

Enclosure F- Procedural Table for Fiduciary Hub Final Incompetency Determinations

Responsible Employee	Step	Action	
Program Support Assistant (PSA) or designee	1	Review notification from VSC or PMC (see Enclosure C, Step 6) and determine appropriate system for processing. *See VBMS Claims Exclusion List on the TIP Sheet Webpage .	
	2	Establish EP 600, Competency Issue, in appropriate system. <ul style="list-style-type: none"> - Use the date of the notification letter as the date of claim - Set a suspense date for final rating action that is 65 days from the date of claim - Do not use the EP “7” modifier - Set the Claim Level Suspense as “Development to the Claimant for – Incompetency Due Process.” *For claims eligible for VBMS processing, see the VBMS User Guide for additional information. *For claims excluded from VBMS processing, see the SHARE User Guide for additional information on claims establishment. See the MAP-D User Guide for additional information on updating the claim level suspense.	
	3	Locate and cancel the special use diary created to control receipt of the proposed incompetency rating. *See the Vetsnet Awards Handbook for additional information.	
Fiduciary Service Representative (FSR) 1 or designee	4	Monitor VOR for EP 600 workload with a “Competency Issue” claim label.	
	5	Following expiration of due process and mail processing period of 65 days total, review electronic file and systems. If evidence is received or hearing is requested Follow guidance in Enclosure E, Incompetency Hearings, Additional Evidence, and Appeals.	If no additional evidence is received Mark the EP 600 as Ready To Rate. <ul style="list-style-type: none"> - Enter a date to close the tracked items - Change the claim status to “Ready for Decision” - Update the claim level suspense to “Ready for Decision” with the date 14 days in the future *For claims eligible for VBMS processing, see the VBMS User Guide for additional information .

			*For claims excluded from VBMS processing, see the MAP-D User Guide for additional information.
	6	Complete the final incompetency rating.	<p>*For claims eligible for VBMS processing, see the VBMS SOP- VBMS-R Rating and Award section or other current guidance for additional information.</p> <p>*For claims excluded from VBMS processing, see the RBA 2000 User Guide or other current guidance for additional information.</p>
	7	Complete the final incompetency decision notification letter.	
		Prepare VA Fom 21-592, <i>Request for Appointment of a Fiduciary, Custodian or Guardian</i>	
			<p>*For claims eligible for VBMS ADL processing, see the ADL TIP Sheet and SOP.</p> <p>*For claims excluded from VBMS ADL processing, see the PCGL User Guide.</p>
	8	Process the EP 600 award.	<p>*For claims eligible for VBMS-A processing, see the ADL TIP Sheet and SOP.</p> <p>*For claims excluded from VBMS-A processing, see the Vetsnet Awards Handbook.</p>
	9	Upload the final rating, notification letter, and award the VBMS eFolder, or VVA folder if file is not in VBMS.	<p>*Notification required by M21-1 MR, I.3.B.12 does not apply to final ratings of incompetency.</p> <p>*For instructions on uploading to VVA, see the VVA User guide.</p> <p>*For instructions on uploading to VBMS, see the Uploading VETSNET Awards and PCGL Notification Decision Letters into Veterans Benefits Management System (VBMS) TIP Sheet or other current guidance.</p>
FSR 2 or designee	10	Authorize the EP 600 award.	<p>*For claims eligible for VBMS-A processing, see the ADL TIP Sheet and SOP.</p> <p>*For claims excluded from VBMS-A processing, see the Vetsnet Awards Handbook.</p>
	11	Send notification of the final decision to the claimant with a copy of the rating.	
	12	Establish EP 290- Fiduciary Adjustment in appropriate system.	- Use the date of the notification letter as the date of claim.

		<ul style="list-style-type: none"> - Set a suspense date for fiduciary appointment that is 60 days from the date of claim. - Do not use the EP "7" modifier. <p><i>Note: Ensure there is not an EP 290 pending from the sending station with a claim label "fiduciary adjustment". If there is, cancel the EP 290.</i></p> <p>*For claims eligible for VBMS processing, see the VBMS User Guide for additional information.</p> <p>*For claims excluded from VBMS processing, see the SHARE User Guide for additional information on claims establishment.</p>
	13	Establish the Veteran/beneficiary record and the initial appointment field exam work item in BFFS.

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