**Chapter 6. Semiannual Review of Potential Duplicate Payment Cases**

**1. Listings of Compensation and Pension Corporate Records**

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| Introduction | This topic contains information on listings of compensation and pension corporate records, including* [the purpose of the review](#_a.__Purpose)
* [when the listings are mailed](#_b.__When)
* [corrective action](#_c.__Corrective)
* [who has responsibility for corrections](#_d.__Responsibility)
* [handling questions or problems](#_e.__Questions), and
* [when a Veteran or spouse does not have a Social Security number (SSN).](#_f.__Veteran)
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| a. Purpose of Review | Since several computer interfaces are based on matched Social Security numbers (SSN), the importance of having complete and correct SSN information in corporate records cannot be overemphasized.  |

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| b. When Listings Are Mailed | Listings of corporate records in which identical SSNs appear are mailed in duplicate by Compensation Service and/or Pension and Fiduciary (P&F) Service to regional offices (RO) of jurisdiction twice each year. Alternatively, either Service may notify the RO by e-mail of cases requiring action.The listings are usually run during February and August. |

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| c. Corrective Action | Matched pairs of cases on the listing that are* marked by a red “*X*” require *no* corrective action
* marked by a red “*RX*” are triple payee cases which require corrective action, and
* not marked require some corrective action by the RO.

***Reference***: For more information on cases requiring correction, see M21-1, Part X, 6.2. |

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| d. Responsibility for Corrections | Some of the matched pairs of cases that appear on the listings will involve cases under the jurisdiction of two different ROs.The RO on whose listing the pair appears is responsible for making sure that any corrective action is taken, even if all corrective action must be taken at another RO. |

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| e. Questions or Problems | Contact Compensation Service and/or P&F Service if you have* any questions about why a red *X* does not appear to the left of a pair of cases

questions about what corrective action is required, or* problems to report.

The point of contact for either business line will be shown on the transmittal document that will accompany the listing. |

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| f. Veteran or Spouse without SSN | [38 CFR 3.216](http://www.warms.vba.va.gov/regs/38CFR/BOOKB/PART3/S3_216.DOC) requires a recipient of benefits to disclose his/her SSN and the SSNs of his/her dependents as a condition of receipt of benefits. However, if an SSN has not been assigned, a beneficiary or dependent is not required to obtain one in order to get Department of Veterans Affairs (VA) benefits.In the absence of evidence to the contrary, accept the beneficiary’s statement that the beneficiary or a dependent does not have an SSN unless he/she * receives Social Security (SS) or other Federal benefits, or
* has an account at a bank or other financial institution (FI).
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| f. Veteran or Spouse Without SSN (continued) | In such cases, ask the claimant to furnish a statement from the Social Security Administration (SSA) stating that no SSN has been assigned for the named individual. ***Reference***:For more information on what to do if the beneficiary does not respond, see [38 CFR 3.500(v)](http://www.warms.vba.va.gov/regs/38CFR/BOOKB/PART3/S3_500.DOC).If you determine that a payee or spouse does not have a SSN, then:* Update the SSN Verification Status for the Veteran, using the Search Participant Profile Application, by selecting the SSN Verification Status of “*SSA Verified No Number Exists*,” and/or
* Update the SSN Verification Status for non-Veteran beneficiaries or dependents, using the Dependents screen in SHARE, by selecting the SSN Verified Status of “*9-SSA Verified No Number Exists*.”
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**2. Analysis of Cases Requiring Correction**

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| Introduction | This topic contains information on the analysis of cases requiring correction, including* [when the same person is not the payee on both corporate records](#_a.__Same)
* [a dual payment claim](#_b.__Dual)
* [multiple claims](#_c.__Multiple)
* [Veterans Pension and Dependency and Indemnity Compensation (DIC) claims](#_d.__Veteran)
* [when a Veteran is married to the deceased Veteran’s other parent and the parents receive Parents DIC](#_e.__Veteran)
* [compensation or DIC counted on a Veterans Pension award](#_f.__Compensation)
* [multiple payments as DIC parent](#_g.__Multiple)
* [when a surviving spouse receives disability compensation](#_h.__When), and
* [determining corrective action](#_i.__Determining).
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| a. Same SSN but Not the Same Payee on Two Corporate Records | All awards being paid based on an SSN should have the same person as payee.***Note***: Make sure the Veteran’s SSN is correct in Beneficiary Identification and Records Locator Subsystem (BIRLS). If it is not, process a BIRLS update (BUPD) to input the correct SSN into the BIRLS record.***Reference***: For more information on the BIRLS update (bupd) command, see [M21-1, Part II, 6.03e](http://www.warms.vba.va.gov/admin21/m21_1/part2/ch06.doc). |

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| b. Dual Payment Claim | If the same person is receiving benefits under two claim numbers, verify to make sure that the dual payment is proper. No one should receive benefits as a Veteran or as a surviving spouse under more than one claim number.The table below provides further information regarding dual payment claims: |

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| If ... | Then ... |
| the beneficiary is receiving Veterans Pension | payment of any other pension to the same person is prohibited.Therefore, the beneficiary cannot simultaneously receive Section 306 or Old Law pension as a surviving spouse. |
| the beneficiary is receiving Survivors Pension | there is no prohibition against simultaneous receipt of Section 306 or Old Law pensions as a Veteran. |
| ***Reference***:For more information on the prohibition against concurrent benefits, see [38 CFR 3.700(a)(4)](http://www.warms.vba.va.gov/regs/38CFR/BOOKB/PART3/S3_700.DOC). |

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| c. Multiple Claim Numbers | In cases where the Veteran is married to another Veteran or is in receipt of his/her own benefits as well as benefits as a survivor, the Veterans Service Network (VETSNET) and the Veterans Benefits Management System (VBMS) will automatically identify situations where they are in receipt of benefits under multiple file numbers. |

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| d. Veteran Pension and DIC Claims | If the same person is properly in receipt of Veterans Pension and Dependency and Indemnity Compensation (DIC), check to see if the DIC benefit is being counted as income on the Veterans Pension account. Section 306 and Old Law VA pension benefits are not countable for Veterans Pension purposes under [38 CFR 3.272(c)](http://www.warms.vba.va.gov/regs/38CFR/BOOKB/PART3/S3_272.DOC). However, there is no exclusion for VA compensation or DIC benefits. |

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| e. Veteran Married to Deceased Child’s Other Parent | If a claimant receives Veterans Pension and is receiving Parents DIC, verify the DIC benefit is being counted as income on the Veteran’s Pension award.If the Veteran is married to the other parent of the deceased child, both Parents DIC awards count as income on the Veteran’s Pension award. |

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| f. Compensation or DIC Counted on Pension Award | If the same person is properly in receipt of Veterans or Survivors pension and compensation or DIC, and the compensation or DIC is being counted on the pension award, verify that the correct amount of compensation or DIC is being counted as *OTHER* or *OTHER RETIREMENT* income on the pension award. |

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| g. Multiple Payments as DIC Parent | If the same person is properly in receipt of multiple payments as a DIC parent (that is, the beneficiary has more than one deceased Veteran child), check to see if the monthly rate is the same on all accounts.If the monthly rate is not the same on all accounts, verify all income is being counted correctly on all accounts and that the SSN which is causing the match is the parent’s, as opposed to the Veteran’s SSN.If not,* determine the Veteran’s correct SSN, if the Veteran had one
* enter it into the corporate record, and
* update the Veteran’s BIRLS record.
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| h. When a Surviving Spouse Receives Disability Compensation | If the same person is properly in receipt of DIC as a surviving spouse and compensation as a Veteran, determine if the beneficiary is being paid additional benefits for a spouse on the payee 00 corporate record. If so, determine the person’s actual marital status.***Reference:*** For more information on reinstatement of benefit eligibility for surviving spouses, see [38 CFR 3.55](http://www.warms.vba.va.gov/regs/38cfr/bookb/part3/s3_55.doc). |

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| i. Determining Corrective Action | If you are still unable to determine what corrective action needs to be taken, contact Compensation Service and/or P&F Service by submitting a ticket request via the National Service Desk. The name and telephone number of the person to contact will appear on the transmittal document accompanying the listing. |

**3. Consolidation of Cases**

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| Introduction | This topic contains information on consolidation of cases, including* [the reason to consolidate cases](#_a.__Reason)
* [when there are two Beneficiary Identification and Records Locator Subsystem (BIRLS) records and one corporate record](#_b.__Two), or
* [one BIRLS record and two corporate records](#_c.__One), and
* [when the case (DUPC) is completed](#_d.__Case).
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| a. Reason to Consolidate Cases | It may be necessary to consolidate claims in cases where two claim numbers were erroneously established for the same person. This happens most frequently when a Veteran has two files: one with a claims folder number and one with an SSN. |

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| b. Two BIRLS Records and One Corporate Record | If it is necessary to consolidate two files and there are two BIRLS records, * process a dupc transaction, and
* retain the corporate record associated with that transaction.

***Reference*:** For more information on file number reconciliation and cancellation, see * M21-1, Part III, Subpart ii, 4.D.17, and
* historical M21-1, Part 2, Chapter 3, Subchapter 4.
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| c. One BIRLS Record and Two Corporate Records | The dupc command will not work if there are two corporate records but only one BIRLS record. DUPC only merges BIRLS data; therefore, it will cause any corporate record data under the cancelled record to be lost. If you have two corporate records but only one BIRLS record* terminate the award under the erroneous file number,
* ensure that any overpayment under the cancelled record is reestablished under the retained record, and
* have the finance activity process 08E and 04E transactions to transfer any accounts receivable (A/R)from the cancelled record to the retained record.

Use the table below to determine which corporate record to retain: |

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| If ... | Then ... |
| one record has payment history | retain that record. |
| * no payment history exists, **and**
* one record has corporate rating history
 | retain the record containing rating history. |
| * no payment history, **or**
* rating history exists, **but**
* claims history and correspondence letters for one of the records exist
 | retain the record containing claims history and correspondence letters. |
| more than one record has payment history | * determine which of those records is to be retained on
* evaluation of payment history,
* rating history, and
* claim/letter history;
* capture and upload the entire award line/payment history of the record that will NOT be retained into the electronic folder (eFolder) being retained; **and**
* capture and upload screenshots of all SHARE corporate inquiry screens, including the Pre-Conversion master record screens into the eFolder being retained.
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**3. Consolidation of Cases,** Continued

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| ***Note:*** Payments under two different corporate records need to be audited by the local finance activity to determine if any periods of improper payment were made.***Important:*** If the record being retained has the wrong SSN as the file number, then it must be corrected using the BUPD command. See M21-1X.6.2.a. |

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| d. Case (DUPC) Completed  | The table below provides instructions for Claims Assistants (CA) and Award Super Users or Station Trailbosses (Intake Processing Center (IPC) Coach) to follow once DUPC is completed |

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| Step | Who | Does What |
| 1 | CA | * identifies all pending claims associated with the incorrect corporate record, **and**
* reports duplicate records to the Station Awards Superuser or Station Trailboss (IPC Coach).
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| 2 | Awards Superuser, **and/or**Station Trailboss (IPC Coach) | * identifies the record to be retained,
* uses the ‘Corporate Update’ command to immediately correct the duplicate record, **and**
* submits a trouble ticket to request the corporate records to be consolidated.
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| ***Note:*** If the IPC Coach is unable to fix the issue, trouble tickets are submitted to either Compensation Service or P&F Service for correction. ***Important:*** The [Corporate Trouble Ticket Request Form](http://vbaw.vba.va.gov/bl/21/systems/docs/Corporate%20Trouble%20Ticket%20Request.doc) can be accessed from the Compensation Service Intranet webpage under the Business Management Home Page and VETSNET category. |

#### 4. Monthly Reporting

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| Introduction | This topic contains information on monthly reporting, including* [the *RCS* number](#_a.__RCS)
* [the date report is due](#_b.__Date)
* [the report format](#_c.__Report)
* [an example of a sample report](#_d.__Example:)
* [Department of Veterans Affairs Central Office (VACO) review](#_e.__VACO)
* [submitting the report](#_f.__Submitting), and
* [contact at the regional office (RO)](#_g.__Contact)
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| a. RCS Number | Every RO that receives a *Monthly Review of the Potential Duplicate Payments Cases* listing is required to send a report to Compensation Service and/or P&F Service. Assign *RCS 20-0633*. |

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| b. Date Report Is Due | The date the report is due appears on the transmittal document accompanying the listing. Please do not submit interim reports or incomplete reports.  |

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| c. Report Format | The report consists of a certification that all required corrective action has been completed. A description of the action taken on individual cases is not required. |

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| d. Contact at RO | Include the name and telephone number of an individual at the RO who can answer questions about the report.If different individuals are responsible for different parts of the report, furnish their names and telephone numbers and the digit range for which each person is responsible.Please submit the report via e-mail. The mailbox to which the report may be sent will appear on the transmittal document accompanying the listing. Alternatively, you may submit the report by mail or fax. |

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| e. Example: Sample Report | The following is a sample report:This certifies that all required action has been completed and checked in VETSNET and VBMS for the [insert month and year] semiannual review of potential duplicate payment cases (RCS 20-0633) for RO XXX. Questions about the report may be directed as follows:digits 00-49 Elvis Examine (703) 555-1212digits 50-99 Veronica VSR (703) 555-1313 |

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| f. VACO Review  | When you certify that you have completed all action on the listing, VA Central Office (VACO) will review the listing and contact you for clarification of any apparent discrepancies. If you do a Corporate Update, bupd, or an amended award, verify that the transaction actually processed and properly updated the system before you furnish the certification. |

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| g. Submitting the Report | Please submit the report via e-mail. The mailbox to which the report may be sent will appear on the transmittal document accompanying the listing. Alternatively, you may submit the report by mail or fax. |