## Section A. 800 Series Work Items

#### Overview

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

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| Topic | Topic Name |
| 1 | 800 Series Work Items |
| 2 | Processing 800 Series Work Items |
| 3 | Processing 850 Work Items: Manual Payment Adjustments (850WIs) |

#### 1. 800 Series Work Items

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| Introduction | This topic contains general information on 800 series work items, including   * definition: 800 series work item * obtaining a list of 800 series work items through the Veterans Service Network (VETSNET) Operations Reports (VOR) * viewing individual 800 series work items * 800 series work item status categories * benefit claim labels associated with status categories * 810 Work Item: Notice of Benefit Payment Transaction (810WI) claim labels * 820 Work Item: Explanation of Audit Message (820WI) claim labels * 840 Work Item: Combat-Related Special Compensation (CRSC) / Concurrent Retirement and Disability Payments (CRDP) Audit Error Worksheets (AEW) (840WI) claim labels, and * 890 Work Item: Specially Adapted Housing (SAH) / Special Housing Adaptation (SHA) (890WI) claim labels. |

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| a. Definition: 800 series Work Items | An ***800 Series Work Item*** is a system-generated message issued through the Veterans Service Network (VETSNET) that is designed to assist the regional offices (ROs) and pension management centers (PMCs) in identifying and tracking cases that require follow-up action. 800 series work items replace paper work items.  ***Important***:   * Because 800 series work items are primarily for tracking purposes only, do not complete any development, rating, or award actions under an 800 series work item. * 800 series work items are system-generated. Therefore, manually establishing an 800WI is not possible. Only clear or cancel 800 series work items based upon the required action taken.   ***Reference***: For more information about 800 series work items and future diaries, see   * [*VETSNET 800 Series Work Items Desk Reference*](http://vbaw.vba.va.gov/bl/21/systems/docs/WIDR.DOC) * [*VETSNET Awards User Guide*](http://vbaw.vba.va.gov/VetsNet/Awards_Docs/WebHelp/Awards.htm), and * [*Share User’s Guide*](http://css.vba.va.gov/SHARE/). |

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| **b. Obtaining a List of 800 Series Work Items Through VOR** | 800 series work item reports are available in VETSNET Operations Reports (VOR) and appear under the MESSAGE WORK ITEMS header. The following reports are available:   * *Detail – Pending Message Work Items*: a detailed report of 800 series work items that require attention * *Detail – Completed Message Work Items*: a detailed report of 800 series work items that have been Pending Inquiry File (PIF) Cleared (PCLRed) * *Summary – Message Work Items*: a summary report of 800 series work items, and * *Detail – Cancelled Message Work Items*: a detailed report of 800 series work items that have been PIF Cancelled (PCANed). |

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| c. Viewing Individual 800 Series Work Items | 800 series work items appear only in the corporate database. Follow the guidance in the table below when viewing individual 800 series work items. |

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| **If viewing 800 series work items in ...** | **Then ...** |
| Share | * use the CORPORATE INQUIRIES function * select the CLAIMS/DENIALS tab, and * click on the 800 series work item from the grid view. |
| the Veterans Benefits Management System (VBMS) | * open the profile for the claim number in question * select the CLAIMS option from the top banner, and * select the 800 series work item.   ***Note***: Details are displayed by clicking on the EXPAND CLAIM DETAILS banner. Notes are displayed by selecting the NOTES option from the top banner. |

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| ***References***: For more information on   * Share, see the [*Share User’s Guide*](http://css.vba.va.gov/SHARE/), and * VBMS, see the [*VBMS User’s Guide*](http://vbaw.vba.va.gov/VBMS/docs/VBMS_Release_8_1_UserGuide_UsersEdition.pdf). |

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| **d. 800 Series Work Items Status Categories** | 800 series work items are assigned based on status categories. These category labels include   * *Work Item 800: Notice of Exception (NOE)* * *Work Item 810: Notice of Benefit Payment Transaction* (810WI) * *Work Item 820: Explanation of Audit Message* (820WI) * *Work Item 830: Miscellaneous* (830WI) * *Work Item 840: Combat-Related Special Compensation (CRSC) / Concurrent Retirement and Disability Payments (CRDP) Audit Error Worksheets (AEW)* (840WI) * *Work Item 850: Manual Payment Adjustments* (850WI), and * *Work Item 890: Specially Adapted Housing (SAH) / Special Housing Adaptation (SHA)* (890WI).   ***Reference***: For more information on status categories, see [*VETSNET 800 Series Work Items Desk Reference*](http://vbaw.vba.va.gov/bl/21/systems/docs/WIDR.DOC). |

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| **e. Benefit Claim Labels Associated with Status Categories** | Within each 800 series work item status category, several benefit claim labels (hereafter referred to as claim labels) may be applicable. Most claim labels are assigned based on message codes and titles that were historically utilized for paper work items.  The blocks below provide guidance on some of the common system-generated 800 series work items that require action, along with   * specific 800 series work item claim labels and diary codes, if applicable, and * associated M21-1 references that will assist in processing the 800 series work items.   ***Reference***: For more information on 800 series work item claim labels, see [*VETSNET 800 Series Work Items Desk Reference*](http://vbaw.vba.va.gov/bl/21/systems/docs/WIDR.DOC). |

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| **f. 810WI Claim Labels** | Below is a list of claim labels associated with an 810WI status category label.   * *602: Returned PFOP Payment-Master Record Updated* * *603: Returned Payment Applied to Accts Receivable* * *604: Unapplied Balance Returned to Appropriation* * *607: Miscellaneous Returned Payment* * *612: Account Suspended-Undeliverable Payment* * *626: Paid EFT - Verify Home Address* * *634: Proceeds Established in Participant Record*, and * *631: Diary Due Date/Reason/Legend*   The table below lists M21-1 references for additional information on diary codes associated with the 631 claim label. |

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| **Diary Code** | **M21-1 Reference** |
| * *01: Future Physical Examination*, and * *39: Review Need for Reevaluation* | M21-1, Part III, Subpart iv, 3.C.2.d |
| *03: Helpless Child Review* | M21-1, Part III, Subpart iii, 7.4.b |
| *20: Helpless Child Reaches Majority* | M21-1, Part III, Subpart v, 9.C.3.b |
| *21: Verify School Attendance* | M21-1, Part III, Subpart iii, 6.B.6.f |
| *25: Return of Dependency Verification Form* | M21-1, Part III, Subpart iii, 5.K.4.a |
| *34: Rev for Return of VAF 21-4140* | M21-1, Part IV, Subpart ii, 2.F.5.d |
| *94: Follow-Up on Paragraph 28 Review* | * M21-1, Part IV, Subpart ii, 2.J.1.h, and * M21-1, Part III, Subpart iv.3.C.2.d |

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| ***Reference***: For information on processing 810WIs, see M21-1, Part III, Subpart iii, 1.B.9.h. |

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| **g. 820WI Claim Labels** | Below is a list of claim labels and M21-1 references associated with an 820WI status category label. |

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| **Claim Label** | **M21-1 Reference** |
| *777: Clothing Allowance Letter Not Sent* | M21-1, Part IX, Subpart i, 7 |
| * *833A: SSA Death DOB Mismatch* * *833B: SSA Death Name Mismatch*, and * *833C: SSA Death C&P Matched* | M21-1, Part X, 5.1.b |
| *850: Paragraph 28 Over xx Months* | M21-1, Part III, Subpart iv, 3.C.2.d |
| *882: Employability Letter Not Sent* | M21-1, Part IV, Subpart ii 2.F.5.e |
| *882B: Dependency Verification Letter Not Sent* | M21-1, Part III, Subpart iii, 5.K.1.d |
| *882G: Age 18 School Letter Not Sent* | M21-1, Part III, Subpart iii, 6.A.1.f |
| *882H: School Child Verification Letter Not Sent* | M21-1, Part III, Subpart iii, 6.B.6.d |
| *884: Paragraph 29 Over 3 Months* | M21-1, Part IV, Subpart ii, 2.J.2.h |

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| **h. 840WI Claim Labels** | Below is a list of claim labels associated with an 840WI.   * *840A: CRSC/CRDP AEW-VETSNET Award Suspended* * *840B: CRSC/CRDP AEW-VETSNET Award Terminated* * *840C: CRSC/CRDP AEW-VETSNET Award AR Exists* * *840D: CRSC/CRDP AEW-VETSNET Award Withhold Exists* * *840E: CRSC/CRDP AEW-VETSNET Award Negative VA Due, and* * *840F: CRSC/CRDP AEW-AWARD APPROPRIATE-Payment Due.*   ***Reference***: For additional information on 840WIs, see M21-1, Part III, Subpart v, 5.A.8. |

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| **i. 890WI Claim Label** | The claim label *890: SAH/SHA Online Application* is associated with the 890WI.  ***Exception***: Claim labels *890: SSA Prison Match* and *890L: SBOP Incarcerated Veteran* are unrelated to SAH/SHA.  ***References***: For more information on processing   * 890WIs for SAH/SHA, see * M21-1, Part IX, Subpart i, 3.3.c, and * M21-1, Part IX, Subpart i, 3.3.g, and * 890WIs for *SSA Prison Match*, see M21-1, Part X, 15.2.a, and * 890WIs for *SBOP Incarcerated Veteran*, see M21-1, Part X, 12.1.b. |

#### 2. Processing 800 Series Work Items

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| Introduction | This topic contains general processing guidelines for 800 series work items, including   * disposition of an 800 series work item after review * establishing date of claim when an 800 series work item requires action * prioritizing 800 series work items, and * end product (EP) for potential underpayment or overpayment. |

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| a. Disposition of an 800 Series Work Item After Review | Once an 800 series work item has been reviewed, determine if follow-up action is required.  See the table below for actions to take after reviewing the 800 series work item. |

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| **If…** | **Then ...** |
| no action is required | * PCAN the 800 series work item using the reason “*VETSNET Msg Rvwd, no action necessary*” |
| additional action is required | * PCLR the 800 series work item using the reason “*VETSNET Msg Rvwd, work under proper EP*,” and * work under the proper end product (EP).   ***Exception***: Do not PCLR an 890WI (SAH/SHA) until final action is taken under the proper EP. |

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| b. Establishing Date of Claim When 800 Series Work Item Requires Action | When action is required, use the date of the 800 series work item as the date of claim for the controlling EP.  ***Important***: Do ***not*** use the date of review as the date of claim for the controlling EP.  ***Reference***: For more information on 890WIs (SAH/SHA), see   * M21-1, Part IX, Subpart i, 3.3.c, and * M21-1, Part IX, Subpart i, 3.3.g. |

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| **c. Prioritizing 800 Series Work Item** | All 800 series work items affecting payments require prompt attention.  ROs and PMCs must consistently prioritize 800 series work items that potentially result in an underpayment, overpayment, or potential financial hardship. |

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| **d. EP for Potential Underpayment or Overpayment** | In addition to establishing the appropriate controlling EP when an 800 series work item requires action, establish an EP 693 to control for potential underpayment ***or*** overpayment of benefits. Use the date of the 800 series work item as the date of claim for the EP 693.  If an EP 600 is subsequently established to provide notice of a proposed adverse action   * PCLR the controlling EP * leave the EP 693 pending along with the EP 600, and * adjust the suspense date of the EP 693 to match the suspense date of the EP 600.   ***Note***: The EP 693 must remain pending until final action is completed. |

#### 3. Processing 850WIs

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| **Introduction** | This topic contains general information on 850WIs, including   * purpose of 850WIs, and * general processing guidelines for 850WIs. |

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| Change Date | November 19, 2015 |

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| **a. Purpose of 850WIs** | WIs in the 850 series indicate cases that require manual adjustments to the rates of payment. This occurs when the annual cost of living adjustment (COLA) rate change cannot be applied automatically.  Reasons for manual adjustments include, but are not limited to, the following:   * apportionments * incarceration * suspended awards * awards pending authorization * cases with both severance and separation/readjustment pay * cases where “Generate Award Override” (GAO) was used in VETSNET Awards * cases with no rating data in VETSNET Awards * cases without a severance percentage in VBMS-Rating (VBMS-R) or VETSNET Awards, and * cases that require a manual review of the claims folder.   ***Note***: The claim label associated with the 850WI is *850A: Legislative Adjustment Required*. |

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| **b. General Processing Guidelines for 850WIs** | Upon receipt of an 850WI   * clear the WI using the reason, *VETSNET Msg Rvwd, worked under proper EP* * make the necessary award adjustment under * EP 692, ***or*** * EP 696 for pension, Dependency and Indemnity Compensation (DIC), and Parents DIC awards, and * take no further action.   ***Notes***:   * A decision notice must be sent to the beneficiary when a COLA is processed manually. * If the Veteran is in receipt of military retired pay, and the adjustment of the award will create an overpayment, notice of adverse action must be provided.   ***Reference***: For more information on notice of adverse action, see M21-1, Part I, 2.B. |