

## Enhancement – Pending VS21A's

When an VS21A's has been put in Pending everything is open to change.

- Calculations
- Benefits
- VSO Comments
- Upload documents

A VS21A can only be put into Pending ONE time.

1. Go to “My Pending VS-21A (VSO)”, there you will see what the Authorizer put in pending.
2. Double click to open it

The screenshot shows the OnBase WorkView interface. On the left is a navigation menu with categories like 'Applications', 'FINANCIAL ASSISTANCE CASES', and 'VETERANS AND APPLICANTS'. The 'My Pending VS-21A (VSO)' option is selected. The main area displays a table with the following data:

CASE #	REASON PENDING	VS-1 DATE	APPLICANT	VS-21A DATE	VS-21A ID	STATUS	CITY
5841	Missing Information	8/25/2021	Purple, Sam	4/20/2022	100077	Pending	ZTown (test)
1000	Supporting Documents	2/9/2021	Cant, Winnie	5/11/2022	100120	Pending	ZTown (test)
1000	Supporting Documents	2/9/2021	Cant, Winnie	5/11/2022	100127	Pending	ZTown (test)

3. Here you will see the reason why it was put in pending (blue arrow).
4. Click on the **Benefits (VSO)** tab (yellow arrow)

The screenshot shows the details for VS-21A Case # 5841. At the top, there are tabs for 'VS-21A\*', 'Benefits (VSO)', 'VSO Comments', and 'Case History'. The 'Benefits (VSO)' tab is highlighted with a yellow arrow. Below the tabs, the case details are displayed in a form:

Case #	Status	Applicant	ID
5841	Pending	Purple, Sam	100077
City	VSO	Reason Pending	
ZTown (test)	Brown, Tracey	Supporting Documents	

A blue arrow points to the 'Supporting Documents' text in the Reason Pending field.

5. Scroll down to look under the Authorizers comments to see what was requested (blue arrow).

VS-21A\* [Benefits \(VSO\)](#) VSO Comments Case History

**VS-21A Case 5841 - ZTown (test) - 4/20/2022 - Pending - Purple, Sam**

1 - 3 of 3 records

VSO Reviewed

Authorizer Comment

I see the docs are submitted, but the income and rent amounts are incorrect. Please adjust and send back. Thanks

6. On the VS-21A tab, you can change the rent/mortgage amount, Is Heat Included (Yes or No), # Sharing Expenses, and Income benefit amount then click Calculate Benefits to get the new benefit calculation.

VS-21A\* [Benefits \(VSO\)](#) VSO Comments Case History

**VS-21A Case 5841 - ZTown (test) - 6/14/2022 - Pending - Purple, Sam**

**Basic Information**

Case # 5841 Status Pending Applicant Purple, Sam ID 100172

City ZTown (test) VSO evan VSO Reason Pending Supporting Documents

**Calculations**

Please enter the following to derive the benefits

VS-21A Date\* 6/14/2022 Budget Number\* 1 - Single Refund Status None

# in Family 1 Benefit Start Date\* 1/1/2022 Refund Amount \$0.00

Rent/Mortgage Amt (Applicant Portion Only)\* \$750.00 # Sharing Expenses\* 1 Refund Balance \$0.00

Is Heat Included\* No

Monthly Income				Benefits Calculations	
	Applicant	Spouse	Children		
V.A. Pension		\$0.00		Budget Amount	\$792.00
V.A. Comp		\$0.00		Shelter Benefit +	\$529.00
Social Security	\$1,200.00	\$0.00	\$0.00	Children Budget +	\$0.00
Social Disability		\$0.00	\$0.00	REBA +	\$367.00
S.S.I.		\$0.00	\$0.00	<b>= Total Ordinary Benefit</b>	<b>\$1,688.00</b>
Retirement		\$0.00		- Total Income	
Countable Wages		\$0.00		<b>= Net Ordinary Benefits</b>	<b>\$488.00</b>
Unemployment		\$0.00		Fuel Benefit +	\$320.00
Workmen's Comp		\$0.00		<b>= Total Payable Benefit Amount</b>	<b>\$808.00</b>
Long-Term Disability		\$0.00			

- On the Benefits (VSO) tab, you can change any of the benefit amounts that were submitted previously by using the pencil (yellow arrow).
- Once all changes are completed and you left a comment for the authorizer, click Send to Authorizer (red arrow).

VS-21A Case 5841 - ZTown (test) - 6/14/2022 - Pending - Purple, Sam Created By: EVANVSC  
6/14/2022 4:22:30 PM

**Benefit Summary**

Net Ordinary Benefit Amount \$488.00	+	Fuel Benefit Amount \$160.00	=	Total Payable Benefit Amount \$648.00
<input type="checkbox"/> Prior Approval		Spend Down (if > \$0) \$0.00		



**VSO Benefits**

Month	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del	Is Amende
1/1/2022	\$488.00	\$320.00	\$0.00	\$0.00	\$0.00	\$0.00	\$170.10	Medicare Part B	<input type="checkbox"/>	<input type="checkbox"/>
2/1/2022	\$488.00	\$320.00	\$0.00	\$0.00	\$0.00	\$0.00	\$170.10	Medicare Part B	<input type="checkbox"/>	<input type="checkbox"/>
3/1/2022	\$488.00	\$320.00	\$0.00	\$0.00	\$0.00	\$0.00	\$170.10	Medicare Part B	<input type="checkbox"/>	<input type="checkbox"/>
4/1/2022	\$488.00	\$320.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		<input type="checkbox"/>	<input type="checkbox"/>
4/1/2022	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,250.00	Hearing Aids	<input type="checkbox"/>	<input type="checkbox"/>
5/1/2022	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,500.00		<input type="checkbox"/>	<input type="checkbox"/>



Notice of Action

Notice of Determination

Notice of Intent

VS21A Acknowledgement

[Send to Authorizer](#)

You are all done.