#### Department of Veterans Affairs M21-1MR, Part III, Subpart v

**Veterans Benefits Administration July 23, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Manual M21-1, Part III, “General Claims Process,” Subpart v, “General Authorization Issues and Claimant Notifications.” ***Notes***: * The term “regional office” (RO) also includes pension management center (PMC), where appropriate.
* Unless otherwise noted, the term “claims folder” refers to the official, numbered, Department of Veterans Affairs (VA) repository – whether paper or electronic – for all documentation relating to claims that a Veteran and/or his/her survivors file with VA.
* Minor editorial changes have also been made to
* update incorrect or obsolete references
* update obsolete terminology, where appropriate
* update fiduciary and field examination (F&FE) activity to fiduciary hub
* renumber each topic based on the standard that the first topic in each section is Topic 1
* reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
* clarify block labels and/or block text, and
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| To include a note sublabel to provide instructions to notify the appropriate fiduciary hub via e-mail and a reference to additional information on the fiduciary hubs.  | M21-1, Part III, Subpart v. Chapter 9, Section C, Topic 1, Block f(III.v.9.C.1.f) |
| To add new Block g to provide instructions on what to do when a retroactive award to a beneficiary under fiduciary supervision amounts to less than $25,000. | III.v.9.C.1.g |
| To add new Block h to provide instructions on what to do when a retroactive award to a beneficiary under fiduciary supervision is greater than $25,000. | III.v.9.C.1.h |
| * To add new Block i to provide instructions after fiduciary hub review of a retroactive award to a beneficiary under fiduciary supervision is greater than $25,000.
* To add a note sublabel indicating that a third signature (concurrence) will be required when authorizing an award with retroactive benefits over $25, 000.
* To add a reference to see the *VETSNET Awards* and *Veteran Benefits Management System (VBMS)-Awards User Guides* to obtain additional information about awards that require a third signature.
 | III.v.9.C.1.i |
| To add new Block j to provide a sample memorandum to the fiduciary hub for administrative review for retroactive award to a beneficiary under fiduciary supervision is greater than $25,000. | III.v.9.C.1.j |
| * To remove information about a fiduciary file because the fiduciary hubs are paperless and all documents are placed in Virtual VA.
* To add instructions to notify the appropriate fiduciary hub via e-mail
 | III.v.9.C.2.a |
| * To remove information about a fiduciary file because the fiduciary hubs are paperless and all documents are placed in Virtual VA.
* To add a note stating that fiduciary hubs in most cases will be responsible for authorizing an award for a certified fiduciary-payee but in some exceptions ROs will have to request the appointment of a temporary fiduciary.
 | III.v.9.C.2.b |
| To define that diary code 20 is named *Helpless Child Reaches Majority* | III.v.9.C.3.b |
| To include instructions to notify the appropriate fiduciary hub via e-mail of the actions taken. | III.v.9.C.3.e |
| To include instructions to notify the appropriate fiduciary hub via e-mail of the actions taken. | III.v.9.C.3.f |
| To delete old Block j (III.v.9.C.11.j) because it contained instruction about the fiduciary file, which is outdated because the fiduciary hubs are paperless and all documents are placed in Virtual VA. | --- |
| To delete old Topic 12, because funds are now released the first of the month following the month for which the Department of Veterans Affairs (VA) last paid the beneficiary. | --- |
| To remove outdated and unnecessary instruction based on Benefits Delivery Network (BDN) processing. | III.v.9.C.4.c |
| To remove information about a fiduciary file because the fiduciary hubs are paperless and all documents are placed in Virtual VA. | III.v.9.C.4.d |

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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Thomas J. Murphy, DirectorCompensation Service |

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