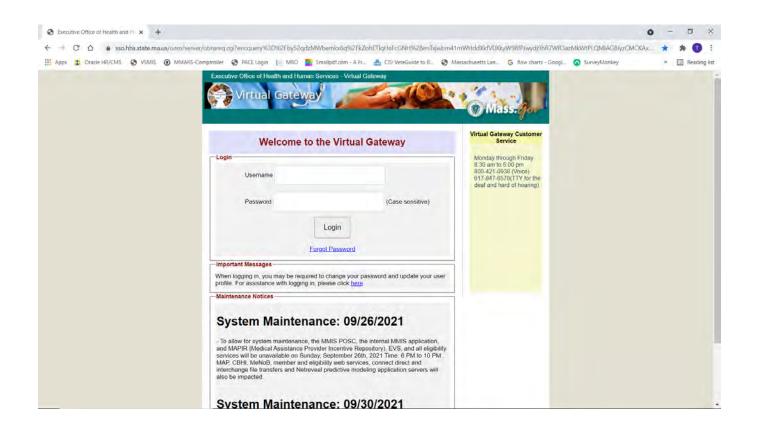
# Department of Veterans' Services Training Manual



DVS Veterans Services Information Management System (OnBase) Training Manual

Published by DVS 12/1/2021

The purpose of this manual is to aid the VSO in the daily use of the Veteran Services Management Information System (OnBase) program. The user should have a thorough understanding of MGL Chapter 115 and 108 CMR. OnBase is accessed through Virtual Gateway. To gain access, you must first apply for Login credentials by contacting DVS. After providing the necessary information, you will receive the Username/Password needed to log in.



OnBase is a browser-based program. No special software is needed; however, you will need Internet access and your browser should contain the latest updates for it to work securely and properly. There are 4 principal parts of the VSMIS program. They are VS1, VS21A, VS5/6 and VS7.

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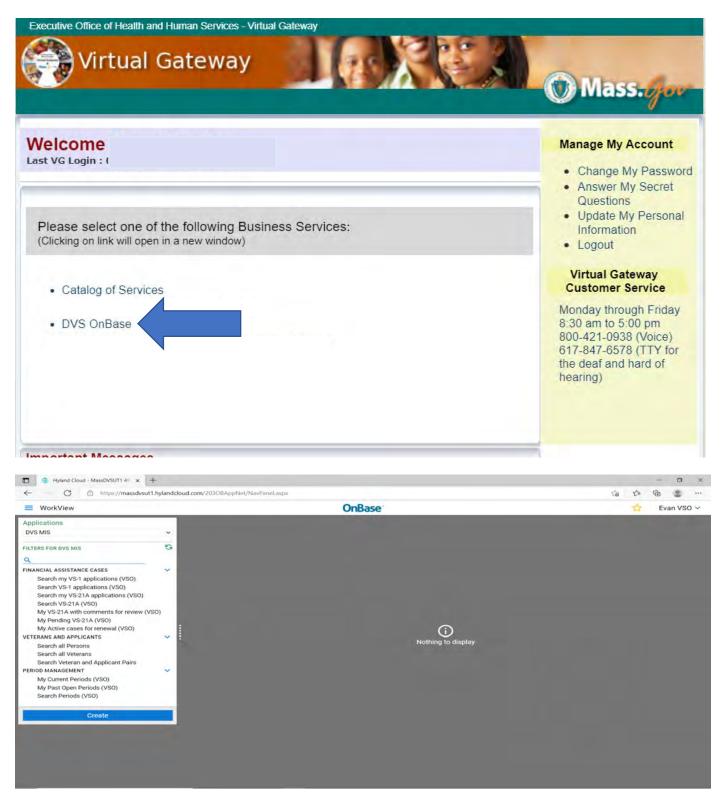
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# Chapter 1

#### Enter a new Veteran

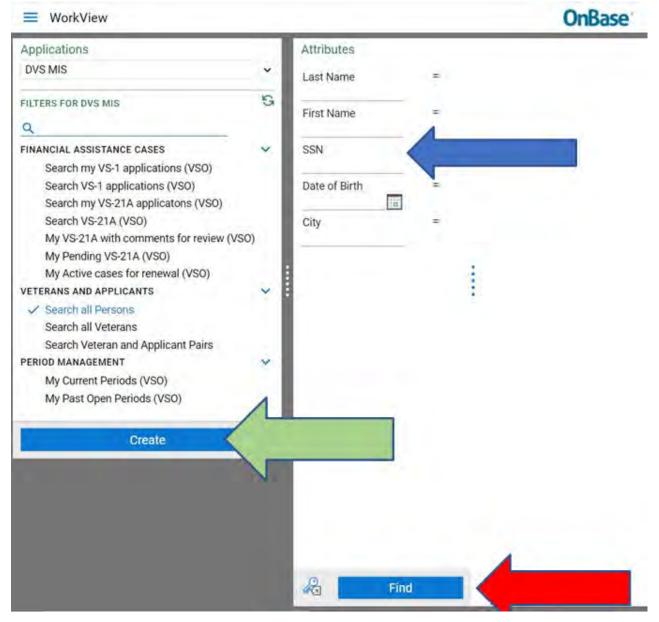
1. Click on to DVS OnBase.



- 2. There are 3 areas you will be working with, **Financial Assistance Cases**, **Veterans** and **Applicants and Period Management** (red boxes).
- 3. Search to see if the Veteran is in the system first.
- 4. Click on **Search all Persons** (red arrow)

WorkView	_
pplications	
DVS MIS	~
LTERS FOR DVS MIS	S
2	
INANCIAL ASSISTANCE CASES	Y
Search my VS-1 applications (VSO)	
Search VS-1 applications (VSO)	
Search my VS-21A applicatons (VSO)	
Search VS-21A (VSO)	
My VS-21A with comments for review (VSO)	
My Pending VS-21A (VSO)	
My Active cases for renewal (VSO)	
ETERANS AND APPLICANTS	~
Search all Persons	
Search all Veterans	
Search Veteran and Applicant Pairs	
ERIOD MANAGEMENT	Y
My Current Periods (VSO)	
My Past Open Periods (VSO)	
Create	

- 5. Enter Social Security number (SSN) to see if Veteran is already in the system (blue arrow)
- 6. Click on **Find** (red arrow)
- 7. If s/he does not come up, click the blue **Create** button (green arrow) to create a new applicant.



8. To enter a new Veteran, click on Veteran (yellow arrow)

Create WorkView Object	×
SELECT CLASS	
18 Veteran	
67 Applicant	
	Cancel

9. There are three parts to this step. Scroll to all three **Basic Info**, **Service Info**, **Contact Info**, and everything in pink is a must fill in. Please fill in the white boxes as best you can.

10.	Sample	of Basic	Info	(blue	arrow).
-----	--------	----------	------	-------	---------

Veteran Google Chrome							
massdvsut1.hylandcloud.	.com/2030BAppNet/Wor	kView/Viewer/O	ojectViewer.aspx?appli	cationID=08	kObjectId=1	041268(Class	sid=1035&Screen
Save Save and Close Save an		Betresh	Hissory Documents	Farme	Discussion	More	Toggie Taska
Veteran Detail* Relationships	s Related Items						
Basic Info							
Last Name*	First Name*	MI	Suffix				
Full Name		Is Enable	ed				
SSN D		ate Deceased					
			Director Over	ride - this pers	on is verified t	to be alive	
Gender* S	ipoken Language	JS Citizen*					
Ethnicity/Race: This informatio							
Race (Check all that apply)	in is collected to make sure e	veryone is treated to	Special Circumsta		all that apply)		
American Indian or Alaska	n Native		Physical/Mer	ntal Impairmen	ıt		
C Asian			C Hearing Impa	aired			
Black or African American	6 C		U Visually Impa	ired			
Hispanic or Latino			Interpreter Re	equired			
D Native Hawaiian or other P	Pacific Islander		Sign Languag	ge Required			
White			Other				
Other							
Service Info			-				
Branch Of Service*	Service Sta	rt Date S	ervice End Date				
			a la	1			

### 11. Sample of Service Info (blue arrow)

Veteran Google Chrome									
massdvsut1.hylandcloud.co	m/203OBAppNet/Work	View/Viewer/O	bjectViewer.a	aspx?applica	tionID=0	&ObjectId=1	04126&Clas	sid=1035&Screenid=10	17&OBToken=dc541bf
Save and Close Save and Ne	w Seles CrevObrec	Refresh	History	Documents	Parto	Discussion	More Nore	Toggle Tasks	
Veteran Detail <sup>4</sup> Relationships	Related Items								
/eteran -									
			1						
Service Info									
Branch Of Service	Service Start	Date S	Service End Dat	e	-				
Discharge Type									
DD-214									
Wartime Service Wartime	Service has been determine	vd.							$\checkmark$
MOS/Rating/AFSC									
Unit(s) Served In									
Contact Info									
Phone Number Ema	I Address				-				
		and an			-				
Phone Type	s willing to receive text mes	Email Type sages							
Street 1*									
Street 2									

### 12. This is where you can upload the **DD214** (red arrow).

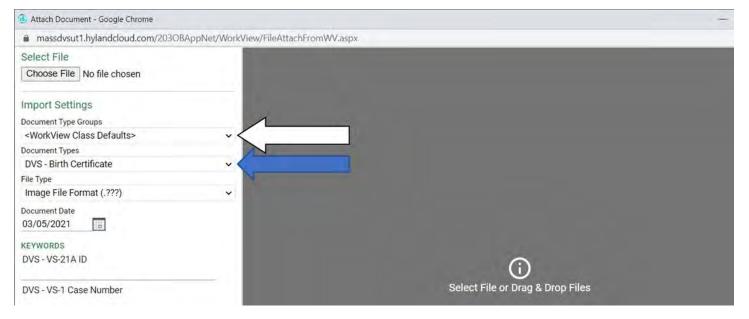
Save Save and Close Save and New	X	Ē	SRefresh	History	Documents	Q	More	Toggie Tasks	
eteran Detail* Relationships R Relationships R eran - Flynn, James	elated Items								
eran - riynn, James									
Service Info									
Branch Of Service* Army		Service Start Da 10/1/1964	te	Service End D 12/1/1966	Date				
Discharge Type Honorable discharge			V						
DD-214									
1/27/2021 - DVS - DD-214 for Cas	e # - Vetera	an: - Applican	ti						$\bigtriangledown$
Wartime Service V Wartime Ser	vice has bee	en determined							
Unit(s) Served In						 			_

#### To upload the DD214.

13. Click on the green up arrow



15. Under **Document Type Groups** click the down arrow and change either **ALL** or **DVS MIS** (white arrow).16. Under **Document Type** click the down arrow and change to DD214 (blue arrow).



Attach Document - Work - Microsoft Edge	
https://massdvsut1.hylandcloud.com/2030BA	vppNet/WorkView/FileAttachFromWV.aspx
Select File	
Choose File No file chosen	
Import Settings	
Document Type Groups	
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<workview class="" defaults=""></workview>	
<all></all>	
DVS - MIS DVS - Training Documents	N
Document Date	
09/27/2021	
KEYWORDS	
DVS - VS-21A ID	(i)
DVS - VS-1 Case Number	Select File or Drag & Drop Files

18. Sample of what you will see under **Document Type**.

Attach Document - Google Chrome					-
massdvsut1.hylandcloud.com/203OE	BAppNet/WorkView/FileAttachFromW	V.aspx.			
Select File					
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DVS - Birth Certificate	4				
DVS - DD-214					
DVS - Death Certificate Document Date					
03/05/2021					
KEYWORDS					
DVS - VS-21A ID			(i)		
DVS - VS-1 Case Number	_		Select File or Drag &	Drop Files	

#### 19. Then Click on **Choose File** and look for the DD214 to upload (blue arrow).

Attack	h Document - Google Chrome		
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Docume 03/05/ KEYWO	2021 💼		
	/S-21A ID /S-1 Case Number	_	Select File or Drag & Drop Files

• Sample of where the Browse will bring you. (To your files)

🚽 🕆 🗖 > This	PC > Desktop	~	U	P Search Desktop	
Organize • New folder					1 0
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3D Objects	Parents list 381 Alph in Color 12-8-20	12/10/2020		Microsoft Excel W	1
Desktop	passwords	1/11/2021		Microsoft Excel W	
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Music	Sample-DD-Form-254		12:23 PM	JPG File	
Pictures	TEST IMPORT LETTER	1/27/2021		Microsoft Word D	
Videos	VA HISA 2017	9/15/2020		Adobe Acrobat D	
Uccal Disk (C:)	VSO Contact Info	4/29/2020		Microsoft Excel W	26,
🗙 Home Drive (M:)	Yearly report reimbursement of Chap 115	1/6/2021 3	:46 PM	Microsoft Excel W	1,
🗙 Public (P:)	n Zoom	1/8/2021 4	18 PM	Shortcut	
Shared (S:)	<				>
File name	e:		~	All Files (*.*)	~
				Open Car	ncel

• Select the DD214 you want to upload (blue arrow) then click **Open** (red arrow)

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This PC	Name	Date modit		Туре	Size
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Desktop	asswords	1/11/2021	10:49 AM	Microsoft Excel W	
Documents	Sample of void check	1/27/2021	12:44 PM	JPG File	
Downloads	Sample VA letter	1/27/2021	12:24 PM	JPG File	
Music	Sample-DD-Form-254	1/27/2021	12:23 PM	JPG File	
Pictures	TEST ORT LETTER	1/27/2021	12:05 PM	Microsoft Word D	
Videos		9/15/2020	1:03 PM	Adobe Acrobat D	
Local Disk (C:)	S VSM	4/27/2020		Internet Shortcut	
	VSO ct Info	4/29/2020	2:50 PM	Microsoft Excel W	2
Home Drive (M:)	Year prt reimbursement of Chap 115	1/6/2021 3:	46 PM	Microsoft Excel W	
Public (P:)	🔁 Zooi	1/8/2021 4:	18 PM	Shortcut	
🗙 Shared (S:) 🛛 🗸 🤄					
File <u>n</u> ame	Sample-DD-Form-254		~	All Files (*.*)	

### 20. The DD214 comes up, then click Import.

Attach Document - Google Chrome						- 1	o x
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Document Types							
	~	DEPARTMENT OF DEFENSE					
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KEYWORDS				s, REVISED Revision No. Supersodes # previous specisj	100		
DVS - VS-21A ID		C. SOLICITATION OR OTHER Due Date (YYMM NUMBER	п	<ol> <li>PiNAL (Complete Item 5 In all cases)</li> </ol>	Diste (YYMMDD)		
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DVS - Veteran First Name JAMES		In response to the contractor's request dated, retention of the 6. CONTRACTOR (include Commercial and Government Entity		naterial is authorized for the period of			
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DVS - Veteran Last Name FLYNN		100	1000				
DVS - Veteran SSN		7. SUBCONTRACTOR					
852-78-6352		A NAME, ADDRESS, AND ZIF CODE	b. CADE CODE	c. COGNIZANT SECURITY OFFICES ( Nar Code)	ne, Address, and Zip		
Constant and the second s							
		8. ACTUAL PERFORMANCE					
		A LOCATION	b CAGE CODE	c. COGNIZAWT SECURITY OFFICE (Name	Address, and Zip Code)		
			1000				
🕼 🖏 🦧 Import		9. GENERAL DENTIFICATION OF THIS PROCUREMENT					
Import							*

## 21. Once you Import, the Document Queue says **Imported Successfully** (red box), then exit out of the page(blue arrow). <u>DO NOT CLICK ON THE X NEXT TO THE GREEN IMPORTED</u> <u>SUCCESSFULLY BOX, THIS WILL REMOVE YOUR FILE</u>.

Attach Document - Google Chrome						-	
massdvsut1.hylandcloud.com/2030BAppNet,	WorkView/FileAttachFromWV	.aspx					
Select File	Document Queue (1	1)					_
Choose File No file chosen	Sample-DD-Form-254	.jpg Imported Successf	ully				
You can add 4 more documents.							
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Document Types							
DVS - DD-214	~	DEPARTMENT OF DEFENSE		1. CLEARANCE AND SAFEGUARD	NG		
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Document Date		2. THIS SPECIFICATION IS FOR: (X and complete as applicable) a. PRIME CONTRACT NUMBER	3. 79	a ORIGINAL (Complete date in all cases)	Date (YYMMDD)		
03/05/2021		a SUBCONTRACT NUMBER		a Revision No.	Date (YYMMOD)		
EYWORDS		a subcontrine ribition.		(Supersedes all previous specs)	cactrimicoy		
DVS - VS-21A ID		C. SOUCITATION OR OTHER Due Date (YYMMD		c. FINAL (Complete Item 5 /n all cases)	Date (YYMMDD)		
5V5-V5-21A1D		NUMBER		c. Labor (condent with survey)	cartineey		
VVS - VS-1 Case Number		4. IS THIS A FOLLOW-ON VES	NO. If Yes camp	tele the following			
VVO - VO-T CASE INUTIDEI		Cleased an aller is received or generalised under (Proceeding Con	wact Number) is	transferred to this follow-on contract			
		5. IS THIS A FINAL DD FORM 2547					
DVS - Veteran First Name		In response to the contractor's request dates, retention of the i		d materia is authorized for the period of			
JAMES		6. CONTRACTOR (include Commercial and Government Entity) a. NAME, ADDRESS, AND ZIP CODE	b. CAGE	C. COGNIZANT SECURITY OFFICE (Nam	e, Address, and Zip		
DVS - Veteran Last Name		-	CODE	Codej	10 10 10 10 10 10 10 10 10 10 10 10 10 1		
FLYNN			1.2				
DVS - Veteran SSN		7. SUBCONTRACTOR	-				
852-78-6352		a NAME, ADDRESS, AND 28 CODE	b. CAGE CODE	<li>c. COONIZANT SECURITY OFFICES ( N Clide)</li>	ane, Address, and Zip		
		100	CODE	( core)			
		8. ACTUAL PERFORMANCE a LOCATION	b. CAGE	c. COGNIZANT SECURITY OFFICE (Non	e, Address, and Zip Cookj		
		that .	CODE	-			
		9. GENERAL DENTIFICATION OF THIS PROCUREMENT					
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#### 22. Now it shows the DD214 has been uploaded (blue arrow)

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Save Save and Close Save and Ne	×	E.	SRefresh	History	Documents	Const.	Discussion	Mare	Topgle Tasks		
/eteran Detail* Relationships	Related Item	s									
eteran - Flynn, James											
Service Info											
Branch Of Service*		Service Start Da	te	Service End	Date						
Army	$\nabla$	10/1/1964	0	12/1/1966	0	1					
Discharge Type											
Honorable discharge			$\bigtriangledown$								
DD-214					-						
3/5/2021 - DVS - DD-214 for Ca	se # - Vetera	n: JAMES FLYN	NN - Applica	nt:						$\bigtriangledown$ $\uparrow$	
🔲 Wartime Service 🗹 Wartime	ervice has be	en determined			N						

#### 23. Sample of the **Contact Info** (blue arrow)

💁 Veteran Google Chrome											- 🗆 X
massdvsut1.hylandcloud.c	com/203OBApp	Net/WorkView	/Viewer/Obj	jectViewer.aspx?ap	plicationID=	0&ObjectId=	1041268(Clas	sld=10358:ScreenId=1	017&OBToken=dc541bfc-4ab2	-4a51-a86f-165a6d9bdbc58tviewid	undefined&lobjectVie
Save Save and Cose Save and Veteran Detail* Relationships	Related Items		Safresh	History Documents		Discussion	More	Topple Tasks		Robins America	
Veteran -	Neidled neins										Created By: EVANVSO
11											3/5/2021 12:46:08 PM
Discharge Type											Create VS-1
DD-214									▽↑		What to do when a veteran passes away
Unit(s) Served In											
Contact Info Phone Number En	nail Address										
Phone Type	Is willing to receive	ve text message:	Email Type s	~							
Street 2											
City*	۹ م	tate" Zij	p Code								

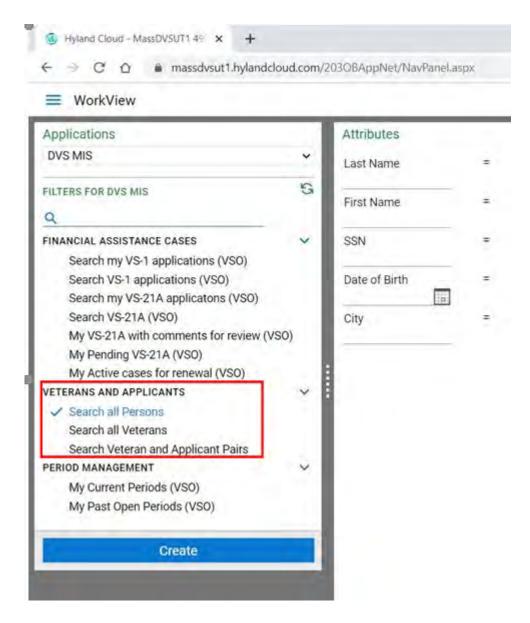
24. From here you can do either of the following:

- a. Click on **Save** (blue arrow on left) then the **Create VS1** (red arrow) to begin the **VS1**.
- b. Save and Close (blue arrow on right).

Veteran - Flynn, James - Goo	gle Chrome										-	
massdvsut1.hylandclou	d.com/20308App	Net/WorkVie	ew/Viewer/Obje	ectViewe	r.aspx?appli	cationID=	1001&Object	d=1022458	ClassId=1035&ScreenId=1017&OBToken	=dc541bfc-4ab2-4a51-a86f-165a6d9bdbc5&viewi	d≈undefine	d&object
Save and Clobe Save a	H New	CapyOnen	Secresh	History	Documents	Forms	Discussion	More Nore	Toggie Taaka	No. of the second secon	Next Object	Less Object
- Flynn, eationshi	ps Related Items									_	Created By: 1/27/202	TBROWN1 21 3:09:01 P
Last Name*	First Name		MI	Suffix							Cre	ate VS-1
Flynn	James			Sumx	-							2
Full Name											vetera	o do when a an passes
Flynn, James			Is Enabled									away
	Date of Birth	Date	Deceased		Disease Gura	elata data an		the bar altern				

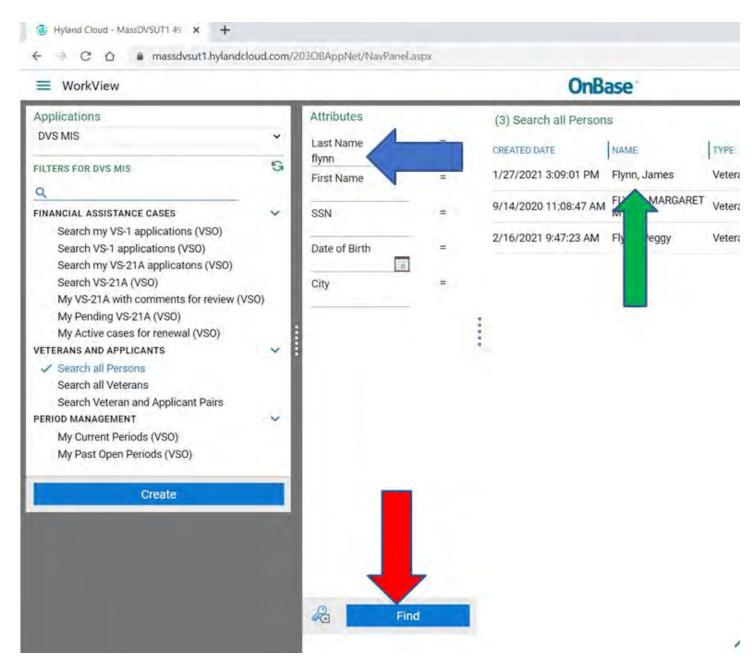
# If you clicked on a. Save and then Created VS1 please see page number 21, if you clicked on b. Save and Close see next page.

- 25. If you click on the **Save and Close** and choose to finish the record another day. You will need to search for the applicant under the **Veterans and Applicants** (red box). This is because a VS-1 has not been created yet.
- 26. Click on Search all Persons.
- 27. You can search by Last Name, First Name, SS #, Date of Birth or City.
  - a. Note: you MUST enter the complete last name or use a wildcard. Meaning if you weren't too sure how to spell the last name you can do either Peterson or Pete\*. The \* is the wildcard.



- 28. Enter Last Name (blue arrow) and click the Find button (red arrow)
- 29. You will see the applicant came up on the righthand side (green arrow)

#### 30. Double click on the applicant's name



- 31. This brings you back where you left off.
  - a. Before you click create VS-1, hover your mouse over the Create VS-1 button and read what it says. There are two areas you can create the VS-1 depending where you are on the application.
    - If it says, "Create a new VS-1 applicant for this combination of Veteran and Applicant with the spouse as the applicant" You will create the VS1 for the Spouse being the applicant.
    - If it says, "Create a new VS-1 for the Veteran. The Veteran will be the applicant" You will create the VS-1 for the Veteran being the applicant.

#### 32. Now create the VS-1.

33. Click on the Create VS-1 (blue arrow)

Veteran - Flynn, James	- Google Chro	me									- C	X
massdvsut1.hylani	dcloud.com/	20308App	Net/Work\	/iew/Viewer/C	ObjectViev	ver.aspx?appli	cationID=	1001&Object	Id=1022458	ClassId=1035&ScreenId=1017&OBToken	=dc541bfc-4ab2-4a51-a86f-165a6d9bdbc5&viewid=undefined&	object
Save Save and Close	Save and New		() ()	SRefresh	Hestory	Documents	Print	Q	\ More	Topple Tasks	For Care Process Oner Net Object	Lass Object
/eteran Detail* Relat	ionships R	elated Items										
teran - Flynn, James											Created By: TB	
Basic Info												1
Last Name*		First Name	é.	MI	Suffi	¢					Create	
Flynn	_	James									What to de	
Full Name											veteran p awa	
Flynn, James				🗹 Is Enab	oled						und the second se	9
SSN	Date of	Birth		te Deceased								
852-78-6352	9/1/19	45	.0		0	Director Over	ride - this pe	erson is verified	to be alive			
Gender*		Language	110	Citizen*								

34. Click on each tab in the red box. Complete all **<u>pink required fields and all other information as</u> <b><u>possible on each tab.</u>** 

Demographics* VS-21A App	plications Recipients	Employment* She	elter <sup>a</sup> Autos O	bligations* Investme		A CONTRACTOR OF A CONTRACTOR OFTA CONTRACTOR O			
15e 966 - Boston - 1/2//2021	1 - Flynn, James			income	nts Insurance	Documents		Created By:	TBROWN15
Case Maintenance							1	-	te Refund
Case # S	Status	Application Date*							VSO)
986	Saved	1/27/2021							
City"	VSO							Benel	fit History

#### A. Recipients Tab

#### a. To enter a spouse or child click the Green Plus.

## NOTE: SPOUSE MUST BE CREATED UNDER APPLICANT DETAIL AND PAIRED WITH THE VETERAN. THEN YOU CAN ENTER HER/HIM HERE.

					5 6 1 -
Last Name	First Name	Date Of Birth	Relationship To Applicant	Gender	
Flynn	Derek	1/1/2015	Child	Male	1
Flynn	James	9/1/1945	Applicant	Male	
Recipient*	a. This scr	een comes up te	o enter the informat	ion.	- 1
VS-1					
Case #	Status	Applicant			
986	Saved	Flynn, James	1		
Recipient					
	2016-00-0	1.0			
Last Name*	First Name*	MI	Suffix		
Relationship To Applica	int"				
The second					
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Save Save and Save and Save Save Save Save Save Save Save and Save Save and Save Save and Save Save Save Save Save Save Save Save	b. Click o Close	×	Applicant	History	Commenter (Commenter)
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Save Save and Save and Save Save Save Save Save Save Save and Save Save and Save Save Save Save Save Save Save Save	b. Click o Close	×	Applicant	History	Commenter (

Last Name*	First Name*	MI	Suffix	
Flynn	Derek			
Date Of Birth*	Gender*			
1/1/2015	🔲 Male 🛛 🗹	Is US Citizen		

#### B. Employment Tab

Demographics* VS-21A Applications Recipients Employ	ment* Shelter* Autos Obligations* Investments Insurance Documents
ase 986 - Boston - 1/27/2021 - Flynn, James	
Employment	
Name of Last Employer*	Length of Employment (Months)*
Last Employer Address*	
Occupation*	
Self Employed*	
Reason For Application*	

Demographics\* VS-21A Applications Recipients Employment\* Shelter\* Autos Obligations\* Investments Insurance Documents

Case 986 - Boston - 1/27/2021 - Flynn, James	
--	--

helter		
eal Estate owned by Applican	t and/or Spouse	
Applicant Owns A Home*	7	
ate of Original Mortgage	Original Mortgage Amount	Current Mortgage Balance
1	1	
Aulti-family Building	Monthly Income from Property	
7	7	
las a Second Mortgage Or Equ	uity Line	
	If yes, provide comple	ete details on VS-21A
las Sold Or Transferred Real E	state Within Past 36 Months	If yes, dates
o you pay any of the following	r	
leat/AC separate from rent	Electric or gas for cooking	
	$\bigtriangledown$	$\bigtriangledown$
elephone, including Cell Phon	e	

#### D. Autos Tab

a. Click in the Green Plus to add an Auto Demographics' VS-21A Applications Recipients Employment' Shelter' Autos Obligations' Investments Insurance Documents Case 986 - Boston - 1/27/2021 - Flynn, James Automobiles Owned or Leased by Applicant and/or Spouse. List all vehicles, even if not registered. 5 8 B + X Automobiles Year Make Model Registration Number Registration State b. Fill in the red box area a. Click Save and Close b. Repeat step a. if they have more than one Auto. Automobile Case 986 - Auto -VS-1 Case # Applicant Status 986 Flynn, James Saved Automobile Veen Males Madel

rear	маке	Model
Registration State	Registration Number	_
	q	

Demographics\* VS-21A Applications Recipients Employment\* Shelter\* Autos Obligations\*

#### Case 986 - Boston - 1/27/2021 - Flynn, James

Obligations	
Has Child Support Obligation*	
Any Support Payment in Arrears*	
In Receipt of Other Public Assistance*	
Has Applicant received or is receiving C.115 benefits from	any other community*
	$\bigtriangledown$
Is there an assignment or lien against this case*	

- F. Investments Tab, there are three areas to be filled in. Investments, Creditors and Bank Withdrawals.
  - a. Under Investments section (red circle), click on Green Plus to add Investments (blue arrow)

stments	Money Market Accounts, CDS, 401K account	ts, or any other type of savings, investment or retirement account of any kind.	5 6 日 +
Account Name	Account Number	Account Value	

b. Add the investments here.

ase 986 - Investn	nent -			
VS-1				
Case #	Status	Applicant		
986	Saved	Flynn, Jam	es	
Investment				
Account Name		Account Number	Account Value*	

H. On the Creditors part (red circle), click the Green Plus (blue arrow) to add the Creditor Information

Investments				S 🛽 🗗 🕇 🗙
Account M	ame	Account Number	Account Value	
			\$0.00	4
records				Show 100 V records
etc.?		S is required. Describe fully on the VS		have a joint account with any other person; created any real property trusts, living wills.
Creditors				s 🛚 🕀 🕂 🗙
Creditor N	ame	Amount Owed		

a. Add the Creditor here.

/S-1		
Case #	Status	Applicant
986	Saved	Flynn, James

Give full details of all bank withdrawals in the past 12 months other than monthly living expenses.	

thdrawals					5 6 🗩
Account Name	Account Number	Amount	Withdrawal Date	Purpose	
		\$500.00	Ì		

a. Add bank information here.

VS-1				
Case #	Status	Applicant		
986	Saved	Flynn, Jam	es	
Bank Withdrawal				
Account Name		Account Number	Amount*	

- J. Insurance Tab
  - a. Select Yes or No if the applicant has Life Insurance (blue arrow)

b. (	Click on	the green	plus to a	add a i	policy	(green arrow)	
------	----------	-----------	-----------	---------	--------	---------------	--

Demographics*	VS-21A Applications Reci	ipients Employment* Shelter	* Autos Obligations* Inves	tments Insurance Documents		
Case 986 - Bosto	on - 1/27/2021 - Flynn, James					
Insurance Has Life Insuran	nce					
Life Insurance						S 🗟 🖻 🕂 🗙
Na	me Of Insured	Policy Amount	Monthly Premium	Policy Number	Company	Beneficiary

c. On the lower part of the Insurance tab answer all the medical questions.

(		$\bigtriangledown$		
Company Name				
		_		
Insurance Type				
Premium Amount	S			
Medicare A	Effective Date			
7	7			
Medicare B	Effective Date			
7	7			
Prescription Drug Plan	Plan Name	N	Nonthly Cost	
7	7			
Prescription Advantage	_			
7	7			
Low Income Subsidy				
7	7			

- K. Documents Tab
  - a. Under the Standard Required Documents (red circle), all those documents are required.
  - b. Under the Conditionally Required Documents (yellow circle), you will see a checkmark in the boxes if they are required (green circle)
  - c. To upload documents, click on the green up arrow (see blue arrow) to upload thatdocument.

Each required document is a MUST. The system will not allow you to create a VS1A without the documents being uploaded.

Save Bare #d Close where the Days Englished Reflect Rates Cooperation Res Decosator More Toget Takes	First Operat Previous Object
emographics* VS-21A Applications Recipients Employment* Shelter* Autos Obligations* Investments Insurance Documents Ad	Created By: TBROWN1
e 986 - Boston - 1/27/2021 - Flynn, James	1/27/2021 5:46:14 P
Nandard Required Documents	
Proof Of Residency	Initiate Refund (VSO)
	▽↑
icome Verification	Initiate Refund
greement To Reimburse	Benefit History
ank Statement 1 Bank Sta	
Sank Statement 3	<u> </u>
Conditionally Required Documents	
a sentily modified the 110 vaded, modified, or deleted a recipient the server Save button to refresh the list of conditionally required documents.	
Spouse Agreement to Reimburse	
Required	
pouse DOR Letter	
mployment Plan	
Z T Required	
pouse Employment Plan	
fedical Evaluation	
Required	

- d. Click the **Choose File** to select the file you want to upload. (blue arrow)
- e. Under Document Type Group select the group. (red arrow)
- f. Under **Document Type** select the type of file. (yellow arrow)

G Attach Document - Google Chrome		- 🗆 🗙
massdvsut1.hylandcloud.com/2030BAppNet/WorkView/FileAttachFromWV.aspx		
Select File		
Choose File No file chosen		
Import Settings		
Document Type Groups		
Document Types DVS-DD-214		
File Type Image File Format (.???)		
Document Date 03/08/2021		
KEYWORDS DVS - VS-21A JD	<u>(</u> )	
DVS - VS-1 Case Number Sel 986	ect File or Drag & Drop Files	
DVS - Veteran First Name JAMES		
DVS - Veteran Last Name FLYNN		
DVS - Veteran SSN 852786352		

- g. Choose the file you want to update (these steps are the same as #17, when you uploaded the DD214)
- h. Click on the blue Import button(blue arrow)

Attach Document - Google Chrome		+	×
massdvsut1.hylandcloud.com/203OBAppNet/Wo	rkView/FileAttachFromWV.aspx		
Select File	Document Queue (1)		
Choose File No file chosen	Sample-DD-Form-254.jpg Pending Import		×
You can add 4 more documents.			
Import Settings Sample-DD-Form-254.jpg Show Preview			
Document Type Groups <workview class="" defaults=""> ~</workview>			
Document Types			
DVS - DD-214	DEPERTMENT OF DIFFERE 1. CLEARANCE AND SUFFCILARISES		
File Type Image File Format (.???)	CONTRACT SECURITY CLASSIFICATION INTERFEATION INTERFEATIO		
Document Date 03/08/2021			
KEYWORDS DVS - VS-21A ID	C. SOUCHTON: C REVEAL     C. SOUCHTON: CR CTIVER     C. SOUCHTON: CR C		
DVS - VS-1 Case Number 986	CONTRACT?     Consider their office set of generation are generation and generation are gen		
DVS - Veteran First Name JAMES	E STREAF ZHALLOO FORM ZHE         [10] 10] 100 - 100 compare the factory         incompare the contrasts, responding		
DVS - Veteran Last Name FLYNN			
DVS - Veteran SSN 852786352	7. SURCONTACTOR           8. SWRE ACORESS, MO 2P CODE           9. SWRE ACORESS, MO 2P CODE           0. CARE           0. COME           0. CARE           0. COME           0. CARE		
	A ACTUAL/PERFORMACE     A CASE     CORRECTOR CORRECTORY OFFICE [New Address, or 29 Care]		
Import	5. GENERAL DENTIFICATION OF THE PROCHAMENT		

- i. Once the document is uploaded you will see the document is Imported Successfully in green (red box)
- j. Go ahead and exit out of the page (blue arrow)

Attach Document - Google Chrome			-		×
massdvsut1.hylandcloud.com/203OBAp	ppNet/Work			-	
Select File	Document Queue (1)			1	1
Choose File No file chosen	Sample-DD-Form-254.jpg	Imported Successfully			>
You can add 4 more documents.					
Import Settings					
Sample-DD-Form-254.jpg					

- k. Once all required documents are uploaded, click Save or Save and Close
- If you clicked Save you can click on the VS-21A Applications (red circle) to begin entering the calculations and benefits. Now that the VS-1 is created you can search for this applicant in many ways. Either under Search VS-1 applications, Search all Persons or Search all Veterans.

massdvsut1.hylandcloud.com/203OBAppNet/WorkVlew/Viewer/ObjectViewer.aspx?applicationID=10078/ObjectId=1022468/ClassId=10028/ScreenId=10018/OBToken=a255b/63e-09c1-4e43-ace8-2e9966/243c48
 Sar Sar Sar Core Landon Landon Sar
Demographicas VS-21A Applications Recipients Employment' Shelter' Autos Obligations' Investments Insurance Documents
Case 986 - Boston - 1/27/2021 - Flynn, James
Standard Required Documents
DD-214 Proof Of Residency
2/24/2021 - DVS - DD-214 for Case # 986 - Veteran: JAMES FLYNN - Applicant: 🗢 🕈 2/24/2021 - DVS - Residency Documentation for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES J
Incomé Verification Authorization Release
2/24/2021 - DVS - Income Verification for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES FLYNI 🗢 个 2/24/2021 - DVS - Authorization to Release for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES FLYN
Agreement To Relimburse DOR Letter
2/24/2021 - DVS - Agreement to Reimburse for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES   😎 🛧 2/24/2021 - DVS - DOR Release of information for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES FLYNN - Appli
Bank Statement 1 Bank Statement 2
2/24/2021 - DVS - Financial Documentation for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES TV 🕈 2/24/2021 - DVS - Financial Documentation for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES TV
Bank Statement 3
2/24/2021 - DVS - Financial Documentation for Case # 986 - Veteran: JAMES FLYNN - Applicant: JAMES I

#### L. This is where you enter the VS-21A's

#### a. To start a new VS-21A click on the Green Plus (blue arrow)

5 - Boston - 1/27/20	121 - Flynn, James						
ıt							
ckout VS-21A Mis	ssing Applicant						
A Applications							S 5 9 +
ID	VS-21A Date	Status	Benefit Start Date		Submitted Amount	Authorized Amount	Is Amended
					10000	\$2,770.40	
1214	9 3/10/2021	Approved	3/1/2021	3	\$2,770.40	\$2,770.40	
	9 3/10/2021 8 3/1/2021	Approved Denied	3/1/2021 2/1/2021	لع لع	\$3,463.00		

b. This brings you to the **Basic Information** and the **Calculations** area.

a. Fill in rent/mortgage, Is Heat Included, Budget Number,
 Benefit Start Date and if any # sharing Expenses (red box)
 and then scroll down to the Monthly Income (blue arrow)

S-21A Case 986 - Bost	on - 10/20/2021 - Unsubm	itted - Flynn, James					Created By: TBROW
							10/20/2021 9:22:39 A
Basic Information							Amend Open
Case #	Status	Applicant		ID			Benefits
986	Unsubmitted	Flynn, James		100041			Notice of Action
City	VS						
Boston	Br	own, Tracey	51				Notice of
Calculations							Determination
Please enter the followi	ng to derive the benefits		-				Notice of Intent
VS-21A Date*			Budget Number*	Sec. 6.	Refund Status		VS21A
10/20/2021			1 - Single	$\nabla$	None		VS21A Acknowledgement
# in Family			Benefit Start Date		Refund Amount		Acknowledgement
2				9	\$0.00		
Rent/Mortgage Amt (A	pplicant Portion Only)*		# Sharing Expense	es"	Refund Balance		
\$0.00			1		\$0.00	1	
Is Heat Included* Yes							
Tes							
Monthly Income					Benefits Calculations		
	Applicant	Spo	ise	Children	Budget Amount		
V.A. Pension		\$0.	00		Shelter Benefit +		
V.A. Comp		\$0.	00		Children Budget +		
Social Security	\$1,200.00	\$0.	00		REBA +		
Social Disability		\$0.	00		= Total Ordinary Benefit		
		11.71		1	= Total Ordinary benefit		

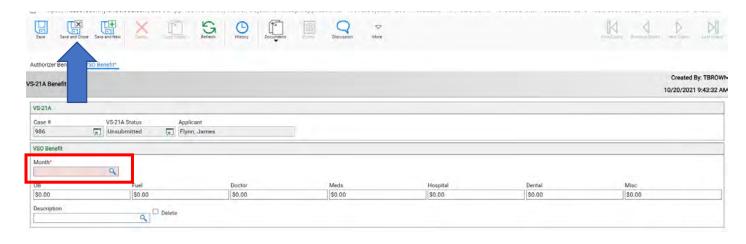
- c. Enter income and then click Calculate Benefits (yellow arrow)
  - a. You will see under the Benefits Calculations (green circle) the Net OB, Fuel Benefit and Total Payable Benefit Amount. (red box)
  - b. If you look under the Medical Only Calculations (yellow circle) you will see that's where the Spend Down will show if there is one (blue arrow)

Applicant         Spose         Ohldren         Budget Amount         Budget Amount         Notice of           VA. Pension         \$0.00         \$0.00         Budget Amount         Budget Amount         Budget Amount         Notice of         Notice of           VA. Comp         \$0.00         \$0.00         Company         Social Security         \$1.200.00         \$0.00         Company         Company         Social Security         \$1.200.00         \$0.00         Company         Total Income         Notice of           Social Security         \$1.200.00         \$0.00         Company         Total Income         Notice of           Social Security         \$0.00         \$0.00         Company         Fuel Benefit         Notice of           Social Security         \$0.00         \$0.00         Social Security         Social Security         Notice of           Social Security         \$0.00         \$0.00         Social Security         Total Income         Notice of           Notice of Unspring         \$0.00         \$0.00         Social Security         Social Security         Social Security         Notice of           Notice of Unspring         \$0.00         \$0.00         Social Security         Social Security         Social Security         Social Security         S	Monthly Income			Benefits Calculations	* Amend Bene
S.S.I.         \$0.00         -Total Income         Notice of VS2           Retrement         \$0.00         = Net Ordinary Benefits         VS2           Countable Wages         \$0.00         = Net Ordinary Benefits         VS2           Unemployment         \$0.00         = Total Payable Benefit 4         Acknowledge           Long-Term Disability         \$0.00         = Net Ordinary Benefits         Full Benefit 4         Stock Leave           Other Income         \$0.00         = Net Ordinary Benefit 4         Stock Leave         Stock Leave         Stock Device of Stock Device	V.A. Comp Social Security	\$0.00 \$0.00 \$0.00	Children	Shelter Benefit + Children Budget + REBA +	Notice of Notice Tetrmi
Sick Leave         \$0.00           Other Income         \$0.00	S.S.I. Retirement Countable Wages Unemployment	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00		= Net Ordinary Benefits Fuel Benefit +	Notice of
	Sick Leave Other Income	\$0.00			
	200% FPL - Spend down (if=0)				

- d. At the top of the page click on the Benefits (VSO) tab (red circle)
- e. Then click on the **Green Plus** (blue arrow) to start to enter the applicants benefits.

Benefit Summary									
Net Ordinary Benefit Amo	unt		Fuel Benefit Amount			Total Payable Benefit A	mount		
		+				\$0.00			
Prior Approval						Spend Down (if > \$0)			
VSO Benefits									/ S 8 9 4
Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del

- f. Now enter the month and what you are paying the applicant (red box), then click **Save and Close** (blue arrow)
- g. If you are entering more then one item under Misc, you can only enter one at a time.



- h. To enter more Misc Medical items, click the Green Plus. This will bring you back to enter another one, then click save and close. Repeat this step until all benefits are entered.
- i. YOU MUST ENTER ALL BENEFITS FOR ONE MONTH BEFORE SELECTING **#TIMES** AND **REPEAT BENEFIT ROW.** (red box)

A Ca	se 986 - Bosto	n - 3/10/2021	- Unsubmitt		i.	Case History													Created By 3/10/20	
_	ummany																		Am	end Open
Ordin	nary Benefit Am D	ount		+	Fuel Bener \$0.00	it Amount			۰.	Total Pay \$201.00	able Benefit	Amount							8	
Prior	Approval									And in case of	own (if > \$0)									to Authori
Sen	petito														1	5	66	E +	Dete	lotice of ermination
¢	Month	L		Fuel	Doct	ж	Medical	Hospita	d:		Dental	Mis	c	Description		Del				ce of Inter
	3/1/2021	۶.	\$201.00	1	\$0.00	\$0.00		\$0.00		\$0.00		\$0.00	\$144.60	Medicare Part B	53					Letter
	3/1/2021	۶.	\$0.00		SO.00	\$0.00		\$0.00		\$0.00		\$0.00	\$54.00	Medicare Part D	5					e of Actio
	3/1/2021	53	\$0.00	4	\$0.00	\$0.00		\$0.00		\$0.00		\$0.00	\$293.00	MEDIGAP	5					
of 3	records	_			_					_					Show	100	- record	* İs		

j. Now that all the benefits are entered, select the **#Times** and click on **Repeat Benefit Row** (red box)

	s://massdv	sut I.ny		n/203OBApt	G C	/Viewer/C	bjectViewer.a		ationId:	= 1001&Objectid=	=1043338(Class	Id=1018&ScreenId=	=10228.objec		nt=0&viewID=1079.
Save		Save and I	New Deliese	Copy Officed	Refresh Histor	Docume	nts Formt	Discussion	More	Toggle Tasks				First Object President D	igen Next Object Last Obj
S-21A+	1		Benefits (VSO)		Case	History									
21A Cas	e 986 - Bosto	m - 3/10	/2021 - Unsubmi	tted											Created By: TBROWN
Benefit Su															3/10/2021 8:26:27
	ary Benefit Am	ount			Fuel Benefit Amou				Total Pa	wable Benefit Amount					Amend Open Benefits
\$201.00		ount			\$0.00			-	\$201.0						$\rightarrow$
Prior A	Approval								Spend D \$0.00	lown (if > \$0)					Send to Authoriz
/SO Bene	efits												1	5百日+	Notice of Determination
	Month		OB	Fuel	Doctor	Med	ical	Hospital		Dental	Misc	Description		Del	Notice of Intent
	3/1/2021	5	\$201.00	s.	.00	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	5	· ·	Letter
	3/1/2021	5	\$0.00	\$0	00	\$0.00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	5		Notice of Action
	3/1/2021	5	\$0.00	\$0	.00	\$0.00	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	5		
-3 of 3 n Repeat I O Comn	Benefit Row	1 2 3 < None											Show	► 100 V records	

- k. Scroll down to enter in any comments you might have under VSO
   Comment (green arrow)
- I. All benefits and comments are now entered, click Send to Authorizer (blue arrow)

5-21A*			Benefits (VSO)		Case History	Documents Forme			Toggle Tasks					Next Object Last Object
	986 - Bostor	n - 3/10.	/2021 - Unsubmit		Case History									Created By: TBROWN 3/10/2021 8:26:27
Benefit Sumr	mary													Amend Open
	/ Benefit Am	ount			el Benefit Amount				yable Benefit Amount					Benefits
S201.00		-		+ 90	0.00			\$201.0 Spend D	0 own (if > \$0)					Send to Authorize
Phor App	proval						3	\$0.00					/	Notice of
/SO Benefit:	\$			1								13	5604	Determination
N	Month		OB	Fuel	Doctor	Medical	Hospital		Dental	Misc	Description		Del	Notice of Intent
3	3/1/2021	5	\$201.00	\$0.0	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	5	E	Letter
3	3/1/2021	R	\$0.00	\$0.0	\$0.00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	5		Notice of Action
3	3/1/2021	5	\$0.00	\$0.0	0 \$0.00	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	E.		
4	4/1/2021	5	\$201.00	\$0.0	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	53	<b>E</b>	
4	4/1/2021	5	\$0.00	\$0.0	\$0.00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	53	<b>E</b>	
4	4/1/2021	5	\$0.00	\$0.0	\$0.00	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	53		
5	5/1/2021	-	\$201.00	\$0.0	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	51	-	
- 12 of 12 re	ecords											Show	100 v records	
	_	Times												
Repeat Ber	nefit Row		1											

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Save	Save and Close	Save and Ne	×	M	GRefresh	Наточ	Decumenta	Discussion	\ More	Toggie Teeks					N.	-
S-21A*	8		Benefits (V5)	Authorizer	Comme	nts Case History	D									
	ase 986 - Bosto	m - 3/10/3	2021 - Submitt		_											
Benefit Summary Net Ordinary Benefit Amount \$201.00			1.	Fuel Benefit Amount + \$0.00 =				Total Pa \$201.0	yable Benefit Amount 0							
Prio	r Approval								Spend D \$0.00	own (if > \$0)						
VSO Be	nefits														5 8	
	Month		OB	Fuel	1	Doctor	Medical	Hospital		Dental	Misc	Description		Del		_
	3/1/2021	5	\$201.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$144,60	Medicare Part B	60			í
	3/1/2021	5	\$0.0	0	\$0.00	\$0,00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	53			
	3/1/2021	51	\$0.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	EI.			
	4/1/2021	5	\$201.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	5			
	4/1/2021									\$0.00	054.00	Medicare Part D	53			
	4/1/2021	53	\$0.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	OK1			
			\$0.0 \$0.0		\$0.00 \$0.00	\$0.00			\$0.00	\$0.00		MEDIGAP	EN.			

#### m. Now you see the benefits have been submitted (yellow arrow)

n. Then close this window, either by clicking on the X in the upper right-hand corner or by clicking on **Save and Close** (blue arrows).

Save Stor C	ton Save and		1	Refre	Hatory I	E E	Discussion	Mole	Topple Teska				M	
1A!	È	Benefits (VS	<u>)</u>		Case History									
A Case 9	ton - 3/10	0/2021 - Submit	ted											
nefit Sumr	mount			Fuel	Benefit Amount			Total Pa	iyable Benefit Amount	/1 m				
Prior Approval				\$0.	00			\$201.0 Spend D \$0.00	10 Down (if > \$0)					
Q Benefits								Ange-rea					5	60
Month		OB	Fuel		Doctor	Medical	Hospital		Dental	Misc	Description		Del	
3/1/202	1 51	\$201.	00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part 8	51		1
3/1/202	1 53	\$0.	00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	51		11.5
3/1/202	1 53	\$0.	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	周		
4/1/202	1 5	\$201.	00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	51		
4/1/202	1 53	\$0.	00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	53		
4/1/202	1 🗔	\$0.	00	\$0.00	\$0,00	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	53		
5/1/202	1 51	\$201.	10	S0.00	\$0.00	\$0.00		S0.00	\$0.00	0144.60	Medicare Part B	51		

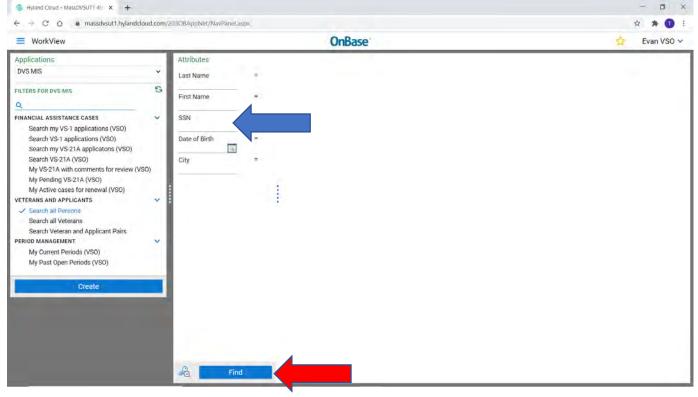
- 35. After that window is closed you can see all your VS-21A's that have been submitted.
- 36. Now close this window to get to your home screen.

Save Save		Tenter Pres	Copy Libers Refresh His	Documents Former Discussion More	Toggie Tasks		First Object	Previous Object	Next Object		
mographics* D e 986 - Bosto		nlications Récipien S R 1 - Flynn, James	ts Employment' Shelter' E H	Autos Obligations* Investments Insurance A 0 I N	Documents C M				Created By: TBROWN1 1/27/2021 5:46:14 I		
ockout								_			
Lockout VS	S-21A Missi	ing Applicant							Initiate Refund (VSO)		
/S-21A Applica	cations						S 5 6 9	+ ×	Initiate Refund		
ID	5	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended				
	12149	3/10/2021	Submitted	3/1/2021	\$2,770.40	\$2,770.40		*	Benefit History		
	12028	3/1/2021	Denied	2/1/2021	\$3,463.00	\$0.00					
	11997	2/24/2021	Denied	3/1/2021	\$1,434.40	\$0.00					
	11997	2/24/2021	Denied	3/1/2021	\$1,434.40	\$0.00					

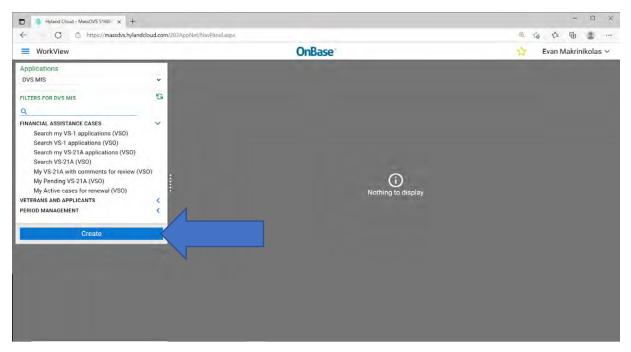
# **Chapter 2**

Enter a new Veteran with Spouse

- 1. Enter Social Security number (SSN) to see if Veteran and Spouse is already in the system (blue arrow)
- 2. Click on Find (red arrow), if not you need to create the Veteran and Spouse.



#### 3. Click on **Create** (blue arrow)



#### 4. Click on **Applicant** (blue arrow)

Create WorkView Object	×
SELECT CLASS	
🛜 Veteran	
47 Applicant	()a
	Cancel

- 5. There are three parts to this step. Scroll to all three **Basic Info**, **Service Info**, **Contact Info** and everything in pink is a must fill in. Please fill in the white boxes as best you can.
- 6. Enter in all the (Spouse's) Applicant's information, then click Save and close (blue arrow).

Applicant Work - Microsoft E	dge												-	O X
https://massdvs.hylandcl	loud.com/203AppNet/WorkVie	w/Viewer/ObjectView	ecaspx?application	ID=0&Object	ld=15081848	&ClassId=104	14&ScreenId	1=1091&OBT	oken=1bed8169-	1431-4f0d-	3c82-da7703e	Za241.8tview	rid=undefined	d&obj @
Save Save and Close Save a	and New Total	Retresh His	Documenta	Crimen	\ More						N	4	-	M
Applicant Detail	hips Related Items E													By: EVANVS
Basic Info													11211202	ET 4.07.30 P1
Last Name*	First Name*	MI	Suffix	1										
Full Name		Is Enabled												
SSN*	Date of Birth Dat	e Deceased	Director Over	rride - this pers	ion is verified to	to be alive								
Gender*	Spoken Language US	Citizen	7											
And the second second second second	ion is collected to make sure eve		-	itary.										
Race (Check all that apply)			Special Circum	stances (Chec	k all that apply	y)								
C American Indian or Alask	an Native			Physical/Mental Impairment										
Asian			Hearing Impaired											
Black or African America	in.		Visually Impaired											
<ul> <li>Hispanic or Latino</li> <li>Native Hawaiian or other</li> </ul>	Interpreter Required							- 11						
White		Sign Language Required.												
Other		1.4												
			1											
Contact Info														
												-		

#### 7. Click on **Create** again (blue arrow)

G Hyland Cloud - MassDVS 516W × +						- 0 ×	
← C 🖞 https://massdvs.hylandclo	ud.com/203AppNet/NavPanel.aspx			@ @ @ @			
WorkView		OnBase		🟠 🛛 Evan Makrinikolas 🗸			
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FINANCIAL ASSISTANCE CASES Search my VS-1 applications (VSO) Search VS-1 applications (VSO) Search VS-21A applications (VSO) Search VS-21A (VSO) My VS-21A with comments for review (VSO My Pending VS-21A (VSO) My Active cases for renewal (VSO) VETERANS AND APPLICANTS PERIOD MANAGEMENT Create			i Nothing to display				

### 8. Click on Veteran (blue arrow)

Create WorkView Object	×
SELECT CLASS	
Applicant	
	Cancel

- 9. There are three parts to this step. Scroll to all three **Basic Info**, **Service Info**, **Contact Info** and everything in pink is a must fill in. Please fill in the white boxes as best you can.
- 10. Enter in all the Veteran's information.

reteran -				Created By: EV 7/27/2021 4:00
Basic Info Last Name* Firs This field is required.* SSN Date of Birth Gender* Spoken Lang Ethnicity/Race: This information is collecte Race (Check all that apply) American Indian or Alaskan Native Asian Black or African American Hispanic or Latino Native Hawaiian or other Pacific Island White Other	US Citizen*	Director Override - this person is verified to be alive		Create VS What to do w veteran pas away
Seve and Close Seve and New Close Seve and Close Seve and New Close Clos	m S	wer.aspx?applicationID=1002&/Objectid=1508179&/Classid=1043&/ScreenId=	= 1068&/CBToken= 1bed8169-1431-4f0d-8cB2-da7703e2a241&yi	Next Object
Seve and Close Seve and New Related Items Green, Glen Relationships Related Items In the person who will serve as an applicant t treate the Applicant before you can create and Applicant	for benefits. Do not enter all far the relationship.	Astoy Documents In More Togge Tasks	D D]	ewid=undefined& Net Object Lat Object Created By: EVANV 7/27/2021 4:00:54 Create VS:1 What to do when a
Seve and Close Seve and New Close Several New Cl	for benefits. Do not enter all far	Documents Form More Toggle Tasks	Lawrence - Transactioner	ewid=undefined8 Next Object Last Object Created By: EVANV 7/27/2021 4:00:54 Create VS-1 Q2

12. As you type the name will come up (yellow arrow), under **Relationship to Veteran** select spouse (blue arrow).

reen, Glen (Vet) - (Applic	int)							Created By: EVANVS0 7/27/2021 4:13:16 PM
/eteran and Applicant Deta								<b>X</b>
Veteran Name*		SSN	Date of Birth					Create VS-1
Green, Glen	۶R	800-00-0001	1/1/1950					VS-1 - Replace
Applicant Name*		SSN	Date of Birth	Relationship To \				Veteran with new Applicant
	٩							
		Sample:	and Applicant Detail*					_
		Veteran a						
		Veteran a	and Applicant Detail* en (Vet) - (Applicant) and Applicant Detail		SSN	Date of Birth		
		Veteran a Green, Gle	and Applicant Detail* en (Vet) - (Applicant) and Applicant Detail	<u>م</u>		Date of Birth 1/1/1950		
		Veteran a Green, Gle Veteran a Veteran N	and Applicant Detail* en (Vet) - (Applicant) and Applicant Detail Name*	٦٩		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Relationship To	/eteran*

Hover your mouse over the Create VS1 areas. Each Create VS1 does something different.

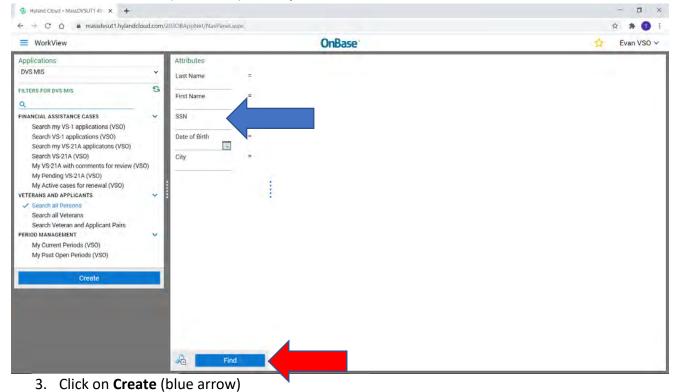
- 1. You will create the VS1 for the Veteran to be the applicant
- 2. You will create the VS1 for the Spouse to be the applicant, Spouse will be the applicant.

eteran - Green, Glen Enter only the person who will serve as an applicant for benefits. Do not You must create the Applicant before you can create the relationship. Veteran and Applicant	ot ente		for this combination of pouse as the applicant	14:00:54 F Create VS-1
			58+	2
Veteran Applicant		Relationship to Veteran		What to do when veteran passes away
Groen, Glen 🗾 Green, Par	m 🗾	Spouse	Create VS1	

#### For Instructions on how to complete a VS1, see chapter 1 starting on page 12.

Enter a Widow/er (Child as applicant)

- 1. Enter Social Security number (SSN) to see if Veteran and Widow/er are already in the system (blue arrow)
- 2. Click on Find (red arrow), if not you need to create the Veteran and Widow/er.



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FINANCIAL ASSISTANCE CASES Search my VS-1 applications (VSO) Search VS-1 applications (VSO) Search VS-21A applications (VSO) Search VS-21A (VSO) My VS-21A with comments for review (VSO) My Pending VS-21A (VSO) My Active cases for reneval (VSO)	~ (		i) Nothing to display			
VETERANS AND APPLICANTS PERIOD MANAGEMENT Create						

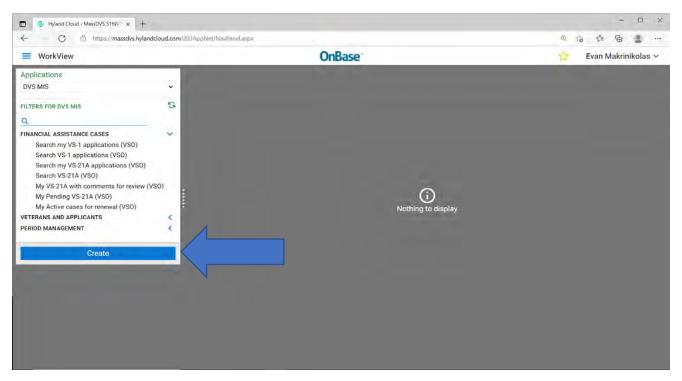
4. Click on Veteran (blue arrow)

Create WorkView Object	×
SELECT CLASS	
	le
	Cancel
	Cancel

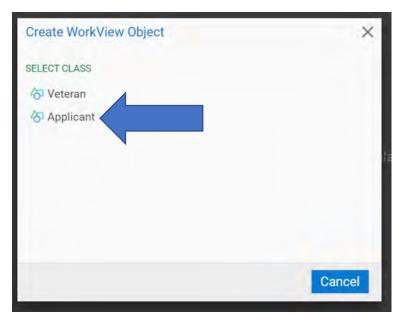
- 5. There are three parts to this step. Scroll to all three **Basic Info**, **Service Info**, **Contact Info** and everything in pink is a must fill in. Please fill in the white boxes as best you can.
- 6. Enter in all the Veteran's information, then click Save and close (blue arrow).

Veteran Work - Microsoft Edge		- O X
Dhttps://massdvs.hylandcloud.com/203AppNet/WorkView/V	iewer/ObjectViewer.aspx?applicationID=0&ObjectId=1508179&ClassId=1043&ScreenId=1068&OBToken=1bed8169-M	431-4f0d-8c82-da7703e2a241&viewid=undefined&obj @
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A This field is required.*	Is Enabled	veteran passes away
SSN Date of Birth Date D Gender Spoken Language US Citi Citik Citik Citi	Director Override - this person is verified to be alive	
Race (Check all that apply)	Special Circumstances (Check all that apply)	
American Indian or Alaskan Native Asjan Black or African American Hispanic or Latino Native Hawaiian or other Pacific Islander White Other	Physical/Mental Impairment Hearing Impaired Visually Impaired Interpreter Required Sign Language Required Other	
Service Info		+

#### 7. Click on **Create** again (blue arrow)



8. Click on Applicant (blue arrow)



- 9. There are three parts to this step. Scroll to all three **Basic Info**, **Service Info**, **Contact Info** and everything in pink is a must fill in. Please fill in the white boxes as best you can.
- 10. Enter in all the (Spouse's) Applicant's information.

Applicant Work - Microsoft Ed	dge									- 0	3
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pplicant Detail* Relationsh	hips Related Items E									Created By: E	VAN
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Basic Info											
Last Name*	First Name*	MI	Suffix	-							
Full Name		Is Enabled									
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Gender* S		Citizen									
Ethnicity/Race: This information	on is collected to make sure eve			tary.							
Race (Check all that apply)			Special Circum	stances (Check	all that apply)						
American Indian or Alaska	an Native		Physical/N	ental Impairmer	nt						
🗆 Asian			D Hearing Im	paired							
Black or African American	n		Visually Im								
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Native Hawaiian or other I	Pacific Islander		Sign Langu	age Required							
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Applican	t Detail" Rela	ationships	Related Item	is Annuitie:	s Related	lterns Adr	min								Creater	By: TBROWN
Applicant	- Smith, Kate															1 10:27:54 AM
Veterar	s this Applicant	is claiming												S +	Conver	to Veteran
	Veteran			Applie	cant			Relationshi	to Veteran							
														risate V Place		

12. As you type the name will come up (yellow arrow), under **Relationship to Veteran** select widow/er (blue arrow).

n, Glen (Vet) - (Applica	ant)						Created By 7/27/2021	
an and Applicant Detai	il						Create	
n Name*		SSN	Date of Birth				Cleate	
Slen	50	800-00-0001	1/1/1950				VS-1 - R	eplace
licant Name*		SSN	Date of Birth	Relationship To Veteran*			Veteran v Appli	
	٩							
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			Vetera Green, Vetera Vetera	an and Applicant Detail*		Date of Birth 1/1/1950		
			Vetera Green, Vetera Greer	an and Applicant Detail* Glen (Vet) - (Applicant) In and Applicant Detail			Relationship To Veter	an*

Hover your mouse over the Create VS1 areas. Each Create VS1 does something different.

- 13. You will create the VS1 for the Veteran to be the applicant
- 14. You will create the VS1 for the Spouse to be the applicant, Spouse will be the applicant.

Save and Close Save and New	ated Items	0	SRefresh	History	Documenta		More	Toppie Taak	1. Create a new VS-1 for this v The Veteran will be the applic	Last Object
Veteran Detail* <u>Relationships</u> Re <b>reteran - Green, Glen</b> Enter only the person who will serve as a You must create the Applicant before vo	in applicant for								for this combination of pouse as the applicant	14ed By: EVANVS 7/21 1 4:00:54 Pl
Veteran and Applicant				veter	an and	Applic	ant wi	th the S		E + What to do when a
Veteran Green, Glen	5	Applica Green				Relationship Spouse	to Veteran			s veteran passes away ate VS1
										sce VS

For Instructions on how to complete a VS1, see chapter 1 starting on page 12.

Amending a VS21A

1. Go to the applicant's VS1 page and click on the VS-21A Applications tab (yellow arrow).

Save Save and Close	Gene and News	Cogy Deject Refresh History Documents Fama More Toggle Tasks	= res dby
	$\wedge$	ipients Employment* Shelter* Autos Obligations* Investments Insurance Documents	
Case 420997 - ZTown (te Case Maintenance	*017 - Tank	ker, Tommy V	
Case #	s	Application Date*	
420997	ed	8/25/2017	

- 2. All the VS-21A's will come up.
- 3. Click on the green plus (blue arrow).

-				ver.aspx?applicationID=1002&Objectlo				09ab97bf18wiewid=u Ea
Save	Save and Obte			Decumente Course	Mare To	ggie Taaka		Next Object
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ase 42099	97 - ZTown (test) -	8/25/2017 - Tanker,	Tommy V					5/20/2021 1:1
Lockout								Initiate Ref
Locko	ut VS-21A 🗍 Miss	ing Applicant						(VSO)
VS-21A A	pplications						5 5 6 B	+ × Benefit His
	ID	VS-21A Date	Status	Benefit Start Date		Submitted Amount	Authorized Amount	La create Agree
	406246	10/28/2021	Submitted	7/1/2021	(F)			to Reimburse
	404012	10/6/2021	Submitted	11/1/2021	EJ.	(\$297.00)	(\$297.00)	Create Author for Release
	401454	9/14/2021	Approved	9/1/2021	53	\$4,664.15	\$4,664.15	Tor Release
	401367	9/14/2021	Auto-Denied	7/1/2021	5	\$100.00	\$0.00	Create Di Authorizatio Release Le
	400040	9/1/2021	Approved	9/1/2021	5			Release L
	398980	8/24/2021	Approved	7/1/2021	5	\$8,511.85	\$8,511.85	Create V Docume
	398797	8/23/2021	Approved	7/1/2021	51	\$40.00	\$40.00	Create Docu
	398234	8/18/2021	Approved	7/1/2021	5	\$10.00	\$10.00	Packet
	398233	8/18/2021	Approved	7/1/2021	5	(\$1.00)	(\$1.00)	121
	398231	8/18/2021	Approved	7/1/2021	5	\$100.00	\$100.00	2
	398229	8/18/2021	Approved	7/1/2021	5	\$50.00	\$50.00	8

4. Enter the **Benefit Start Date** on the month you would like to amend (blue arrow).

<u>Note:</u> If anything has changed in their income, rent, sharing or heat update that now. You do not have to click on **calculate the benefits**, but you can if you want to. When clicking on **Amend Open Benefits** the system will calculate for you and update the Ob and Fuel amount if they have any.

VS-21A Case 1075 - B	Boston - 4/8/2021 - Unsubm	itted - Work - Microsoft Edge			- 🗆 X
https://mass	dvsut1.hylandcloud.c	om/203OBAppNet/WorkVie	w/Viewer/ObjectViewer	aspx?applicationID=1001&ObjectId=1054	465&ClassId=1018&ScreenId=1022&OBToken=4e5c
Save Save and Clos	se Save and New Dense Benefits (VS	Copy Object Refresh		Q Discussion More Toggie Tasks	Film Object Previous Object Nem Object Last Object
	oston - 4/8/2021 - Unsub				Created By: TBROWN 4/8/2021 11:21:38 AN
Basic Information					- 10
Case # 1075	Status Unsubmitted	Applicant Moo, Mark	ID 12264		Amend Open Benefits
City		VSO			
Boston		Brown, Tracey			
VS-21A Date* 4/8/2021 # in Family 1	(Applicant Portion Only)*	Budget Nun 1 - Single Benefit Star # Sharing E 1	Date*	Refund Status Settlement Refund Amount \$200.00 Refund Balance \$200.00	
Monthly Income				Benefits Calculations	
V.A. Pension V.A. Comp	Applicant \$145.00	Spouse	Children	Budget Amount Shelter Benefit + Children Budget +	
Social Security	\$850.00			DEDA	· · · · · · · · · · · · · · · · · · ·

5. Click on the **Benefits (VSO)** tab (blue arrow), then click **Amend Open Benefits** (yellow arrow). <u>Give the system time to process.</u>

Save Save and Close	(日)	( 1	ewer/ObjectViewer.asp	RapplicationID=10028	:ObjectId=1694994 & More	&ClassId=1026&Scro Toggle Taska	enid=1039&OBTol	ten=faae6679-3405-4120-bd9c-48109ab97bf	
VS-21A Benefits (VSO -21A Case 41	-	ts Case History 2021 - Unsubmitted	- Tanker, Tommy V						Created By: EVAN
Benefit Summa									Amend Open
	unt	Fuel F	Senefit Amount		Total Payable S0.00 Spend Down	Benefit Amount		1	Notice of Action
Prior Appro					opena bonni			]	Notice of
VSO Benefits		-				-		/ S & D +	Determination
Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Notice of Intent
								Show 100 ❤   records	VS21A Acknowledgeme

6. This is where you can amend all the benefits from the benefit start date you have chosen forward. There are two ways to make changes.

Save Save and Close S-21A* 21A Case 1065 - Asht	Save and	Benefita (VSO)		lefresh History Case His	tory	(fami)	Discussion Mo	e Togale Task		ter der inne	Created By: TBR 4/8/2021 11:30:52
Senefit Summary											Amend Open
Net Ordinary Benefit Am \$501.00	ount		Fuel Bene	fit Amount			Total Payable Benefit \$501.00	Amount			Benefits
Prior Approval							Spend Down (if > \$0) \$0.00		í		Send to Authorize
SO Benefits										/ S & D +	Notice of Determination
Month		OB	Fuel	Doctor	Medical		Hospital	Dental	Misc	Description	Notice of Interv
2/1/2021	F)	\$501.00	\$0.	00 SC	.00	\$0.00	\$0.	00 \$0.0	10 \$0.00	1	* Letter
2/1/2021	5	\$0.00	\$0.	00 \$C	.00	\$0.00	\$0.	00 \$0.0	\$250.00	Eye Glasses	Notice of Action
3/1/2021	53	\$501.00	\$0.	00 \$0	.00	\$0.00	\$0.	00 \$0.0	\$0.00	i fallen er state	
4/1/2021	5	\$501.00	\$0.	00 \$0	.00	\$0.00	\$0.	00 \$0.0	\$0.00	1	
5/1/2021	R	\$501.00	\$0.	00 \$0	00	\$0.00	\$0.	10 \$0.0	io \$0.00		
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	1.4										-
- 6 of 6 records										show 100 → records	
Repeat Benefit Row	# Time										

1. Double click the row to change the amount.

a. Change the amount then click on **Save and Close** (blue arrow) now that line has been updated. You can also delete this line here as well, check off the delete box (yellow arrow)

VS-21A Bene	efit - Work - Mic	crosoft Edg	e						~						-	
https://	//massdvsut	t1.hyland	dcloud.co	m/203OB	AppNet/W	orkView/\	/iewer/Obje	ectViewer	.aspx?appli	ationID=100	1&ObjectId=105	5488&Cla	ssId=10478	&ScreenId=	1043&OB	Token
Save Se	eve and Close Sav	ve and New	X	Copi Oblect	SRefresh	History	Documents	Fotors	Q	More				Pre-sue Objert	Luxt Option	Laan Object
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S-21A Benefi	i															By: TBROWN
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1065	5	Unsubn	nitted	Pop	o, Peter											
VSO Benefit																
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2/1/2021		9														
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Description				Delete												
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2. You can also change an amount by clicking on the pencil.

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a state and the state of		- Unsubmitted -		VSO Comments G	ise History						Created By: TBF 11/3/2021 9:07:3
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VSO Benefits										/ S & E +	Notice of Determinatio
Month	08	Fui	el Doc		Hospital	Dental	Misc	Description	Del		Notice of Inte
4/1/2021	5	\$501.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		-	VS21A
5/1/2021 5	ភ	\$501.00	\$0.00	\$0.00	.90.00	\$0.00	\$0.00	\$0.00			Acknowledgem
6/1/2021 6	61	\$501.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			Send to Authori
-3 of 3 records										Show 100 - records	
	imes V										
The following VS2 tAs an			∞,'∍	A3							
athorizer Benefits										5 %	
Month	08	Fue	el Doc	tor Meds	Hospital	Dental	Misc	Deny			

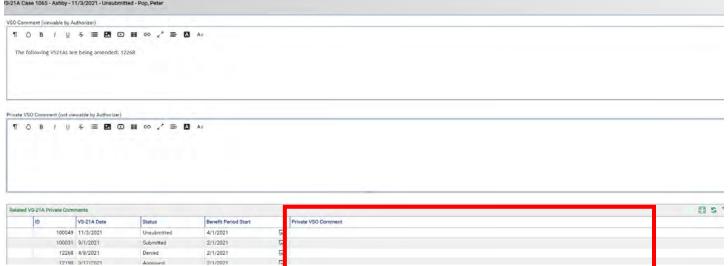
- a. Once the pencil is clicked, you can click in any box you want to change (yellow arrow).
- b. You can also delete a line as well by putting the box on the line you want to delete (blue arrow)
- c. There are two ways to leave VSO Comments if you want to (green and purple arrow).

											- 0
https://massdvsut1.hyland	dcloud.com/203OBApp				6:Objectid=2686	i34&Classid=101	8@ScreenId=1022&objectViewerEnvir	onment=D&viewID=164	S&wiewertype=1&objectSou	rce=28sourceld=10588relatedfolderse	vist=false@OBToken=
Anny Anny and Oliver Same and N	X	Sadayar Har	ary Documents	Decession	Non.	Toppie Tanks				N N	and and and
21A*	Benefits (VSD)	VSC	Comments Gase H	listory							
1A Case 1065 - Ashby - 11/3	/2021 - Unsubmitted - Po	p, Peter									Created By: TB 11/3/2021 9:07:3
eriefit Summar											- 0
et Ordinary Ben int ISO1.00		j.	efit Amount				Total Payable Benefit Amount 8501.00 Spend Down (if > 50) \$0.00				Amend Ope Benefits Notice of Act
SO Benefits										/ 100 T H +	Determinatio
Month	OB Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del			Notice of Inte
4/1/2021	\$501.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00				VS21A
5/1/2021	\$501.00	\$0.00	\$0.00	50.00	\$0.00	\$0.00	\$0.00				Acknowledger
6/1/2021	\$501.00	\$0.00	\$0.00	\$9.00	\$0.00	\$0.00	\$0.00				Send to Author
Add new											
Add new										Show	
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3 of 3 recors		∞,'∋0.	d							Showrecords	
a ar 3 recorr hypest B 0 Comment T Q B / U 5	= 20 ⊙ # .	∞,*⊇0.▲	d							Showrecords	
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3 of 3 recorr Repeat B 0 Comment 1 ○ B / U 5 The following VS2 Los are be suborizer Denefits	= 20 ⊙ # .	∞ ,' ≓ Q A	d Meda	Hospital	Dental	Mac	Dany			Showrecords	

d. Once all changes are done Send to Authorizer (red arrow).

By clicking the purple arrow, you can leave the comment for the authorizer and then copy the comment or make more comments for your private notes. This gives you a quick view on comments from previous VS21A's (red box).

S-21A Case 1065 - Ashby - 11/3/2021 - Unsubmitted - Pop, Peter



Two way to do NOI/NOA's.

- 1. Create a new VS-21A for the applicant (blue arrow).
  - a. If you do it this way, you change the budget number to 8 Info Only and send the NOI to your authorizer with a VSO comment.
    - i. Note: If the budget number is 8-Info Only the green plus will not be there.

			plications Recipie	nts Employment' Shelter'	Autos Obligations <sup>1</sup> Investments	Insurance	Documents			Created B 5/17/2021
ockout			ing Applicant							Initiate
_	Applicatio		ing Applicant						🖸 S 🗟 🖻 + 🗙	Benefit
	ID		VS-21A Date	Status	Benefit Start Date		Submitted Amount	Authorized Amount	Is Amended	6
		12415	5/27/2021	Unsubmitted	4/1/2021	51				Create Age to Reimbur
		12367	5/21/2021	Submitted	5/1/2021	宛	\$650.0	\$650.00	0	Create Auth
		12338	5/17/2021	Submitted	5/1/2021	53	\$676.0	\$0.00		for Releas
		12337	5/17/2021	Denied	5/1/2021	51	\$680.0	\$0.00	15	Create
									Show 100 v records	Create No Determin Create Docum Create Doc Pack

#### 2. OR just open any VS21A and look on the right-hand side (red box)

		mitted - Tanker, Tommy V - Work - Microsoft				- 🗆 X
https://massdvs.h	ylandcloud.com/203AppNe	t/WorkView/Viewer/ObjectViewer.aspx	?applicationID=1002&Ob	jectid=16949678/Classid=10268/Screenie	d=1039&OBToken=54c3d4da-51cc-47a5-aa	63-c6f4172eaffa&viewid=&objectVie @
Save Save and Clos	e Save and New	Refresh Billion	Documenta Picto	Mole Toggie Taska	1	Next Object
VS-21A Benefits (* S-21A Case 420997 -	19.00	Case History Unsubmitted - Tanker, Tommy V				Created By: EVANVS 11/2/2021 10:27:14 A
Basic Information						Amend Open
Case # 420997	Status Unsubmitted	Applicant Tanker, Tommy V	ID 406718			Benefite
City	VS					Notice of Action
ZTown (test)	Ev	an VSO				Notice of
VS-21A Date <sup>4</sup> 11/2/2021 # in Family 1	(Applicant Portion Only)*	Budget Number 1 - Single Benefit Start Da 11/1/2021 # Sharing Exper 1	te*	Refund Stat None Refund Ame \$0.00 Refund Bala \$0.00	bunt	Notice of Intent VS21A Acknowledgement Send to Authorizer
Monthly Income				Benefits Calculations		
-	Applicant	Spouse	Children	Budget Amount	\$756.00	
V.A. Pension		\$0.00		Shelter Benefit +	\$679.00	
V.A. Comp	\$1,146.39	\$0.00		Children Budget +	\$0.00	

3. Once you click on and NOI/NOA it will populate in the Documents icon at the top of the page (blue arrow).

### 4. Click on Documents (yellow arrow).

🗿 VS-21A Case 1111 - ZTo	own (test) - 6/7/2021 - 1	Unsubmitted - Work - Mic	rosoft Edge	~			- 🗆 X
https://massdvsu	ut1.hylandcloud.com	n/203OBAppNet/Work	View/Viewer/Obje	ctViewer.aspx?applicationID=	=1001&ObjectId=	137774&ClassId	=1018&ScreenId=
Save Save and Close	Save and New Delate	Dogy Object Refre		Documents	More	Toggle Tasks	Lest Object
VS-21A* Benefits (VS	60) Case History		L7	Documents.			
VS-21A Case 1111 - ZTo	own (test) - 6/7/2021	- Unsubmitted		Compose Cupload Folgers			Created By: EVANVS0 6/7/2021 12:44:35 PM
Basic Information							O
Case #	Status	Applicant		ID			Amend Open Benefits
1111	Unsubmitted	Tanker, Tom	my	12455			$\rightarrow$
City		VSO					Send to Authorizer
ZTown (test)		evan VSO					
Calculations							Notice of Determination
Please enter the following	ng to derive the benefit						Notice of Intent Letter
VS-21A Date* 6/7/2021		Budget Number* 2 - Married		Refund Status None			
Transferration of the second s				Refund Amount			Notice of Action
# in Family		Benefit Start Date 6/1/2021	Q	\$0.00			
Rent/Mortgage Amt (Ap	policant Portion Only)*			Refund Balance			
\$325.00	pproduct or don only)	1		\$0.00			
Is Heat Included*	$\bigtriangledown$			1			

#### 5. The Document folders will come up, then click on the VS-21A Related Document folder.

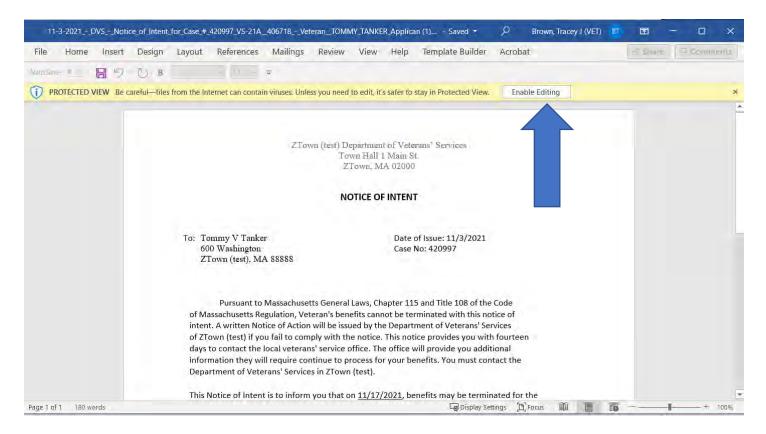
🙆 VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Unsubmitted - Tanker, Tommy V Documents - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/Controls/DocumentsViewer.aspx

Documents	
🔁 Static (0)	
VS-1 Related Documents (39)	
VS-21A Related Documents (1)	

Documents			
Static (0)			
VS-1 Related Documents (39)			
VS-21A Related Documents (1)	127 To 12	1	
11/3/2021 - DVS - Notice o	f Intent for Case # 420997 VS-21A: 406718 -	Veteran: TOMMY TANKER Applicant: TOMMY	TANKER
	File click on it (blue arrow)		
	420997 VS-21A: 406718 - Veteran: TOMMY TANKER Applic		- 🗆 X
https://massdvs.hylandcloud.com/20	BAppNet/WorkView/WVDocumentViewerContain	er.aspx	Ð
Document Edit Process			
	System settings, this document may open ex	>	No Notes Found Add Note
Revision 1 of 1	0 Note(s)	0 Discussion(s)	

8. Once the file comes up, click on Enable Editing (blue arrow).



#### 9. Now you can type in the document.

11-3-2021_DVS_Notice_of_intent_for_Case_#_420997_VS-21A_406718Veteran_TOMMY_TANKER_Applican (1) - Word JP Search	Brown, Tracey I (VET)
File Home Insert Design Layout References Mailings Review View Help Template Builder Acrobat	
Calibri (Body) - 11 - A^ A' As - Ao III - IIII - III - III - III - IIII - III I - III  - IIII - III  I	Create and Share Request Adobe PDF Signatures
ipboard ISI Font ISI Paragraph ISI Styles ISI Editing	Adobe Acrobat Voice Sensitivity Ed
JoSave ( e on ) 🔛 🔧 7 ( ) 🖪 Calibr (Body 🗠 11 🔍 >	
ZIawy (icsi) Department of Veterans' Services Town Hall I Main St. ZIOWD, MA 02000	
NOTICE OF INTENT	
To: Tommy V Tanker Date of issue: 11/3/2021 600 Washington Case No: 420997 ZTown (test), MA 88888	
Pursuant to Massachusetts General Laws, Chapter 115 and Title 108 of the Code of Massachusetts Regulation, Veteran's benefits cannot be terminated with this notice of intent. A written Notice of Action will be issued by the Department of Veterans' Services of ZTown (test) if you fail to comply with the notice. This notice provides you with fourteen days to contact the local veterans' service office. The office will provide you additional information they will require continue to process for your benefits. You must contact the Department of Veterans' Services in ZTown (test).	
This Notice of Intent is to inform you that on <u>11/17/2021</u> , benefits may be terminated for the following reason(s) and the specific facts used to determine the need for such action are:	
Enter the SPECIFIC CMR Reference:	
Enter the SPECIFIC Facts supporting this action:	

### Enter a new Burial

### 1. Search for the Burial case and double click to open it.

WorkView		On	Bas	e					\$	Brown,	Tracey -	-
Applications	Attributes			(2) Sea	rch all VS-1	applications		Case # =		Q × ± 1		
DVS MIS 🗸	Case #	=		CASE #	STATUS	APP DATE	CITY	APPLICANT FULL NAME	I	VETERAN FULL NA	ME	1
FILTERS FOR DVS MIS S	Status -	-		10004 424879	Saved Saved	5/5/2020 6/1/2020	Boston Sterling	BurialsX, Boston Burials, Ashby		BurialsX, Boston Burials, Ashby		í
SAVE K ANNUITIES K	Application Date	-										
FINANCIAL ASSISTANCE CASES  V Search all VS-1 applications	City	-										
Search my VS-1 applications (VSO) Search VS-1 applications (VSO)	Veteran Last Name bur*	1										
Seach all VS-21A applications Search all VS21A Applications (Director)	Veteran First Name	-										
Search my VS-21A applications (VS0) Search VS-21A (VS0)	Applicant Last Name											
My VS-21A for Review (Authorizer) My VS-21A with comments for review (VSO)	Applicant First Name											
My Pending VS-21A (VSO) Chief Escalated VS-21A	Applicant SSN	-										
Director Escalated VS-21A My Active cases for renewal (VSO) City List/VSO Phone Book	Applicant Date of Birth	-										
My VS-21A for review BY CITY VETERANS AND APPLICANTS												
PERIOD MANAGEMENT <												
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	g - 6/1/2020 - Burials, Ashby - Wor	and a second	- ¤ ×
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Save and Close		Referation Pattory Booluments Discussion Mary Trays Trans	First Object Previous Object Dear The Day
ase 424879 - Sterling		imployment." Shelter" Autos Obligations" Investments Insurance Documents	Created By: MassDVSUT1.SERVICE 8/17/2020 11:54:17 AI
Case Maintenance			Initiate Refund
Case # 424879 City*	VSO	Application Date" 6/1/2020	(VSO)
Sterling	٩,		
Refund Status None	Sunt: Refund \$0.00	alance	Benefit History
Applicant Info			to Reimburse Letter
Full Name Burials, Ashby		5	Create Authorization for Release Letter
Date of Birth 1/7/1965	SSN 012-56-8585	nul Relationship To Veteran Applicant	Create DOR
Gender	US Citizen Spoken La	uage	Authorization for Release Letter
Male	Yes		Create Notice of
Street 1 100 West St			Determination
Street 2			Create VS7 Document
City	State	Zip Code	Create Document.
Ashby	MA	01453	Packet
Phone Number	Phone Number (Imported) 978 534-7538	Email Address rvoutour@leominster-ma.gov	
Veteran Info			

### 3. Click on the green plus (blue arrow).

https://massdvsut.hylandcloud.com/20308AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID = 10018:ObjectId =88778:ClassId = 10028:Screenid = 10018:OBToken = 98b1f1a0-d598-4f3c-a605-0ecb4b61707	98wiewid=undefined
	N NI
Demographics <sup>®</sup> <u>VS-21A Applications</u> Recipients Employment <sup>4</sup> Shelter <sup>4</sup> Autos Obligations <sup>4</sup> Investments Insurance Documents I Case 424879 - Sterling - 6/1/2020 - Burlals, Ashby	By: MassDVSUT1.SERVICE1 8/17/2020 11:54:17 AN
Lockout	-
Lockout VS-21A Missing Applicant	Initiate Refund (VSO)
VS-21A Applications	Initiate Refund
ID VS-21A Date Status Benefit Start Date Submitted Amount Authorized Amount Is Amended	Benefit History
11467 6/1/2020 APPROVED 5/1/2020 🗊	Benefit History
	to Reimburse Letter

4. The VS21A calculation page comes up, put in Benefit Start Date (orange arrow) then click on the Benefit VSO Tab (blue arrow)

VS-21A Case 424879 - Ster	rling - 9/1/2021 - Unsut	omitted - Burials, Ashb	- Work - Microsoft Ed	ge						- 🗆 ×
https://massdvsut1.	.hylandcloud.com/20	308AppNet/Work	iew/Viewer/ObjectV	/iewer.aspx?Appl	icationId=100	8.ObjectId=25	34738iClassId=10188iScreenId=1	1022&objectViewerEnvironn	ent=0&viewID=1101&viewe	rtype=1&objectSou
Save Save and Close Sa	the sind New District	Coor (Diec)	h History Do	cuments 1944	Discussion	More	Toppie Taska			a man Share Law Oliver
VS-21A* E /S-21A Case 424879 - Ster	Benefits (VSO	) bmitted - Burials, Asl	VSO Comment 9	case History	Burlal Reguin	ed Documents	8	9		Created By: TBROW 9/1/2021 7:42:47 AI
Basic Information										10
Case # 424879 City Sterling		Applicant Burials, Ash 50 irown, Tracey	y T	ID 10003	D					Amend Open Benefits Notice of Action
Please enter the following t VS-21A Date* 9/1/2021 # in Family T Rent/Mortgage Amt (Appli \$0.00			Budget Nu 9 - Comm Benefit Sta # Sharing I 1	nunity 🤝 Int Date* Q	¢		Refund Status None Refund Amount \$0.00 Refund Balance \$0.00			Notice of Intent VS21A Acknowledgement Send to Authorizer
Is Heat Included*	Z									
Monthly Income							Benefits Calculations			
V.A. Pension V.A. Comp	Applicant \$0.00 \$0.00		Spouse \$0.00 \$0.00	Chi	dren		Budget Amount Sheiter Benefit + Children Budget +			
Social Security	\$0.00		\$0.00	\$0	00		REBA +			
Social Disability	\$0.00		\$0.00	\$0	.00		= Total Ordinary Benefit			
S.S.I.	\$0.00		\$0.00	\$0	.00			. Total locome		

5. Click on the green plus to start the benefit (blue arrow).

	Debri	Conv Chiers	Riefresh History	Documenta 150	Discussion	More	Toggle Ta				
A^ B A Case 424879 - Sterling - 9/	Benefits (VSO) 1/2021 - Unsut	E A			τγ (	0)	(R)				Created By: 9/1/2021 7:
fft Summary Ordinary Benefit Amount Prior Approval		+	Fuel Benefit Amount			Total Payable \$0.00 Spend Down	e Benefit Amou (if > \$0)	nt			Amend C Benefit Notice of A
Benefits	B	Fuel	Doctor	Meds	Hospital	Den	tal	Misc	Description	/ S 중 ⊡ +	Notice Determin
										show 100 ❤ records	VS21 Acknowled
comment										Snow UUU V recolds	

6. Select the month (blue arow), enter the amount under Misc (yellow arrow) and select the Description (green arrow).

A Benefit	VSO Benefit*					Created By
						9/1/2021 7
HA.	100 011 0					
e # 1879		ilicant rials, Ashby				
Benefit						
th*						
	9					
	FD	Doctor	Meds	Hospital	Dental	Misc
00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
cription	Q Delete					
						<u>&gt;</u>
4						

#### Example:

rthorizer Benefit <u>VSO Ben</u> 21A Benefit	enr									Created By: TBRO 9/1/2021 7:43:26
'S-21A										
	VS-21A Status Unsubmitted		Applicant Burials, Ashby							
'SO Benefit										
Month* 6/1/2021	٩									
)B \$0.00	Fuel \$0.00			Doctor \$0.00		Meds \$0.00	Hospital \$0.00	Dental \$0.00	Misc \$2,500.00	
Description Burials	9	Delete								

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S-21A	ase 42487	79 - Sti	erling - I	-	eńts (V. 21 - Un		ed - Bun	ials, Ash		SO Comm	ents Casi	e History	Burial Reg		nents										Created By: TBR 9/1/2021 7:42:4
Benefit S	Summary	S												F	_									1	10
Net Ord	linary Bene	efit Ame	ount					Fuel B	enefit Am	iount				F	ayable Ben	efit Amount	6								Amend Open Benefits
Prior	r Approval						-							d	Down (if >	60)									Notice of Action
VSO Be	nefits																				1	s	8 1 4	F	Notice of Determination
	Month	14		OB		Fu	el		Doctor		Meds		Hospital		Dental		Misc		Description	0		Del			Notice of Inten
	6/1/20	021	5		so	0.00		\$0.00		\$0.0	0	\$0.00	E	\$0.00		\$0.00		\$2,500,00	Burials		5	11		1	
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10 Con		1	U S		23	•	60	2 =	- 0	Aa															
					_	- C	-	-	_																

8. Upload the required documents (red box) then send to authorizer (blue arrow).

https://massdvsut1.hylandcloud.com/2030BAppNet/Workview//Deject/lewer.aspx?Application1d=10018/Objec	Created E 9/1/2021	By: TBROWN 7:42:47 AM
Save Save sid Disse Save Save Save Save Save Save Save Sav	Created E 9/1/2021 Amenu Ben	8y: TBROWN 7:42:47 AN
S21A Case 424879 - Sterling - 9/1/2021 - Unsubmitted - Burials, Ashby  Burial Required Documents VS-9  D-214  D-214  Death Certificate  Marriage Certificate  Countered and Countered an	9/1/2021 Amen Ben	8y: TBROWN 7:42:47 AM
Burial Required Documents VS-9 D-214 D-214 Death Certificate T Marriage Certificat T Marriage Certificate T Marri	9/1/2021 Amen Ben	7:42:47 AM
VS-9 DD-214 DD-214 Death Certificate Marriage Certificate	Amen Ben	
DD-214 DD-214 DD-214  Death Certificate  Marriage Certificate  equived when Relationship to Veteran is Spouse	Ben	d Onen
DP-214  Death Certificate  Marriage Certificate   certificate  certificate  certificate  certificate  certificate  certificate  certificate  certificate  certificate  certificate  certificate  certificate  certificate		efits
Death Certificate  Marriage Certificate	Notice of	of Action
Marriage Certificate	Noti	ce of nination
equired when Relationship to Veteran is Spouse		
Disth Costiliants	Notice	of Intent
	VS	21A
equired when Relationship to Veteran is Child		edgement
		Authorizer
Bank Statement		

Escalate a case

### 1. Click on the denied VS-21A.

Save Save and C	000 500 B		F S	figw/Viewer/ObjectViewer.aspx?a	} ♥ Hon More	Toggie Tesko		First Object	A D D
se 1083 - Ashby -									Created By: EVA
Lockout									3/31/2021 10:57:
Lockout VS-21/	Miss	ing Applicant							Initiate Refur (VSO)
VS-21A Application	5							II S 16 1	+ × Initiate Refur
ID		VS-21A Date	Status	Benefit Start Date		Submitted Amount	Authorized Amount	Is Amended	Benefit Histo
	12277	4/13/2021	Approved	5/1/2021	53	\$50.00	\$50.00		- Denem Proto
	12276	4/13/2021	Denied	4/1/2021	53	\$125.00	\$0.00		
	12275	4/13/2021	Up ed	4/1/2021	5	\$100.00	\$0.00		
	12274	4/12/2021		5/1/2021	51	\$20.00	\$20.00		
	12272	4/8/2021	8	4/1/2021	53	\$50.00	\$50.00		
	12271	4/8/2021	4	4/1/2021	(R)	\$150.00	\$150.00		
	12270	4/8/2021	4	4/1/2021	53	\$25.00	\$25.00		
	12255	4/1/2021		3/1/2021	夙	\$0.00	\$0.00		
	12254	4/1/2021	Approved	3/1/2021	53	\$2,156.00	\$2,156.00	1	
	12253	4/1/2021	Approved	3/1/2021	50	\$0.00	\$0.00		-
1 - 11 of 11 records								Show 100 ~	records

- 2. Then click on the Benefits (VSO) (blue arrow)
- 3. You can also add to your VSO comments (green arrow)
- 4. Click on the Escalate button (red arrow)

VS-21A Case 1083 - Ashby	- 4/13/2021 - Denie	d - Work - Micro	osoft Edge											-		3
https://massdvsu	t1.hylandcloud	.com/2030E	8AppNet,	/WorkView/Vie	wer/ObjectViewe	r.aspx?	applicationIC	=10018/0	bjectld	l=127223&Cla	ssid=101882	ScreenId=	1022&OBT	oken=d23	le4322-be	:S.
Save Save and Doose Sa	ve and here	Í.	SRETTERST	Hatory	Documents	Disc	Cashou More	Т	oggie Tasks			First Of	gject Previous (	Ibject Next D	tject Last	
S-21A* S B •21A Case 1083 - Ashby		Authori	zer Comme	nts Case Histor	y i		R								ated By: TB	
Jenefit Summary														4/13/2	2021 10:15: Escalate	19
Net Ordinary Benefit Amou	nt	F	uel Benefit /	Amount			al Payable Benef	t Amount					_	-/	Escalate	
-		+ L					.00							· ·	Notice of	
Prior Approval						Sp	end Down (if > \$0	)							Determinatio	3
VSO Benefits						_						1	s 76 🗩	N	lotice of Inte	nt
Month	OB	Fuel	I	Doctor	Medical	Hosp	ital	Dental		Misc	Description			1.17		
	s	0.00	\$0,00	\$0.00	\$100.0	a	\$25.00	1	\$0.00	\$0.0	00			N	otice of Acti	3U
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- US											Sh	ow 100 ~	records			
SO Comment																
¶ △ B / U Please approve meds	s 📰 🗹	• • • •	> .^ ≡	A Aa												

5. Once it was submitted the VS-21A will be reset to Unsubmitted, then refresh the page and it will switch back to submitted. The chief Authorizer will see it.

V5-21A Case 1083 - As	hby - 4/13/2021 - Unsubr	mitted - Work - Microso	t Edge						- 🗆 ×
https://massd	vsut1.hylandcloud.c	om/2030BAppNe	t/WorkView/Viewer/	ObjectViewer.asp	x?applicationID=08	kObjectld=127236&C	lassid=1018&Screen	Id=1022&OBToken=	123e4322-bc5c-4.
Save Save and Close	盟 ×		an Hatory Docum		Q 🗢	Toggie Taska		N A	Þ ÞI
VS-21A* S-21A Case 1083 - Asi	Benefits (VS E hby - 4/13/2021 - Unsub		ents Case History	D	(R.)				Created By: TBROWN 4/13/2021 4:04:21 PM
Basic Information									0
Case # 1083	Status Unsubmitted	Applicant tt, tt		ID 12278					Amend Open Benefits
City Ashby		VSO Brown, Tracey						-	Approve
VS-21A Date* 4/13/2021 # in Family 1	Applicant Portion Only)*		Budget Number* 1 - Single Benefit Start Date* 4/1/2021 # Sharing Expenses* 1	0		Refund Status None Refund Amount \$0.00 Refund Balance \$0.00			Pending
Monthly Income					Benefits Ca	lculations			
V.A. Pension V.A. Comp-	Applicant \$144.00	Spo	use	Children	Budget Am Shelter Ber	nefit +			
Social Security Social Disability S.S.I.	\$960.00				Children Bi REBA + = Total Ord	idget +	- Total Income		

Put and Applicant into Refund

- 1. Go to the applicant VS-1.
- 2. Click on the Initiate Refund (VSO) (blue arrow).

Case 1111 - ZTown (tes	t) - 5/17/2021 - Tanker.	Tommy - Work	- Microsoft Edge									- 0
https://massdvs	ut1.hylandcloud.con	n/203OBApph	let/WorkView/Vie	wer/ObjectViewe	.aspx?applicati	ionID=1001&c	bjectid=12	7605&ClassId=100	028:ScreenId=10018:OBToken=ca84	lf4b1-79c9-4ab5-9542	-210bc76b804	e&viewid=undefine.
Save Save and Close	States Ann	Carlose	5 Refresh	History Document		Discussion	™ More	Toppie Tasks		14	4	
Demographics D VS-2 D ase 1111 - ZTown (tes	S	8	ployment" Shelter E H			stments Insura I N		uments G				Created By: EVAN 5/17/2021 10:55:56
Case Maintenance												
Case # 1111 City*	Status Saved		plication Date* 17/2021	۵								Initiate Refund (VSO) Benefit History
ZTown (test)	٩	evan VSO										
Refund Status None	Refund Amount \$0.00	Retund Bala \$0.00	nce									Create Agreemen to Reimburse Lette
Applicant Info												Create Authorization
Full Name Tanker, Tommy			5									Create DOR
Date of Birth 9/5/1962	SSN 123-85-4545		lationship To Veterar oplicant									Authorization for Release Letter
Gender Male Street 1 1 Main Street	US Citizen Yes	Spoken Langua	ge									Create Notice of Determination Create VS1 Document
Street 2												Create Documen
City ZTown (test)		State	Zip Code 02111									Packet
Phone Number (508)930-7455	Email Address anyone@yahoo		02111									
Veteran Info												
F II AL				904							÷	

3. Enter the refund amount and click submit.

Refund	
Refund Amount*	
\$0.00	
Refund Balance	
\$0.00	

4. The VS-1 will now show in refund (blue arrow)

WorkView - Work - Mic	rosoft Edge													-	
https://massdvsi	ut1.hylandcloud.com	/203OBAppN	let/Workview/Viewer/0	bjectViewer.a	spx?Applica	ationId=1001	8.ObjectId=	127605&Cla	ssid=10028cScreenic	d=1001&objectViewerE	nvironment-	08viewID=10	528iviewer	type=18c	bjectSou
Save and Close	Ett ×	Con Case	Refresh History	Documents	I III	Discussion	More	Topple To				K	4	0	DI
Demographics VS-2	S	8	loyment" Shelter" E H	A Colliga		estments In	N N	G							By: EVANV3 1 10:55:56 A
Case Maintenance													1.		
Case # 1111 City* ZTown (test)	Status Saved	5/ VSO	plication Date* 17/2021											Create	efit History Agreement aburse Letter
Refund Status Refund	Refund Amount \$500.00	Retund Bala \$500.00	nce										-	for Re	Authorization lease Letter
Applicant Info														Autho	rate DOR prization for
Full Name Tanker, Tommy			5												ase Letter
Date of Birth 9/5/1962	SSN 123-85-4545		ationship To Veteran aplicant											Dete	e Notice of mination
Gender Male Street 1 1 Main Street	US Citizen S Yes	Spoken Languag	je											Create Create	eate VS1 ocument
Street 2															BONDE
City ZTown (test)		State	Zip Code 02111												
Phone Number (508)930-7455	Email Address anyone@yahoo		10000												
Veteran Info															
F			n	004									Ŧ		

### To get this refund into Settlement, contact your Authorizer.

5. The Authorizer will then **Convert Refund to Settlement** (blue arrow).

Case 1111 - ZTown (test) - 5/17/202	1 - Tanker, Tommy - \	fork - Microsoft Edge	- 🗆 X
https://massdvsut1.hylande	cloud.com/2030BA	ppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=10	01&ObjectId=127605&ClassId=1002&Scre
Save Save and Close Save and New	ons Recipients	Employment <sup>*</sup> Shelter <sup>*</sup> Autos Obligations <sup>*</sup> Investments	More Toggle Tasks.
D S	R	E H A O I	N C Created By: EVANVSO
Case 1111 - ZTown (test) - 5/17/20	21 - Tanker, Tommy		5/17/2021 10:55:56 AM
Case Maintenance			
Case # Status		Application Date*	Convert Refund to Settlement
1111 Save		5/17/2021	
City*	VSO		Benefit History
ZTown (test)	Q evan VS	D	E.
Refund Status Refund Am	ount Refund	Balance	Create Agreement to Reimburse Letter
Refund \$500.00	\$500.0	D	
Applicant Info			Create Authorization for Release Letter
Full Name			E.
Tanker, Tommy		5	Create DOR Authorization for
Date of Birth SSN		Relationship To Veteran	Release Letter
9/5/1962 123-8	5-4545	Applicant	
Gender US Cit	izen Spoken Lan	juage	Create Notice of Determination
Male Yes			
Street 1			Create VS1
1 Main Street			Document
Street 2			Create Document Packet
City	State	Zip Code	, unit
ZTown (test)	MA	02111	
Phone Number Email	Address		-

Case 1111 - ZTown (test) - 5/17/2021 - Tanker, 1	Tommy - Wark - Microsoft Edge			
https://massdvsut1.hylandcloud.com	/203ORAppNet/WorkView/V	hewer/ObjectViewer.aspx?ap	plicationID=10018/Objectid	127605&Classid=1002&Scre.
		0	- 0	
User Interaction				×
Are you sure you want to a	convert this refund	to a settlement?		
		Yes No		
		Constant Special		
Torne Number				

6. After it's converted to settlement, you will see on the VS-1 that it's now in settlement (blue arrow) and that both refund amount and refund balance is filled in.

Case 1111 - ZTown (tes	t) - 5/17/2021 - Tanker, To	mmy - Work - Microsoft Edge	- D
https://massdvsi	ut1.hylandcloud.com/	03OBAppNet/WorkView/Viewer/ObjectViewer.a	spx?applicationID=1001&ObjectId=127605&ClassId=1002&ScreenId=1001&OBToken=8c34dbee-487d-4968-b39d-180626e10F14&viewid=undefin
Save Save and Close	Sandharen Herr	Coor Cons Refresh Hatory Documents	Toma Discussion Mare Description Descripti
Demographics: D Case 1111 - ZTown (tes	S	ients Employment' Shetter' Autos Obligat E H a O Formmy	
Case Maintenance			
Case #	Status Saved	Application Date* 5/17/2021	
City+ ZTown (test)		VS0 evan VS0	
Refund Status Settlement	Refund Amount \$500.00	Refund Balance \$500.00	
Applicant Info			
Full Name Tanker, Tommy		5	
Date of Birth 9/5/1962	SSN 123-85-4545	Relationship To Veteran Applicant	
Gender Male	US Citizen Sp Yes	oken Language	
Street 1 1 Main Street			
Street 2			
City ZTown (test)		State Zip Code MA 02111	
Phone Number (508)930-7455	Email Address anyone@yahoo.		
Veteran Info			
C		6	

Transfer a case to another City/Town

Before transferring a case review the case to make sure there are no Unsubmitted VS21A's, no Pending VS21A's and amend any future benefits that may be out there.

- 1. Go to the VS-1 and on the Demographics tab, change the city to where the applicant is moving. Click **Save and Close** and the applicant is now in their new City/Town.
- 2. If there is an outstanding VS21A the system will not allow you to transfer. You will get a message.

Case 424673 - ZTown (	test) - 3/16/2020 - di	rt. sue u - Work	Microsoft Edge		- 🗆 🗙
https://massdvs	ut1.hylandcloud.co	om/20308Ap	Net/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001	&ObjectId=8529&ClassId=1002&ScreenId=1001&OBT	oken=8a0e8238-1cde-4081-b284-00e6c6715d96&viewid=undefined
Save Save and Close	Internal Constants	×	Refeation Heating Documents	More Toppie Taske	First Object Previous Object Next Object Last Object
Demographics* VS-	21A Applications	Recipients 1	ployment' Shelter' Autos Obligations' Investments in	isurance Documents	Created By: MassDVSUT1.SERVICI
ase 424673 - ZTown (	test) - 3/16/2020 - 0	dirt, sue u			8/17/2020 11:51:50 A
Case Maintenance					· ·
Case #	Status		oplication Date*		Initiate Refund (VSO)
424673	Saved		/16/2020		
City					Benefit History
ZTown (test)					
Refund Status. None	Refund Amoun \$0.00	\$0.00	ance		Create Agreement to Reimburse Letter
Applicant Info					Create Authorization for Release Letter
Full Name					
dirt, sue u			2		Create DOR
Date of Birth	SSN		lationship To Veteran		Authorization for Release Letter
1/3/1952	213-50-0378	8	//dow		
Gender	US Citizen	Spoken Lang	ge		Create Notice of
Male	Yes	English			Determination
Street 1					Create VS1
123 Easy					Document
Street 2		_			Create Document
					Packet
City		State	Zip Code		
ZTown (test)		MA	01089		
Phone Number	Email Address gguhuhbb@				
	Adamanphin	a.a.o.10			

When the spouse (widow/er) takes over the case.

- 1. Bring up the VS-1 you are looking to update.
- 2. Double click on the applicant's case.

WorkView		0	nBase	📩 Brown, Tracey 🛩					
pplications	Attributes			(1) Se	arch all VS-1	applications		Case # =	Q × 🛓 🗑 🖨 😁
DVS MIS 🗸	Case #		=	CASE #	STATUS	APP DATE	CITY	APPLICANT FULL NAME	VETERAN FULL NAME
ILTERS FOR DVS MIS	Status			1019	Saved	2/26/2021	Attleboro	Corrigan, James S	Corrigan, James S
2	outoo								
<ul> <li>Search all VS-1 applications</li> <li>Search my VS-1 applications (VSO)</li> </ul>	Application Date		-						
Search VS-1 applications (VSO) Seach all VS-21A applications	City		=						
Search my VS-21A applicatons (VSO) Search VS-21A (VSO)	Veteran Last Name Corr*		-						
My VS-21A for Review (Authorizer) My VS-21A with comments for review (VSO)	Veteran First Name		2						
My Pending VS-21A (VSO) Chief Escalated VS-21A	Applicant Last Name		=						
Director Escalated VS-21A My Active cases for renewal (VSO)	Applicant First Name		-						
City List/VSO Phone Book ETERANS AND APPLICANTS	Applicant SSN		5						
Search all Persons Search all Veterans Search Veteran and Applicant Pairs	Applicant Date of Birth	10	÷						
ERIOD MANAGEMENT									
HARED LOOKUP DATA									
INANCIAL ASSISTANCE LOOKUP DATA									
INANCIAL ASSISTANCE CORE MAINTENANCE									
TAFF <									
ONFIGURATION ITEMS C									

### 4. Click on the box with the green arrow (blue arrow).

						2	/26/2021 10:16:39 A
Case Maintenance						i.	Initiate Refund
Case #	Status		Application Da	te"			(VSO)
1019	Saved		2/26/2021	11			•
City"		VSO					Initiate Refund
Attleboro		evan N	/SO				
Refund Status	Refund Amount	Refun	d Balance	1			Benefit History
None	\$0.00	\$0.00					
have the second by the						_	
Applicant Info							
Full Name							
Corrigan, James	S						
Date of Birth	SSN		Relationship T	o Veteran			
11/2/1969	035-48-4255		Applicant				
Gender	US Citizen	Spoken La	inguage			- 82	
Male	Yes	English					
Street 1							
100 Fisher Street	#2	1					

I.

### 5. That will bring you to the Veteran Detail tab.

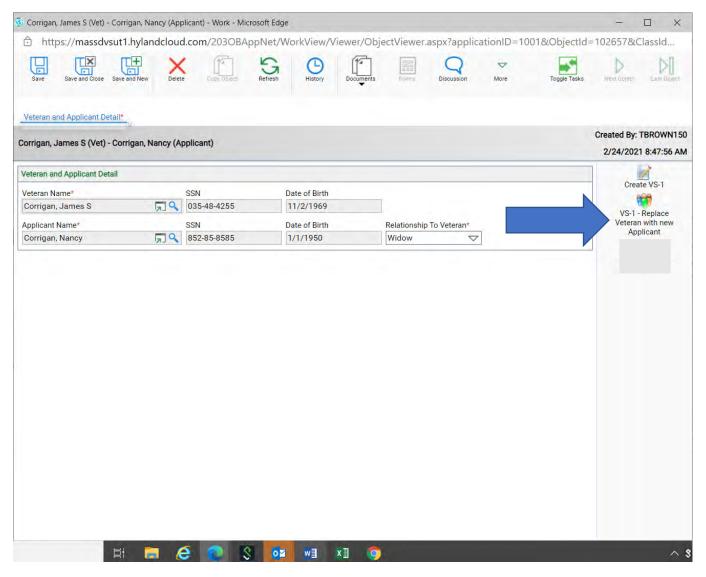
### 6. Click on the Relationships tab (red box)

Veteran - Corrigan, James S - Work - Microsoft Edge	- 🗆 🗙
https://massdvsut1.hylandcloud.com/2030BAppNet/WorkView/Viewer/ObjectViewer,aspx?applicationID=1001&ObjectId=102651&ClassId=1035&ScreenId	=1017&OBToken=709d4f7e-ec88-406c-8556-a90
Euro Sana and Dane Sana and Hanny Compatible Sana And	
Vetvran Detail* Relationships Related Items	Created By: TBROWN150 2/23/2021 2:19:24 PM
Basic Info	- <u>-</u>
Last Name*         First Name*         MI         Suffix           Corrigan         James         S	Create VS-1
Full Name Comgan, James S	What to do when a
SSN         Date of Birth         Date Deceased           035-48-4255         11/2/1969         Image: Comparison of Comparison	veteran passes away
Gender**         Spoken Language         US Citizen**           Male         ♥         English         ♥	
Ethnicity/Race: This information is collected to make sure everyone is treated fairly. Your answer is voluntary.	
Race (Check all that apply) Special Circumstances (Check all that apply)	
American Indian or Alaskan Native     Physical/Mental Impairment:	
Asian Hearing Impaired	
Black or African American	
Hispanic or Latino	
Native Hawaiian or other Pacific Islander         Sign Language Required	
Vibite Other	
Other	
Service Info	
Branch Of Service" Service Start Date Service End Date	
Army 🗢 9/8/2006 🗊 5/24/2009 🗔	

7. Double click on the Veteran and Applicant (red box).

Veteran Detail* Relationships Related Items	030BAppNet/WorkView/Viewer/Ob	Discussion	onID=1001&ObjectId=102651&Classid=10	35&ScreenId=1017&OBToken=709d4/7e-e	D DE
Sever Severand Door Severand New Down Con Veterran Detail* Relationships E	2010C Refresh History Documents	Discussion			<u> </u>
E R L	A. (T. (D)				
		W			Created By: TBROWN1: 2/23/2021 2:19:24 P
Enter only the person who will serve as an applicant for be You must create the Applicant before you can create the re					Create VS-1
Veteran and Applicant				5 图 +	104
Veteran	Apolicant	Relationship to Veteran			- Create Annuity
Corrigen, James S	Corriger, Nancy	] Widow		Create Ann. Create VS1 Replace VS. Show 100 v records	What do when a veterari passes away
Relationships where one Veteran is claiming benefits of	another veteran			5	1
Veteran	Applicant	Relationship to Veteran		Create Area	

- 8. That will bring you to the Veteran and Applicant Detail.
- On the righthand side, you will see the VS-1 Replace Veteran with new applicant (blue arrow), click that.



#### 10. You will receive a message "Are you sure?", click yes.

Orrigan, James S (Vet)	- Corrigan, Nanc	y (Applicant) - Work	- Microsoft Edge	1					- [	) X
https://massdv	vsut1.hyland	cloud.com/203	OBAppNet/W	orkView/\	/iewer/Objec	tViewer.aspx?a	pplicationID=1	001&ObjectId=	102657&Cla	assId
User Interaction		VE	5	•	(Fr		) -	-	75	×
Are you sure	23				Yes No					150 AM
-	Hi 🥫	6 📀	8 0	w]	×11 📀					~ \$



### 12. Click Save and Close again.

Veteran - Corrigan, James 5 - Work - Microsoft Edge					- 🗆 X
https://massdvsut1.hylandcloud.com	/203	0BAppNet/WorkView/Viewer/Obj	ectViewer.aspx?applicationID=1001&ObjectId=102651&ClassId=1035&ScreenId=1017&OBToken	=709d4f7e-ec	88-406c-8556-a90
Sear Sear and Close Sear and New	ľ	Reflective Documents		10 0	D DI
Veteran Detail* <u>Relationships</u> Related Items	Anini		Veterans Network		Created By: TBROWN150
Veteran - Corrigan, James S					2/23/2021 2:19:24 PM
Enter only the person who will serve as an applicant fi You must create the Applicant before you can create it	or ben the rel	efits. Do not enter all family members. ationship.			Create VS-1
Veteran and Applicant				S 🛛 +	Ethil Create Annuity
Veteran Corrigan, James S	-	Applicant Corrigan, Nancy	Relationship to Veteran Vidow	Create Ann	Create Annuity
* 1-1 of 1 records	_		Show 100 V records	Crede VST	away
Relationships where one Veteran is claiming benefit	s of ar	other weteran		5	
Veteran		Applicant	Relationship to Veteran Show 100 V records	Create Ann.	
			Show 100 V records	100	

WorkView - Work - Mic	rosoft Edge								>
https://massdv	vsut1.hylandclo	oud.com/20	)3OBAppNet/We	orkview/Viewe	r/ObjectViewe	r.aspx?Appli	cationId=100	1&ObjectId=	102746&Clas
Save Save and Close	Save and New	X j	Object Scherk	History Doc	uments Forma	Discussion	More	Toggle Tasks	Last does
Demographics* VS-2 D ase 1019 - Attleboro - :	21A Applications S 2/26/2021 - Corrig	Recipients R gan, Nancy	Employme BH E	helter* Autos H A	Obligations* Ir O	ivestments I	nsurance Doc N		Created By: EVANN 26/2021 10:16:39
Case Maintenance								*	
Case #	Status		Application Date*						Initiate Refund (VSO)
1019	Saved		2/26/2021						
City*		VSO							Initiate Refund
Attleboro		🭳 evan VS	50						
Refund Status None	Refund Amount \$0.00	Refund \$0.00	Balance						Benefit History
Applicant Info									
Full Name									
Corrigan, Nancy			7						
Date of Birth	SSN		Relationship To Vet	eran					
1/1/1950	852-85-858	5	Widow						
Gender	US Citizen	Spoken Lar	iguage						
Female	Yes	English							
Street 1									
600 Wash									
Street 2									
City		State	Zip Code						
Boston		MA	0211						
Phone Number	Email Addres	s							
Matana Infa									
Veteran Info								*	

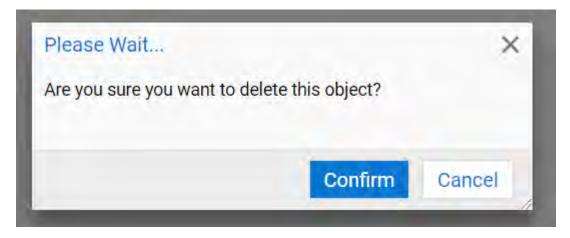
### 14. Now click on the Recipients tab (blue arrow)

WorkView - Work - Micro	soft Edge			- 🗆 X
https://massdvs	ut1.hylandclo	oud.com/203	3 0BAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&Obj	ectId=102746&Clas
Save Save and Close	Save and New	K Copy of	bledt Refresh History Documents Forms Discussion More Togo	e Tasks
Demographics* VS-214 D Case 1019 - Attleboro - 2/	A Applications S 26/2021 - Corric	$\wedge$	Employment* Shelter* Autos Obligations* Investments Insurance Documents E H A O I N C	Created By: EVANVS 2/26/2021 10:16:39 AM
Case Maintenance				*
Case #	Status		Application Date*	Initiate Refund (VSO)
1019	Saved		2/26/2021	
City*				Initiate Refund
Attleboro		evan VSC	)	
and the second	Refund Amount \$0.00	Refund B \$0.00	alance	Benefit History
Applicant Info				
Full Name				
Corrigan, Nancy				
Date of Birth	SSN		Relationship To Veteran	
1/1/1950	852-85-858	5	Widow	
Gender	US Citizen	Spoken Lang	uage	
Female	Yes	English		
Street 1				
600 Wash				
Street 2				
City		State	Zip Code	
Boston		MA	0211	
Phone Number	Email Addres	s		
Veteran Info				÷

15. Click on the Veterans name and click the red X (blue arrow) to remove him.

graphics* VS-21A Applications R	ecipients Employment <sup>®</sup> Shelter	* Autos Obligations* In	westments Insurance Documents			
019 - Attleboro - 2/26/2021 - Corrigan	n, Nancy					
sehold Members Seeking Aid						S & D + >
Last Name	First Name	Date Of Birth	Relationship To Applicant		Gender	/
Corrigan	James	11/2/1969	Applicant	5	Male	4
	Nancy	1/1/1950	Spouse	F.	Female	
Corrigan	reancy					

16. You will receive this message and click Confirm.



ne or more ite	m(s) have been deleted and rem	oved from the list.				
usehold Mem	bers Seeking Aid					5 % B + X
Last	Name	First Name	Date Of Birth	Relationship To Applicant	Gender	
Corrig	gan	Nancy	1/1/1950	Spouse	Female	

18. Now double click on the spouse's name and change her over from Spouse to Applicant (blue arrow), then click Save and Close (yellow arow).

Note: If you do not do this the system will not allow you to create any VS21A's.

Save Save and Close	Save and New Delete	Copy Object Refre	sh History	Documents	Forms	Discussion	More	New Okyest Last Object
Recipient* ase 1019 - Ret - Ca	orrigan, Nancy							Created By: TBROWN 11/3/2021 11:04:51 AM
VS-1								
Case #	Status	Applicant						
1019	Saved	Corrigan, Na	ancy					
Recipient								
Last Name*	First Name*	MI	Suffix					
Corrigan	Nancy							
Date Of Birth*	Gender*							
1/1/1950	🔄 Female 🛛 🔽 I	s US Citizen						
Relationship To Applican	*	1	_					
the second se								

19. Now update all the tabs to the widow/er information

### **Chapter 11**

Imported case for when the spouse (widow/er) takes over the case.

- 1. Pull up the Veterans VS1.
- 2. Click on the white box to the right of the Veterans full name, that will bring you to the Veterans Detail page (blue arrow).

								3:08Token=8e014ede-7d2c-4b66-9e9			
Save Save and C	see the state of the	×		History Decuments	Tenna	Mare	Toggie Taska		It Doject Rveyious D	Sject Next Object	Last Digec
Demographics V	S-21A Applications	Recipients	Employment* Shelte	<ul> <li>Autos Oblig</li> </ul>	ations* Inves	itments Ins	urance Documents		Cre	ated By: MassDV	S.SERVIC
ase 421011 - ZTow	n (test) - 8/29/2017 -	Test, Joe								5/20/2021	
Case Maintenance										÷	
Case #	Status		Application Date*								t History
421011	Saved										Agreement
City*		VSO								to Reimb	ourse Letter
ZTown (test)		S Evan VS	0								
Refund Status	Refund Amount	Refund 8	Balance								uthorization ase Letter
Settlement	\$150.00	\$100.0	0							G	5
Applicant Info			-							Authorit	te DOR zation for
Full Name											se Letter
Test, Joe			同								te VS1
Date of Birth	SSN		Relationship Veterar								ument
9/5/1932	256-39-658	7	Applicant							(	
Gender	US Citizen	Spoken Lang	guage								Document icket
Male	Yes										
Street 1											
1 Main St											
Street 2											
City		State	Zip Code								
ZTown (test)		MA	02760								

#### 3. Click on the **Relationship** tab (blue arrow).

🚳 Veteran - Test, Joe - Work - Mi	crosoft Edge			•		,							~	o ×
https://massdvs.hyland	cloud.com/203AppNet	/Work)	View/Viewer/C	bjectViewer.a	spx?applicatio	nID=1002&C	bjectId=16265	578:ClassId=10	30&ScreenId=106	698(OBToken=8e014ede-7	d2c-4b66-9e9c-62d	1aZacb21b8tview	vid=&objec	View Q
Save Save and Dote		- Control	Retrest	History	Documente	Crimen	<b>▽</b> More	Toggle Ta			M	4	A	M
Veteran Detail Relationshi Veteran - Test, Joe	ips Related Items													VS.SERVICE1 10:13:34 PM
Basic Info (this inform	s imported from anot	her sys	stem)										1	2
Last Name	First Name		MI	Suff	ix							_		2
Test	Joe													do when a
Full Name														n passes way
Test, Joe			🗹 is E	inabled										
SSN	Date of Birth		Date Deceased											
256-39-6587	9/5/1932	D		10										
Gender	Spoken Language		US Citizen	_										
Male 🗢		$\nabla$	Yes	$\nabla$										
Ethnicity/Race: This information	tion is collected to make	e sure d	everyone is trea	ted fairly. Your	answer is volu	ntary.								
Race (Check all that apply)	1.17			Special C	ircumstances (	Check all that	t apply)							
American Indian or Alas	skan Native			D Phys	ical/Mental Imp	pairment								
🗆 Asian				C Hear	ing Impaired									
Black or African Americ	an			U Visua	ally Impaired									
Hispanic or Latino				D Inter	preter Required									
Native Hawaiian or other	er Pacific Islander			Sign	Language Requ	uired								
White				Other										
Other														
				-										
ter en		-												
Service Info														

4. You can see the Veteran and spouse are NOT paired up (red box). Click **Save and Close** and go back to you main screen.

eran - Test, Joe			Created By: Massi 5/18/202	
ter only the person who will serve as w must create the Applicant before y	an applicant for benefits. Do not enter all family n ou can create the relationship.	embers.	Cre	ate VS-1
/eteran and Applicant			584	2
Veteran	Applicant	Relationship to Veteran	o veter	o do when an passes away
			Show 100 ~ records	
Relationships where one Veteran is cl	aiming benefits of another veteran	Relationship to Veteran	Show 100 ~ records	

- 5. Now you must create the spouses Applicant Detail page.
- 6. Click on **Create** and select **Applicant** (blue arrow).

E WorkView					OnBa	se'				Evan Makrinikola
oplications		Attributes			(21) Sea	irch my VS	-1 application	is (VSO)	Case # =	Q × ± T 6
VS MIS	*	Case #		=		I.	Louise	1	1	L.
TERS FOR DVS MIS	5				CASE #	STATUS	APP DATE 8/25/2017	CITY	APPLICANT	VETERAN
	ŭ	Status		-	420997	Saved Saved	8/25/2017 8/29/2017	ZTown (test)	Tanker, Tommy V Test, Joe	Tanker, Tommy V Test, Joe
			*		421011	Saved	0/29/2017	ZTown (test)	Zippers, Zappos	Zippers, Zappos
VANCIAL ASSISTANCE CASES	~	Application Da	Create Work	View Object	t			× Town (test)	JJ, AJ	JJ, AJ
<ul> <li>Search my VS-1 applications (VSO)</li> </ul>		-						I Gwill (rest)		
Search VS-1 applications (VS0) Search my VS-21A applications (VS0)		City	SELECT CLASS	4				Town (test)	dirt, sue u	dirt, joe u
Search VS-21A (VSO)		Veteran Last N	45 Veteran					Town (test) Town (test)	Jones, Alice M Applicant, Peter S	Jones, Fred M Applicant, Peter S
My VS-21A with comments for review (VSO)		veteran Last N	Applicant					and the second se	Applicant, Maria L	
My Pending VS-21A (VSO)		Veteran First N	-					Town (test) Town (test)	Pfeiffer, Marlene R	Applicant, Maria L Connolly, Joseph R
My Active cases for renewal (VSO)	1							Town (test)	sherry, Cathryn	sherry, Cathryn
ERANS AND APPLICANTS	~	Applicant Last						Town (test)	Smith, Cheryl A	Leblanc, Gary G
Search all Persons								Town (test)	Brown, Gary	Brown, Tracey
Search all Veterans		Applicant First						Town (test)	SMith, Jay	SMith, Jay
Search Veteran and Applicant Pairs	<							Town (test)	Smith, Stacey	SMith, Jay
	<b>`</b>	Applicant SSN						Town (test)	Billy, Patty	Billy, Bob
0							Cano		xx, yy	xx. xx
Create		Applicant Date	-	_	475669	Saved	7/27/2021	ZTown (test)	White, Ron	White, Rose
					475670	Saved	7/27/2021	ZTown (test)	Blue, Pam	Blue, Pam
					475671	Saved	7/27/2021	ZTown (test)	Black, Jane	Black, James
					475672	Saved	7/27/2021	ZTown (test)	Red, Randy	Red, Randy
			_	_	475673	Saved	7/27/2021	ZTown (test)	Orange, Ana	Orange, Owen
		Re	Find		473073	Saveu	1/2//2021	2 TOWIT (Test)	Grange, Ana	orange, owen
							~			
7 Enter the energy	infe	rmatian			e (bli		20			
7. Enter the spouse's	into	ormation	h and cill	ск <b>заv</b>	<b>e</b> (bit	ie arro	ow).			
olicant Work - Microsoft Edge		1010.00								- 0
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ppiicani -				7/27/2021 6:33:08 PM
Basic Info				
Last Name* Firs	it Name*	MI Sut	ffix	
Full Name		Is Enabled		
SSN* Date of Birth	Date (	Deceased	Director Override - this person is verified to be alive	
Gender" Spoken Lang	uage US Cit	tizen 🗢		
Ethnicity/Race: This Information is collecte Race (Check all that apply)	ed to make sure everyo	one is treated fairly. You	ur answer is voluntary. Special Circumstances (Check all that apply)	
American Indian or Alaskan Native     Asian			Physical/Mental Impairment     Hearing Impaired	
Black or African American Hispanic or Latino Native Hawaiian or other Pacific Islam	der		Visually Impaired Interpreter Required Sign Language Required	
White Other			Other	
Contact Info				

8. Click on the **Relationship** tab (blue arrow), click on the green plus and pair them up (green arrow).

		- <b>D</b> >
pNet/Workview/Viewer/ObjectViewer	aspx?ApplicationId=1002&ObjectId=1658464&ClassId=104	138 ScreenId = 10688 object ViewerEnvironment = 08 object Source = 08 (source) = 08
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cant for benefits. Do not enter all family reate the relationship.	members.	Create VS-1
		S Ta + What to do when a
		Show 100 V records
enefits of another veteran		5
Applicant	Relationship to Veteran	
	LIE Control of another veteran Denefits of another veteran	LUE mms cant for benefits. Do not enter all family members. reate the relationship. Applicant Relationship to Veteran enefits of another veteran

- 9. When you start typing in the Veteran's name, names should start to come up (yellow arrow).
- 10. Select **Relationship to Veteran** to be widow/er (blue arrow).

Vet) - Test, Jane (Applica		5 m										-		×
https://massdvs.hy	landcloud.com/203A	ppNet/WorkView/	/Viewer/Objec	tViewer.asp	x?applicatio	nID=1002&Obj	ectld=150822	08(ClassId=10458(Scre	enId=1049&OBTok	en=8e014ede-7	d2c-4b66-96	9c-62d1a2a	icb21	Ð
Save Save and Close	Save and New Delet		SRefresh	History	Documents	Form	<b>▽</b> More	Toggle Tasks		M	A coper	New Court	Last Obje	
	cant)											Created E 7/27/2021		
Veteran and	etail												1	
Veteran Name*		SSN	Da	te of Birth									te VS-1	
	٩											VS-1-	Replace with new	
Applicant Name* Test, Jane		SSN 000-00-0008	Dar	te of Birth		Relationship Te	o Veteran*					App	olicant	
								,						

#### 11. Click Save (blue arrow) and then click on the VS-1-Replace Veteran with new Applicant (red arrow).

Veteran and Applicant Detail*							Created By: EVANV
Test, Joe (Vet) - Test, Jane (Appl	licant)						7/27/2021 6:35:04
Veteran and Applicant Detail	_						1
Veteran Name*		SSN	Date of Birth				Create VS-1
Test, Joe	59	256-39-6587	9/5/1932				VS-1 - Replace
Applicant Name*		SSN	Date of Birth	Relationship	To Veteran*		Veteran with new Applicant
Test, Jane	20	8000-00-0008	5/2/1934	Widow	$\bigtriangledown$		

#### 12. Click yes.

VorkView - Work - Microsoft Edge		- 0
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User Interaction	S A R D D	×
Are you sure?		
	Yes No	
		1

13. Click on the **Related Items** tab (blue arrow) and double click on the VS1 Application (red box).

🗿 Applicant – Test, Jane - Work - Microsoft Edge				÷ 1	
https://massdvs.hylandcloud.com	Net/WorkView/Viewer/Object	viewer.aspx?applicationID=1	002&ObjectId=1508217&ClassId=1044&ScreenId	=1091&OBToken=8e014ede-7d2c-4b66-9e9c-62d1a2acb	21 @
Save and Close Save and New	Croy Down	History Documents	Form More	Print Object Princes Daylor Net (Davet	
Applicant Detail* Relationships Related It	ems				
Applicant - Test, Jane				Created By:	EVANVS
Applicant - rest, Jane				7/27/2021 6	:31:19 PM
VS-1 Application					S
Case # Status	Application Date	City	Applicant	Veteran	
421011 Saved	8/29/2017	ZTown (test)	Test, Jane	Test, Joe	50 *
1 - 1 of 1 records				Show 100 ✔ recc	ords

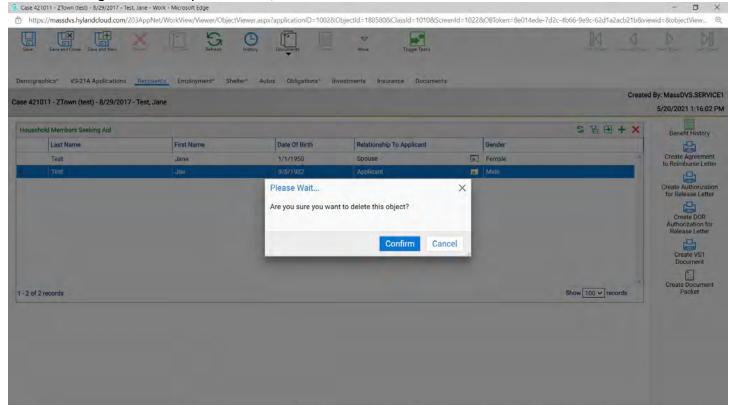
#### 14. Now you will see the widow/er is now the applicant (blue arrow).

Unit Unit   Save Save	Case 421011 - ZTown (	(test) - 8/29/2017 - Test	t, Jane - Work - M	licrosoft Edge						-	0 X
Ene Stark in Clear Area Name Name     Date of Birth SSN   First   Start   Start <th>https://massdvs.</th> <th>hylandcloud.com/20</th> <th>03AppNet/Wo</th> <th>kView/Viewer/ObjectViewer.aspx?a</th> <th>pplicationID=10028(Object</th> <th>tld=1885808/Class</th> <th>sld=10108(Screen)d=10228</th> <th>08Token=65dd476c-o4bc</th> <th>-4620-871e-d92be16766</th> <th>588zviewid=undefi</th> <th>ined&amp; Q</th>	https://massdvs.	hylandcloud.com/20	03AppNet/Wo	kView/Viewer/ObjectViewer.aspx?a	pplicationID=10028(Object	tld=1885808/Class	sld=10108(Screen)d=10228	08Token=65dd476c-o4bc	-4620-871e-d92be16766	588zviewid=undefi	ined& Q
ase 42101 - ZTown (test) - 8/29/2017 - Test, Jane       Scatter div. MassEVS: SERVICE         case Maintenance       Initiate Fairund         Case #       Status       Application Date"         (XS)       Sizved       Sizved       Sizved         City       Sizve       Sizve       Sizve         City       Size       Zip Code       Town (test)       Max         City       Size       Zip Code       Town (test)       Max       Create VS	Save Save and Cib	. III	×	Refresh Bistory					<u>I</u>		
Case Maintenance         Case #       Status       Application Date*         421011       Saved       ar29/2017       Initial Refuil         City*       VS0       VS0       Initial Refuil         ZTown (test)       VS0       Initial Refuil       Initial Refuil         Application Date*       VS0       Initial Refuil       Initial Refuil         Application Cest       VS0       Initial Refuil       Initial Refuil         Application Cest       VS0       Initial Refuil       Initial Refuil         Application Date*       VS0       Initial Refuil       Initial Refuil         Application Cest       Stood       Stood       Initial Refuil       Initial Refuil         Female       VS0       Refuel Antorization for Refease Letter       Initial Refuel       Initial Refuel         Street 1       Goo Oncode       Stood       Stood       Stood       Stood       Initial Refuel         City       State       Zip Code       Zip Code       Zip Co			2.2.2	Employment* Shelter* Autos	Obligations* Investr	nents Insurance	Documents				
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Case #       Status       Application Date"       (VSO)         City *       VSO       VSO       Benefit History         ZTown (test)       VSO       Create Agreement       Create Agreement         None       \$0.00       \$0.00       Status       Refund Balance         None       \$0.00       \$0.00       Status       Refund Balance       Create Agreement         VIN Name       Create Agreement       Create Agreement       Create Agreement       Create Agreement         Log of Birth       SSN       Relationship Toman       Release Letter       Create Agreement         Store of Birth       SSN       Relationship Toman       Create Agreement       Create Agreement         Store of Birth       SSN       Relationship Toman       Release Letter       Release Letter         Store of Birth       SSN       Relationship Toman       Release Letter       Release Letter       Release Letter         Store of Birth       SSN       Relationship Toman       Create Agreement       Create A	Case Maintenance									Initia	
City       VSO         ZTown (test)       Evan VSO         Refund Amount       Refund Balance         None       \$0.00         Applicant Info         Full Name         Test, Jane         Date of Birth         SSN         Refund Amount         Relationship To         an         Street 1         600 Elm ST         Street 2         City       State         Zip Code         Zitown (test)         MA       02222											(VSO)
ZTown (test)       Evan VSO         Refund Status       Refund Amount       Refund Balance         None       \$0.00       \$0.00         Applicant Info	City*		VSO								
Refund Status Refund Amount Refund Balance   None \$0.00 \$0.00     Applicant Info     Full Name   Test, Jane   Test, Jane   Date of Birth   SSN   Relationship To   \$/2/1934   000-00-0008   Widow   Gender   US Citizen   Formale   Yes   English   Street 1   600 Elm ST   Street 2   City   State   Zip Code   Ztown (test)     MA   02222				60							
Applicant Info     Create Authorization for Release Letter       Full Name     Itest, Jane       Date of Birth     SSN       Street 1     Street 1       600 Elm ST       Street 2       City     State       Zip Code       ZTown (test)     MA       0222	Refund Status None			Balance						to Rein	nburse Letter
Full Name     Test, Jane     Create DOR       Date of Birth     SSN     Relationship To     an       5/2/1934     000-00-0008     Widow     Widow       Gender     US Citizen     Spoken Language       Female     Yes     English       Street 1     Gender     Gender       600 Elm ST     Street 2       City     State     Zip Code       ZTown (test)     MA     02222	Applicant Info			4						Create	Authorization
Test, Jane     Create DCR       Date of Birth     SSN       Relationship To     an       5/2/1934     000-00-0008       Widow       Gender     US Cliizen       Spoken Language       Female     Yes       English       Street 1       600 Elm ST       Street 2       Create DC       City     State       Zip Code       ZTown (test)     MA											<sup>c</sup>
Date of Birth     SSN     Relationship To     An       5/2/1934     000-00-0008     Widow     Packet       Gender     US Citizen     Spoken Language     Create VS1       Fernale     Yes     English     Create VS1       Street 1     Create Occument     Packet       600 Elm ST     Street 2     Create Occument       City     State     Zip Code       ZTown (test)     MA     02222										Cre	eate DOR
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600 Elm ST       Street 2       City     State       ZTown (test)     MA	Street 1										
City     State     Zip Code       ZTown (test)     MA     02222	600 Elm ST										raukei
ZTown (test) MA 02222	Street 2		_								
	City			Zip Code							
Phone Number Phone Number (Imported) Email Address	ZTown (test)		MA	02222							
	Phone Number	Phone Num	ber (Imported)	Email Address						1	

- 15. Now click on the Recipients tab (green arrow).
- 16. You need to delete the Veteran that passed away. Click once on the Veteran to high light the line then click on the red X (blue arrow).

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Test	Jane	1/1/1950	Spouse	5	Female		Create Agreeme
Test	Joe	9/5/1932	Applicant	5	Male		
							Create Authoriza for Release Lett Create DOR Authorization fr Release Lette Create VST Document Create Socument
2 of 2 records						Show 100 - records	Packet

17. Message will come up to confirm, click confirm.



18. Now double click on the spouse who took over the case and change her from spouse to applicant.19. If you do not do this you will not be able to create any VS21A's.

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20. Now update all the tabs to the widow/er information

# Chapter 12

Pending VS21A's

- 1. Go to "My Pending VS-21A (VSO)", there you will see what the Authorizer put in pending.
  - a. There are two reasons for an Authorizer to put a case into Pending. One for **Supporting Documents** and two for **Missing Information**.
- 2. Double click to open it.

		OnBase					🗘 Evan	Makrinikolas 🛩
(1) My ( CASE # 420997	Pending VS-21A (VSO) REASON PENDING Supporting Documents	VS 1 DATE 8/25/2017	APPLICANT Tanker, Tommy V	VS-21A DATE 11/2/2021	Case # = VS-21A ID 406718	STATUS Pending	Q × CTTY ZTown (test)	
	CASE #		CASE # REASON PENDING VS-1 DATE	CASE # REASON PENDING VS-1 DATE APPLICANT	CASE #         REASON PENDING         VS-1 DATE         APPLICANT         VS-21A DATE	CASE # REASON PENDING VS-1 DATE APPLICANT VS-21A DATE VS-21A ID	CASE # REASON PENDING VS-1 DATE APPLICANT VS-21A DATE VS-21A ID STATUS	CASE # REASON PENDING VS-1 DATE APPLICANT VS-21A DATE VS-21A ID STATUS CITY

3. Here you will see the reason why it was put in pending (blue arrow).

#### 4. Click on the **Benefits (VSO)** tab (yellow arrow)

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Save Save and Clas		(Carl March	SRetirech	9	Documents	Parme	\ Øre	Toggle Taska	Rest Count	4	Den como con Como
VS-21A* Benefits ( VS-21A Case 45	VSO) VSO Comments	Case History C 1 - Pending - Tar	nker, Tommy	v							Created By: EVANVS 11/2/2021 10:27:14 A
Basic Informati Case # 420997 City ZTown (test)		Applica Tanke /SO Evan VSO	int r, Tommy V	5	Reason	ID 406718 Pending rting Docume	ents				Notice of Action Notice of Determination
Calculations Please enter the follow VS-21A Date* 11/2/2021	wing to derive the benefits		Budget Nur 1 - Single					Refund Status None			Notice of Intent VS21A Acknowledgement Send to Authorizer
# in Family 1			Benefit Sta 11/1/202	rt Date*				Refund Amount \$0.00			
\$750.00	(Applicant Portion Only)*		# Sharing E 1	Expenses*				Refund Balance \$0.00			
Is Heat Included* Yes											
Monthly Income							Benefits Ca	alculations			
	Applicant	Spous	e	Chi	dren		Budget An	nount \$7	756.00		

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

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S       E       O       Created By: EVANUS         A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V       11/2/2021 10:27:14 AI         2/1/2021       Image: Solution in the solutin the solutin the solutin the solution in the solution		iner sed birs	×	E Secter		4			Toggle Ta	ska	bri	Rama Pena	4	De De contra
11/2/2021 10:27:14 AV         2/1/2021 I: S0.00       \$0.00       \$0.00       \$0.00       \$0.00       \$54.00         2/1/2021 I: S0.00       \$0.00       \$0.00       \$0.00       \$0.00       \$200.00       Notice of Action         rds		E C		C										Created By: EVANVS
2/1/2021 🗊 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$200.00 \$0.00 \$200.00 \$0.00 \$200.00 \$0.00 \$200.00 \$0.00 \$200.00 \$0.00 \$200.00 \$0.00	A Case 420997 - 21	Fown (test) - 1	1/2/2021 - Per	nding - Tanker, To	ommy V								1	1/2/2021 10:27:14 A
2/1/2021	2/1/2021	G	\$0.00	\$0.00	SC	.00	\$0.00		\$0.00	\$0.00	\$54.00		-	National
rds     Show 100 ~ records       ewed     izer Comment	2/1/2021	5	\$0,00	\$0.00	SC	.00	\$0.00		\$0.00	\$0.00	\$200.00			
	ewed rizer Comment	Thanks									Show 100 ~	records		Notice of Intent
													Ш	
	f Authorizer Commen	t				-								
f Authorizer Comment														
f Authorizer Comment														

6. Submit documents or information that has been requested.

a. Go to the VSO Comment tab (yellow arrow) to make a comment back to the Authorizer

VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V - Work - Microsoft Edge	- 0 ×
https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&Object0d=1694967&Classid=1026&ScreenId=1039&OBTok	en=de39e079-60ae-4893-6942-c9d608e37 @
Save and Close Laborate X III Refesh III Documents Forms Nove Toggle Fashs	The Open Pressentinger Der Diger
VS-21A* Benefits (VSO) VSO Comments S E Case History	
VS-21A Case 420997 - ZTown (y 2021 - Pending - Tanker, Tommy V	Created By: EVANVSO 11/2/2021 10:27:14 AM
VSO Comment (viewable by Author ¶	Notice of Action Notice of Determination Notice of Intent VS21A Acknowledgement
Private VSO Comment (not viewable by Authorizer) $\Pi  O B / \underline{U}  S \equiv \mathbf{P}  O \equiv \mathbf{P}  O A_0$	Send to Authorizer
Related VS-21A Private Comments	CIS 76 .

b. Upload the documents that are requested here (blue arrow)

Save	Save and Close Sav	re and flew	Dopy Object	SRefresh	History	Documents	Formis	More	Te
VS-21A*	Benefits (VSO)	VSO Comments	Case History			Docume			
VS-21A Ca	se 420997 - ZTov	vn (test) - 11/2/20	21 - Pending - Ta	nker, Tomm	y V	T Uploa			
VSO Comr	ment (viewable by ) ) <b>B</b> / U	Authorizer) 동 📰 🖪	<b>⊡ ≣</b> ⇔	/ =	A Aa				

<u>Note: When uploading docs make sure you select the correct "Document Type Groups" and the</u> <u>correct "Document Types".</u>

https://massdvs.hylandcloud.com/203AppNet/WorkVie

### Select File

Choose File No file chosen

### Import Settings

~
~

7. When done, send this Pending VS21A back to the Authorizer, click on the **Send to Authorizer** button (blue arrow).

VS-21A* Benefits (VSD) <u>VSD Comments</u> Case History	Created By: EVANVS0
/S-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V	11/2/2021 10:27:14 AN
VSO Comment (viewable by Authorizer) ¶ O B / <u>U</u> ÷ ∷	Notice of Action Notice of Determination Notice of Intent VS21A Acknowledgement.
Private VSO Comment (not viewable by Authorizer)	Send to Authorizer

Note: If you notice the calculation or benefits are incomplete or wrong you must amend.

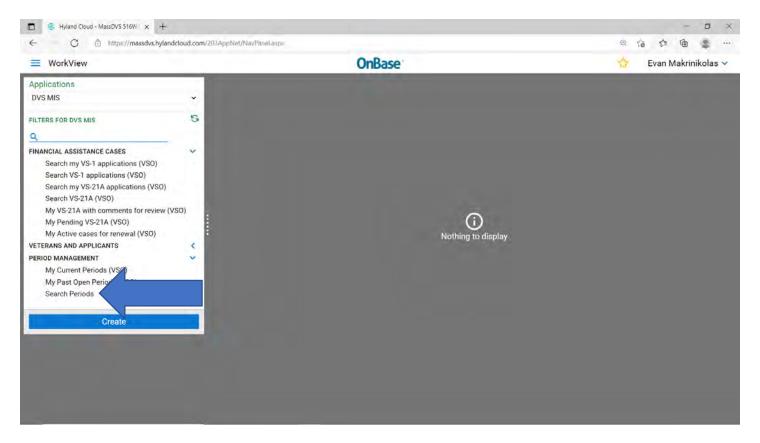
However, this Pending VS21A <u>MUST</u> be send back to the Authorizer. If not, the system will deny it in 21 days and it will show under your disallowed box when closing a month. BUT will NOT show on you VS5/6 reports.

# **Chapter 13**

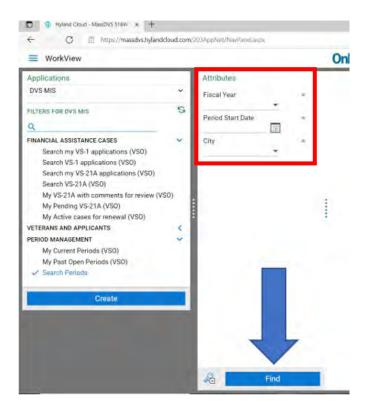
Close a month

There is more than one way to close a month if you are the <u>Primary</u> VSO. Everyone can close a month this way.

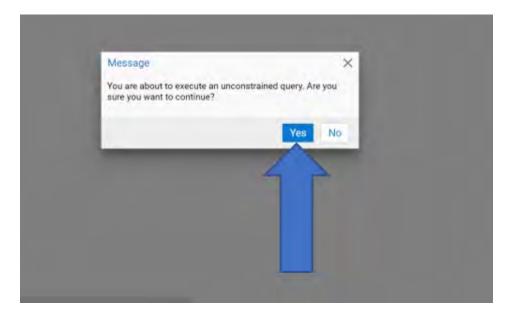
1. Click on Search Periods



2. You can leave all Attributes empty or fill in the city (red box). Click on Find.



#### 3. Click on Yes



4. Scroll to see the month you are looking for and double click the one you want.

C 🗇 https://massdvs.hylandclou	d.com/2	03AppNet/NavPanel.asp	ØC									(	2 位 住	Ē	
≡ WorkView						OnBas	e					1	Evan N	Makrini	kolas 🔪
Applications DVS MIS		Attributes				(108) Sea	arch Per	iods			Period =		Q ×	± 1	
FILTERS FOR DVS MIS	5	Fiscal Year Period Start Date	4	-		PERIOD December 2021	(test)	Evan VSO		CLOSED BY	CLOSURE DATE	S CERTIFIED	CERTIFIED BY	CE	RTIFICATI
۹			α			November 2021	ZTown (test)								
FINANCIAL ASSISTANCE CASES Search my VS-1 applications (VSO)	~	City	•	-		October 2021	ZTown (test)								
Search VS-1 applications (VS0) Search my VS-21A applications (VS0)	- 1					September 2021	ZTown (test)		q			E.			
Search VS-21A (VSO) My VS-21A with comments for review (VSO)					-	August 2021	ZTown (test)								
My Pending VS-21A (VSO) My Active cases for renewal (VSO)					ł	July 2021	ZTown (test)								
VETERANS AND APPLICANTS PERIOD MANAGEMENT	<					June 2021	ZTown (test)	Evan VSO							
My Current Periods (VSO) My Past Open Periods (VSO)						May 2021	ZTown (test)		ū.						
Search Periods						April 2021	ZTown (test)		12	EMAKRINIKOLAS	6/24/2021	12	EMAKRINIKO	LAS 6/	24/2021
Create		5				March 2021	ZTown (test)		2	EMAKRINIKOLAS	6/24/2021	ø	EMAKRINIKO	LAS 6/	24/2021
oreate	-					February 2021	ZTown (test)	Evan VSO	ø	EMAKRINIKOLAS	6/24/2021	19	EMAKRINIKO	LAS 6/	24/2021
						January 2021	ZTown (test)	Evan VSO	8	EMAKRINIKOLAS	6/24/2021	27	EMAKRINIKO	LAS 6/	24/2021
						December 2020	ZTown (test)	Evan VSO	<i>p</i>	EVAN MAKRINIKOLAS	3/3/2021	12	VICTOR MELDREW		
		20	Find			November	ZTown	Evan	- 15			1821			

#### 5. There are two ares to be reviewed.

- a. "VS21A's with Benefits with Disallowed amouts that have not been amended" (red box) And
- b. "VS21A's requiring VSO Review" (green box)

tps://massdv	s.hylandcloud.com/203App	Net/WorkView/Viewer/O	bjectViewer.aspx?application	D=1002&ObjectId=310	09&ClassId=1027&ScreenId=102I	3&OBToken=Jaae6679-3405-4120-bd9c-48	8109ab97bf18/viewid=undefin	ted8
G		Retract	Dacumente	Trans Q Betuston	Add To Warkspace		Diject Previous Object Next Obje	eq.
X City Exp	x)						Created By: K	KMB
X City - July 2	2021 - ZTown (test)						3/22/20	121 1
bd							Previe	ew VS
od Name y 2021	Start Date 7/1/2021	Quarter Q1	Fiscal Year FY2022				Previ	6
1 2021	Mar	1.201					Previ	Rep
t.		VSO	Treasurer				Pr	reviev
own (test)		Evan VSO	Tracey Brown					nmary
s Closed	Closure Date	Closed By	VS5/6 Report				c	lose
s Certified	Certification Date	Certified By	VS7 Report					
/SO 50%	-							
30.30%								
A's with Bene	fits with Disallowed amounts	that have not been amend	led				5	
Case #	Applicant		VS21A ID	VS-21A Date	VS21A Status	VS21A Authorized Date	Benefr	
420997	7 Tanker, Tomr	ný V	401367	9/14/2021	Auto-Denied		*	
475531	Smith, Dean		391892	7/14/2021	Denied			
475692	Red, Parrot		395515	8/3/2021	Auto Denied			
	Red, Al		395517	8/3/2021	Auto-Denied			
475693								

**Note:** If you have "Auto-Denied" in this box they will NOT show on the VS5/6 reports. If you have "Denied" in this box it will show on the VS5/6 reports and you will have a disallowance. The Town will not get back the 75% for all Denied cases.

To fix all denies (Auto-Denied or Denied) you will need to amend.

21A's with Benefits w	ith Disallo	wed amounts that have not be	een amended							55	Preview
Case #		Applicant		VS21A ID	VS-21A Date	VS21A	Status		VS21A Authorized Date	Benefi	Preview
422237		J.J. AJ		396722	8/10/2021	Appro	ved with ma	dification	8/22/2021 3:57:12 PM		R
422237		JJ. AJ		396772	8/10/2021	Appro	ved with ma	dification	8/22/2021 3:57:52 PM		
422237		J.J. A.J		397002	8/11/2021	Denied	đ		8/23/2021 7:26:39 AM		Previ
422237		J.J. AJ		398877	8/24/2021	Appro	ved with mo	dification	8/30/2021 8:08:03 AM		Guitett
422237		JJ, AJ		398885	8/24/2021	Appro	ved with ma	dification	8/31/2021 6:45:02 AM		Clos
475692		Red, Parrot		395515	8/3/2021	Auto-E	Denied			*	
of 8 records									Show 100 -	records	
21A's requiring VSO I	Review						45	Open periods	for this city	55	
Case #		Applicant Name		VS-21A Date	Submitted Amount		Authorized	Pe	riod Name		
422237	5	JJ, AJ	5	8/11/2021		\$10.00		Ju	ly 2021 🗖		
422237	5	JJ, AJ	5	8/24/2021		\$50.00		AL	gust 2021 🗔		
422237	5	JJ, AJ	53	8/24/2021		\$150.00		Se	ptember 2021		
422237		JJ, AJ	5	8/25/2021				00	tober 2021		

Note: If you have cases in the **VS21A's requiring VSO Review** you will need to check off the VSO reviewed box on that VS21A.

1. Click on that VS21A in that box., that will bring you to that VS21A. Click on the Benefits (VSO) tab (blue arow)

S-21A Case 4	own (test) - 8	/11/2021 - De	nied - JJ, AJ				Created 8/11
Basic Informatic							*
Case #	Status		Applicant	ID			
422237	Denied		JJ, AJ	397002			
City		VSO			Authorized Date	Authorized By	
ZTown (test)		Mont	agano, Patricia	5	8/23/2021 7:26:39 AM	TBROWN150	
Calculations							
Please enter the follow	wing to derive the	benefits			E-Proventing		
VS-21A Date	James J		Budget Number*		Refund Status		
8/11/2021			1 - Single		None		
# in Family			Benefit Start Date*		Refund Amount		
1			8/1/2021		\$0.00		
Rent/Mortgage Arnt (	Applicant Portion	Only)*	# Sharing Expenses*		Refund Balance		
\$700.00			1		\$0.00		

2. Scroll down to right above the Authorizer comments and check the box VSO Reviewed (red arrow) This is so you will see the Authorizer comments.

	*
of 1 records	Show 100 V records
SO Reviewed	
vrizer Comment	
st	

### 6. If all is good to go, click on "Close Period" (blue arrow). Period X City - July 2021 - ZTown (test) - Work - Microsoft Edge

A City - July 2021 - ZTown (test)	) https://massdv	hylandcloud.com/203App	Net/WorkView/Viewer/C	bjectViewer.aspx?applicatio	onID=1002&ObjectId=3	109&ClassId=1027&ScreenId	1=1028&OBToken=faae6679-3405-4120-bc	9c-48109ab97bf1&vie	wid=undefined&obj
Created By: KMB         Start Date       Quarter       Fiscal Year         Yerid Name       Start Date       Quarter       Fiscal Year         Yerid Name       Start Date       Quarter       Fiscal Year         Yerid Name       Start Date       Quarter       Fiscal Year         Total Year       Fiscal Year         Yerid Xame       Fiscal Year         Totale       Quarter       Fiscal Year         Tracey Brown         Colspan= Brown       Colspan= Brown         Colspan= Brown       Colspan= Brown         YS0 50%         YS1A DW       YS21A DW					Discussion	on Add To More		First Object Previous Co	ject Next Object Last O
eriod  recid  recid  recid  Start Date Ouarter Fiscal Year  recid  recid  Ouarter Fiscal Year Fiscal Year  recid  ecid  recid recid  re								c	Created By: KMBS-BSCI
Verview Name         Start Date         Quarter         Fiscal Year         Proview V           Valy 2021         01         FY2022         Fiscal Year         Fiscae Year         Fiscae Year Year									3/22/2021 10:06:5
huly 2021       7/1/2021       01       FY2022         ity       ity       Ite asure	eriod								Preview VS-5 Rep
July 2021 i									6
VSQ       Treasurer         ZTown (test)       Evan VSO       Tracey Brown         Is Closed       Closure Date       Closed By       VS5/6 Report         Is Certified       Certification Date       Certified By       VS7 Report         VSO 50%       VS21A Status       VS21A Authorized Date       Eenefr         VS21A's with Disallowed amounts that have not been amended       VS21A Date       VS21A Status       VS21A Authorized Date       Eenefr         420997       Tanker, Tommy V       401367       9/14/2021       Auto-Denied       Eenefr         475531       Smith, Dean       391892       7/14/2021       Denied       Eenefr         475692       Red, Parrot       395515       8/3/2021       Auto-Denied       Eenefr         475693       Red, Ai       395517       8/3/2021       Auto-Denied       Eenefr	July 2021	In ] //1/2021	QI	FY2022					Preview VS-6 Del Report
Stly     VSO     Treasurer       Erown (test)     Fvan VSO     Tracey Brown       Is Closed     Closue Date     Closed By     VS5/6 Report       Is Certified     Certified By     VS7 Report       VSO 50%     Close #     Applicant     VS21A LD       VS21A's with Benefits with Disallowed amounts that have not been amended     VS21A Date     VS21A Status     VS21A Authorized Date       VS21A's With Benefits with Disallowed amounts that have not been amended     VS21A Date     VS21A Status     VS21A Authorized Date     Benefit       420997     Tanker, Tommy V     401367     9/14/2021     Auto-Denied     Auto-Denied       475531     Smith, Dean     391892     7/14/2021     Denied     Fereid       475692     Red, Ai     395515     8/3/2021     Auto-Denied     Fereid       475693     Red, Ai     395517     8/3/2021     Auto-Denied     Fereid	ity								A
Close     Close     Close     Certified     VS7 Report       Is Certified     Certified By     VS7 Report     Close     Certified By     VS7 Report       VS0 50%     Case #     Applicant     VS21A ID     VS-21A Date     VS21A Status     VS21A Authorized Date     Benefit       420997     Tanker, Tommy V     401367     9/14/2021     Auto-Denied     Certified     Certified       475531     Smith, Dean     391892     7/14/2021     Denied     Certified     Certified       475693     Red, Al     395517     8/3/2021     Auto-Denied     Certified     Certified	ity			Treasurer					Preview VS-6
Is Certified Certification Date Certified By VS7 Report US21As with Benefits with Disallowed amounts that have not been amended VS21A's with Benefits with Disallowed amounts that have not been amended VS21A's with Benefits with Disallowed amounts that have not been amended VS21A's with Benefits with Disallowed amounts that have not been amended VS21A's with Benefits with Disallowed amounts that have not been amended VS21A's with Benefits with Disallowed amounts that have not been amended VS21A's with Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits with Disallowed amounts that have not been amended VS21A's With Benefits With Disallowed amounts that have not been amended VS21A's With Benefits With Disallowed amounts that have not been amended VS21A's With Benefits With Disallowed amounts that have not been amou	ZTown (test)	5	Evan VSO	Tracey Brown					Summary Repo
Is Certified VSO 50% VSC1A's with Desentits with Disallowed amounts that have not been amended VSO 50% VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits with Disallowed amounts that have not been amended VSC1A's with Benefits With Disallowed amounts that have not been amounts that have not	In Closed	Closure Date	Closed By	VS5/6 Rep	ort				Close Period
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VS21A's with Benefits with Disalivery and there annended US21A is with a variable of the second seco	Is Certified	Certification Date	Certified By	VS7 Repor					
VS21As who biselewes amounts that have not been amended         S           Case #         Applicant         VS21A ID         VS-21A Date         VS21A Status         VS21A Authorized Date         Benefit           420997         Tanker, Tommy V         401367         9/14/2021         Auto-Denied         •         •           475531         Smith, Dean         391892         7/14/2021         Denied         •         •           475692         Red, Parrot         395515         8/3/2021         Auto-Denied         •         •           475693         Red, Al         395517         8/3/2021         Auto-Denied         •         •	VSO 50%								
Case #         Applicant         VS21A ID         VS-21A Date         VS21A Status         VS21A Authorized Date         Benefit           420997         Tanker, Tormmy V         401367         9/14/2021         Auto-Denied         ************************************	430 30 5								
Case #         Applicant         VS21A ID         VS-21A Date         VS21A Status         VS21A Authorized Date         Benefit           420997         Tanker, Tommy V         401367         9/14/2021         Auto-Denied         ************************************	A DATA DATA DATA							-	
420997         Tanker, Tommy V         401367         9/14/2021         Auto-Denied         *           475531         Smith, Dean         391892         7/14/2021         Denied         *           4755692         Red, Parrot         395515         8/3/2021         Auto-Denied         *           475693         Red, Al         395517         8/3/2021         Auto-Denied         *			s that have not been amen				1		
475531         Smith, Dean         391892         7/14/2021         Denied           475592         Red, Parrot         395515         8/3/2021         Auto-Denied           475593         Red, Al         395517         8/3/2021         Auto-Denied		1.00		1	T still star	-	VS21A Authorized Date	Benefr	
475692         Red, Parrot         395515         8/3/2021         Auto-Denied           475693         Red, Al         395517         8/3/2021         Auto-Denied			my V					*	
475693 Red, Al 395517 8/3/2021 Auto-Denied									
4/3094 Red. Al 395519 8/3/2021 Auto-Denied									
	475694	Red, Al		395519	8/3/2021	Auto-Denied			
									*

- 7. You can view/print the VS5 and VS6 two ways.
  - a. By clicking on the buttons on the right-hand side (red box). These will show under Draft mode.
  - b. OR by clicking on the wording in the box next to your name (blue arrow) after you closed the month.

Period X City - June 2	021 - ZTown (	test) - Work - Mic	rosoft Edge											-	o x
https://massdv	s.hylandclou	id.com/203App	Net/WorkView	w/Viewer/Obji	ectViewer.as	px?applicatio	nID=1002&0	bject/d=1126	78/ClassId=10	278/ScreenId=	1028&OBToke	n=faae6679-34	105-4120-bd	9c-48109ab97	bf1& C
			ber Ster	5 Refresh	0	Documents		Discussion	Add To. Workspece	<b>▽</b> More	Toggle Task	e First Object	Previous Obje	sct Next Object	Lest Object
E	oort Data X	- Annalas	_										С	reated By: KM	BS-BSCHOE
eriod X City - June	2021 - ZTov	/n (test)												3/22/2021	10:24:20 A
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Period Name	Sta	art Date	Qua	arter	F	iscal Year									7
June 2021	7 6/	1/2021	Q4		F	Y2021									VS-6 Detail
City															eport
City			VSO		Tre	easurer		-						Previ	ew VS-6
ZTown (test)		1	Evan VSO		Ð	acey Brown								Summ	ary Report
Is Closed	Closure		Closed B			VS5/6 Repo								<u> </u>	_
	7/27/2			NIKOLAS			6 for JUNE 2	021 - ZTOWI	N (TEST)	<u> </u>					
Is Certified	Certifica 10/12/	tion Date	Certified TRACEY			VS7 Report	for JUNE 202	1 - 7TOWN (	TEST						
VSO 50%	10/12/	2021	THACL	THE.		013-137	101 00142 202	a - zionni	(1231)	-					
VS21A's with Bene	fits with Disa	llowed amounts	that have not	been amended	ł								5		
Case #		Applicant			VS21A	ID	VS-21A Da	ite	VS214	Status		VS21A Author	rized Date		
													-		

8. Once your Treasurer has certified the month, you can view/print the VS7 report as well (blue arrow).

	021 - ZTown (test) - Work - Mic							- 0 X
https://massdvs	hylandcloud.com/203App	Net/WorkView/Viewer/Obje	:tViewer.aspx?applicat	ionID=1002&ObjectId	l=11267&Classid=1027&S	creenId=1028&OBToken=	faae6679-3405-4120-b	d9c-48109ab97bf1& @
		Refresh	Documen	s Feed Disc		tore Toggle Taska	First Object Previous Ob	Ject Next Object Last Object
'E	ort Data X							Created By: KMBS-BSCHOB
eriod X City - June 2	2021 - 2 Iown (test)							3/22/2021 10:24:20 AM
Period								Preview VS-5 Report
Period Name June 2021	Start Date 6/1/2021	Quarter Q4	Fiscal Year FY2021					Preview VS-6 Detail Report
City								Report
City		VSO	Treasurer					Preview VS-6
ZTown (test)	1	Evan VSO	Tracey Brown	1				Summary Report
Is Closed	Closure Date 7/27/2021	Closed By EMAKRINIKOLAS	VS5/6 Rep DVS - VS	port 5/6 for JUNE 2021 - 7	ZTOWN (TEST)			
Is Certified	Certification Date 10/12/2021	Certified By TRACEYTRE	VS7 Repo DVS - VS	rt 7 for JUNE 2021 - ZT	OWN (TEST)			
VSO 50%								
VS21A's with Benefit	its with Disallowed amounts	that have not been amended					5	
Case #	Applicant		VS21A ID	VS-21A Date	VS21A Statu	s	VS21A Authorized Date	
							2	

# **Chapter 14-Quick Tips**

#### Enter a VS21A

- 1. Go to the applicants VS1 page and click on the VS-21A Applications tab (red circle)
  - a. To start a new VS21A click on the green plus (blue arrow)

ockout									1/27/2021 5:46:14
	out VS-21A Miss	ing Applicant							Initiate Reford (VSO)
S-21A/	Applications							S 8 9 + ×	Initiate Refund
	ID	VS-21A Date	Status	Benefit Start Date		Submitted Amount	Authorized Amount	Is Amended	Benefit History
	100041	10/20/2021	Approved	4/1/2021	別				Benefit History
	12149	3/10/2021	Approved	3/1/2021	夙	\$2,770.40	\$2,770.40	-	Create Agreement to Reimburse Let
	12028	3/1/2021	Denied	2/1/2021	5	\$3,463.00	\$0.00	(10)	Create Authorizat
	11997	2/24/2021	Denled	3/1/2021	5	\$7,434.40	\$0.00	10	for Release Lette

- 2. This brings you to the **Basic Information** and the **Calculations** area.
  - a. Fill in rent/mortgage, Is Heat Included, Budget Number, Benefit Start Date and if any # sharing Expenses (red box) and then scroll down to the Monthly Income(blue arrow)

/S-21A Case 986 - Bost	ton - 10/21/2021 - Unst	ubmitted - Flynn, James				Created By: TBR0) 10/21/2021 11:05:23 /
Basic Information						- 0
Case # 986 City Boston Calculations	Status Unsubmitted	Applicant Flynn, James VSO Brown, Tracey	Budget Number 8 -Info Only Benefit Start Date	$\bigtriangledown$	Refund Status None Refund Amount	Amend Open Benefits Notice of Action Notice of Action Determination Notice of Intent
2	Applicant Portion Only)*		# Sharing Expent	9	Benefits Calculations	
V.A. Pension V.A. Comp Social Security	Applicant	5	0.00 0.00 0.00	Children	Budget Amount Shelter Benefit + Children Budget + PEBA +	

- 3. Enter the income and then click **Calculate Benefits** (yellow arrow).
  - a. You will see under the **Benefits Calculations** (green circle) the Net OB, Fuel Benefit and Total Payable Benefit Amount. (red box).
  - b. If you look under the **Medical Only Calculations** (yellow circle) you will see that's where the Spend Down will show if there is one (blue arrow).

Monthly Income				Benefits Calculations	
	Applicant	Spouse	Children	Budget Amount	
V.A. Pension		\$0.00		Shelter Benefit +	
V.A. Comp	-	\$0.00		Children Budget +	
Social Security	\$1,200.00	\$0.00		REBA +	
Social Disability		\$0.00		= Total Ordinary Benefit	
S.S.I.		\$0.00			- Total Income
Retirement		\$0.00		= Net Ordinary Benefits	
Countable Wages		\$0.00		Fuel Benefit +	
Unemployment	_	\$0.00		= Total Payable Benefit Amount	\$0.00
Workmen's Comp		\$0.00			
Long-Term Disability		\$0.00			
Sick Leave		\$0.00			
Other Income		\$0.00			
Total Income					
Medical Only Calculations			Calcula	e Benefits	
Total Income	\$0.00				
200% FPL -					
Spend down (if>0)					

- c. At the top of the page click on the **Benefits (VSO)** tab (red circle).
- d. Then click on the green plus (blue arrow).

WorkView - Google Chrom	e											- 0 >
massdvsut1.hylandclo	ud,com/203OBAp	pNet/WorkView/	Viewer/ObjectViewe	er.aspx?applicatio	nID=1001&Object	tid=1041778	RClassId=1018	&ScreenId=102	228/OBToken=b361a5bb	924e-4b2a-a475-c4e	b90dfc8ca&viewid	l=undefined&objectVi
Save Save and Close Est	are'ren X	Con Officer	Seftesh History	Documents To	Discussion	Mare	Toggie Task	3			The divert Previous Dat	
S-21A*	Benefits (VS	so)	Case Hist	tory								
-21A Case 986 - Boston -	3/8/2021	hitted	121									Created By: TBROWN1
217 0836 900 - 5081011 -	5/0/2021 - 0116001	inted										3/8/2021 9:03:37 4
Benefit Summary												Amend Open
Net Ordinary Benefit Amour	nt		Fuel Benefit Amount			Total Paya	ble Benefit Amou	nt				Benefits Task
		+				\$0.00						
Prior Approval						Spend Dov	/n (if > \$0)				_	
										-		
VSO Benefits Month	OB	Fuel	Doctor	Medical	Hospital		ental	Misc	Description	Del	5 百日+	
										Show 100	v records	
Repeat Benefit Row	imes											
rS0 Comment	$\bigtriangledown$											
	5 = 2											
	· · ·		- A Aa									

- e. Now enter the month and what you are paying the applicant (red box), then click **Save and Close** (blue arrow).
- f. If you are entering more than one item under Misc, you can only enter one at a time.

Save Save and Co	0000			S. Refresh	History	Documents	Q	\ Nore			<u>N</u> <u>A</u>	
Authorizer Benefit	VSO Ber	nefit*										
VS-21A Benefit												Created By: TBROWN 10/21/2021 11:25:32 AM
VS-21A												
Case # 986		VS-21A Status Unsubmitted		Applicant Flynn, James								
VSO Benefit												
Month*		Q.										
0B \$0.00		Fuel \$0.00			Doctor \$0.00		Meds \$0.00		Hospital \$0.00	Dental \$0.00	Misc \$0.00	
Description		٩	Delete	a.								

g. Once one line is entered click on **Save and Close**, the benefit line will come up.

nefit Summary												14
et Ordinary Benefit Amount Prior Approval			Fuel Benefit Amount		= \$0	al Payable B 1.00 end Down (if	t					,
SO Benefits									1	ST	5 🗩 4	+
Month*	OB	Fuel	Doctor	Meds Hospital		Dental	Misc	Description		Del		
												A.

- h. To enter more Misc expenses, you can do this two ways.
  - i. Click the green plus (blue arrow). This will bring you back to enter another one, then click **Save and Close**. Repeat this step until all benefits are entered.
  - ii. OR Click on **Save and New** (yellow arrow) and that will bring up another one, then click **Save and Close.** If both lines do not show under the VSO Benefits, click refresh at the top of the page (green arrow).
- i. YOU MUST ENTER ALL BENEFITS FOR <u>ONE MONTH</u> BEFORE SELECTING **#TIMES** AND **REPEAT BENEFIT ROW.** (red box)

enefit S	ummary																12	10/21/2021 11:25:0
et Ordin	ary Benefit Am	ount			1.	Fuel Bend	fit Amount		-	Total F \$0.00	Payable Benefit #	Amount		-				Amend Open Benefits
Prior	Approval										Down (if > \$0)							Notice of Actic
SO Ben	efit-														10	SB	€ +	Notice of Determination
	Month*		OL		Fuel	Doe	tor	Meds	Hospital		Dental	Mis	ic	Description		Del	$ \land $	Notice of Inter
	5/1/2021	54.3		\$0.00	9	0.00	\$0.00	\$0.00		\$0.00		\$0.00	\$148.50	Medicare Part B	51	- 4		
	6/1/2021	50		\$0.00		0.00	\$0.00	\$0.00		\$0.00		\$0.00	\$148.50	Medicare Part B	53			VS21A Acknowledgeme
																		Send to Authori:

#### ii.Example

VS-21A						
Case # 986	VS-21A Status Applican	C.				
86 1	Unsubmitted 🗔 Flynn, J	ames				
SO Benefit						
onth*						
	Q					
B	Fuel	Doctor	Meds \$0.00	Hospital	Dental	Misc

# j. Now that all the benefits are entered for one month, select the **#Times** and click on **Repeat Benefit Row** (red box).

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lase	Save and Clos	e Save an	I Nam	Date	Gasy Direct"	GRetreat		Jocumenta Tan	Discussion	Mare	Toggie Tasks						4	Next Object	Last 0
21A*			Be	nefits (VSO)			Case History												
1A Case	986 - Bo	ston - 3/1	0/2021	- Unsubmit	ted													Created By: 3/10/202	
enefit Sur	nmary																	Ame	nd Ope
et Ordina 201.00	ry Benefit /	Amount	1		-	Fuel Ben \$0.00	efit Amount			Total P \$201.	ayable Benefit Amount							Be	enefits
					+	190.00			=		Down (if > \$0)		1.					Send to	Author
Prior A	pproval									\$0.00							-		6
SO Benef	its													0	S	80	+	Dete	tice of minati
	Month		OB	1.1.1.1	Fuel	Doe	ctor	Medical	Hospital		Dental	Misc	Description		Del				e of Int
	3/1/2021	54.	1	\$201.00		0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	5			-	)	etter
	3/1/2021	5	1	\$0.00	- 5	0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	F					of Act
	3/1/2021	1	1	\$0.00	5	0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	5			_		
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0 Comm			-														_		
T O	B /	U	5 =		II 60 .	× =	A Aa												

# k. Now enter the VSO Comments under the VSO Comments tab at the top of the page (blue arrow).

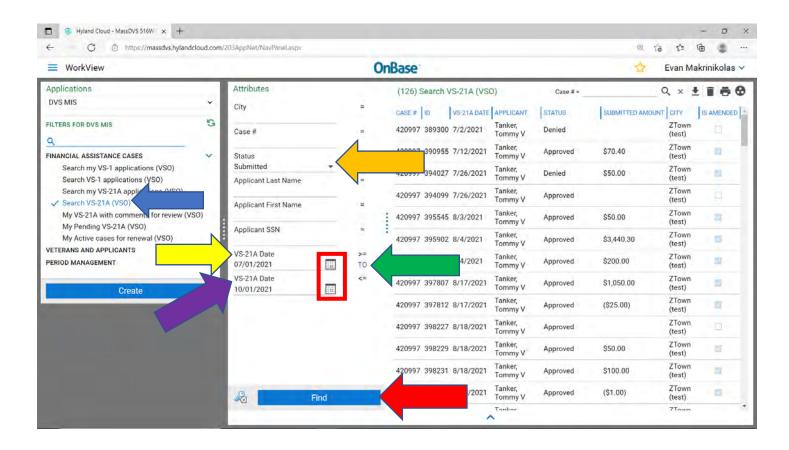
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5-21A* 5 -21A Cas	e 986 - Bosto	n - 3/10/	Benefits (VS	1	James	VS0 Comm	ents Case History	1	2	R						Created By: TBROV 3/10/2021 8:26:
Benefit Su	immary															Notice of Acti
Net Ordina \$201.00		ount			Fuel 8	Senefit Amou 0			\$201.	Down (if > \$0)						Notice of Determinatio
VSO Bene	fits														5 76 D	Notice of Inte
	Month*		ОВ	Fuel		Doctor	Meds	Hospital		Dental	Misc	Description		Del		VS21A Acknowledgem
	3/1/2021	53	\$201.	00	\$0.00	\$0.0	\$0.00		\$0.00	\$0.00	\$144.60	Medicare Part B	53	1	÷.	PRES
	3/1/2021	5	S0.	00	\$0.00	\$0.0	\$0.00		\$0.00	\$0.00	\$54.00	Medicare Part D	5			Completed
	3/1/2021	R	S0.	00	\$0.00	\$0.0	so.oo		\$0.00	\$0.00	\$293.00	MEDIGAP				
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	4/1/2021	<b>D</b>	\$0.	00	\$0.00	\$0.0	so.oo		\$0.00	\$0.00	\$54.00	Médicare Part D	5			
	4/1/2021	5	\$0.	00	\$0.00	\$0.0	\$0.00		\$0.00	\$0.00	\$293.00	MEDIGAP	53			
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1 - 12 of 12	2 records												Show[	100 <b>~</b> ]r	records	
/SO Comm	nent.															
1 0	В /	<u>U</u> s			o ,' ≣	🗄 🚺 Aa										

- I. Now enter your comment viewable by Authorizer (blue arrow) and not viewable by Authorizer (yellow arrow). This is a way to keep track of where you left off on the case and for re-cert information too. So, when you are viewing all VS21A's together at the bottom you can see all your comments without going back into a VS21A (red box). You can even click on previous VS21A's from that box as well to view them.
- m. You want to be on the VS21A when uploading documents. You can be on the VS-21A tab, Benefits (VSO) tab or the VSO Comment tab (all in green circles)

Save Save and Does Save and Here       Save Save and Here       Here's (VSO)       VSO Comments       Case History       E         VS21A Case 1005- Boston - 11/3/2021 - Unsubmitted - Penny, Cent       VSO Comments       Case History       E       Created By: TE         VS0 Comment (viewable by Authorizer)       Image: Save and Case Indoor - 2 = Image: And       And       And       Berefits (VSO)       Notice of Indional Indional Indional Indional Indional Indiano         Private VS0 Comment (not viewable by Authorizer)       Image: Save Andread Indiano       Andread Indiano       Andread Indiano         If       B       Image: Save Andread Indiano       Image: Save Andread Indiano       Andread Indiano         If       B       Image: Save Andread Indiano       Image: Save Andread Indiano       Andread Indiano         If       B       Image: Save Andread Indiano       Image: Save Andread Indiano       Image: Save Andread Indiano	WorkView - Work - Microsoft	Edge						- 0 X
W32A       Berefre (V30)       Watch Connects       Created By: TE         VS21A Cases 1005-50 stortor-11/2/2021 - Unsupervitted - Perry, Cett       11/2/2021 - Society       11/2/2021 - Society         VS0 Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)         Private VS0 Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)         Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)         Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)         Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)         Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)         Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)       Image: Comment (vinsuble by Authorize)         Image: Comment (vinsuble by Authorize)       Image: Comment	https://massdvsut1.hy	landcloud.com/2030	BAppNet/Workview/Vi	ewer/ObjectViewer.aspx?App	plication	=10018:ObjectId=2687218:ClassId=10188:ScreenId=10228	cobjectViewerEnvironment=0&viewID=1101&viewertype	=1&objectSou
B       Compared by Tell         VS21A Case 1005 - Booton - 11/3/2021 - Unsubmitted - Penny, Cent       11/3/2021 3.52         VS0 Comment (venuable by Authorize)       Image: Compared to the state intervention of the state interventing intervent	Save Save and Close Save	Million District 1	E Sefecti	History Documents	Disc	ussion More Toppir Taska	N. J.	D DI
VSO Comment (viewable by Authorizer)         1       0       B       /       U       S       E       A         Private VSO Comment (not vervable by Authorizer)       Notice of Authorizer)       Notice of Authorizer)         1       0       B       /       U       S       E       Mode of Authorizer)         Notice of authorizer)       Notice of authorizer)       Notice of authorizer)       Notice of authorizer)         1       0       B       /       U       S       E       Mode of authorizer)         V221A       A       A       A       A       A       A         10       B       /       U       S       E       A       A         Related V521A Private Comments       E       S       E       S       A         10       V521A Date       Statuted Statt       Private VS0 Comment       T       A         100052 11 A/2021       Usedmitted       41/2021       T       T       A         12115       3/4/2021       Derived V30 Comment       T       T       A	S. B	E			Y	(0) /R	c	created By: TBROWN
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ID         VS-21A Date         Status         Benefit Period Start         Private VS0 Comment           100052         11/3/2021         Unsubmitted         4/1/2021         Image: Comment         1           12115         3/4/2021         Denied         3/1/2021         Image: Comment         1	¶ ⊘ B / U	S :≡ B □						Amend Open Benefits Notice of Action Notice of Action Determination Notice of Intent VS21A Acknowledgement
ID         VS-21A Date         Status         Benefit Period Start         Private VS0 Comment           100052         11/3/2021         Unsubmitted         4/1/2021         Image: Comment         1           12115         3/4/2021         Denied         3/1/2021         Image: Comment         1	Deleted VO 01 & Drivete Com						E e V	
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12115 3/4/2021 Denied 3/1/2021	7				-	cindle 100 continent	12	
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A A A A A A A A A A A A A A A A A A A								
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n. When all is complete click on **Send to Authorizer** (red arrow).

- 1. Click on Search VS-21A (VSO) (blue arrow)
- 2. Click on the word VS-21 Date (yellow arrow), this will populate the second one (purple arrow)
- 3. Pick whatever date you want to range to and from using the calendar icon (red box)
- 4. Change the AND to TO (green arrow), keep clicking on it until you see TO come up.
- 5. Change the status to whatever you want (orange arrow).
- 6. Then click Find (red arrow).



#### Print a VS21A

There are two ways, one printing the VS21A Acknowledgment or doing the screen shot of the VS21A.

 Go to the Applicant's VS1 page, click on the VS-21A Applications tab and open up what VS21A you want to print out. One the right hand side you will see VS21A Acknowledgement. Click that and it will come up.

VS-21A Case 420997 - ZTo	own (test) - 11/2/2021 - P	ending - Tanker, Tommy V - Work -	Microsoft Edge						- 0 ×
https://massdvs.hyl	andcloud.com/203App	oNet/WorkView/Viewer/Objec	:(Viewer.aspx?app	licationID=10028/ObjectId=1	6949678(ClassId=102)	58/ScreenId=10398/0	BToken=705abea6-a140-4786	-810e-8a7c7995d5778iv	ewid=8kpbjectVie
Save Save and Close		Constraint Batrash	Der Der						Next Object
S E S 214 Care 420007 - 7	0	Case History C 21 - Pending - Tanker, Tommy	W						Created By: EVANVS
521A 0836 420337 - 2	10mil (1631) - 11/2/20	21 - Pending - Tanker, Torring							11/2/2021 10:27:14 A
Basic Information								- i	
Case #	Status	Applicant		ID					Notice of Action
420997	Pending	Tanker, Tommy V		406718					Notice of
City		VSO		Reason Pending					Determination
ZTown (test)		Evan VSO	5	Supporting Documents					Notice of Intent
Calculations									Notice of Intent
Please enter the followin VS-21A Date* 11/2/2021	ng to derive the benefits	E	ludget Number*			Refund Status None			VS21A Acknowledgement
# in Family		E	enefit Start Date			Refund Amount	3		
1			11/1/2021			\$0.00			
Rent/Mortgage Amt (Ap \$750.00	oplicant Portion Only)*	í í	Sharing Expenses	·		Refund Balance \$0.00			
Is Heat Included* Yes									
Monthly Income					Benefits Calcul	ations			
-	Applicant	Spouse		Children	Budget Amoun	t	\$756.00		
V.A. Pension		\$0.00			Shelter Benefit	+	\$679.00		
V.A. Comp	\$1,146.39	\$0.00			Children Budge	et +	\$0.00		
Capial Constitu	00.00	60.00		\$0.00				•	

#### Sample:

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	Author	rization	D	epartm	ent of	Veter	ans' Se		nowledgeme	nt		
	Date of VS21A: City/Town: Applicants Name	n	ZT	/2/2021 own (test) sker, Tornm	۲V			State	Case Number:	420997		
	I have authorized	d the follow	ing Veter	rans' Bene	fits:							
	Month	OB	Fuel	Doctor	Meds	Hosp	Dental	Misc	Description	Total		
	11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00	Medicare Part D	\$54.00		
	11/1/2021	\$288.61	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B	\$437.11		
	11/1/2021	\$0.00	\$0,00	\$0.00	\$0.00	\$0.00	\$0,00	\$200.00	MEDIGAP	\$200.00		
	12/1/2021	\$0,00	\$0,00	\$0.00	\$0.00	\$0,00	\$0.00	\$54,00	Medicare Part D	\$54.00		
	12/1/2021	\$288.61	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B	\$437.11		
	12/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00	MEDIGAP	\$200.00		
	benefits listed in t	he block lab	beled "I h	ave authori	zed the fo	llowing V	eterans' B	enefits" are the	ate and processed it. e benefits authorized prizer of record if the	for the		
	Pending		or the Se	cretary -	Authorize	r's Signa	ture					
	Authorizer Comm Please submit Do						Date					

#### 2. OR you can go to the very top of the page and right click.

S       Created         PS21A Case 420997 - ZTown (text) - 11/2/2021 - Pending - Tanker, Tommy V       D         Basic Information       D         Case at the following to derive the benefits       VS2 Name         VS21A Date*       Bodget Namber*         11/2/2021       Benefits Surt Date*         11/2/2021       Benefits Calculations         Benefits Calculations       Benefits Calculations         None       Budget Amount         12/50.00       Sinter Benefit +         13/50.00       Sinter Benefit +         14/50/50.00       Sinter Benefit +         12/50.00       Sinter Benefit +         12/50.00 <th>Save Save and Clote</th> <th>Save and New Delete</th> <th>Refresh</th> <th>Linger Decuments</th> <th>Tremme More</th> <th>Toggie Te</th> <th>Ē.</th> <th></th> <th>N A</th> <th>Next Object Last Oc</th>	Save Save and Clote	Save and New Delete	Refresh	Linger Decuments	Tremme More	Toggie Te	Ē.		N A	Next Object Last Oc
Case #     Status     Applicant     ID       420997     Pending     Tanker, Tommy V     406718       City     VSO     Rescon Pending     Notice       ZTown (test)     Evan VSO     Supporting Documents     Notice       Calications       Please enter the following to derive the benefits       VS21A Date"       11/2/2021     Badget Number"     None       11/2/2021     1. Single     Refund Status       VS21A Date"     1. Single     None       11/2/2021     1. Single     Refund Status       YS30.00     1     1. Single       Refund Status     30.00     30.00       None     30.00     1       Status     Status     Status       VA Rension     So.00     1       VA Pension     Stote     Stote       VA Comp     \$1,146.39     \$0.00	S E	0	C							Created By: EVAN 11/2/2021 10:27:14
Case #     Status     Applicant     D       420997     Pending     Tarker, Tommy V     406719       City     VSO     Reason Pending       ZTown (test)     Evan VSO     Supporting Documents         Place     Refund Status       11/2/2021     Isingle     None       In Family     Budget Number"     Refund Status       11/2/2021     Isingle     None       In family     Benefit Statu Date"     Refund Status       11/1/2021     So.00     Status       S750.00     1     Status       S750.00     1     Status       S750.00     Spoise     Children       VA. Pension     §0.00     Stotus       VA. Comp     \$1,146.39     \$0.00	Basic Information									Notice of Action
City       VSC       Retard Freedong         ZTown (test)       Evan VSO       Supporting Documents         Please enter the following to derive the benefits         VS21A Date"       Budget Number"       Refund Status       Acknow         11/2/2021       1 - Single       None       See on the second status       See on the second status					the second se					Notice of
Budget Number*         Refund Status         None         Send tr           1/2/2021         1-Single         None         Sologe         Send tr           1/12/2021         8enfit Statt Date*         Refund Status         None         Send tr           1/12/2021         9.00         8enfit Statt Date*         Sologe         Sologe         Send tr           1/12/2021         9.00         7         Sologe         Sol										Determination
Applicant         Spouse         Children         Budget Amount         \$756.00           VA. Pension         \$0.00         \$0.00         Shelter Benefit +         \$679.00           VA. Comp         \$1,146.39         \$0.00         Children Budget +         \$0.00	11/2/2021 # in Family 1 Rent/Mortgage Amt (/ \$750.00 Is Heat Included*		1 - Ben 11/	Single efit Start Date <sup>®</sup> 1/2021		N Re S	lone efund Amount 0.00 efund Balance			Send to Authoniz
V.A. Pension         \$0.00         Shelter Benefit +         \$679.00           V.A. Comp         \$1,146.39         \$0.00         Children Budget +         \$0.00	Monthly Income					Benefits Calculation	ons			
Children Budget + SU.OU			\$0.00	Ch	ldren	Shelter Benefit +		\$679.00		
	Copiel Constitu	00.00	\$0.00	\$1	00	Children Budget +		50.00		
3. Click on Print	3.	Click on Pri	nt							

and New	X Delete	Copy Object	SRefresh	BiHistog	Documents	Forms	<b>▽</b> More	Toggle Tasks	Size — Minimize Maximize		Erist Object
VSO Com	nments	Case History	,						Back Forward Refresh	Alt+Left arrow Alt+Right arrow Ctrl+R	
									Show as ta	b	
n (test) - 1	1/2/2021	1 - Pending - 1	Fanker, Tomm	уV					Cut Copy Paste	Ctrl+X Ctrl+C Ctrl+V	
Status		App	licant			ID	_		Find on par Print	ge Ctrl+F Ctrl+P	
Pending			ker, Tommy V	(		406718			Zoom	>	
	1	VSO			Reason	Pending			× Close	Alt+F4	
		Evan VSO		5		rting Document	s				

derive the benefits

- 4. Click on More Settings, yours may be a little different.
- 5. You can also change it to Landscape.

Print ?	7/14/2021		VS-21A Case	120997 - ZTown (test) -	6/29/2021 - Submitted -	Tanker, Tommy V	100	
*	Benefit Su	ımmary						
Printer HP LaserJet P2035	Net Ordina \$786.00	ry Benefit Amoun	t Fuel Benefit + \$0.00		otal Payable Benefi \$786.00	Amount		
Copies	Prior A	oproval			5pend Down (if > \$0 \$0.00	))	_	
1	VSO Bene	fits						
	,	Month*	OB	Fuel	Doctor	Medical	Hospital	
Layout		10/1/2021	\$786.00	\$0.00	\$0.00	\$0.00		
O Portrait		10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00		
O Landscape		10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00		
Pages		11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00		
O All		11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00		
O e.g. 1-5, 8, 11-13		11/1/2021	\$786.00	\$0.00	\$0.00	\$0.00		
Print on both sides								
	1 - 15 of 1	5 records				Show 100 ¥ 1	records	
Print on one side	VSO Comm	ent						
More settings ~	1 0		= 🖪 🖸	II co ,* :	Aa 🗛			
Print using system dialog (C Inift+P)	The falls	VER LE SER LE			120			
Tranklechoot orinter issues	The folio	wing V521As are b	eing amended: 38	0041, 303125, 383	120			
Print Cancel								

#### 6. Reduce the scale to whatever you want to show on the printed page. Usually, 70% is good.

Print ? Total: 1 sheet of paper	7/14/2021	VS-21A Case 420997 - ZTown	i (test) - 6/29/2021 - Submitted - Ta	nker, Tommy V		1
-	Benefit Summary					
O e.g. 1-5, 8, 11-13	Net Ordinary Benefit Amou \$786.00	Fuel Benefit Amount	Total Payable Benefit A	lmount		
Print on both sides	Prior Approval		Spend Down (if > \$0) \$0.00			
Print on one side 🗸 🗸	VSO Benefits					
Fewer settings	Month*	OB Fuel	Doctor	Medical	Hospital	
Paper size	10/1/2021	\$786.00	\$0.00 \$0.00	\$0.00		
Letter ~	10/1/2021	\$0.00	\$0.00 \$0.00	\$0.00		
cale (%)	10/1/2021	\$0.00	\$0.00 \$0.00	\$0.00		
100	11/1/2021	\$0.00	\$0.00 \$0.00	\$0.00		
ages per sheet	11/1/2021	\$0.00	\$0.00 \$0.00	\$0.00		
1 ~	11/1/2021	\$786.00	\$0.00 \$0.00	\$0.00		
		1000			h	
argins	1 - 15 of 15 records			Show 100 -	records	
Default 🗸	VSO Comment					
Options	¶Ов/ <u>⊍</u>	\$ 📰 🖪 🖸 🎫 🕫	e* ≡ 🖾 Aa			
Headers and footers	The following V521As are	being amended: 386841, 38312	5, 383120			
Print Cancel						

#### 7. I changed mine to landscape and to 70%, then hit print.

int ?	Prior Approval					Spend Dov \$0.00					
i: I sneet of paper	VSO Benefits										
/out *	Month*	08	Fuel D	Noctor Me	dical Hospital	Dental	Mis		Description		Del
Portrait	10/1/2021	\$786.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B		1
	10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$52.00	Medicare Part D		
Landscape	10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00	MEDIGAP		
	11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0,00	\$0.00	\$144.60	Medicare Part B		
les	11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60	Medicare Part B		
All	11/1/2021	\$786.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B		
	11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$35.35	Medicare Part D		
e.g. 1-5, 8, 11-13	1 - 15 of 15 records									She	w 100 v records
nt on both sides	VSO Comment 11 O B / U	동 📰 🖬 🖸									
int on both sides Print on one side  wer settings	VSO Comment 11 O B / U										
int on both sides	VSO Comment T O B / U The following VS21As	are being amended: 38	5841, 383125, 36312	10	dical Hospital	Dental	Mite	2	Deny	is Amended	
nt on both sides trint on one side ver settings	VSO Commant T O B / L The following VS21As Authorizer Reports	are being amended: 38	5841, 383125, 36312	10	Sical Hospital \$0.00	Dental \$0.00	50.00	s \$148.50	Deny	iz Amended	
nt on both sides trint on one side  wer settings  ber size etter	VSO Commant T O 8 / U The following VS21As Authorizer Bennfits Moreh	are being amended: 38	5841, 383125, 38312 Fuel D	to hoctor Me	l'and and				Dery	Is Amended	
nt on both sides Print on one side V wer settings A per size	VSO Commant T O B / L The following VS216s Authorizer Benofits Moreth 10/1/2021	oe \$786.00	5841, 383125, 38312 Fuel D \$0.00	to hoctor Me \$6.00	\$0.00	\$0.00	\$0.00	\$148.50	Dany	In Amended	
nt on both sides Print on one side  wer settings  per size Letter	VSD Commant T	ore being amended: 38 08 \$786.00 \$0.00	5841, 383125, 38312 Fuel D \$0.00 \$0.00	0 Noctor Me \$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00 \$0.00	\$148.50 \$52.00	Deny	is Amended	
nt on both sides rint on one side ver settings  rer size etter le (%)	VSD Commant           ¶         Q         8         /         Luthorizer           The following VS21As           Authorizer Elemenfits           Month           10/1/2021           10/1/2021           10/1/2021	are being amended: 38 08 \$786.00 \$0.00 \$0.00	5841, 383125, 36312 Fuel D \$0.00 \$0.00 \$0.00	io locitor Me \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00	\$148.50 \$52.00 \$200.00	Deny	Is Amended	
nt on both sides rint on one side ver settings  rer size etter le (%)	VSD Commant T	are being amended: 38 08 \$786.00 \$0.00 \$0.00 \$0.00	Fore 0 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	to hocitor Me \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$148.50 \$52.00 \$200.00 \$144.60	Dany	Is Amended	
nt on both sides int on one side  ver settings  er size etter ver	VSD Commant T O 8 / U The following VS214s Authorizer flemefits Morth 10/1/2021 10/1/2021 11/1/2021 11/1/2021	are being amended: 38 08 \$786.00 \$0.00 \$0.00 \$0.00 \$0.00	Fuel         D           \$0.00         \$0.00           \$0.00         \$0.00           \$0.00         \$0.00           \$0.00         \$0.00	to tootor Me \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$148.50 \$52.00 \$200.00 \$144.60 \$144.60	Deny	Is Amended	

#### Choose the correct VS1 when creating a new one

Hover your mouse over the Create VS1 areas.

- 1. You will create the VS1 for the Veteran to be the applicant
- 2. You will create the VS1 for the Spouse to be the applicant, Spouse will be the applicant.

WorkView Wark - Microsoft Edge				- 0 ×
Save Lave and Dose Save and New	(203AppNet/Workview/Viewer/Ob	ectViewer.aspx?Applicationid=10026/DbjectUe14=15/081798/Classid=1043/8/Screentid=10688/BobjectViewerFromoundente between the sector of the se	for this veteran.	
Veteran - Green, Glen Enter only the person who will serve as a You must create the Applicant before yo		2. Create a new VS-1 application for this combination of Veteran and Applicant with the Spouse as the applicant	f	ted By: EVANVS 1 4:00:54 PM Create VS-1
Veteran and Applicant			58+	What to do when a
Veteran Green Glen	Applicant Green, Pam	Relationship to Veteran		veteran passes away
1 - 1 of 1 records		Show 100 V rec	Create VS1	
			5	
Relationships where one Veteran is clai	iming benefits of another veteran			

### Update an Applicant's contact information

- 1. Go to the applicants **VS1**.
- 2. Under applicant info you will see the applicants full name and a white box to the right. Click that box

3 ≠ 1 VS-1 Applic	ation Tasks Dev	veloper	Case 422237 - ZTown (test) - 6/21/2018 - JJ, A)	- 8
	e ( Add to -	Subscribe History Documents Fo	First Previous Next Datat w Object Object Object Object Uset	
nographics* VS	-21A Applications Re-	cipients Employment* Shelter* Au	utos Obligations* Investments Insurance. Documents	
37 - ZTown	(test) - 6/21/2018 - JJ,	,AJ		Created By: MassDVS.SERVI 5/20/2021 1:32:20
ntenance				
	Status Saved	Application Date® 6/21/2018		
own (test)	q	VS0 Evan VS0		
und Status	Refund Amount	Refund Balance		
ttlement	\$1.00	\$1.00		
plicant Info				
l Name , AJ				
e of Birth	SSN	Relationship		
0/1955	101-01-0102	Applicant		
ider ile	US Citizen Yes	Spoken Language		
	res			
eet 1 )0 wash st				
eet 2				
,		State Zip Code		
Fown (test)		MA 02111		
	Phone Number (	(Imported) Email Address		
one Number				

3. It will bring you to the detail page where you can update their information.

Adonu Hitiary Document	ni Obeci Obeci Deni Mangalori	
Veteran - J.J, A.J.		Greated By: MassDVS.SERVIC 5/18/2021 10:20:34 1
Basic Info (this information was imported from enother system)		
Last Name First Name MI Suific Lui Au Fut Name Lui Au Lui Au Mi Binateet		
SSN         Date of Birth         Date Decessed           [01-0102]         [8/10/1955]         [20]         [20]           Gender         Spoken Language         US Coltean         [20]           Male         [20]         [20]         [20]		
Ethnichty/Bace: This information is collected to make sure everyone is treated fairly. Your answer is voluntary. Race (Check all that apply)	Special Circumstances (Check all that apply)	
Arriersan Indian or Alaskan Native     Asian     Black or Abroan American	Physical/Metal impliment     Hearing implies     Hearing implies	
Happenc or Latino     Mathe Hawaiian or other Pacific Islander     Minte	Interpreter Required     Sign Language Required Other	
Other		
Branch Of Service         Service Start Date         Service That Date           Air Force         マ         11/1/1975         11/1/1976         11/1/1976           Discharge Type         Hononable discharge         マ         11/1/1976         11/1/1976		

#### Uploading a document **DOES** matter if you are on the VS-1 or in a VS21A.

If you are on the VS1 the document will upload under these folders.

Documents	
🛅 Static (1)	
Related Documents (16)	
To Veteran Related Documents	; (3)
Today's Documents (2)	

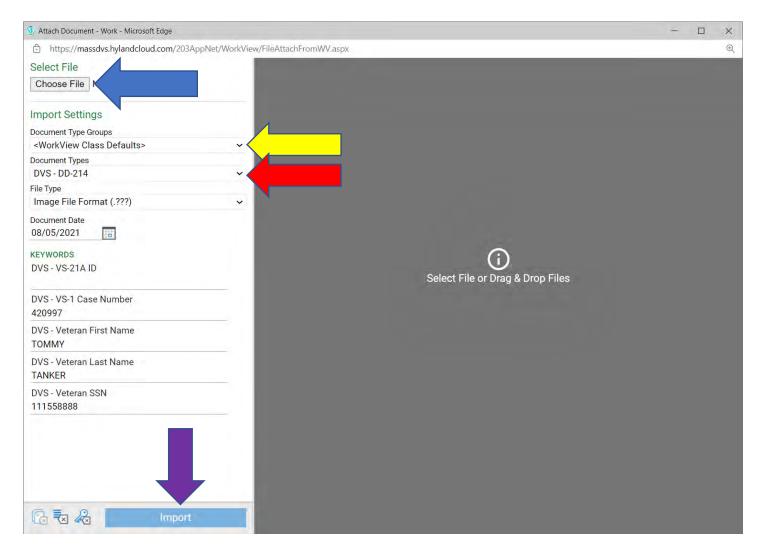
Static (1)

VS-1 Related Documents (16)

Save Save and Clas		K L	Refresh History Documents 75mm More Toggie Tasks	Tim Ray 1 Street Court Next Object
	-21A Applications (test) - 8/25/2017 - 1		ployment" Shelter" Auto Compose futurents Insurance Document	s Created By: MassDVS.SERVICE 5/20/2021 1:15:47 P
Case Maintenance	-			
Case # 420997 City*	Status Saved		vplication Date* /25/2017	Initiate Refund (VSO) Banefit History
ZTown (test)		Evan VS		
Refund Status None	Refund Amount \$0.00	Refund B \$0.00	nce	Create Agreement to Reimburse Letter
Applicant Info				Create Authorization for Release Letter
Full Name			5 m	
Tanker, Tommy V				Create DOR Authorization for
Date of Birth	SSN		lationship To Veteran	Release Letter
8/10/1955	111-55-8888	t i l	pplicant	
Gender	US Citizen	Spoken Lang	ge	Create VS1 Document
Male	Yes			
Street 1				Create Document
600 Washington		0		Packet
Street 2				
City		State	Zip Code	
		MA	88888	

### There are three important steps.

- 1. Select File by clicking on **Choose File** (blue arrow).
- 2. Under Document Type Groups select the group (yellow arrow).
- 3. Under **Document Type** select the document type (red arrow).
- 4. Click Import at the button (purple arrow), you will receive a message Imported Successful.



#### Do a VS21A for a Repayment

When and Applicant is in Refund/Settlement, and they are making a payment back to the City/Town. This is how you do a VS21A.

- 1. Start to do a new VS21A.
- 2. Select the Benefit Start Date (blue arrow).
- 3. Go to the **Benefit (VSO)** tab (yellow arow).

VS-21A Case 425371 - Z	Town (test) - 11/4/2021 -	Unsubmitted - Applic	cant, Peter S - Work - I	Vicrosoft Edge					- 0 ×
https://massdvs.h	ylandcloud.com/203A	ppNet/WorkView/	Viewer/ObjectView	er.aspx?applicatio	onID=1002&0	bjectld=16973	233&ClassId=1026&ScreenId=10	0398:OBToken=0b36b4d5-652	2d-464d-98e7-c912f98bda6, @
Save Save and Close	e Save and New	Cop Ment	9	Documents	Form	More	Toggie Taska	K	
VS-21A Case 47	VS0) VS0 Comment 0 own (test) - 11/4/2	G	d - Applicant, Peter	rS					Created By: EVANVS0 11/4/2021 10:06:41 AM
Basic Informati									Amend Open
Case #	Status	Applic	cant		ID				Benefits
425371	Unsubmitted	Appli	icant, Peter S		407124				
City		VSO							Notice of Action
ZTown (test)		Evan VSO		1					Notice of
Calculations Please enter the follow	ving to derive the benefi	ts							Determination
VS-21A Date*			Budget Numbe				Refund Status		VS21A
11/4/2021	Ea		1 - Single	$\bigtriangledown$			None		Acknowledgement
# in Family			Benefit Start Da	ate"			Refund Amount \$0.00		
Rent/Mortgage Amt (	Applicant Portion Only)		# Sharing Expe				Refund Balance		
\$700.00		1	1				\$0.00		
Is Heat Included* Yes	$\bigtriangledown$	_							
Monthly Income						Benefits C	alculations		
	Applicant	Spo	use	Children		Budget Ar	nount		

#### 4. Click on the green plus (green arrow) to add the repayment.

enefit Summary								
et Ordinary Benefit Amo	unt	Fuel Benef	fit Amount		Total Payable Benefit Am	ount		
		+		3-	\$0.00			
Prior Approval					Spend Down (if > \$0)			
SO Benefits							1	. 5 6 9
Month*	ОВ	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description

5. Select the Month (yellow arrow), under the MISC column enter in the repayment amount (example: -200.00) (red arrow), then select Repayment as the Description (blue arrow).

S-21A Benefit								Created By: EVANVS
								11/4/2021 10:08:52 AM
VS-21A								
Case #		VS-21A Status		Applicant				
425371	5	Unsubmitted	7.	Applicant, Peter S				
VSO Benefit								
Month*								
11/1/2021		٩ 🚬						
OB \$0.00		Fue		Doctor	Meds	Hospital	Dental	Misc
\$0.00		\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	(\$200.00)
Description								
Repayment		9						

6. Click Save and Close at the top, enter a VSO comment and send to Authorizer. Note: If the Send to Authorizer does come up, refresh the page at the top (purple arrow).

S-21A* S 21A Cas	Benefits (VSO) se 425371 - ZTo	E	0	Case History C Unsubmitted - App	licant, Peter S						Created By: EV. 11/4/2021 10:06
enefit Su	ummary	_									Amend Ope
	aary Benefit Arnoi Approval	unt		Fuel Benefi	it Amount		Total Payable Bene \$0,00 Spend Down (if > \$				Benefits Notice of Act
O Bene	efits									/ ≤ 5 8 9 +	
	Month*		ОВ	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Notice of Int
	11/1/2021	5	\$0.00	\$0.00	\$0.00	\$0,00	\$0.00	\$0.00	(0000/00)	Repayment	VS21A Acknowledger Send to Autho
											*

Any VS21A that was left Unsubmitted or put into Pending, you have a total of 21 days to use it or respond back to the Pending one. If you do not the system will send you warning emails.

Emails for Unsubmitted VS21A's.

Sample of first email:

OnBaseDev@DoNoReply.state.ma.us		S Reply	Keply All	→ Forward	•••
Toj					
CAUTION: This email originated from a sender outside of the Commonw	ealth of Massachuset	tts mail system. Do	not click on links	or open attachm	ents
unless you recognize the sender and know the content is safe.				a de la constante	
VS-21A for Purple, Sam has not been submitted. Please complete and sul	bmit.				
VS-21A for Purple, Sam has not been submitted. Please complete and sul	bmit.				
VS-21A for Purple, Sam has not been submitted. Please complete and sul This VS-21A will be auto denied in 7 business days if not submitted.	bmit.				

#### Sample of second email.

OnBaseDev@DoNoReply.state.ma.us	S Reply	Keply All	→ Forward	•••
la				
AUTION: This email originated from a sender outside of the Commonwealth o	(Massachuratte meilleuten D	wat allak an Bata		

Emails for Pending Vs21A's.

### Sample of first email:

VS-21A for Payan, Louis A has been Pending for 14 business day	ys			
OnBaseDev@DoNoReply.state.ma.us	S Reply	S Reply All	-> Forward	
To			***	

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

VS-21A for Payan, Louis A has been Pending for 14 business days.

This VS-21A will be auto denied in 7 business days if not submitted.

Sample of second email: YET TO COME

# Manage Medical Only (with and without Spend Down)

Managing Medical Only (MO) and MO with SPEND DOWN (MOSD). In accordance with 108 CMR 5.02 (13), a medical only case with a spenddown over 200% of the FPL is calculated as follows:

There are two types of Medical only calculations based on the current year federal poverty level (FPL)

A) Applicant Under 200%FPL (exceeds regular benefits, but under the maximum FPL)

B) Applicant Over 200% FPL (income Exceeds FPL)

Calculations

Open Vs-21A and insert typical data, Budget #1,2. Rent, benefit start month, Heat, shared expenses, and income. Once complete, press the calculate Benefits button. OnBase will calculate the correct budget and amount due.

As you can see by the example below, the total income for this client is \$1,900.00 and the current year's FPL. This applicant is not eligible for ordinary benefits or a fuel allowance (red box) and OnBase has changed the budget # to 5 automatically (blue arrow), but is eligible for medical reimbursement only (MO). This includes premiums for medical insurance's (Medicare B, C, D, supplemental Medicare insurance along with copayments for prescriptions, hospital and doctors visits). A new VS-21A for monthly additional medical reimbursements for prescriptions, doctors, ect.

Diagon anton the fel	laudaa ka daabaa kka	hanafta			
Please enter the fol	lowing to derive the	Denetits			
VS-21A Date*			Bu	udget Number*	
11/5/2021	8133 B		5	- Medical Only 🤝	
# in Family			Be	enefit Start Date*	
1			7	/1/2021	
Rent/Mortgage Am	nt (Applicant Portion	n Only)*	#	Sharing Expenses*	
\$750.00			1		
Is Heat Included*					
No	$\bigtriangledown$				
	Applicant	Spouse	Children	Budget Amount	\$0.00
V.A. Pension	\$0.00	\$0.00		Shelter Benefit +	\$0.00
V.A. Comp	\$1,900.00	\$0.00		Children Budget +	\$0.00
Social Security	\$0.00	\$0.00	\$0.00	REBA +	\$0.00
Social Disability	\$0.00	\$0.00	\$0.00		\$0.00
S.S.I.	\$0.00	\$0.00	\$0.00	= Total Ordinary Benefit	- Total Income
Retirement	\$0.00	\$0.00		= Net Ordinary Benefits	\$0.00
Countable Wages	\$0.00	\$0.00		Fuel Benefit +	\$0.00
Unemployment	\$0.00	\$0.00		= Total Payable Benefit Amount	\$0.00
Workmen's Comp	\$0.00	\$0.00			
Long-Term Disability	\$0.00	\$0.00			
Sick Leave	\$0.00	\$0.00			
Other Income	\$0.00	\$0.00			
Total Income	\$1,900.00				
Medical Only Calculations			Ca	iculate Benefits	
Total Income	\$1,900.00				
200% FPL -	\$2,147.00				
Spend down (if>0)	\$0.00				

If the same applicant, has a total income of \$2,300.00 and the current year FPL is \$2,147.00. This applicant is not eligible for ordinary benefits or a fuel allowance, OnBase will change the budget # to 5 (blue arrow) automatically but is eligible for medical reimbursement with a Spend down MOSD. **THE SPEND DOWN IS CACULATED BY ONBASE BUT THE SYSTEM DOES NOT NOTIFY YOU OF THE SPEND DOWN AND YOU HAVE TO CORRECTLY CALCULATE THE REIMBURSEMENT MANUALLY (red box).** 

Calculations								
Please enter the	following to derive t	he benefits						
VS-21A Date*				Budget Number*				
	1999		E CONTRACTOR OF					
11/5/2021				5 - Medical Only 🗢				
# in Family			ं।	Benefit Start Date*				
1				7/1/2021 🔍				
Rent/Mortgage	Amt (Applicant Port	ion Only)*	0	# Sharing Expenses*				
\$750.00	and ( approxime on		E CONTRACTOR E CONTRA	1				
	1		1	·				
Is Heat Included	*							
No	$\bigtriangledown$							
	Applicant	Spouse	Children	Budget Amount	\$0.00			
A. Pension	\$0.00	\$0.00		Shelter Benefit +	\$0.00			
A. Comp	\$2,300.00	\$0.00		Children Budget +	\$0.00			
ocial Security	\$0.00	\$0.00	\$0.00	REBA +	\$0.00			
ocial Disability	\$0.00	\$0.00	\$0.00	= Total Ordinary Benefit	\$0.00			
S.S.I.	\$0.00	\$0.00	\$0.00		- Total Income			
Retirement	\$0.00	\$0.00		= Net Ordinary Benefits	\$0.00			
Countable Wages	\$0.00	\$0.00		Fuel Benefit +	\$0.00			
Inemployment	\$0.00	\$0.00		= Total Payable Benefit Amount	\$0.00			
Vorkmen's Comp	\$0.00	\$0.00						
ong-Term Disability	\$0.00	\$0.00						
ick Leave	\$0.00	\$0.00						
ther Income	\$0.00	\$0.00						
otal Income	\$2,300.00							
ledical Only Calculations			Са	Iculate Benefits				
otal Income	\$2,300.00							
200% FPL -	\$2,147.00							
Spend down (if>0)	\$153.00							

The applicant has a \$ 153.00 Spend down each month which means:

The applicant has submitted bills for monthly medical reimbursement of \$148.50 for Medicare B, \$191.82 for BCBS (Medigap), and \$42.80 for Medicare D.

Add all the re-occurring medical expenditures and subtract the spend down. \$383.12-\$153.00=\$230.12.

Take that amount and you can request a reimbursement to the client.

Always add VSO notes so the authorizer can clearly see your calculations and don't forget to upload the supporting documents.

- 1. Create a New VS-21A
- 2. Change Budget # to 8-Info Only

$\nabla$
9

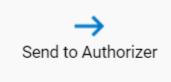
4. Then check the Prior Approval box (blue arrow).

Benefit Summary			
Net Ordinary Benefit Amount		Fuel Benefit Amount	
\$0.00	+	\$0.00	

**Note:** With a Budget 8 no green plus will show due to it being an information only.

No benefits are being entered. The only information going to the Authorizer is the VSO comments and the documentation.

5. Once done Send to Authorizer.



# Input a Recertification

- 1. Do a new VS21A an enter the applicants' benefits.
  - a. All six months for fixed incomes.
  - b. Three months for applicants on an employment plan.

Save	Save and Close	Save and i	New Sec		G 9,		Mare	Toggie Tasks			
5	<u>Benefita (VSO</u> ie 475766 - ZTo			ase History - Unsubmitted - Pu	rple, Pam						Created By: EV 11/15/2021 11:34
inefit Su	mmary										Amend Op
et Ordin. 262.00	ary Benefit Amo	unt		Fuel Benef	it Amount		Total Payable Bene = \$568.00				Benefits
Prior A	oproval						Spend Down (if > \$ \$0.00	0)			Notice of Ac
SO Bene	fits									/ 5 % B	+ Notice of Determination
	Month*		OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Notice of Int
	8/1/2021	5	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B	1
	8/1/2021	5	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00	MEDIGAP	VS21A Acknowledge
	9/1/2021	<b>F</b>	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B	I Send to Autho
	9/1/2021	5	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00	MEDIGAP	(
	10/1/2021	(FI)	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B	1
	10/1/2021	<b>F</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00	MEDIGAP	1
-	11/1/2021	53	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	Medicare Part B	1-
10 of 10	0 records									Show 100 - record	ds

#### a. This is where you want to enter what you received for docs and notes about the case.

5-21A Case 475766 - ZTown	(test) - 11/15/2021 - Unsut	emitted - Ve. Pam - Work -	Microsoft Edge				- 0 ×
E https://massdvs.hyland	dcloud.com/203AppNet	/W/ wei/Object	/iewer.aspx?applicationID=10	002&Objec	tid= 1703297&Classid= 1026&Screenid= 1039&OBToken= dd9fae	18-6007-464c-815f-22eb45a44df48v	ewid &objectView @
Bave Save and Close Save	ve and New	S. Refresh			Ware Toggie Teals		Ness Object Last Object
VS-21A* Benefits (VSO) S E	VSO Commente	ase History					
VS-21A Case 475766 - ZTow	wn (test) - 11/15/2021 -	Unsubmitted - Purple, Par	n				Created By: EVANVS0 11/15/2021 11:34:28 AM
Please approve the ber	\$     Image: Constraint of the second s	E	Aa	1350.00, B	5148.50, <u>Medigan</u> 5293.00.		Amend Open Benefits Notice of Action Notice of Action Determination Determination Votice of Intent VS21A Acknowledgement Send to Authorizer
Related VS-21A Private Corr	mments	- 65	_	-		11 S 8	
ID	VS-21A Date	Status	Benefit Period Start		Private VSO Comment		
408065	9 11/15/2021	Unsubmitted	8/1/2021	F.	2022 Re-cert rec'd Bank Checking #1234 and Savings #6789, Shelte	er heat not included	
20002	9 9/95/2021	Annround	7/1/2021	51			

 Once all benefits and notes are added, upload the documents in one file. You want to have the VS21A open and be either on the VS-21A tab, OR the Benefits (VSO) tab, OR the VSO Comments tab.



4. Click on the **Documents** tab then click on the **Upload.** 

Docur	land land	ms
Ē	Documents	ï
9	Compose	L
1	Upload	1
m	Folders	P

- 5. There are three important steps.
  - a. Choose File (blue arrow)
  - b. Select the correct Document Type Groups (yellow arrow) Choose ALL or DVS MIS
  - c. Select the correct Document Type (red arrow) Choose Re-cert Packet

9	Latter allow and Latter	a design of a large star for a second	10004	1	VEN ALL LE	144/
	https://massdvs.h	wandcloud com	1/2U3Annh	vet/workwew	/FileAttachF	romvvv asox
	riceps//indepervoir	y la la coudicom	1 LODI OPPI	acy institution	/ i nea tecesarii	Torrite Gaspy

Select File			
Choose File	_		
Import Settings			
Document Type Groups			
<workview class="" defaults=""></workview>	~		
Document Types			
DVS - DD-214	~		

#### Example: See Document Types, VERY INPORTMANT CHOOSE RE-CERT PACKET (red box)

#### This will help **YOU** and the **AUTHORIZER** to find the documents easily.

https://massdvs.hylandcloud.com/203AppNet/WorkView/FileAttachFromWV.aspx

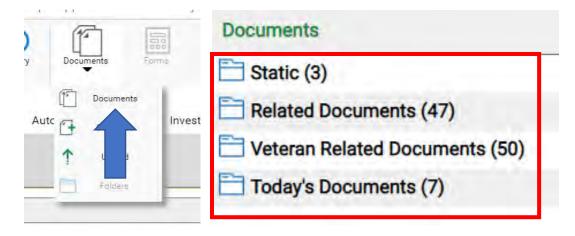
Select File		Document Queue (1)		
Choose File No file chosen		Test uploading.docx	Pending Import	
You can add 4 more documents.		-		
Import Settings				
Test uploading.docx				
Show Preview				
Document Type Groups				
<all></all>	×			
Document Types				
DVS - Re-cert Packet	~			
File Type		the second se		

# **Required CH115 Documents and where to find them**

- 1. On the VS1 you will find the following documents to the right (red box).
  - a. Agreement to Reimburse Letter
  - b. Authorization for Release Letter
  - c. DOR Authorization for Release Letter
  - d. VS1 Document
  - e. Document packet (the packet is missing the Agreement to Reimburse)
- 2. Once you click on one of the documents the system will flicker and then store in under the Document icon on the top of the page (blue arrow).

Case 420997 - ZTown	test) - 8/25/2017 - Tank	er, Tommy V - 1	rk - Microsoft Edge	- 0 ×
https://massdvs.	hylandcloud.com/20	3AppNet/Wo	/iew/Viewer/ObjectViewer.aspx?applicationID=10028tObjectId=1885668tClass	d=1010&ScreenId=1022&CBToken=d5e11e02-a66a-df9c-9166-194f84e4afd9&viewid=undefined&obj@
Save Save and Clo		× .1	Refresh History Decuments Torresh More T	ager Tasks
<u>а</u> *	S-21A Applications S (test) - 8/25/2017 -	Recipients R Tanker, Tom	E H A I N	Documents C Created By: MassDVS.SERVICE 5/20/2021 1:15:47 P
Case Maintenance				
Case # 420997	Status Saved		Application Date" 8/25/2017	Initiate Refund (VSD)
City* ZTown (test)		VSO Evan V		
Refund Status None	Refund Amount \$0.00	Refund \$0.00		Create Agreement to Reimburse Letter
Applicant Info				Create Authorization for Release Letter
Full Name Tanker, Tommy V Date of Birth	SSN		Relationship To Veteran	Create DOR Authorization for Release Letter
8/10/1955	111-55-8888	8	Applicant	Create VS1
Gender Male	US Citizen Yes	Spoken La	Jage	Document
Street 1 600 Washington				Create Document Packet
Street 2				
City ZTown (test)		State	Zip Code 88888	
Phone Number	Phone Numb		Email Address	

3. Click on Document again (blue arrow) and the documents will be stored in one of the folders (red box).



4. Go to the applicants VS-21A Applications tab (blue arrow).

se 420997 - ZTo	vn (test	(2017 - Tanker,	Tommy V						by: MassDVS.SE
Lockout								Î	Initiate Refu (VSO)
Lockout VS-21	_	plicant					S & B	+ ×	Benefit Histe
ID		1A Date	Status	Benefit Start Date		Submitted Amount	Authorized Amount	Is Amender	
	407918	11/12/2021	Unsubmitted	11/1/2021	53				Create Agreen to Reimburse L
	407820	11/10/2021	Unsubmitted	11/1/2021	5			E	Create Authoriz
	407298	11/5/2021	Unsubmitted	7/1/2021	E.			<b>D</b>	₽.
	406718	11/2/2021	Approved with modification	11/1/2021	5	\$1,382.22	\$691.11	8	Create DOF Authorization Release Lett
	406246	10/28/2021	Approved	7/1/2021	5J			E	Release Lett
	404012	10/6/2021	Approved	11/1/2021	, GJ	(\$297.00)	(\$297.00)	10	Create VS1 Document
	401454	9/14/2021	Approved	9/1/2021	53	\$4,664.15	\$4,664.15	8	Create Docum
	401367	9/14/2021	Auto-Denied	7/1/2021	53	\$100.00	\$0.00	0	Packet
	400040	9/1/2021	Approved	9/1/2021	50				

- 5. Open any VS21A, you will find the following documents to the right (red box).
  - a. Notice of Action
  - b. Notice of Determination
  - c. Notice of Intent
  - d. VS21A Acknowledgement Note: You must have open the VS21A you want the acknowledge for, this document comes right up.
- 6. Once you click on one of the documents the system will flicker and then store in under the Document icon on the top of the page (blue arrow).

VS-21A Case 420997 ·	- ZTown (test) - 11/12/2021 - U	nsubmitted - Tanker, Tommy \	- Work - Microsoft Edge				- 0 ×	
https://massdvs	s.hylandcloud.com/203App	Net/WorkView/Viewer/Ob	jectViewer.aspx?appli	ationID=1002&Ob	jectId=1702264&ClassId=1026&	ScreenId=1039&OBToken=d5e1	1e02-a66a-4ḟ9c 🔍	
Save Save and Cl		Dasy Object Refresh	History Docum	ents Forms	More Toggle Taska	First Object	Next Object	
VS-21A* Benefits S E VS-21A Case 420997	(VSO) VSO Comments O 7 - ZTown (test) - 11/12/20	Case History C 121 - Unsubmitted - Tanke	; Tommy V				Created By: TBROWN150 1/12/2021 10:28:38 AM	
Basic Information							o	
Case #	Status	Applicant		ID			Amend Open	
420997	Unsubmitted	Tanker, Tommy	/	407918			5	
City		/SO					Notice of Action	
ZTown (test)	1	Brown, Tracey	5					
Calculations							Notice of Determination	
	wing to derive the benefits	d					Notice of Intent	
VS-21A Date*		Budget No	mber*		Refund Status			
11/12/2021	10	1 - Single	$\bigtriangledown$		None			
# in Family		Benefit St			Refund Amount		Acknowledgement	
2		11/1/20:	1 Q		\$0.00		Send to Authorizer	
	(Applicant Portion Only)*	# Sharing	Expenses*		Refund Balance			
\$580.00		1			\$0.00			
Is Heat Included* Yes	$\bigtriangledown$							
165								
					C OL LE	*		
1				116				

7. Click on Document again (blue arrow) and the documents will be stored in one of the folders (red box).

	Documents
Documents	Documents
Co bse	Static (0)
or bac	VS-1 Related Documents (50)
l, id	VS-21A Related Documents (0)

Note: Notice that both set of Document folders have differnet folders. This is especially important when uploading documents for a case.

## **VSO Comments**

VSO's now have Private Comments for your own record keeping that will follow through with every VS21A. No more looking back at old VS21A for notes if you keep up with them.

https://massdvs.hy	landcloud.com/203A	ppNet/Workview/Vie	wer/ObjectViewer.aspx	ApplicationId	=1002&ObjectId=	1658491&ClassId=1026	&ScreenId=1039&obje	ectViewerEnvironment=	0&objectSource=2&soi	urceld=1088&relatedfol @
Save Save and Close	Save and New	C De service	S D	Documents	0.00	Toggie Tasks			In at Degree - Transact	
Case 475804 - ZTown ( VS-21A S Benefits (VS S-21A Case 475804 - Z	SO) VSO Comment	s ase History	e, Blue							Created By: TBROWN1 9/13/2021 11:24:09 A
Basic Information										î 🔊
Case #	Status	Applicant			ID					Notice of Action
475804	Approved	Blue, Blue	Je		401165					Notice of
City		VSO				Authorized Date	Authorized By			Determination
ZTown (test)		Brown, Tracey	]	7		9/13/2021 11:31:41 AM	TBROWN150			
Calculations										Notice of Intent
Please enter the followi	ing to derive the benefi	its	Budget Numbe	er*			Refund Status			VS21A Acknowledgement
9/13/2021			1 - Single				None			Completed
# in Family			Benefit Start D	ate"			Refund Amount			
1			7/1/2021				\$0.00			
Rent/Mortgage Amt (A \$750.00	Applicant Portion Only)		# Sharing Expe 1	enses"			Refund Balance \$0.00			
Is Heat Included® No								-		
Monthly Income						Benefits Calcula	ations			
	Applicant	-	Spouse	Childr	en	Budget Amoun		\$756.00		
V.A. Pension			\$0.00			Shelter Benefit		\$505.00		
144 Dames			éo oo			Silonon Derrein		(*******		*

#### 1. While in a VS21A you will see a new tab "VSO Comments"

2. You will see two boxes, the top box (blue arrow) says VSO Comments (viewable by Authorizer) and the second box (yellow arrow) says Private VSO Comments (not viewable by Authorizer). This is where you can keep re-cert notes and any other notes on that case.

😨 WorkView - Work - Microsoft Edge	- 0 ×
🖞 https://massdvs.hylandcloud.com/203AppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1002&ObjectId=1658491&ClassId=1026&ScreenId=	=1039&objectViewerEnvironment=0&objectSource=2&sourceld=1088&relatedfol @
Image: Same and Close         Image: Same and Mex         Image: Same and Mex <th></th>	
Case 475804 - ZTown ( 1 VS-21A Case 475804	
VS-21A* Benefits (VSO) VSO Comments Case History	Created By: TBROWN150
VS-21A Case 475804 - ZTown (test) - 9/13/2021 pproved - Blue, Blue	9/13/2021 11:24:09 AM
VSO Comment (viewable by Authorizer)         Testing notes         Private VSO Comment (not viewable by Authorizer)         T       O         B       I         U       S         I       O         B       I         U       S         I       O         B       I         U       S         I       O         B       I         U       S         I       O         I       S         I       O         I       S         I       D         I       S         I       S         I       D         I       S         I       D         I       S         I       S         I       D         I       S         I       S         I       S         I       S         I       S         I       S         I       S         I       S         I       S         I	Notice of Action Notice of Action Notice of Intent VS21A Acknowledgement WS2 Completed WS2 Completed
Related VS-21A Private Comments ID VS-21A Date Private VSO Comment	
ID V3-21A Date Private VSU Comment	

	massdys hyla		ved - Blue, Blue - Work - Microsoft Ed		ectld=1658491&ClassId=10268(ScreenId=1039&OBToken=d	- 0 X Se11e02-a66a-4f9c-9f66-f94f84e4afd98tviewid=8tobjectViewe
		iave and New Durts	Environ Refreet		More Togge Taska	Frat Object Previous Object Institute Language
/S-21A*	Benefits (VSC	) VSO Comments C	Case History			
S-21A Case	475804 - ZT	own (test) - 9/13/2021 -	Approved - Blue, Blue			Created By: TBROWN150 9/13/2021 11:24:09 AM
۵ ۳	B 1	t viewable by Authorizer) U S 🚍 🖬 🖸 Only Comments	■ co "^ = 🚺 Aa			Notice of Action Notice of Determination Notice of Intent
_						VS21A Acknowledgement
Related VS	21A Private C	omments				VS21A Acknowledgement
	21A Private C ID	omments VS-21A Date	Status	Benefit Period Start	Private VSD Comment	VS21A Acknowledgement jSSS Completed
	ID	1	Status Auto-Denied	Benefit Period Start	3	VS21A Acknowledgement SS Completed
	ID 402	VS-21A Date	La construction de la constructi	10/1/2021	testing to see if authorizer can approve zero benefitsAuthoriz	VS21A Acknowledgement SS Completed
	ID 402 401	VS-21A Date 068 9/28/2021	Auto-Denied	10/1/2021 5	3	VS21A Acknowledgement S Completed

# Applicant passes away

Follow these steps when an Applicant passes away:

- 1. Remove all future CH115 benefits. (Amending chapter 4)
- 2. Make sure there are no outstanding Unsubmitted or Pending VS21A's.
- 3. Send a NOA to the Applicant's home address that the benefits have stopped. (NOI/NOA chapter 5)
- 4. Update the veteran's record with the date deceased. Do this on the Detail page.
  - a. Go to the Applicant's VS1 **Demographics** tab, click the white box to the right of their full name (blue arrow)

Demographics*	VS-21A Applications	Recipients	Employment*	Shelter*	Autos	Obligations*	Investments	Insurance	Documents
ase 420997 - ZTo	wn (test) - 8/25/2017 -	Tanker, Tom	my V						
Case Maintenance	•								
Case #	Status		Application Da	te*					
420997 Saved			8/25/2017						
City*		VSO							
ZTown (test)		Evan V	SO						
Refund Status	Refund Amount	Refund	Balance						
None	\$0.00	\$0.00							
Applicant Info									
Full Name									
Tanker, Tommy	V								
Date of Birth	SSN		Relationship	Veteran		I			
8/10/1955	111-55-888	8	Applicant						

Now that brings you to the detail page where you can enter the Date Deceased (yellow arrow).
 Once done click Save and Close. (green arrow) (Or see Updating and Applicants contact information chapter 14)

Save Save and Clos	se Save and New	Delete	Capy Object	5 Refresh	History	Documents	Farms
/eteran Detail a	ationships Re	elated Items					
eteran - Tanker, Tomi	my V						
Basic Info (this inform	nation was impo		er system)				
Last Name		First Name		MI	Suffix		
Tanker		Tommy		V			
Full Name							
Tanker, Tommy V				Is Enabl	ed		
SSN	Date of	Birth	Date D	eceased		1	
111-55-8888	8/10/1	955					
Gender	Spoken	Language	US Cit	izen			
N 4-1-			- 1				

5. Do a new VS21A as budget 8 (info only) letting the Authorizer know the Applicant passed away and upload the NOA.

#### If the veteran is survived by a family member who will take over the case, follow these steps:

- 6. Remove all future CH115 benefits. (Amending chapter 4)
- 7. Make sure there are no outstanding Unsubmitted or Pending VS21A's.
- 8. Update the veteran's record with the date deceased. Do this on the Detail page (see above or see Updating and Applicants contact information chapter 14)
- 9. If no Applicant Detail record exists for the current family member that's on the benefits with the Veteran. Then create a new Applicant Detail page (see chapter 10 or 11)
- 10. On the Relationship record between the veteran and the new applicant, execute the task "VS-1 Replace Veteran with new Applicant" (see chapter 10 or 11)
- 11. Update the **Recipients** tab on the VS1 to just the Applicant who took over the case.

24863 - ZT	Town (test) - 5/21/2020	) - Jones, Alice M			
	A state and state and				
usehold Merr	nbers Seeking Aid				
	nbers Seeking Aid	First Name	Date Of Birth	Relationship To Applicant	Gender
	Name	First Name Alice	Date Of Birth	Relationship To Applicant	Gender

13. Send a NOA or NOD to the Applicant's home address that the benefits have changed. (NOI/NOA chapter 5) 14. Update all VS1 tabs to the new Applicant's information.

# VS21A's that are Approved with Modification

Do **NOT** do a new VS21A, amend the current one, see chapter 4 Amending. If you do a new one without amending the current one you will double up on the benefits.

1. Open the VS21A that is Approved with Modification.

ase 42537	71 - ZTown (test) -	2/23/2021 - Applica	int, Peter S					C
Lockout								
C Locko	ut VS-21A 🔲 Missi	ng Applicant						
VS-21A A	pplications						8 S 6	<b>→</b> + ×
	ID	VS-21A Date	Status	Be fit Start Date		Submitted Amount	Authorized Amount	Is Amend
	408850	11/20/2021	Approved with modification		R	\$3,333.00	\$1,666.5	i0 🔲
						40.00		

2. Scroll down to the Authorizer Benefits, look at what benefits were modified and view the Authorizers comments.

Authoriz	er Benefits										5
	Month		OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Deny	Is Amended
	7/1/2021	5	\$101.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50		
	8/1/2021	5	\$101.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50		
	9/1/2021	R	\$101.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50		
Г	10/1/2021	5	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	
	11/1/2021	5	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
T	12/1/2021	5	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	~	
	records Reviewed									Si	how 100 ~ records
thorize	er Comment										

3. You will need to amend from October onward. See chapter 4 Amending.

# **Chapter 115**

# What documents are required for Recertification

- 1. NOD 108 CMR 5.01(3) Required with all existing AND new cases
- 2. Income 108 CMR 6.01(2) and 108 CMR 4.02(3)
  - Current year SSA award letter, VA award letter, Retirement statement(s), Pension statement(s)
  - Any additional documents that show gross income that is from a valid source issued on letterhead. This includes payroll wages, DUA benefits, child support, and workman's compensation.
  - Please note that the documentation must show the gross (before any deductions) income. If the applicant has any imputed income or unauthorized deductions and, therefore, is notreceiving the gross award amount, the gross award amount must still be entered into the calculations.
- 3. Shelter 108 CMR 5.02(6)
  - Mortgage statement, lease/rental agreement, rent receipt, cancelled check, moneyorder.
  - VSO prepared landlord statement.
  - Handwritten note from applicant/recipient's landlord must include the landlord'scontact information: name, address, and telephone number.
  - 108 CMR 5.02(9) Mortgage free dwelling- Shelter allowance is calculated by adding annual property taxes, fire insurance premiums, water & sewer charges and -- reasonable maintenance for those recipients who are elderly and or receiving a REBAallowance.
- 4. **Fuel** 108 CMR 5.02(10)
  - Verification is not required if recipient owns their home and provides a mortgage statement, verification of mortgage free dwelling or rental/lease agreement that specifiesthe applicant / recipient is responsible for fuel.
  - All other request for fuel must include verification in the form of a utility bill, which lists the name of the recipient. The submission must specifically be for heating—oil, propane,gas, or electric bill.

- 5. Verification of Assets with a Bank Account Bank Statements 108 CMR 6.02 and 108 CMR 8.01(2)(f)
  - A complete, un-altered bank statement for the previous year month, if a November statement is not available, October's statement is acceptable for all accounts including Checking and/or Savings that lists the applicant/recipient as account holder and or signatory
  - Three months of complete bank statements are still required for all new applications and every three-year re-certification.
  - On a case-by-case basis additional months of statements may be requested.
- 6. Verification of Assets without a Bank Account Direct Express & Electronic TransferAccount 108 CMR 6.02 and 108 CMR 8.01(2)(f)
  - Previous year month, if a November statement is not available, October's statement is acceptable for those recipients who are receiving Federal Retirement, VA, or SSA benefits but do not have a bank account.
  - A complete, un-altered Direct Express account, electronic account, or other account that lists the applicant/recipient as account holder and or signatory.
  - If a November statement is not available, October's statement is acceptable
- 7. **Medicare** B, D, C 108 CMR 5.02(14)
  - Verification of the deduction could be SSA award letter or other 3rd party document showing that the recipient is enrolled in the medical plan.
- 8. **Medigap** 108 CMR 5.02(15)
  - Verification of monthly bill from provider (i.e. BC/BS, Tufts, and HCHP etc.)
- 9. Re-Application 108 CMR 4.03
  - Re-submit all demographic documents—DD214, marriage, birth and/or death certificates, if applicable.
  - Inform the Authorizer where the demographic documents can be located in EDM if they are not in your documentation submission.
  - All required and pertinent documents (NOD, DOR, ATR, ROI, etc.).
  - Income and asset documentation.
  - Failure to provide the required documents will delay your authorization and reimbursement. —108 CMR 8.01(c)

#### 10. The Federal Government has determined that the Cost-of-Living Adjustment (COLA) will increase by TBD.

- With the increase in Federal benefits, there is an equivalent offset in Veterans' Benefits & Services under C. 115 (VB&S). Federal benefits include *Social Security, Social Security Disability, Supplemental Social Security, and all Veterans Administration benefits.*
- Please ensure income documents with the X% increase are submitted with your January benefit update.
- If documents are received late the VSO may manually input the X% increase calculation.

Example of 2% Increase: SSA \$950 and VA \$1,075

1. SSA \$950 x.02 = \$19.00, \$950 + 19.00 = **\$969.00** (New Amount) VA \$1,075 x .02 = \$21.50, \$1,075 + \$21.50 = **\$1,096.50** (New Amount)