sample weekly accuracy scanning log, see **M21-1, Part I, Subpart ii, 1.C.3.g**.

I.ii.1.C.3.g. Sample Weekly Scanning Accuracy Log

A sample weekly scanning accuracy log for quality assurance reviews during the process of scanning documents into the FFR is shown below.

SCANNING ACCURACY LOG %						
	ACCESSION NUMBER	BATCH NUMBER	# DOCUMENTS REVIEWED	# ERROR	ERROR TYPE	ACCURACY
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	50	1	DOCUMENT NOT IN PROPER FOLDER	98%
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	50	1	DOCUMENT DATES OR INDEXING VALUES INCORRECT	98%
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	50	1	DOCUMENT NOT LEGIBLE, BEST COPY NOT APPLIED	98%
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	50	0		100%
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	50	0		100%
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	50	0		100%
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	50	0		100%
06/01/2015	ACCESSION NUMBER	RMN BATCH NUMBER	35	0		100%
WEEKLY TOTAL			385	3		99%

From <https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000181484/M21-1-Part-I-Subpart-ii-Chapter-1-Section-C-Pension-Management-Center-PMC-Procedures>

M21-1, Part I, Subpart ii, Chapter 2 - Department of Veterans Affairs (VA) Benefit Programs

Article ID: 554400000181485
Updated Dec 11, 2023
Topics
M21-1 Adjudication Procedures Manual >
Part 01 (Part I). Claimants' Rights and Claims Processing Centers and Programs >
Subpart ii. Claims Processing Centers and Programs >
Chapter 02. Department of Veterans Affairs (VA) Benefit Programs

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Overview

In This Chapter

This chapter contains the following topics:

Topic	Topic Name
1	Overview of Compensation and Pension for Veterans
2	Overview of VA Survivors Benefits
3	Additional Allowance for Dependents
4	Ancillary Benefits
5	Aid and Attendance (A&A) or Housebound Allowance

1. Overview of Compensation and Pension for Veterans

Introduction This topic contains definitions of VA Veterans benefits, including
- service-connected (SC) disability compensation
- 38 U.S.C. 1151 compensation, and
- Veterans Pension.

Change Date September 24, 2019

I.ii.2.1.a. Definition: SC Disability Compensation

Service-connected (SC) disability compensation is a monthly payment made to a Veteran discharged or released under conditions other than dishonorable who the Department of Veterans Affairs (VA) determines has a disability resulting from an injury or disease incurred or aggravated in the line of duty during active service.

References: For more information on
- disability compensation, see 38 CFR 3.4(b)(1), and
- determining service connection, see M21-1, Part V, Subpart ii, 2.

I.ii.2.1.b. Definition: 38 U.S.C. 1151 Compensation

38 U.S.C. 1151 compensation is a payment for additional disability or death that is proximately caused by
- VA fault or an event not reasonably foreseeable in the provision of VA hospital care, medical or surgical treatment, or examination, or
- the individual's participation in vocational rehabilitation services or compensated work therapy.

Reference: For more information on 38 U.S.C. 1151 compensation, see M21-1, Part VIII, Subpart iv, 6.

I.ii.2.1.c. Definition: Veterans Pension

Veterans Pension is a benefit paid to a Veteran who
- is permanently and totally disabled as determined by
- VA, or
- the Social Security Administration
- is in a nursing home for long-term care, as a presumption of disability, or
- has reached the age of 65 years.

Eligibility requires meeting certain service requirements pertaining to length of service and service during a period of war, and certain income and net worth limitations.

Reference: For more information on Veterans Pension, see
- 38 CFR 3.3(a)(3)
- 38 CFR 3.17
- 38 CFR 3.270, and
- M21-1, Part IX, Subpart i, 1.

2. Overview of VA Survivors Benefits

Introduction This topic contains definitions of VA survivors benefits, including

- **Dependency and Indemnity Compensation (DIC)**
- **Survivors Pension**
- **death compensation**, and
- **accrued benefits**.

Change Date June 21, 2015

I.ii.2.2.a. Definition: DIC

Dependency and Indemnity Compensation (DIC) is a monthly payment made

- to a surviving spouse, child, or parent because of an SC death that occurred after December 31, 1956
- to a surviving spouse or child because the Veteran had been rated as totally disabled due to an SC disability prior to his/her death, typically for at least ten years, per **38 U.S.C. 1318**
- to a surviving spouse, child, or parent because of death due to VA medical treatment, per **38 U.S.C. 1151**, or
- because a surviving spouse, child, or parent elects DIC in the case of an SC death that occurred before January 1, 1957.

Reference: For more information on DIC, see

- **38 CFR 3.5**
- **38 CFR 3.22**
- **38 CFR 3.358**
- **38 CFR 3.702**, and
- **M21-1, Part XII, Subpart i**.

I.ii.2.2.b. Definition: Survivors Pension

Survivors Pension is a benefit paid to a surviving spouse or child because of a Veteran's non-service-connected death. Basic eligibility requires meeting certain service requirements pertaining to length of service and service during a period of war, and certain income and net worth limitations.

Reference: For more information on Survivors Pension, see

- **38 CFR 3.3(b)**, and
- **M21-1, Part IX, Subpart i, 2**.

I.ii.2.2.c. Definition: Death Compensation

Death compensation is a monthly payment made because of an SC death occurring before January 1, 1957.

Note: Generally, new entitlement to this benefit can no longer be established since the Veteran must have died prior to 1957.

Reference: For more information on death compensation, see

- **38 CFR 3.4(c)**, and
- **M21-1, Part XII, Subpart ii, 1**.

I.ii.2.2.d. Definition: Accrued Benefits

Accrued benefits are benefits that are due to the beneficiary based on an existing decision on a claim for benefits or evidence in the Veteran's claims folder at the date of death, but not paid prior to death.

Reference: For more information on accrued benefits, see
- **38 CFR 3.1000**, and
- **M21-1, Part XI, Subpart ii, 3**.

3. Additional Allowance for Dependents

Introduction

This topic contains information about an additional allowance for dependents, including
- **general policy regarding additional allowance for dependents**
- **entitlement of surviving spouses to additional DIC or Survivors Pension for children**
- **payments to children over age 18**, and
- **allowance for dependent parents**.

Change Date June 21, 2015

I.ii.2.3.a. General Policy Regarding Additional Allowance for Dependents

An additional allowance for a spouse and children may be paid to Veterans who are receiving payments for compensation evaluated at 30 percent or more or for pension.

Payments for an unmarried child can continue
- until the child reaches age
- 18, or
- 23, if the child continues in an approved school, or
- indefinitely if the child becomes incapable of self-support prior to age 18.

Reference: For more information on dependents, see
- **38 CFR 3.4(b)(2)**
- **38 CFR 3.57**
- **38 CFR 3.23(d)(1)**
- **38 CFR 3.356**, and
- **M21-1, Part VII, Subpart i, 1.C**.

I.ii.2.3.b. Entitlement of Surviving Spouses to Additional DIC or Survivors Pension for Children

Surviving spouses are entitled to additional DIC or Survivors Pension for the Veteran's children.

Payments for an unmarried child can continue
- until the child reaches age
- 18, or
- 23, if the child continues in an approved school, or
- indefinitely if the child becomes

incapable of self-support prior to age 18.
References: For more information on payments for children, see

- DIC and additional allowances, see **M21-1, Part XII, Subpart i, 4.B.1**
- awards involving a child that is permanently incapable of self-support, see **M21-1, Part X, Subpart ii, 6.B.3**
- Survivors pension for a child, see **M21-1, Part IX, Subpart i, 2.1**, and
- requirements to be considered a child, see **M21-1, Part VII, Subpart i, 3.A**.

I.ii.2.3.c. Payments to Children Over Age 18

The table below explains how benefits are paid for children over age 18.

For …	Payments …
DIC	are always made directly to the child, unless the child is incompetent.
Survivors Pension	can be made directly to the child (or the child's fiduciary) *if* there is no surviving spouse.

I.ii.2.3.d. Allowance for Dependent Parents

Veterans in receipt of compensation evaluated at 30 percent or more may also receive an additional allowance for dependent parents.
Reference: For more information on an additional allowance for dependent parents, see

- **38 CFR 3.4(b)(2)**, and
- **M21-1, Part VII, Subpart i, 4.B**.

4. Ancillary Benefits

Introduction

This topic contains definitions of ancillary benefits that are related to, or derived from the entitlement of SC benefits, including

- **clothing allowance**
- **automobile or other conveyance allowance**
- **specially adapted housing (SAH) and special home adaptation (SHA) grants**
- **vocational rehabilitation under 38 U.S.C. 31**
- **dependents' educational assistance (DEA) under 38 U.S.C. 35**, and
- **special allowance payable under Section 156 of *Public Law (PL) 97-377***.

Change Date December 11, 2023

I.ii.2.4.a. Definition: Clothing Allowance

Clothing allowance is an annual lump-sum payment made when

- a Veteran's SC disability causes the use of certain prosthetic or orthopedic appliances (including a wheelchair) that tend to wear or tear clothing, or
- the use of physician-prescribed medication for an SC skin condition causes irreparable damage to outer garments.

Reference: For more information on clothing allowance, see

- 38 CFR 3.810, and
- M21-1, Part XIII, Subpart i, 8.A.

I.ii.2.4.b. Definition: Automobile or Other Conveyance Allowance

Automobile or other conveyance allowance is a benefit of financial assistance toward the purchase price of a vehicle when a Veteran or service member has one of the following SC disabilities:

- loss, or permanent loss of use, of one or both
- feet, or
- hands
- permanent impairment of vision of both eyes to a prescribed degree
- a severe burn injury, or
- amyotrophic lateral sclerosis (ALS).

Note: Necessary adaptive equipment may be certified for the initial vehicle *and* for subsequent vehicles.

Reference: For more information on automobile or other conveyance allowance and adaptive equipment, see

- M21-1, Part XIII, Subpart i, 2.A, and
- 38 CFR 3.808.

I.ii.2.4.c. Definition: SAH and SHA Grants

Specially adapted housing (SAH) and special home adaptation (SHA) grants assist Veterans or service members with certain SC disabilities severely affecting vision or locomotion in

- adapting a presently owned home, or
- acquiring or building a residence adapted with special features.

Reference: For more information on SAH and SHA grants, see

- M21-1, Part XIII, Subpart i, 2.B
- 38 CFR 3.809, and
- 38 CFR 3.809a.

I.ii.2.4.d. Definition: Vocational Rehabilitation Under 38 U.S.C. 31

Vocational rehabilitation under 38 U.S.C. Chapter 31 provides subsistence allowance as well as other services and assistance necessary for an eligible Veteran with compensable SC disabilities to

- achieve maximum independence in daily living, and
- obtain and maintain suitable employment.

Reference: For more information on vocational rehabilitation, see

- 38 CFR Part 21, Subpart A, and
- M21-1, Part XIII, Subpart i, 5.A.

I.ii.2.4.e. Definition: DEA Under 38 U.S.C. 35

Dependents' Educational Assistance (DEA) under 38 U.S.C. Chapter 35 provides payment of a monthly education or training allowance to the spouse and children of a Veteran who

- has a total SC disability that is permanent in nature, or
- died
- of an SC disability, or
- while an SC disability was evaluated as total and permanent in nature.

Note: VA grants basic eligibility to DEA to service members under specific circumstances. For more information, see M21-1, Part XIII, Subpart i, 1.A.1.e.

Reference: For more information on DEA, see

- 38 CFR 3.807
- 38 CFR 21.3021, and
- M21-1, Part XIII, Subpart i, 1.A.

I.ii.2.4.f. Definition: Special Allowance Payable Under Section 156 of Public Law 97-377

The ***special allowance*** payable under Section 156 of *Public Law (PL) 97-377* is called the Restored Entitlement Program for Survivors (REPS). The REPS allowance is a payment to certain surviving spouses and children of individuals who died

- on active duty prior to August 13, 1981, or
- as a result of an SC disability that was incurred or aggravated prior to August 13, 1981.

Reference: For more information on the special allowance payable under Section 156 of *PL 97-377*, see

- M21-1, Part XII, Subpart ii, 3, and
- 38 CFR 3.812.

5. A&A or Housebound Allowance

Introduction

This topic contains information on A&A or housebound allowance, including

- an explanation of the
- A&A benefit and entitlement, and
- housebound benefit and entitlement, and
- Veterans hospitalized at government expense.

Change Date September 30, 2010

I.ii.2.5.a. A&A Benefit and Entitlement

The aid and attendance (A&A) allowance is

- part of special monthly compensation (SMC) or special monthly pension (SMP), and
- paid because a person, due to mental or physical disability, requires the regular A&A of another person in conducting

the basic activities of daily living, such as

- bathing
- dressing, and
- going to the bathroom.

Entitlement: Entitlement to the A&A allowance extends to the Veteran, spouse, surviving parent(s), or surviving spouse.

References: For more information on

- SMC, see
- **M21-1, Part VIII, Subpart iv, 4.A**, and
- **38 CFR 3.350**, and
- SMP, see
- **M21-1, Part IX, Subpart ii, 1**
- **M21-1, Part IX, Subpart ii, 2.C**, and
- **38 CFR 3.351**.

I.ii.2.5.b. Housebound Benefit and Entitlement

The housebound allowance is

- part of SMC or SMP, and
- paid because a person, due to a mental or physical disability, has very limited ability to leave home.

Entitlement to the housebound benefit extends to the Veteran and surviving spouse *only*.

References: For more information on

- SMC, see
- **M21-1, Part VIII, Subpart iv, 4.A**, and
- **38 CFR 3.350**, and
- SMP, see
- **M21-1, Part IX, Subpart ii, 1**
- **M21-1, Part IX, Subpart ii, 2.C**, and
- **38 CFR 3.351**.

I.ii.2.5.c. Veterans Hospitalized at Government Expense

A Veteran who is entitled to A&A and who is hospitalized at government expense can only receive the Housebound rate until released from the hospital.

Exceptions: This policy is subject to the exceptions in **38 CFR 3.552(a)(2)**.

From <https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000181485/M21-1-Part-I-Subpart-ii-Chapter-2-Department-of-Veterans-Affairs-VA-Benefit-Programs>