### Section F. Miscellaneous FNOD Issues

#### Overview

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| In this Section | This section contains the following topics: |

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| Topic | Topic Name | See Page |
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#### 23. Erroneously Reported Deaths

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| Introduction | This topic contains information on erroneously reported deaths. It includes information on   * correcting an erroneously entered First Notice of Death (FNOD) * actions to take if the claims folder has been destroyed, and * actions to take if the claims folder is at the Records Management Center. |

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| a. Correcting an Erroneously Entered FNOD | Follow the steps in the table below if you determine   * a First Notice of Death (FNOD) was entered erroneously, and * the Veteran is *not* deceased. |

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| Step | Action |
| 1 | Process a Beneficiary Identification and Records Locator Subsystem (BIRLS) update (BUPD) to delete from the BIRLS record   * the date of death * the cause of death, and * any other erroneous information. |
| 2 | Take award action to resume any payments that were erroneously interrupted. |

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| b. Actions to Take If the Claims Folder Has Been Destroyed | Follow the steps in the table below if the BIRLS LOC screen shows the Veteran’s claims folder has been destroyed.    ***Note***: The LOC screen shows the **loc**ation of claims folders. |

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| Step | Action |
| 1 | Assume a Group 1 folder was located at the Records Management Center (RMC) as of the erroneous date of death.  ***Reference***: For more information about Group 1 claims folders, see [M21-1MR, Part III, Subpart ii, 8.D.17](imi-internal:M21-1MRIII.ii.8.D.17). |

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| Step | Action |
| 2 | Create an electronic claims folder (eFolder) in the Veterans Benefits Management System (VBMS). |
| 3 | Destroy the lightweight folder if one exists. |
| 4 | Compose an e-mail to the RMC requesting   * removal of the *DES* indicator from the LOC screen * update of the folder location, and * removal of the Notice of Death (NOD) folder from the LOC screen *if* an NOD folder was created. |
| 5 | * Make sure the e-mail includes the * file number, and * Veteran’s name, and * send the e-mail to [VAVBASTL/RMC/UPD](mailto:upd.vbarmc@va.gov). |

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| c. Actions to Take if the Claims Folder Is at the RMC | Follow the steps in the table below if the BIRLS LOC screen shows the claims folder is located at the RMC. |

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| Step | Action |
| 1 | Assume a Group 2 folder was located at the RMC as of the erroneous date of death.  ***Reference***: For more information about Group 2 folders, see [M21-1MR, Part III, Subpart ii, 8.D.17](imi-internal:M21-1MRIII.ii.8.D.17). |
| 2 | Compose an e-mail message to the RMC that   * indicates the record was erroneously processed, and * requests return of the file to the live file bank. |
| 3 | * Make sure the e-mail includes the * file number, and * Veteran’s name, and * send the e-mail to [VAVBASTL/RMC/UPD](mailto:upd.vbarmc@va.gov). |
| 4 | Destroy the lightweight folder, if one exists. |

#### 24. Incorrect Dates of Death

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| Introduction | This topic contains information on incorrect dates of death. It includes guidelines for correcting an erroneous date of death that is   * in the same month as the correct date of death * earlier than the correct month of death * later than the correct month of death and benefit checks are returned, and * later than the correct month of death and no benefit checks are returned. |

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| Change Date | November 15, 2004 |

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| a. Erroneous Date of Death in Same Month as the Correct Date of Death | Process a BUPD to correct the date of death if   * the FNOD was processed with an erroneous date of death, and * the erroneous date of death is in the same month as the correct date of death.   ***Result***: The system automatically adjusts the termination date if the Veteran had a running compensation or pension award at the time of death. |

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| b. Erroneous Date of Death Earlier Than Correct Month of Death | The system may establish an erroneous accounts receivable in the master record if   * the FNOD is processed with a date of death that is earlier than the correct month of death, and * the Veteran had a running award.   If the erroneous date of death is earlier than the correct month of death, follow the steps in the table below to take corrective action |

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| Step | Action |
| 1 | Prepare an *OF 41, Routing and Transmittal Slip*, to finance activity requesting the processing of a fiscal transaction to eliminate the erroneous accounts receivable. |
| 2 | Process a BUPD to correct the date of death in BIRLS. |

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| c. Erroneous Date of Death Later Than Correct Month of Death and Benefit Checks Are Returned | The system establishes a proceeds due segment in the master record if   * the FNOD is processed with a date of death that is later than the correct month of the death, and * the Veteran’s uncashed benefit checks are returned.   Follow the steps in the table below if *all* the returned checks represent payment for the month of death or later. |

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| Step | Action |
| 1 | * Use * an *OF 41*, or * annotation of *VA Form 20-6560*, *Notice of Benefit Payment Transaction*, and * ask the finance activity to return the amount in proceeds to appropriations. |
| 2 | Process a BUPD to correct the date of death in BIRLS. |

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| d. Erroneous Date of Death Later Than Correct Month of Death and No Benefit Checks Are Returned | Follow the steps in the table below if   * the FNOD is processed with a date of death that is later than the correct month of the death, and * the Veteran’s benefit checks are *not* returned. |

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| Step | Action |
| 1 | Determine how much of an overpayment would have been created by entering the correct date of death. |
| 2 | Send an *OF 41* to the finance activity that   * explains that the overpayment resulted from an erroneous date of death in the system, and * requests a fiscal transaction to establish the accounts receivable. |
| 3 | Process a BUPD to correct the date of death in BIRLS. |

#### 25. Requests for Headstones or Burial in a National Cemetery

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| Introduction | This topic contains information on   * claims for headstones or markers, and * requests for burial in a national cemetery. |

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| a. Claims for Headstone or Marker | Use the table below to determine how to proceed if you receive a claim for a headstone or marker. |

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| If you receive … | Then … |
| *VA Form 40-1330, Application for Standard Government Headstone or Marker* | forward the form for processing to  Memorial Programs Service (41A1)  Department of Veterans Affairs  5109 Russell Road  Quantico, VA 22134-3903 |
| *VA Form 21-8834, Application for Reimbursement of Headstone or Marker Expenses* | process the form according to the instructions in [M21-1MR, Part VII, 5.C.5](imi-internal:M21-1MRVII.5.C.5). |

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| b. Requests for Burial in a National Cemetery | Follow the steps in the table below if you receive a request for burial in a national cemetery. |

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| Step | Action |
| 1 | Find the address of the cemetery where burial is desired in the   * *Consolidated Address and Territorial Bulletin*, or * latest *VA Pamphlet 80-96-1, Federal Benefits for Veterans and Dependents*. |
| 2 | Forward the request for burial to the Director of the national cemetery where burial is desired. |

#### 26. Identification of Unknown Remains

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| Introduction | This topic contains information on the identification of unknown remains. It includes information on   * responsiblity for identifying unknown remains * requests for VA to identify unknown remains, and * role of the Federal Bureau of Investigation (FBI). |

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| a. Responsibility for Identifying Unknown Remains | The appropriate public authorities process the identification of unknown remains through reference to local records and the files of the Federal Bureau of Investigation (FBI). |

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| b. Requests for VA to Identify Unknown Remains | VA does *not* accept requests for identification of unknown remains from   * public authorities * funeral directors, or * other responsible and interested persons.   Use the table below to determine how to handle requests for the identification of unknown remains. |

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| If the request is … | Then … |
| made in person | advise the interested party to submit the request to the FBI. |
| received through the mail | * return the request by the most expeditious means to the interested party, and * advise that party to submit the request to the FBI. |

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| c. Role of the FBI | FBI personnel automatically notify the VA RMC (376) when it identifies remains with fingerprints in FBI military files following submissions by sources outside VA. |

#### 27. Identification of Known Remains

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| Introduction | This topic contains information on the identification of known remains. It includes   * criteria for accepting a request to identify remains, and * guidelines for handling a request to identify remains. |

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| a. Criteria for Accepting a Request to Identify Remains | VA accepts requests for the identification of a known deceased person, who is alleged to be a Veteran, if either   * the name of the deceased person is established and submitted with fingerprints, or * the following information has been submitted to the FBI: * fingerprints, and * *FD-258, Federal Bureau of Investigation, US Department of Justice Fingerprint Application Chart*, indicating additional information, such as the Veteran’s name and service number.   ***Note***: Do *not* use *SF 87, Fingerprint Chart*, for submission to the FBI for the identification of deceased persons. |

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| b. Guidelines for Handling a Request to Identify Remains | Follow the steps in the table below if you receive a request for the identification of known remains, either in person or through the mail. |

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| Step | Action |
| 1 | Forward the fingerprints and all additional information to  VA Records Management Center (376)  P.O. Box 5020  St. Louis, Missouri 63115.  ***Result***: You will receive notification about the identification of the fingerprints. |
| 2 | Do *not* take further action until you receive notification, *unless* positive identification of the Veteran is made through other means. |

#### 28. Notice to Loan Guaranty

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| a. Furnishing Notice to Loan Guaranty | Loan Guaranty benefits may be available to certain surviving dependents of deceased veterans. Use the table below to determine the appropriate means of notifying Loan Guaranty. |

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| If … | Then … |
| * the Veteran died *in service* * the Veteran’s death was *not* due to willful misconduct, *and* * there is a surviving * spouse, or * next of kin | forward a copy of the *DD Form 1300, Report of Casualty*, to the Loan Guaranty Division at the RO having jurisdiction over the address of the spouse or next of kin.  ***Note***: If *DD Form 1300* does *not* show the address,   * obtain the address from the evidence of record, and * if possible, enter the address on the copy furnished to Loan Guaranty. |
| * the Veteran died *after service* * the Veteran’s death is service-connected (SC), *and* * there is a surviving * spouse, or * next of kin | * complete an *OF 41,* with the * file number * Veteran’s name * spouse’s or next of kin’s name and address * statement that the Veteran’s death was due to an SC disability, and * forward the *OF 41* to the Loan Guaranty Division having jurisdiction over the spouse’s or next of kin’s address. |