

**Enclosure C- Procedural Table for Veterans Service Center and Pension Management Center Proposed Incompetency Determinations**

Responsible Employee	Step	Action
Rating Veterans Service Representative (RVSR) or designee	1	<p>Propose incompetency with a rating decision when the incompetency determination is based on medical evidence in accordance with <a href="#">M21-1MR III.iv.8</a>. Ensure the facts contained in the proposed rating decision are complete so that they do not need to be repeated in the final rating decision.</p> <p><i>Note: A court decree of incompetency or a court appointment of a fiduciary by reason of incompetency should be sent to the fiduciary hub using VA Form 21-592 (if not previously furnished), or by memorandum or letter (if VA Form 21-592 was previously furnished). Include with the notification a copy of the decree of incompetency, or the letters of appointment of a fiduciary.</i></p> <p>*See the VBMS Claims Exclusion List on the <a href="#">TIP Sheet Webpage</a> for appropriate processing system.</p> <p>*For claims eligible for VBMS processing, see <a href="#">VBMS SOP- VBMS-R Rating and Award</a> section or current guidance for additional information.</p> <p>*For claims excluded from VBMS processing, see <a href="#">RBA 2000 User Guide</a> or current guidance for additional information.</p>
Veterans Service Representative (VSR) or designee	2	<p>Complete the proposed incompetency decision notification letter in accordance with <a href="#">M21-1MR III.v.9.B.6.a-f</a>.</p> <ul style="list-style-type: none"> <li>In the notification letter, replace the current information under “When and Where to Send the Information or Evidence” section with the text below. Include the appropriate fiduciary hub jurisdiction contact information from Enclosure B.</li> </ul> <p>“Please send all correspondence, including any information or evidence that you would like us to consider, in relation to your incompetency determination to the address below within 60 days from the date of this letter.</p> <p style="text-align: center;">X Fiduciary Hub PO Box XX Anywhere, USA XXXXX</p>

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		<p>Please put your full name and VA file number on the information or evidence referenced above. If we do not receive the information or evidence within that time, we will make our decision based only on what we have received.”</p> <p>*For claims eligible for VBMS ADL processing, see <a href="#">ADL TIP Sheet and SOP</a>.</p> <p>*For claims excluded from VBMS ADL processing, see <a href="#">PCGL User Guide</a>.</p>
	3	<p>If applicable, notify Power of Attorney (POA) in accordance with <a href="#">M21-1 MR I.3.B.12</a>.</p>
	4	<p>Process the award and clear any pending end product (EP) that would normally be taken at this point, including releasing monthly benefits.</p> <p>*For claims eligible for VBMS-A processing, see <a href="#">ADL TIP Sheet and SOP</a>.</p> <p>*For claims excluded from VBMS-A processing, see <a href="#">Vetsnet Awards Handbook</a>.</p>
	5	<p>Ensure the final rating, notification letter, and award are uploaded to the VBMS eFolder, or VVA folder if file is not in VBMS.</p> <p>*For instructions on uploading to VVA, see <a href="#">VVA User guide</a>.</p> <p>*For instructions on uploading to VBMS, see <a href="#">Uploading VETSNET Awards and PCGL Notification Decision Letters into Veterans Benefits Management System (VBMS) TIP Sheet</a> or other current guidance.</p>
	6	<p>Establish a one-month diary using the, “Local Regional Office - Special Use” with remarks – “Incomp Due Process.”</p> <p>*See <a href="#">Vetsnet Awards Handbook</a> for additional information.</p>
	7	<p>Send email notification of the proposed incompetency rating to the hub of jurisdiction. The notification must include the beneficiary’s name and claim number.</p>