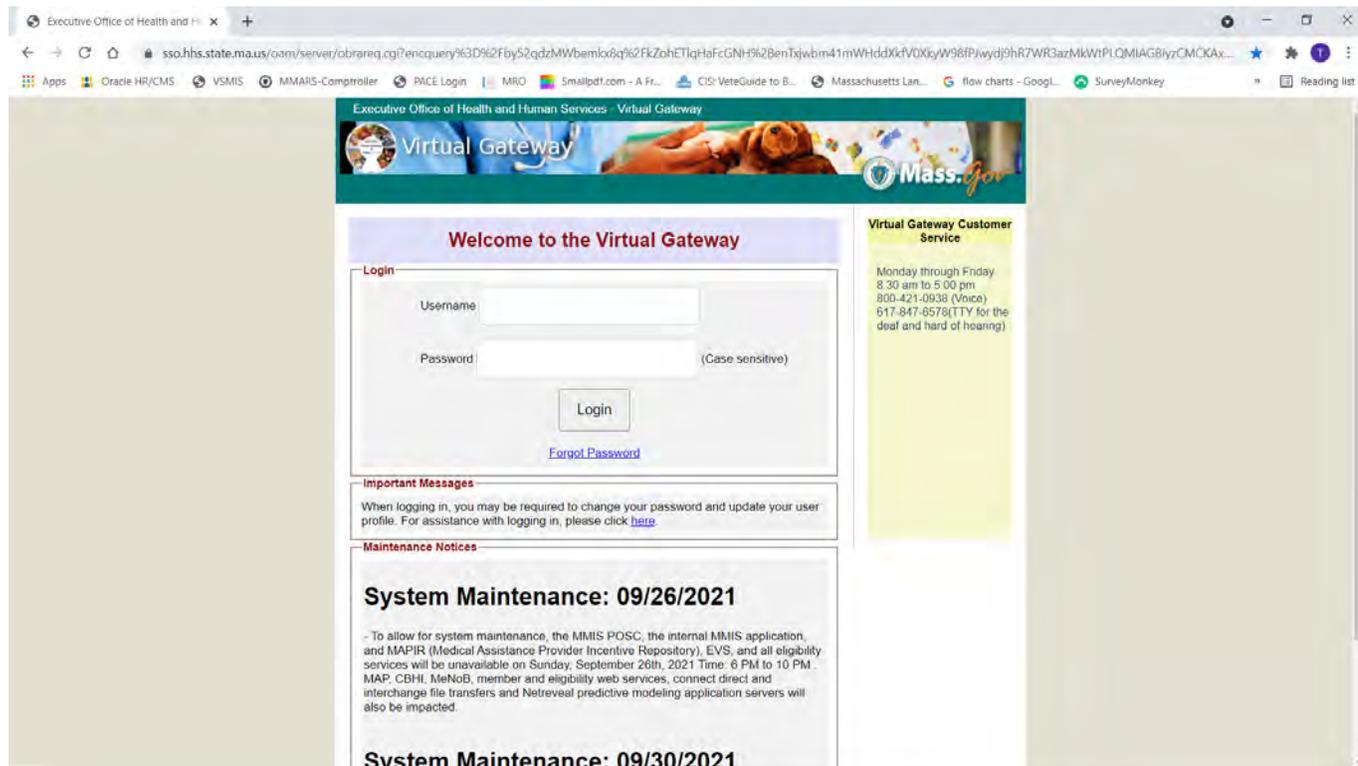


Department of Veterans' Services Training Manual



DVS Veterans Services Information Management System (OnBase) Training Manual

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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Chapter 1

Enter a new Veteran

1. Click on to DVS OnBase.

Executive Office of Health and Human Services - Virtual Gateway



Welcome
Last VG Login : (

Please select one of the following Business Services:
(Clicking on link will open in a new window)

- Catalog of Services
- **DVS OnBase**

Manage My Account

- Change My Password
- Answer My Secret Questions
- Update My Personal Information
- Logout

Virtual Gateway Customer Service
Monday through Friday
8:30 am to 5:00 pm
800-421-0938 (Voice)
617-847-6578 (TTY for the deaf and hard of hearing)

Important Messages

Hyland Cloud - MassDVSUT1 40 x +
https://massdvsut1.hylandcloud.com/2030BAAppNet/NavPanel.aspx

OnBase

WorkView

Applications
DVS MIS

FILTERS FOR DVS MIS

FINANCIAL ASSISTANCE CASES

- Search my VS-1 applications (VSO)
- Search VS-1 applications (VSO)
- Search my 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

- Search all Persons
- Search all Veterans
- Search Veteran and Applicant Pairs

PERIOD MANAGEMENT

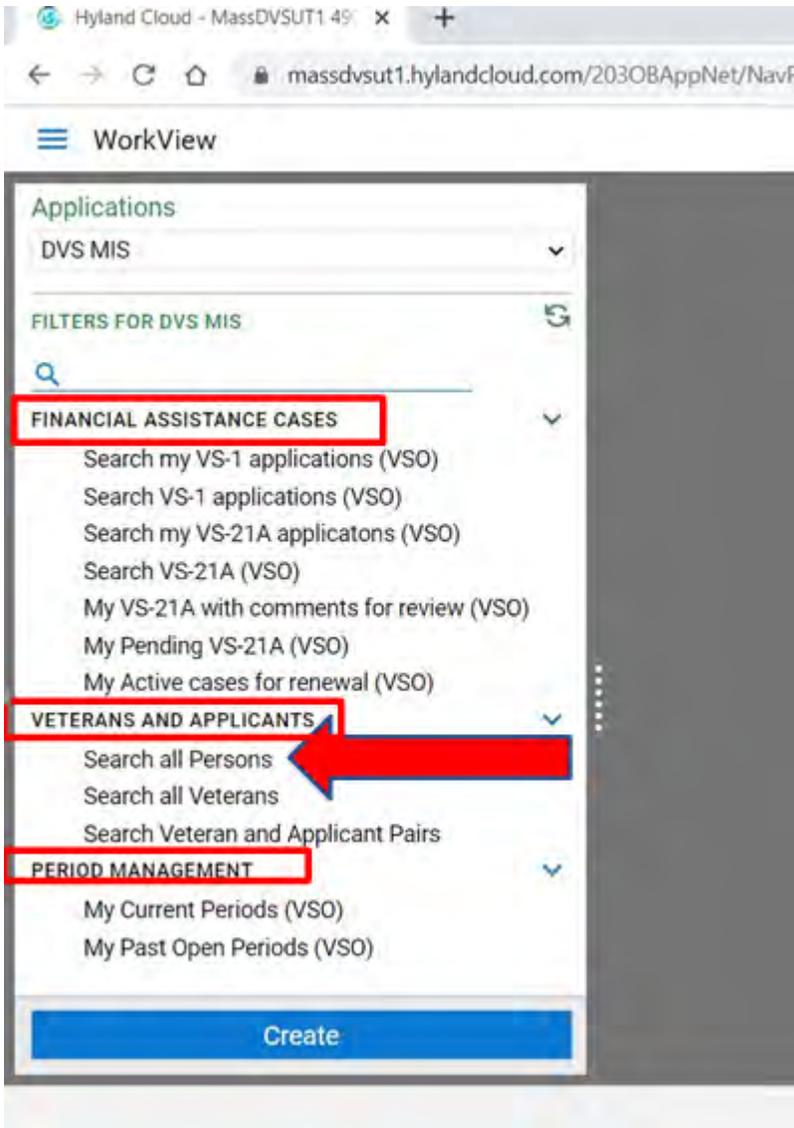
- My Current Periods (VSO)
- My Past Open Periods (VSO)
- Search Periods (VSO)

Create

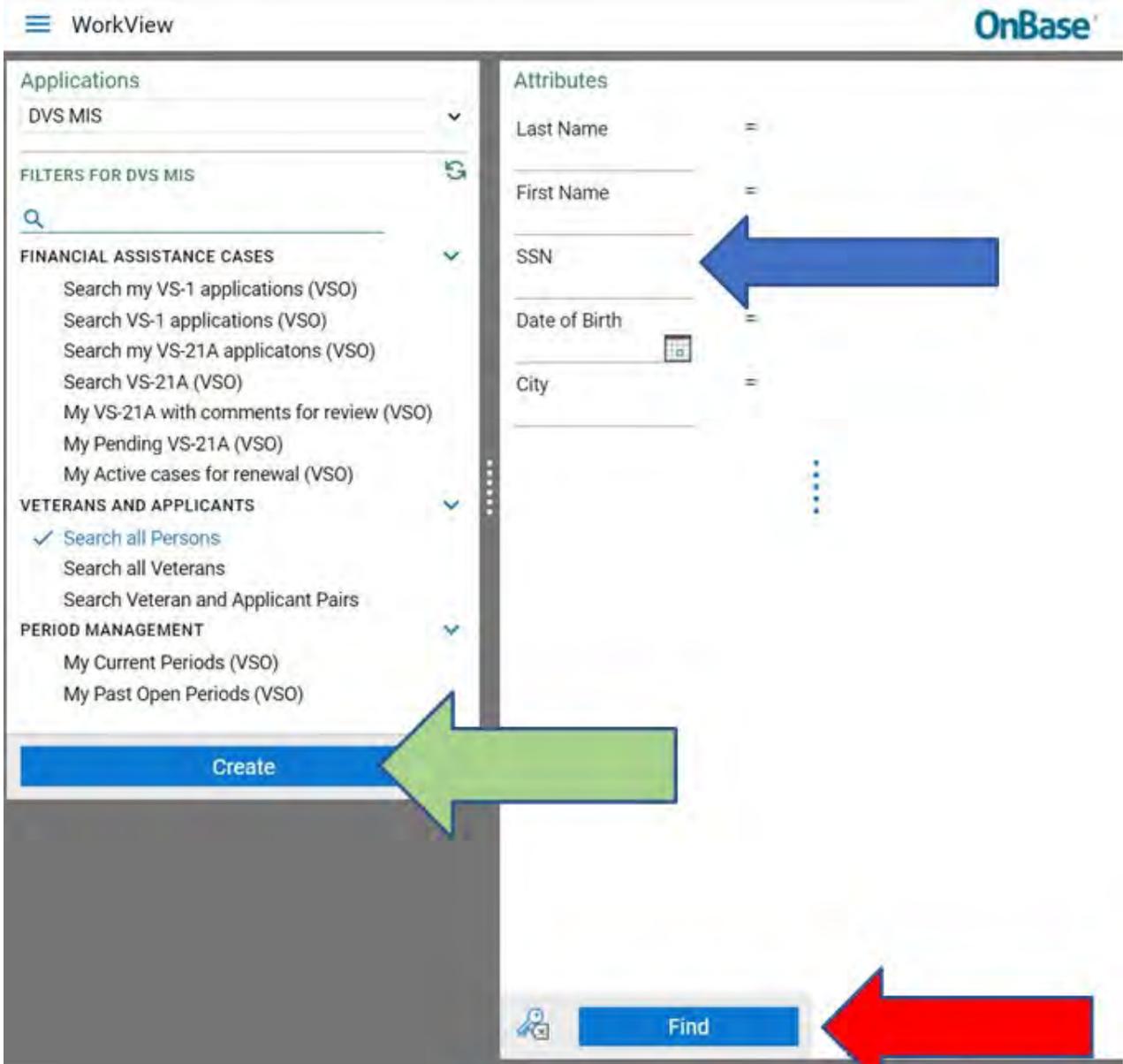
Nothing to display

Evan VSO

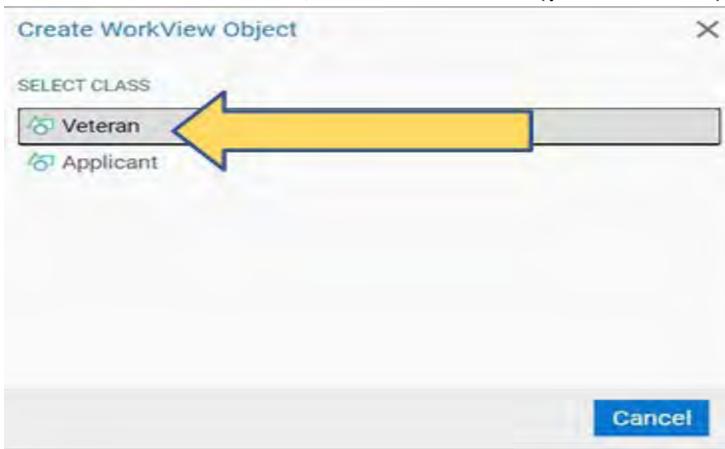
2. There are 3 areas you will be working with, **Financial Assistance Cases, Veterans and Applicants and Period Management** (red boxes).
3. Search to see if the Veteran is in the system first.
4. Click on **Search all Persons** (red arrow)



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.

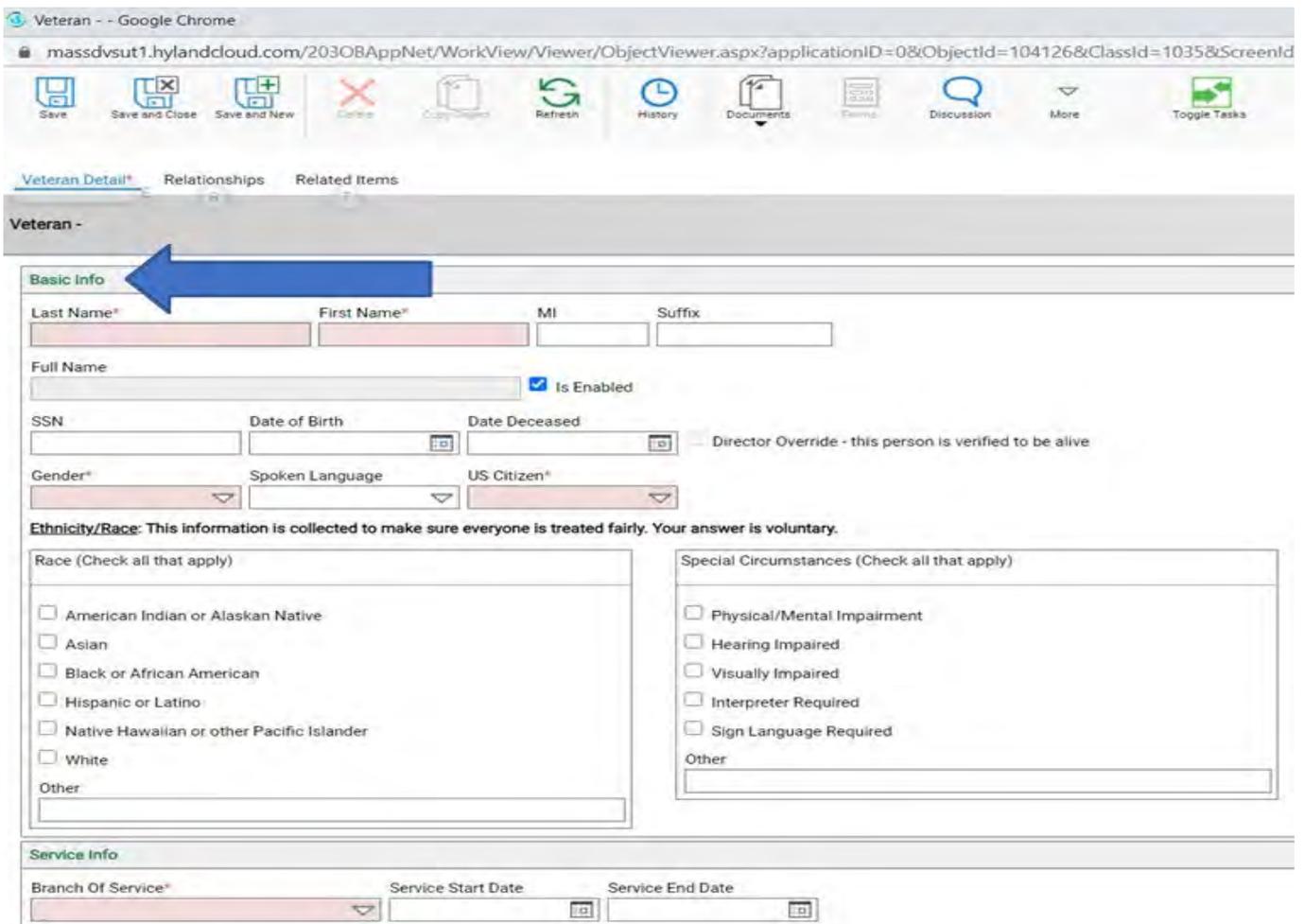


8. To enter a new Veteran, click on **Veteran** (yellow arrow)



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).



11. Sample of Service Info (blue arrow)

Veteran -- Google Chrome
massdvsut1.hylandcloud.com/20308AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=0&Objectid=104126&ClassId=1035&ScreenId=1017&OBToken=dc541bfc

Save Save and Close Save and New Delete Copy Object Refresh History Documents Forms Discussion More Toggle Tasks

Veteran Detail* Relationships Related Items

Veteran -

Service Info

Branch Of Service Service Start Date Service End Date

Discharge Type

DD-214

Wartime Service Wartime Service has been determined

MOS/Rating/AFSC

Unit(s) Served In

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

Veteran - Flynn, James - Google Chrome
massdvsut1.hylandcloud.com/20308AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&Objectid=102245&ClassId=1035&ScreenId=1017&OBToken=dc541bfc-4a

Save Save and Close Save and New Delete Copy Object Refresh History Documents Forms Discussion More Toggle Tasks

Veteran Detail* Relationships Related Items

Veteran - Flynn, James

Service Info

Branch Of Service* Service Start Date Service End Date

Army 10/1/1964 12/1/1966

Discharge Type

Honorable discharge

DD-214

1/27/2021 - DVS - DD-214 for Case # - Veteran: - Applicant:

Wartime Service Wartime Service has been determined

MOS/Rating/AFSC

Unit(s) Served In

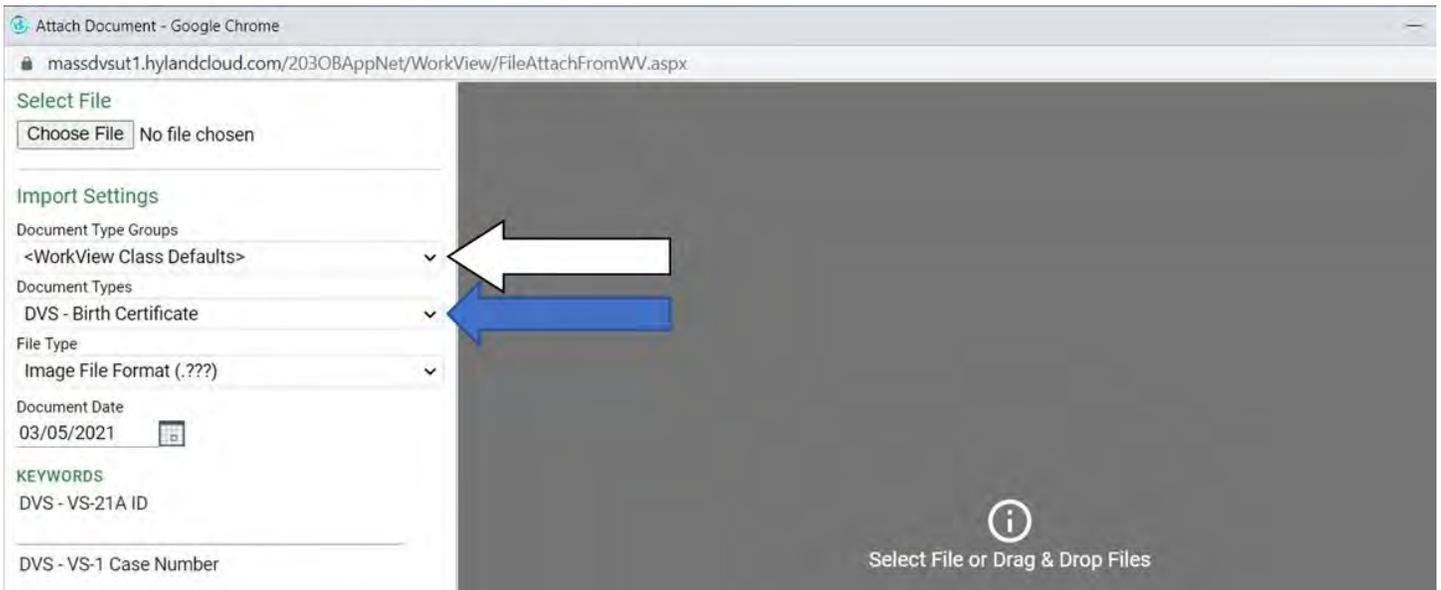
To upload the DD214.

13. Click on the green up arrow

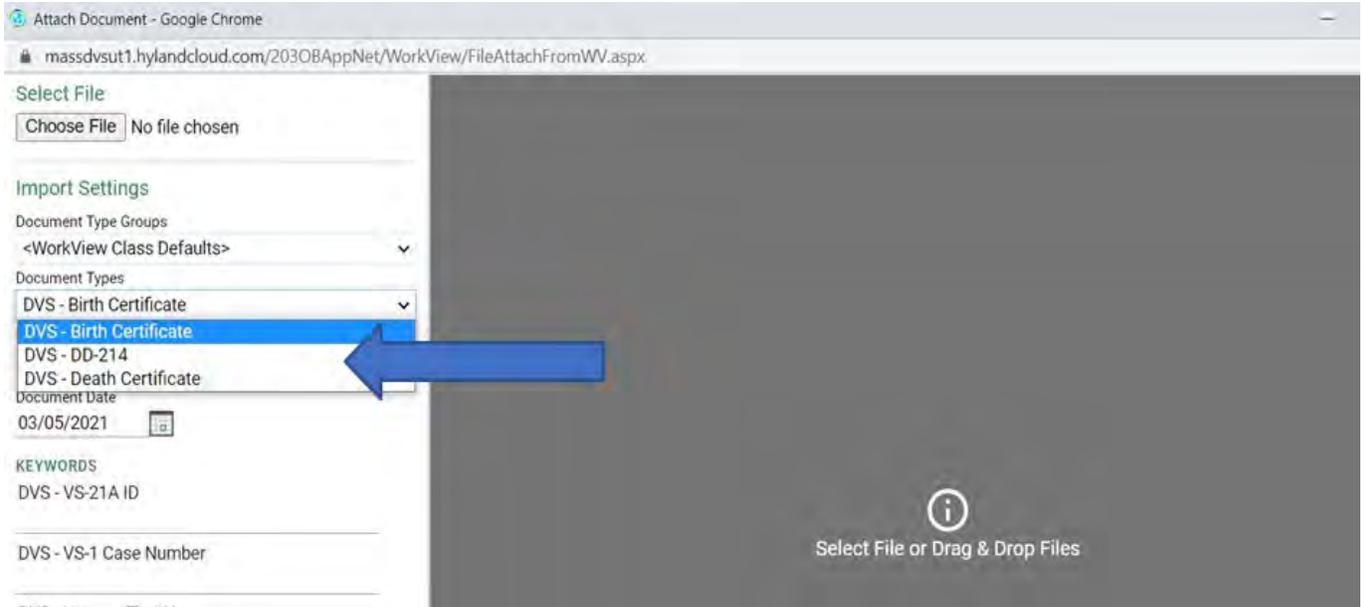


15. Under **Document Type Groups** click the down arrow and change either **ALL** or **DVS MIS** (white arrow).

16. Under **Document Type** click the down arrow and change to DD214 (blue arrow).



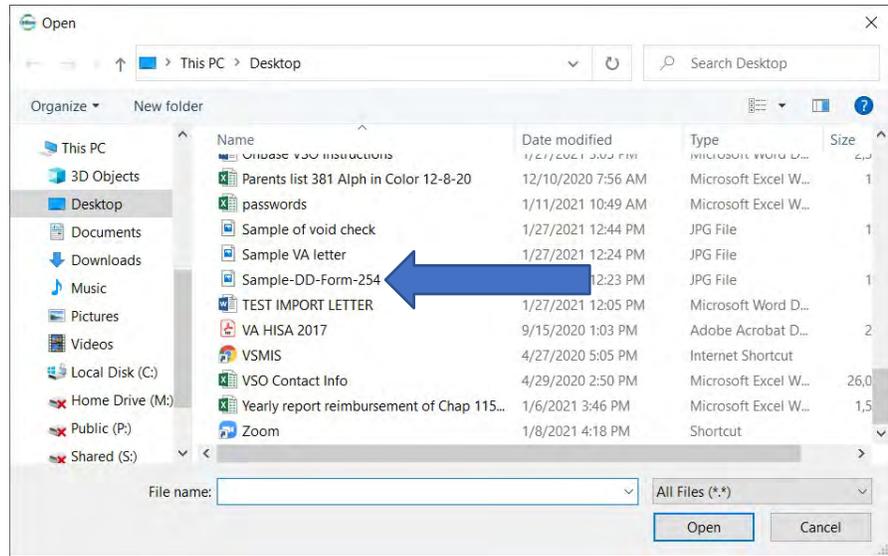
18. Sample of what you will see under **Document Type**.



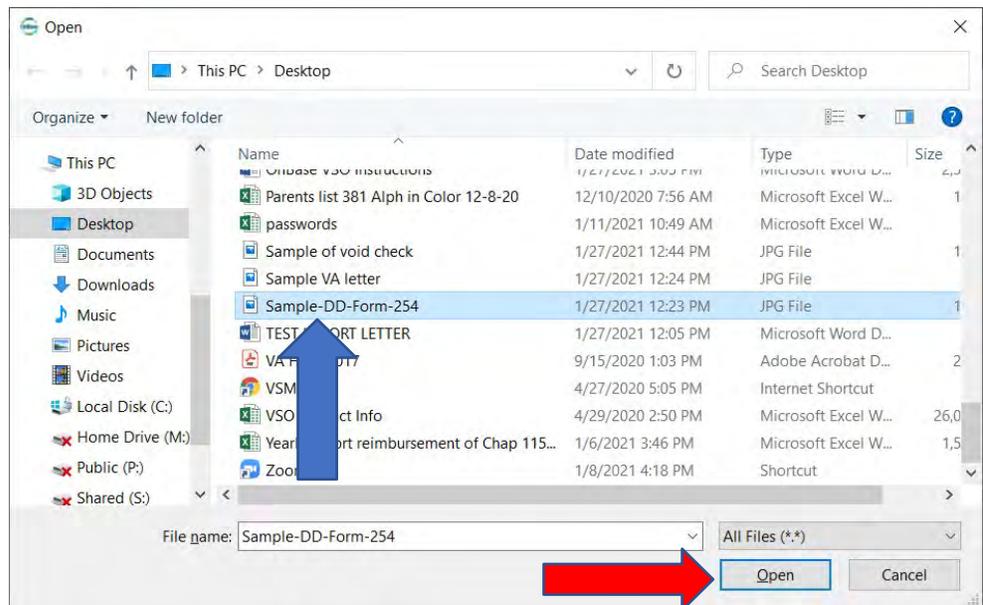
19. Then Click on **Choose File** and look for the DD214 to upload (blue arrow).



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



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



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

Attach Document - Google Chrome
 massdvsut1.hylandcloud.com/203OBAppNet/WorkView/FileAttachFromWV.aspx

Select File
 Choose File No file chosen
 You can add 4 more documents.

Import Settings
 Sample-DD-Form-254.jpg
 Show Preview

Document Type Groups
 <WorkView Class Defaults>

Document Types
 DVS - DD-214

File Type
 Image File Format (.???)

Document Date
 03/05/2021

KEYWORDS
 DVS - VS-21A ID

DVS - VS-1 Case Number

DVS - Veteran First Name
 JAMES

DVS - Veteran Last Name
 FLYNN

DVS - Veteran SSN
 852-78-6352

Document Queue (1)
 Sample-DD-Form-254.jpg Pending Import

Import

DEPARTMENT OF DEFENSE CONTRACT SECURITY CLASSIFICATION SPECIFICATION		1. CLEARANCE AND SAFEGUARDING
(The requirements of the DoD Industrial Security Manual apply to all aspects of this effort.)		a. FACILITY CLEARANCE REQUIRED
		b. LEVEL OF SAFEGUARDING REQUIRED
2. THIS SPECIFICATION IS FOR: (2 and complete as applicable)		
a. PRIME CONTRACT NUMBER	3. THIS SPECIFICATION IS: (2 and complete as applicable)	
b. SUBCONTRACT NUMBER	d. REVISED (Supersedes all previous specs)	Revision No. Date (YYMMDD)
c. SOLICITATION OR OTHER NUMBER	e. FINAL (Complete item 5 in all cases)	
Due Date (YYMMDD)	Date (YYMMDD)	
4. IS THIS A FOLLOW-ON CONTRACT?		
YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, complete the following:		
Classified material received or generated under (Preceding Contract Number) is transferred to this follow-on contract.		
5. IS THIS A FINAL DD FORM 254?		
YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, complete the following:		
In response to the contractor's request, does () retention of the identified classified material is authorized for the period of ()		
6. CONTRACTOR (Include Commercial and Government Entity) (CAGE Code)		
a. NAME, ADDRESS, AND ZIP CODE	b. CAGE CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)
7. SUBCONTRACTOR		
a. NAME, ADDRESS, AND ZIP CODE	b. CAGE CODE	c. COGNIZANT SECURITY OFFICES (Name, Address, and Zip Code)
8. ACTUAL PERFORMANCE		
a. LOCAL ID#	b. CAGE CODE	c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)
9. GENERAL IDENTIFICATION OF THIS PROCUREMENT		

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

Attach Document - Google Chrome
 massdvsut1.hylandcloud.com/2030BAppNet/WorkView/FileAttachFromWV.aspx

Select File
 Choose File No file chosen
 You can add 4 more documents.

Import Settings
 Sample-DD-Form-254.jpg
 Show Preview

Document Type Groups
 <WorkView Class Defaults>

Document Types
 DVS - DD-214

File Type
 Image File Format (.???)

Document Date
 03/05/2021

KEYWORDS
 DVS - VS-21A ID

DVS - VS-1 Case Number

DVS - Veteran First Name
 JAMES

DVS - Veteran Last Name
 FLYNN

DVS - Veteran SSN
 852-78-6352

Document Queue (1)
 Sample-DD-Form-254.jpg Imported Successfully

DEPARTMENT OF DEFENSE
 CONTRACT SECURITY CLASSIFICATION SPECIFICATION
 (The requirements of the DoD Industrial Security Manual apply to all aspects of this effort.)

1. CLEARANCE AND SAFEGUARDING
 a. FACILITY CLEARANCE REQUIRED
 b. LEVEL OF SAFEGUARDING REQUIRED

2. THIS SPECIFICATION IS FOR: (X and complete as applicable)
 a. PRIME CONTRACT NUMBER
 b. SUBCONTRACT NUMBER
 c. SOLICITATION OR OTHER NUMBER

3. THIS SPECIFICATION IS: (X and complete as applicable)
 a. ORIGINAL (Complete date in all cases) Date (YYMMDD)
 b. REVISED (Supersedes all previous specs) Revision No. Date (YYMMDD)
 c. FINAL (Complete Item 5 in all cases) Date (YYMMDD)

4. IS THIS A FOLLOW-ON CONTRACT?
 YES NO. If Yes complete the following:
 Classified material received or generated under () (Preceding Contract Number) is transferred to this follow-on contract.

5. IS THIS A FINAL DD FORM 254?
 YES NO. If Yes complete the following:
 In response to the contractor's request, date () retention of the identified classified material is authorized for the period of ()

6. CONTRACTOR (include Commercial and Government Entity (CAGE) Code)
 a. NAME, ADDRESS, AND ZIP CODE
 b. CAGE CODE
 c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)

7. SUBCONTRACTOR
 a. NAME, ADDRESS, AND ZIP CODE
 b. CAGE CODE
 c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)

8. ACTUAL PERFORMANCE
 a. LOCAT ID#
 b. CAGE CODE
 c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code)

9. GENERAL IDENTIFICATION OF THIS PROCUREMENT

Import

22. Now it shows the DD214 has been uploaded (blue arrow)

Veteran - Flynn, James - Google Chrome
 massdvsut1.hylandcloud.com/2030BAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=102245&ClassID=10358&ScreenID=10178&OBToken=dc541bfc-4ab2-4a51-a86f-165a6d9bdbc

Save Save and Close Save and New Cancel Copy/Export Refresh History Documents Recent Discussion More Toggle Tasks

Veteran Detail* Relationships Related Items

Veteran - Flynn, James

Service Info

Branch Of Service* Service Start Date Service End Date
 Army 10/1/1964 12/1/1966

Discharge Type
 Honorable discharge

DD-214
 3/5/2021 - DVS - DD-214 for Case # - Veteran: JAMES FLYNN - Applicant.

Wartime Service Wartime Service has been determined

MOS/Rating/AFSC

Unit(s) Served In

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

The screenshot shows a web browser window with a URL starting with 'massdvsut1.hylandcloud.com'. The page title is 'Veteran - Google Chrome'. The browser's address bar shows a long URL. The page has a navigation bar with 'Veteran Detail', 'Relationships', and 'Related Items'. Below this is a header for 'Veteran -' with 'Created By: EVANVSO' and '3/5/2021 12:46:08 PM'. The main content area is a form with several sections: 'Discharge Type' (dropdown), 'DD-214' (dropdown), 'Wartime Service' (checkbox), 'MOS/Rating/AFSC' (text input), 'Unit(s) Served In' (text area), and 'Contact Info' (highlighted with a blue arrow). The 'Contact Info' section includes fields for 'Phone Number', 'Email Address', 'Phone Type', 'Email Type', 'Is willing to receive text messages' (checkbox), 'Street 1*', 'Street 2', 'City*', 'State*', and 'Zip Code'. On the right side, there is a sidebar with a 'Create VS-1' button and a help icon.

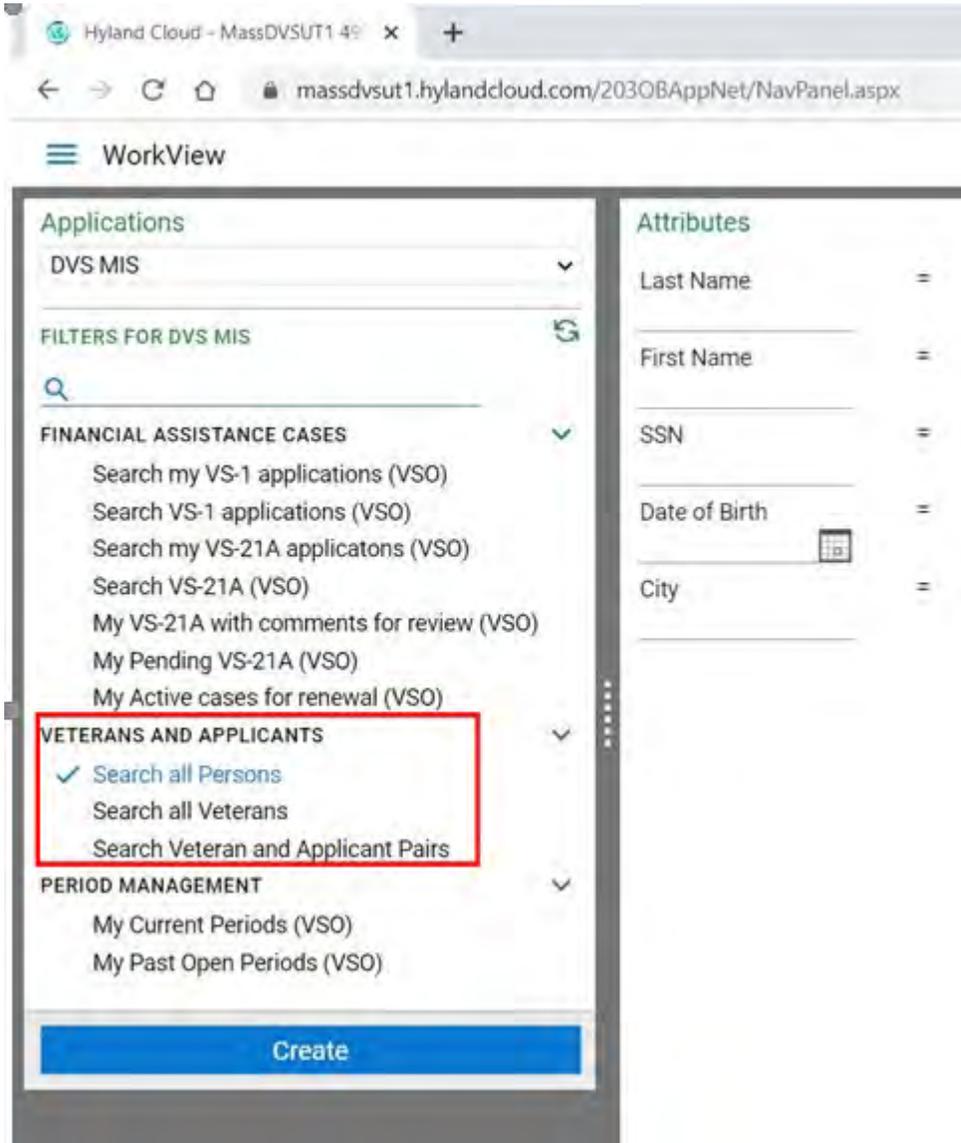
24. From here you can do either of the following:

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

The screenshot shows a web browser window with a URL starting with 'massdvsut1.hylandcloud.com'. The page title is 'Veteran - Flynn, James - Google Chrome'. The browser's address bar shows a long URL. The page has a navigation bar with 'Detail', 'Relationships', and 'Related Items'. Below this is a header for 'Veteran - Flynn, James' with 'Created By: TBROWN150' and '1/27/2021 3:09:01 PM'. The main content area is a form with several sections: 'Basic Info' (highlighted with a red arrow), 'Address', 'Contact Info', and 'Medical'. The 'Basic Info' section includes fields for 'Last Name*', 'First Name*', 'MI', 'Suffix', 'Full Name', 'SSN', 'Date of Birth', and 'Date Deceased'. On the right side, there is a sidebar with a 'Create VS-1' button and a help icon. Two blue arrows point to the 'Save' and 'Save and Close' buttons in the top left corner.

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

The screenshot shows the OnBase application interface. On the left is a navigation pane with sections: Applications (DVS MIS), FILTERS FOR DVS MIS, FINANCIAL ASSISTANCE CASES, VETERANS AND APPLICANTS (with 'Search all Persons' selected), and PERIOD MANAGEMENT. A 'Create' button is at the bottom of the navigation pane. The main area is split into 'Attributes' and search results. The 'Attributes' section has 'Last Name' set to 'flynn'. A blue arrow points to this field. Below it are fields for 'First Name', 'SSN', 'Date of Birth', and 'City'. A 'Find' button with a magnifying glass icon is at the bottom, with a red arrow pointing to it. The search results on the right are titled '(3) Search all Persons' and contain a table with columns 'CREATED DATE', 'NAME', and 'TYPE'. The results are:

CREATED DATE	NAME	TYPE
1/27/2021 3:09:01 PM	Flynn, James	Vetera
9/14/2020 11:08:47 AM	Flynn, MARGARET	Vetera
2/16/2021 9:47:23 AM	Flynn, Peggy	Vetera

A green arrow points to the first result, 'Flynn, James'.

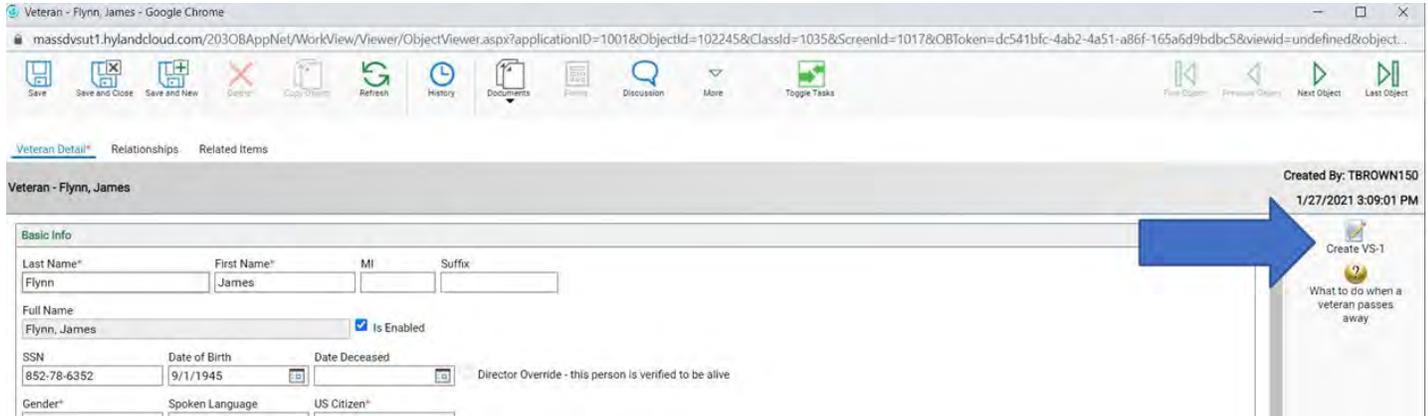
31. This brings you back where you left off.

- 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.

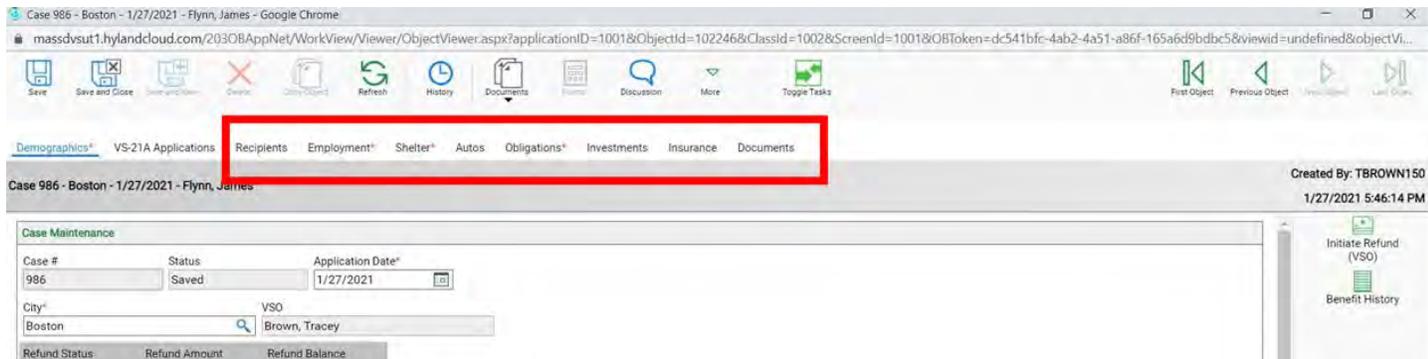
- If it says, "Create a new VS-1 applicant for this combination of Veteran and Applicant with the spouse as the applicant" You will create the VS1 for the Spouse being the applicant.
- If it says, "Create a new VS-1 for the Veteran. The Veteran will be the applicant" You will create the VS-1 for the Veteran being the applicant.

32. Now create the VS-1.

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



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



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.

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

Household Members Seeking Aid					
Last Name	First Name	Date Of Birth	Relationship To Applicant	Gender	
Flynn	Derek	1/1/2015	Child	Male	
Flynn	James	9/1/1945	Applicant	Male	

a. This screen comes up to enter the information.



Recipient*

Case 986 - Recipient - ,

VS-1

Case # 986 Status Saved Applicant Flynn, James

Recipient

Last Name* First Name* MI Suffix

Date Of Birth* Gender* Is US Citizen

Relationship To Applicant*

b. Click on Save and Close



Recipient*

Case 986 - Recipient - Flynn, Derek

VS-1

Case # 986 Status Saved Applicant Flynn, James

Recipient

Last Name* First Name* MI Suffix

Flynn Derek

Date Of Birth* 1/1/2015 Gender* Male Is US Citizen

Relationship To Applicant* Child

B. Employment Tab

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

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

Employment

Name of Last Employer*

Length of Employment (Months)*

Last Employer Address*

Occupation*

Self Employed*

If Yes, Prior Approval Required

Reason For Application*

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

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

Shelter

Real Estate owned by Applicant and/or Spouse

Applicant Owns A Home*

Date of Original Mortgage

Original Mortgage Amount

Current Mortgage Balance

Multi-family Building

Monthly Income from Property

Has a Second Mortgage Or Equity Line

If yes, provide complete details on VS-21A

Has Sold Or Transferred Real Estate Within Past 36 Months

If yes, dates

Do you pay any of the following:

Heat/AC separate from rent

Electric or gas for cooking

Telephone, including Cell Phone

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.

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 #	Status	Applicant
986	Saved	Flynn, James

Automobile

Year	Make	Model
<input type="text"/>	<input type="text"/>	<input type="text"/>
Registration State	Registration Number	
<input type="text"/>	<input type="text"/>	

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

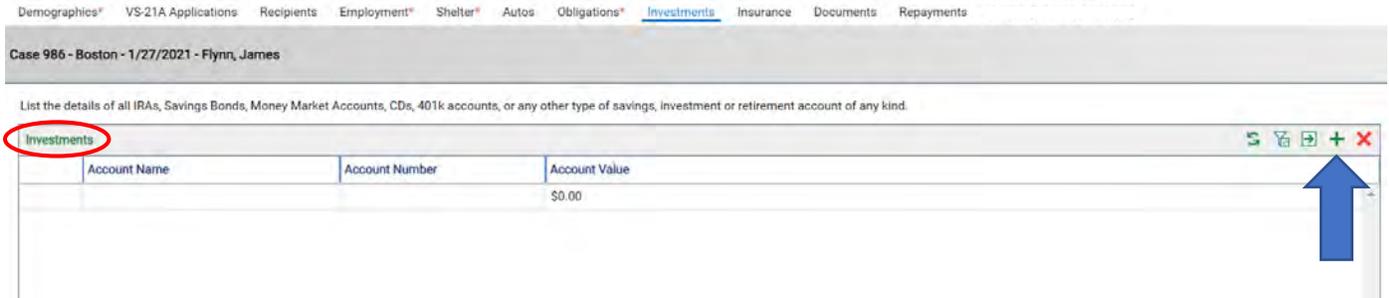
Case 986 - Boston - 1/27/2021 - Flynn, James

Obligations

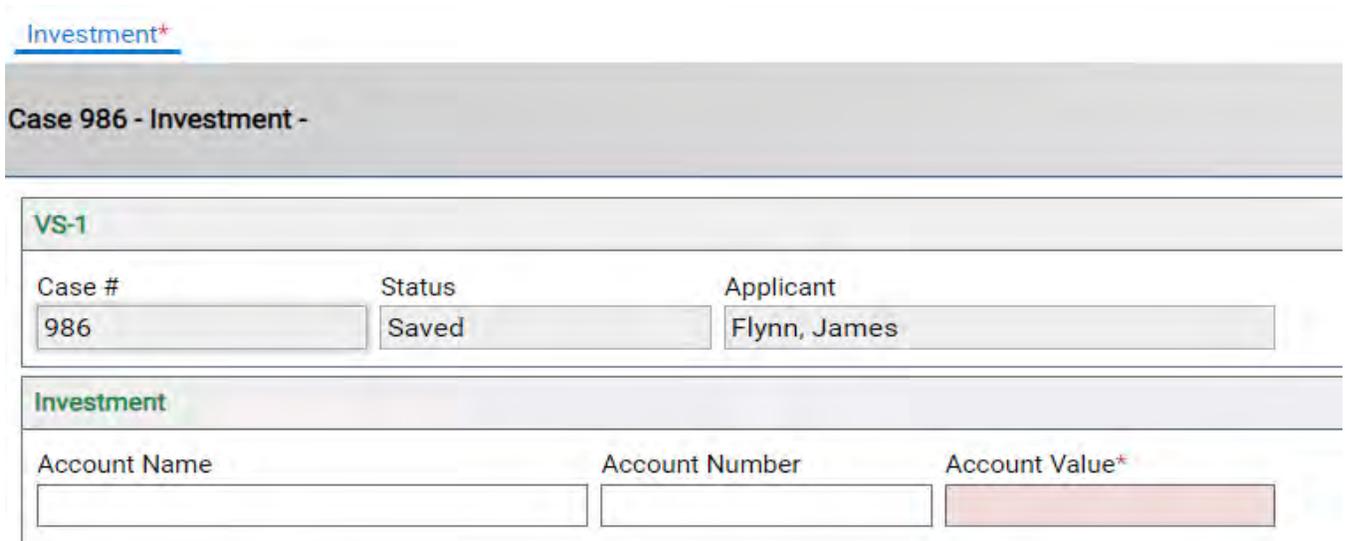
Has Child Support Obligation*	<input type="text"/>
Any Support Payment in Arrears*	<input type="text"/>
In Receipt of Other Public Assistance*	<input type="text"/>
Has Applicant received or is receiving C.115 benefits from any other community*	<input type="text"/>
Is there an assignment or lien against this case*	<input type="text"/>
Does Applicant's court record have any effect on this application*	<input type="text"/>

F. Investments Tab, there are three areas to be filled in. Investments, Creditors and Bank Withdrawals.

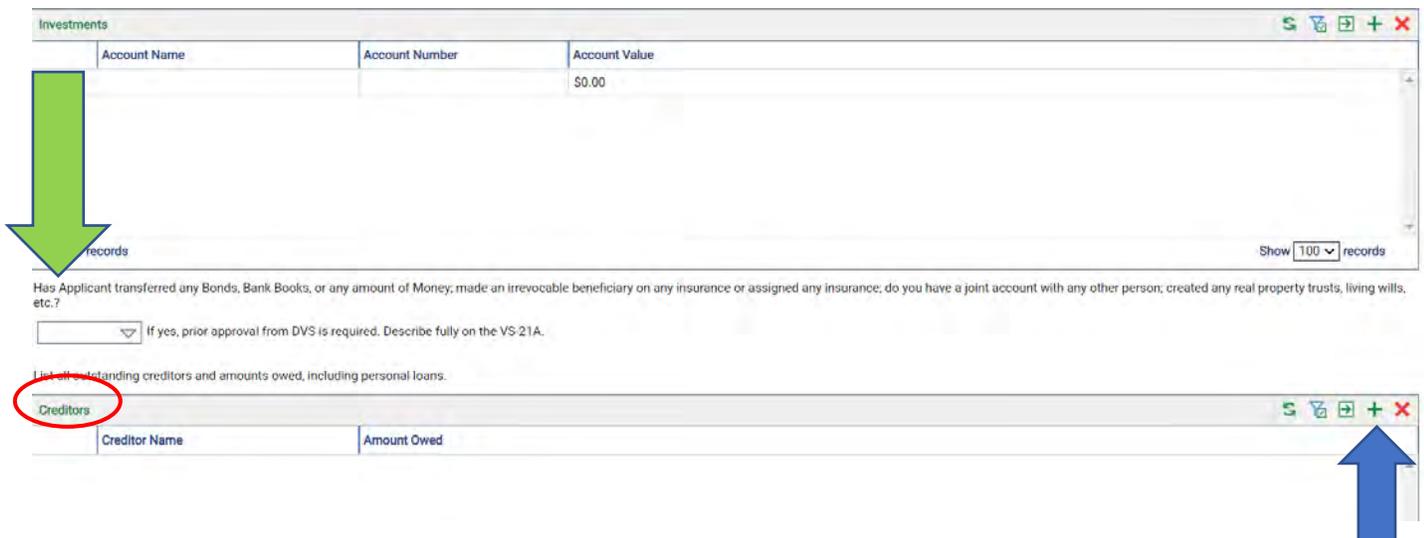
a. Under Investments section (red circle), click on Green Plus to add Investments (blue arrow)



b. Add the investments here.



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



a. Add the Creditor here.

Creditor*

Case 986 - Creditor -

VS-1

Case #	Status	Applicant
986	Saved	Flynn, James

Creditor

Creditor Name	Amount Owed*
<input type="text"/>	<input type="text"/>

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

Bank Withdrawals						🔄	🔍	➕	✖
Account Name	Account Number	Amount	Withdrawal Date	Purpose					
		\$500.00							



a. Add bank information here.

Bank Withdrawal*

Case 986 - Bank Withdrawal --

VS-1

Case #	Status	Applicant
986	Saved	Flynn, James

Bank Withdrawal

Account Name	Account Number	Amount*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Withdrawal Date	Purpose	
<input type="text"/>	<input type="text"/>	

J. Insurance Tab

- a. Select Yes or No if the applicant has Life Insurance (blue arrow)
- b. Click on the green plus to add a policy (green arrow)

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

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

Insurance

Has Life Insurance

Life Insurance

Name Of Insured	Policy Amount	Monthly Premium	Policy Number	Company	Beneficiary
-----------------	---------------	-----------------	---------------	---------	-------------

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

Does Applicant or Spouse have Medical Insurance

Company Name

Insurance Type

Premium Amount

Medicare A Effective Date

Medicare B Effective Date

Prescription Drug Plan Plan Name Monthly Cost

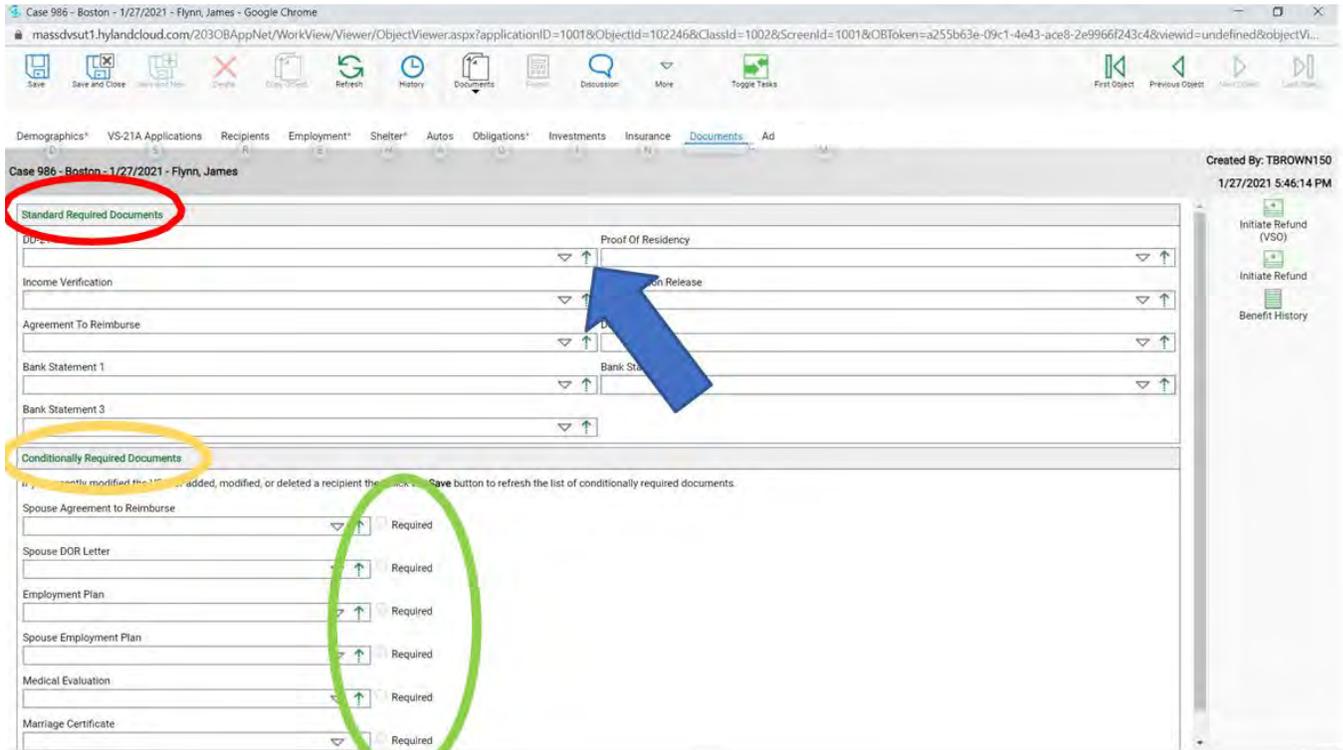
Prescription Advantage

Low Income Subsidy

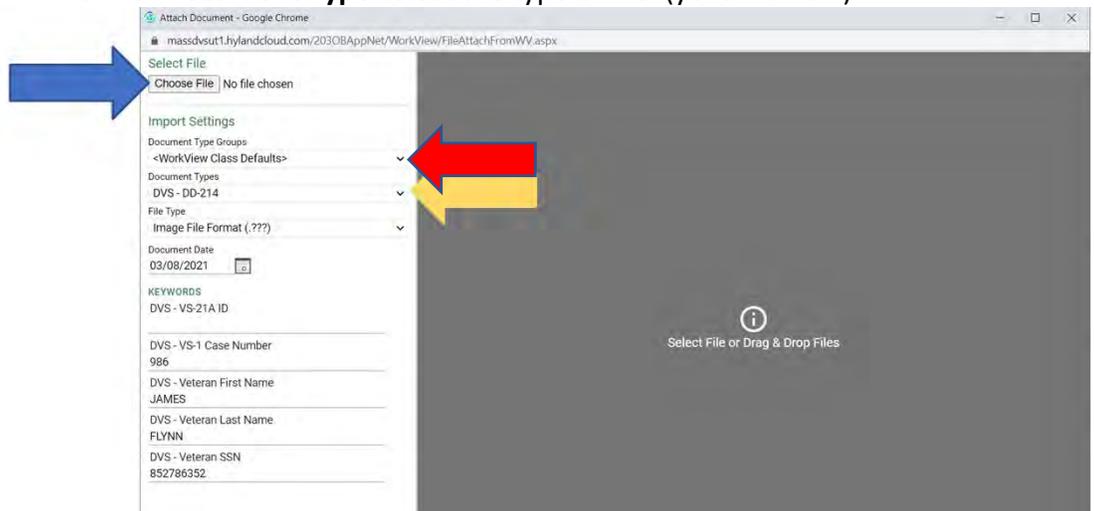
K. Documents Tab

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

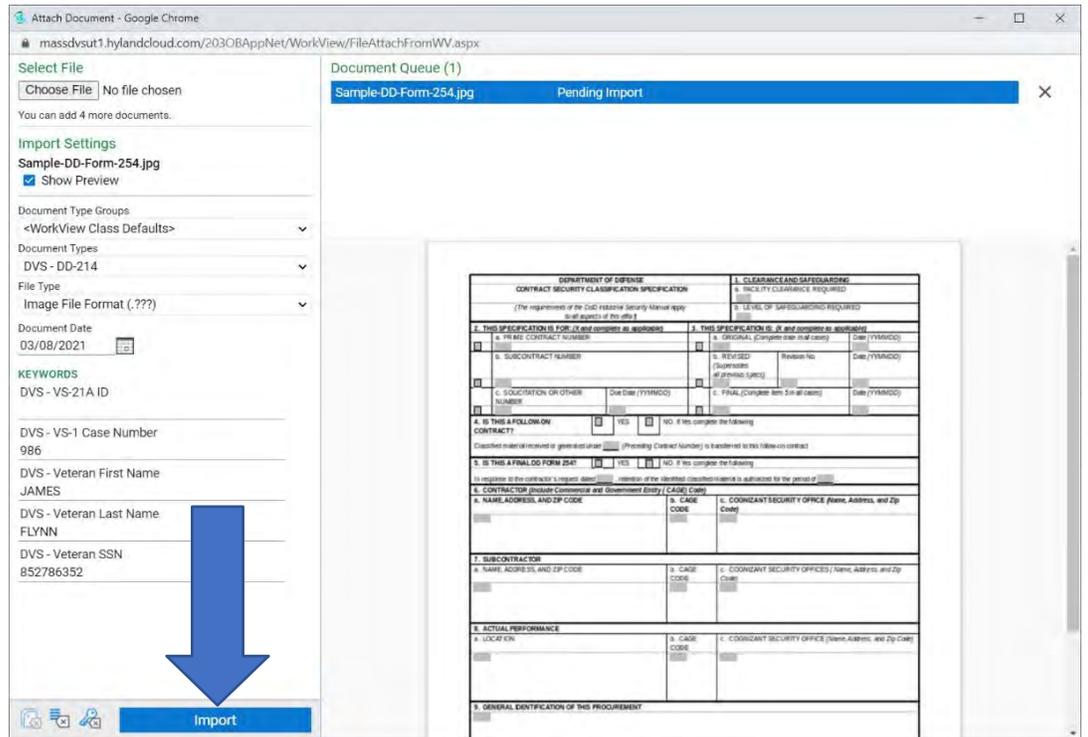
Each required document is a MUST. The system will not allow you to create a VS1A without the documents being uploaded.



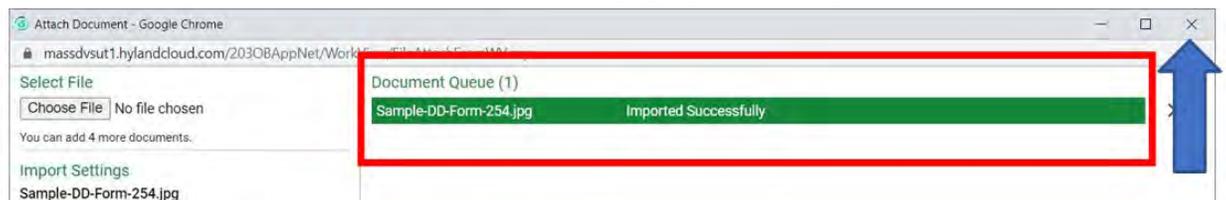
- Click the **Choose File** to select the file you want to upload. (blue arrow)
- Under **Document Type Group** select the group. (red arrow)
- Under **Document Type** select the type of file. (yellow arrow)



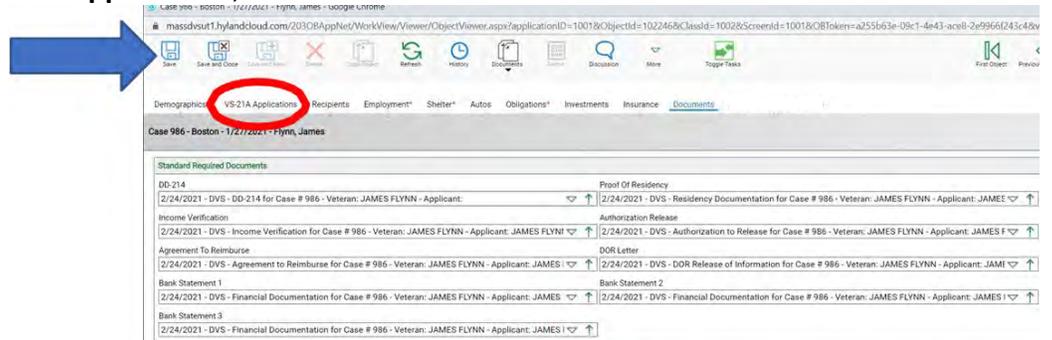
- g. Choose the file you want to update (these steps are the same as #17, when you uploaded the DD214)
- h. Click on the blue Import button (blue arrow)



- 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)



- k. Once all required documents are uploaded, click **Save** or **Save and Close**
- l. 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**.



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

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

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

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

Lockout
 Lockout VS-21A Missing Applicant

VS-21A Applications

ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
12149	3/10/2021	Approved	3/1/2021	\$2,770.40	\$2,770.40	<input type="checkbox"/>
12028	3/1/2021	Denied	2/1/2021	\$3,463.00	\$0.00	<input type="checkbox"/>
11997	2/24/2021	Denied	3/1/2021	\$1,434.40	\$0.00	<input type="checkbox"/>

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)

VS-21A* Benefits (VSD) VSD Comments

VS-21A Case 986 - Boston - 10/20/2021 - Unsubmitted - Flynn, James

Created By: TBROW
10/20/2021 9:22:39 A.

Basic Information

Case # 986 Status Unsubmitted Applicant Flynn, James ID 100041
City Boston VSD Brown, Tracey

Calculations

Please enter the following to derive the benefits

VS-21A Date* 10/20/2021	Budget Number* 1 - Single	Refund Status None
# in Family 2	Benefit Start Date* [Red box]	Refund Amount \$0.00
Rent/Mortgage Amt (Applicant Portion Only)* \$0.00	# Sharing Expenses* 1	Refund Balance \$0.00
Is Heat Included* Yes		

Monthly Income

	Applicant	Spouse	Children
V.A. Pension		\$0.00	
V.A. Comp		\$0.00	
Social Security	\$1,200.00	\$0.00	
Social Disability		\$0.00	
S.S.I.		\$0.00	

Benefits Calculations

Budget Amount	
Shelter Benefit +	
Children Budget +	
REBA +	
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)

VS-21A Case 986 - Boston - 10/20/2021 - Unsubmitted - Flynn, James Created By: TBROWN
10/20/2021 9:22:39 AM

Monthly Income	Applicant	Spouse	Children	Benefits Calculations	
V.A. Pension		\$0.00		Budget Amount	
V.A. Comp		\$0.00		Shelter Benefit +	
Social Security	\$1,200.00	\$0.00		Children Budget +	
Social Disability		\$0.00		REBA +	
S.S.I.		\$0.00		= Total Ordinary Benefit	
Retirement		\$0.00		= Net Ordinary Benefits	- Total Income
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				Calculate Benefits	
Total 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.

VS-21A* Benefits (VSO) | VSO Comments | Case History

VS-21A Case 986 - Boston - 10/20/2021 - Unsubmitted - Flynn, James

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

VSO Benefits									
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 than one item under Misc, you can only enter one at a time.

Authorizer Ben VS-21A Benefit*
Created By: TBROWN
10/20/2021 9:43:32 AM

VS-21A

Case # 986 VS-21A Status Unsubmitted Applicant Flynn, James

VSO Benefit

Month*

UB	Fuel	Doctor	Meds	Hospital	Dental	Misc
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Description

- 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)**

VS-21A Case 986 - Boston - 3/10/2021 - Unsubmitted - Work - Microsoft Edge

https://massdvsut1.hylandcloud.com/203QBAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&ObjectId=104333&ClassId=1018&ScreenId=1022&ObjectViewerEnvironment=0&viewID=1079...

VS-21A* Benefits (VSO) Case History

VS-21A Case 986 - Boston - 3/10/2021 - Unsubmitted

Created By: TBROWN150
3/10/2021 8:26:27 AM

Benefit Summary

Net Ordinary Benefit Amount	Fuel Benefit Amount	Total Payable Benefit Amount
\$201.00	\$0.00	\$201.00

Prior Approval Spend Down (if > \$0) \$0.00

VSO Benefits

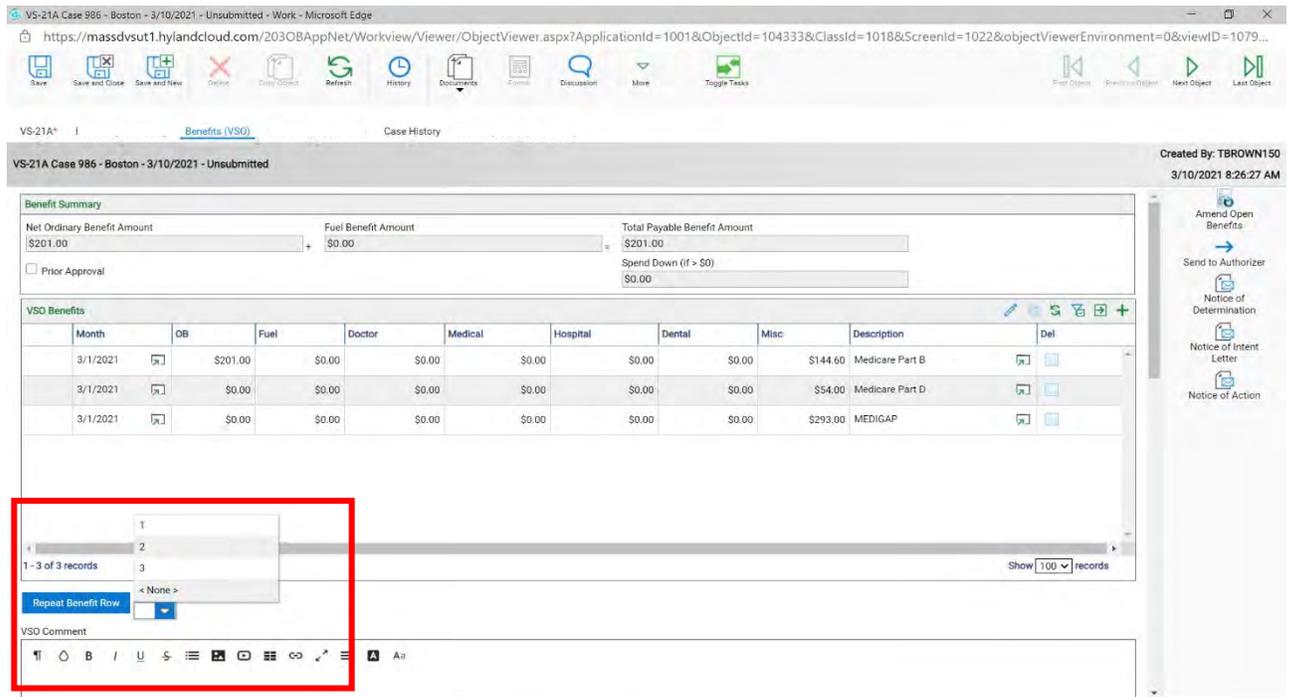
Month	Fuel	Doctor	Medical	Hospital	Dental	Misc	Description	Del
3/1/2021	\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
3/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
3/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	

1 - 3 of 3 records Show 100 records

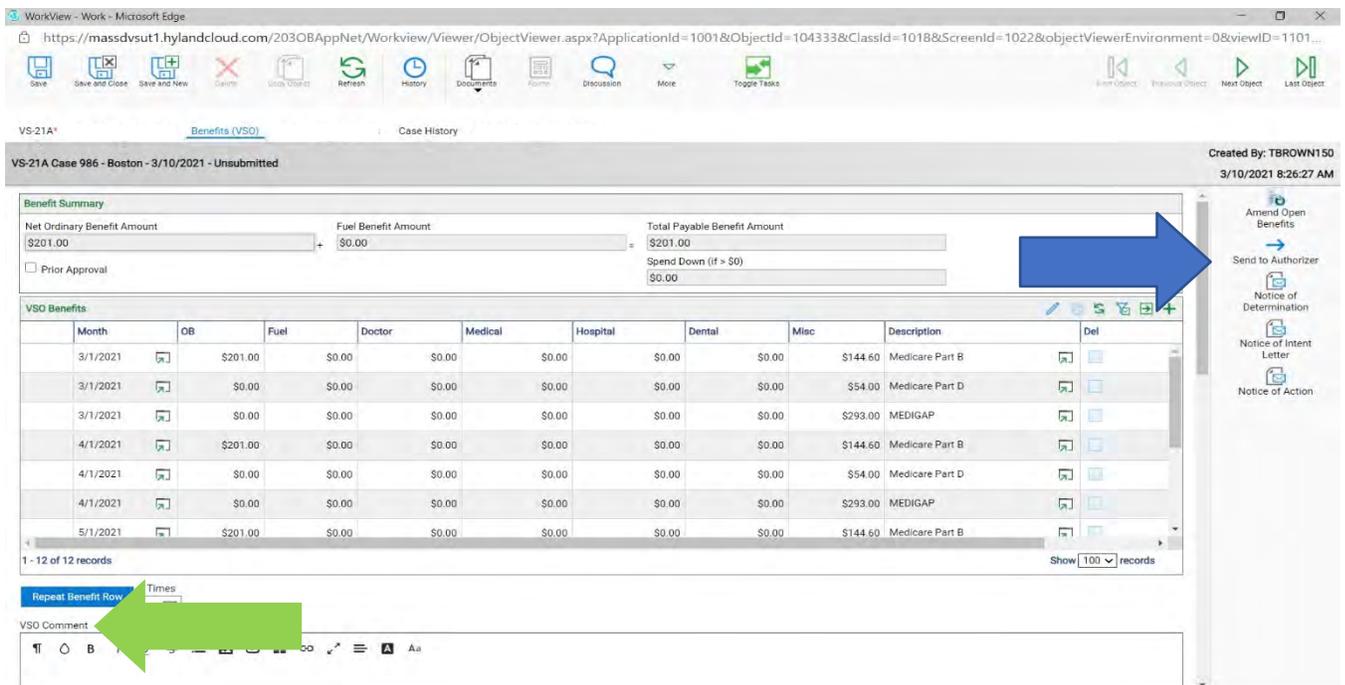
Repeat Benefit Row # Times

VSO Comment

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



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



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

WorkView - Work - Microsoft Edge
https://massdvsut1.hylandcloud.com/203OBAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&ObjectId=104333&ClassId=1018&ScreenId=1022&objectViewerEnvironment=0

VS-21A* | Benefits (VSO) | Authorizer Comments | Case History
VS-21A Case 986 - Boston - 3/10/2021 - Submitted

Benefit Summary

Net Ordinary Benefit Amount	Fuel Benefit Amount	Total Payable Benefit Amount
\$201.00	\$0.00	\$201.00

Prior Approval
Spend Down (if > \$0)
\$0.00

VSO Benefits

Month	OB	Fuel	Doctor	Medical	Hospital	Dental	Misc	Description	Del
3/1/2021	\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
3/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
3/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	
4/1/2021	\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
4/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
4/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	
5/1/2021	\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	

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).

WorkView - Work - Microsoft Edge
https://massdvsut1.hylandcloud.com/203OBAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&ObjectId=104333&ClassId=1018&ScreenId=1022&objectViewerEnvironment=0&viewID=11

VS-21A* | Benefits (VSO) | Authorizer Comments | Case History
VS-21A Case 986 - Boston - 3/10/2021 - Submitted

Benefit Summary

Net Ordinary Benefit Amount	Fuel Benefit Amount	Total Payable Benefit Amount
\$201.00	\$0.00	\$201.00

Prior Approval
Spend Down (if > \$0)
\$0.00

VSO Benefits

Month	OB	Fuel	Doctor	Medical	Hospital	Dental	Misc	Description	Del
3/1/2021	\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
3/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
3/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	
4/1/2021	\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
4/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
4/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	
5/1/2021	\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	

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.

Case 986 - Boston - 1/27/2021 - Flynn, James - Work - Microsoft Edge

https://massdvsut1.hylandcloud.com/203OBAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=102246&ClassId=1002&ScreenId=1001&OBToken=adf4962e-ae81-4bde-9b44-ec...

Save Save and Close Print Copy/Paste Refresh History Documents Forms Discussion More Toggle Tasks

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

Case 986 - Boston - 1/27/2021 - Flynn, James Created By: TBROWN150 1/27/2021 5:46:14 PM

Lockout
 Lockout VS-21A Missing Applicant

VS-21A Applications

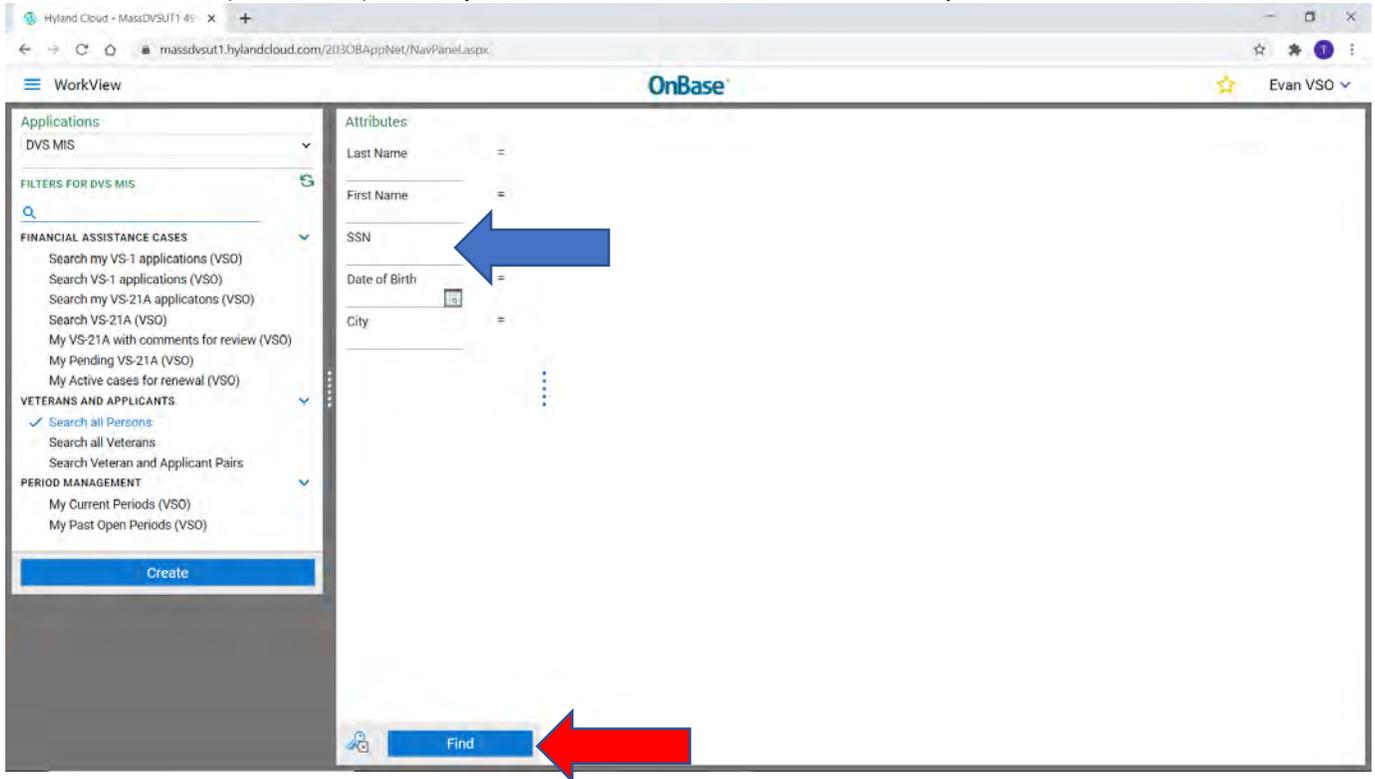
ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
12149	3/10/2021	Submitted	3/1/2021	\$2,770.40	\$2,770.40	<input type="checkbox"/>
12028	3/1/2021	Denied	2/1/2021	\$3,463.00	\$0.00	<input type="checkbox"/>
11997	2/24/2021	Denied	3/1/2021	\$1,434.40	\$0.00	<input type="checkbox"/>

Initiate Refund (VSD)
 Initiate Refund
 Benefit History

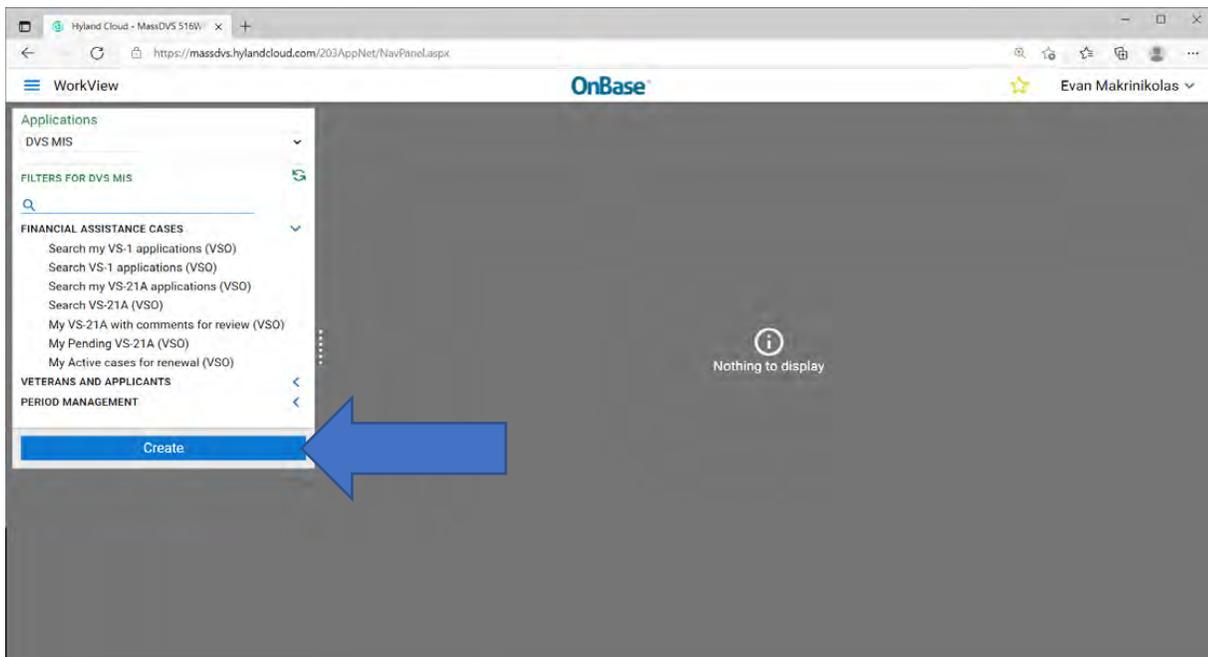
Chapter 2

Enter a new Veteran with Spouse

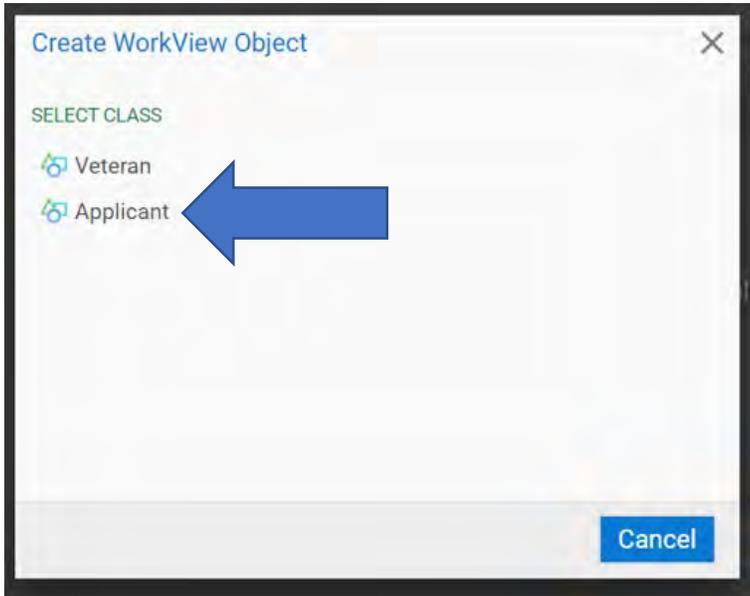
1. Enter Social Security number (SSN) to see if Veteran and Spouse is already in the system (blue arrow)
2. Click on **Find** (red arrow), if not you need to create the Veteran and Spouse.



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

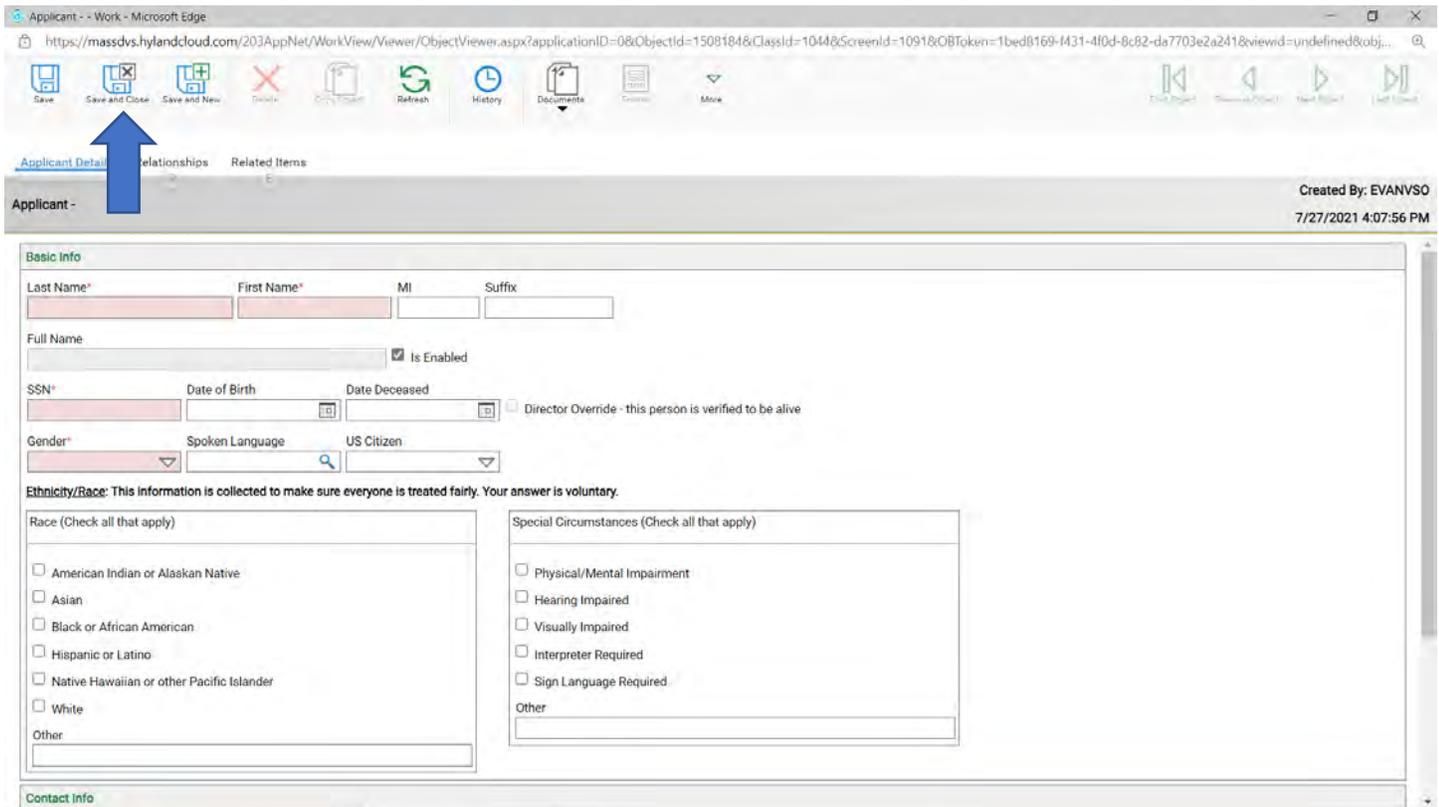


4. Click on **Applicant** (blue arrow)

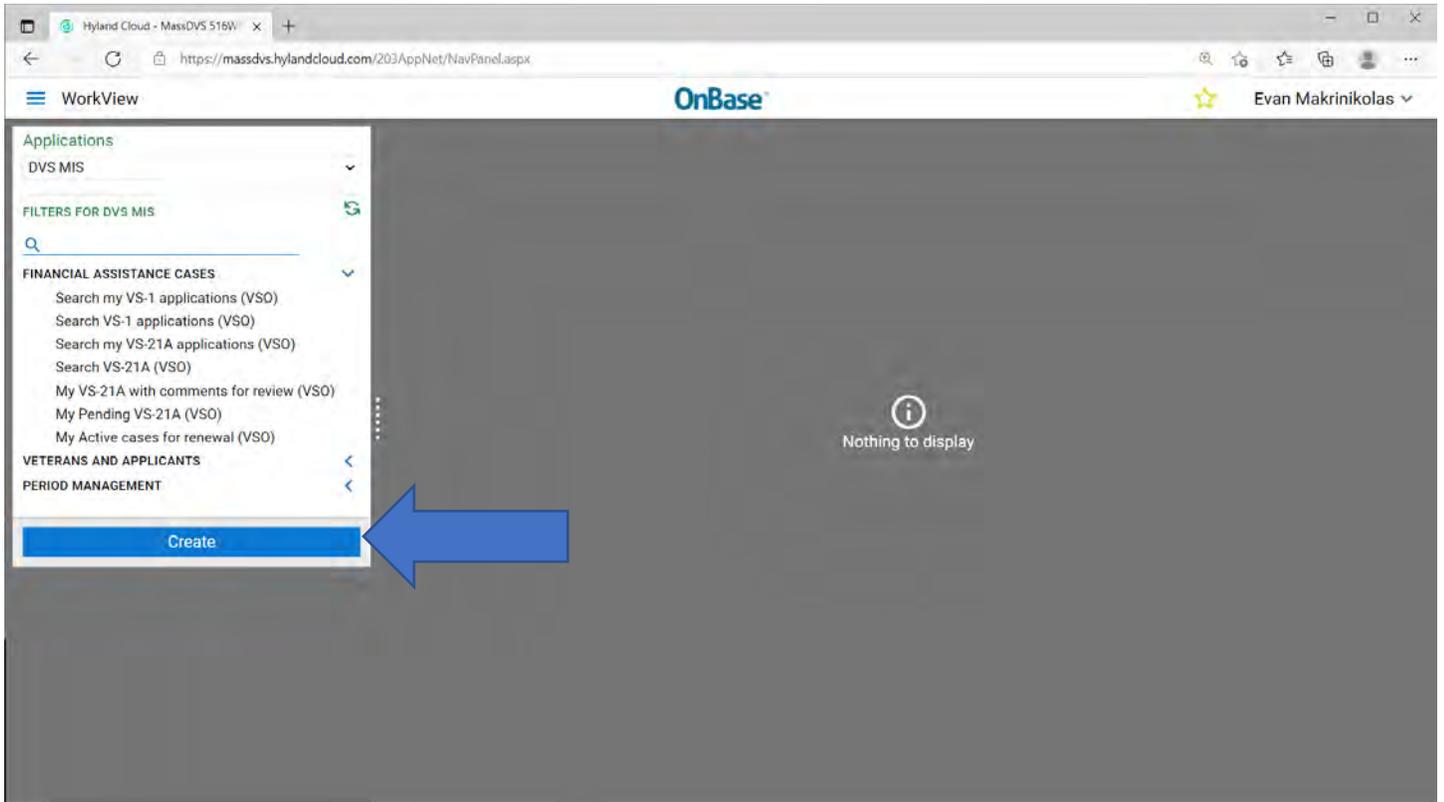


5. There are three parts to this step. Scroll to all three **Basic Info**, **Service Info**, **Contact Info** and everything in pink is a must fill in. Please fill in the white boxes as best you can.

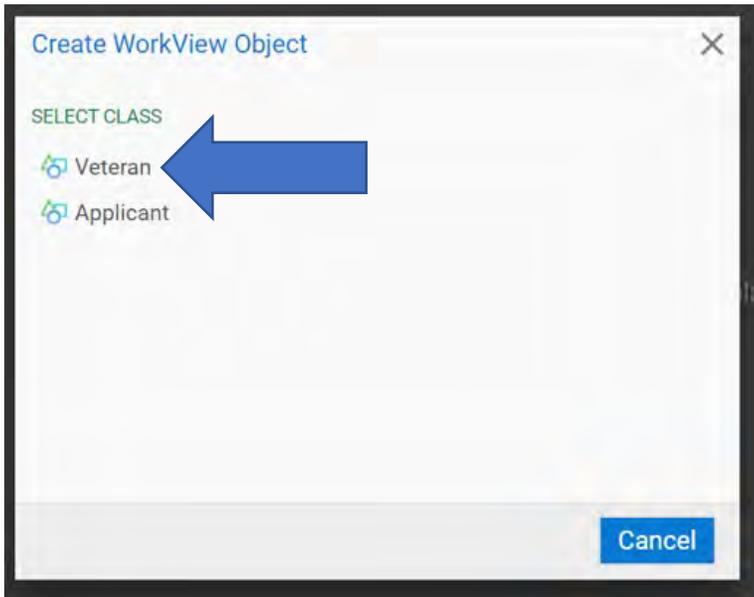
6. Enter in all the (Spouse's) Applicant's information, then click Save and close (blue arrow).



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



8. Click on **Veteran** (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 Veteran's information.

Veteran - Work - Microsoft Edge
https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=08&ObjectID=1508179&ClassID=1043&ScreenID=1068&OBToken=1bed8169-f431-4f0d-8c82-da7703e2a241&viewid=undefined&obj...

Veteran Detail Relationships Related Items
Created By: EVANVSO
7/27/2021 4:00:54 PM

Basic Info

Last Name* First Name* MI Suffix

This field is required.* Is Enabled

SSN Date of Birth Date Deceased Director Override - this person is verified to be alive

Gender* Spoken Language US Citizen*

Ethnicity/Race: This information is collected to make sure everyone is treated fairly. Your answer is voluntary.

Race (Check all that apply)

- American Indian or Alaskan Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or other Pacific Islander
- White
- Other

Special Circumstances (Check all that apply)

- Physical/Mental Impairment
- Hearing Impaired
- Visually Impaired
- Interpreter Required
- Sign Language Required
- Other

Service Info

Veteran - Green, Glen - Work - Microsoft Edge
https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1508179&ClassID=1043&ScreenID=1068&OBToken=1bed8169-f431-4f0d-8c82-da7703e2a241&viewid=undefined&...

Veteran Detail Relationships Related Items
Created By: EVANVSO
7/27/2021 4:00:54 PM

Enter only the person who will serve as an applicant for benefits. Do not enter all family members.
You must create the Applicant before you can create the relationship.

Veteran and Applicant

Veteran	Applicant	Relationship to Veteran
---------	-----------	-------------------------

Show 100 records

Relationships where one Veteran is claiming benefits of another veteran

Veteran	Applicant	Relationship to Veteran
---------	-----------	-------------------------

Show 100 records

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

Veteran and Applicant Detail*

Green, Glen (Vet) - (Applicant) Created By: EVANVSO
7/27/2021 4:13:16 PM

Veteran and Applicant Detail

Veteran Name*	SSN	Date of Birth	
Green, Glen	800-00-0001	1/1/1950	
Applicant Name*	SSN	Date of Birth	Relationship To Veteran*
			Spouse

Sample:

Veteran and Applicant Detail*

Green, Glen (Vet) - (Applicant)

Veteran and Applicant Detail

Veteran Name*	SSN	Date of Birth	
Green, Glen	800-00-0001	1/1/1950	
Applicant Name*	SSN	Date of Birth	Relationship To Veteran*
Green, Pam	200-00-0001	1/1/1950	Spouse

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.

WorkView - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1002&ObjectId=1508179&ClassId=1043&ScreenId=1068&ObjectViewerEnvironment=0&viewID=1125&viewertype=1&objectSource...

Save Save and Close Save and New Undo Refresh History Documents Forms More Toggle Task

Veteran Detail* Relationships Related Items

Veteran - Green, Glen Created By: EVANVSO
7/27/2021 4:00:54 PM

Enter only the person who will serve as an applicant for benefits. Do not enter the Veteran's name. You must create the Applicant before you can create the relationship.

Veteran and Applicant

Veteran	Applicant	Relationship to Veteran
Green, Glen	Green, Pam	Spouse

1 - 1 of 1 records Show 100 records

1. Create a new VS-1 for this veteran. The Veteran will be the applicant.

2. Create a new VS-1 application for this combination of Veteran and Applicant with the Spouse as the applicant

Create VS-1
Replace VS...

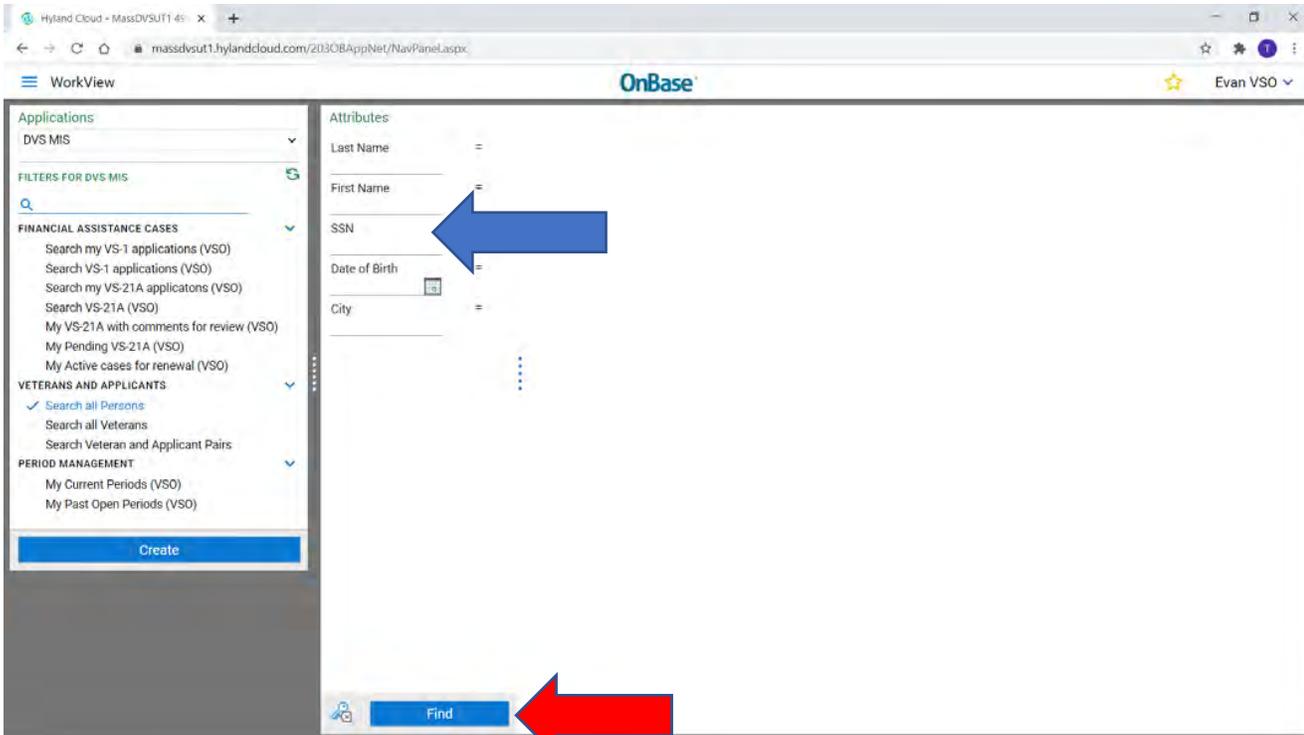
What to do when a veteran passes away

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

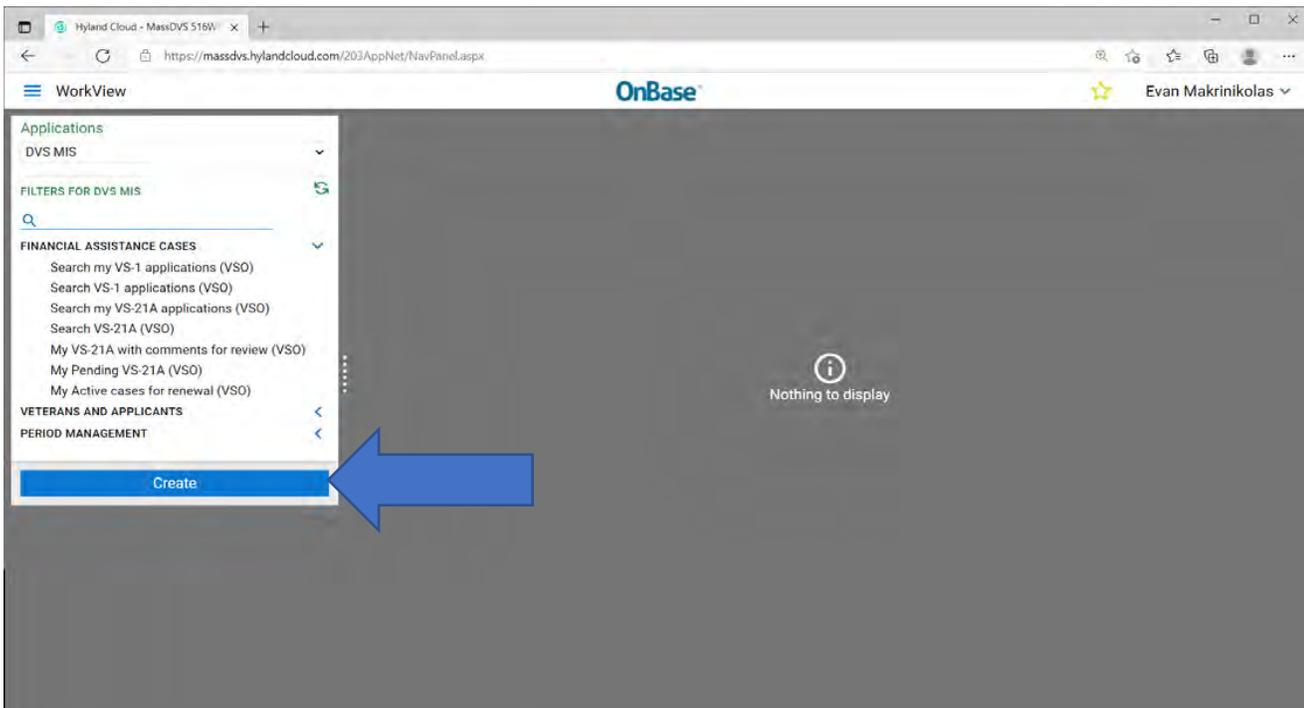
Chapter 3

Enter a Widow/er (Child as applicant)

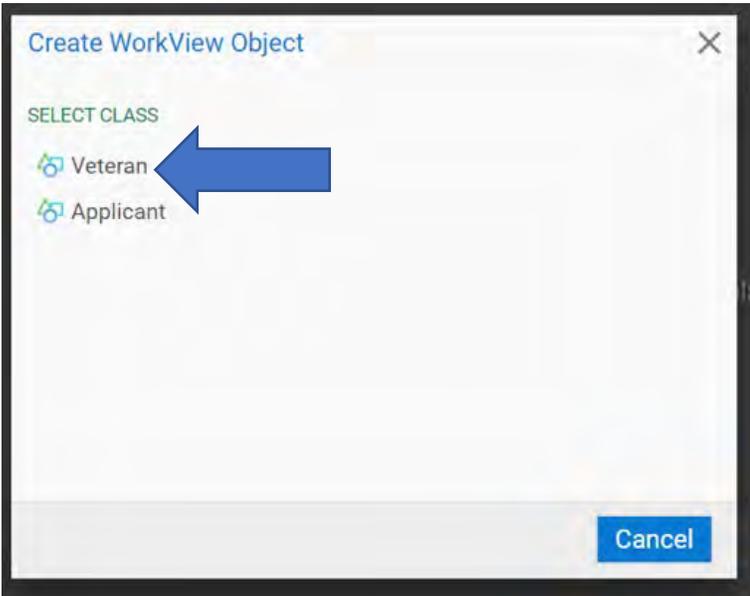
1. Enter Social Security number (SSN) to see if Veteran and Widow/er are already in the system (blue arrow)
2. Click on **Find** (red arrow), if not you need to create the Veteran and Widow/er.



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

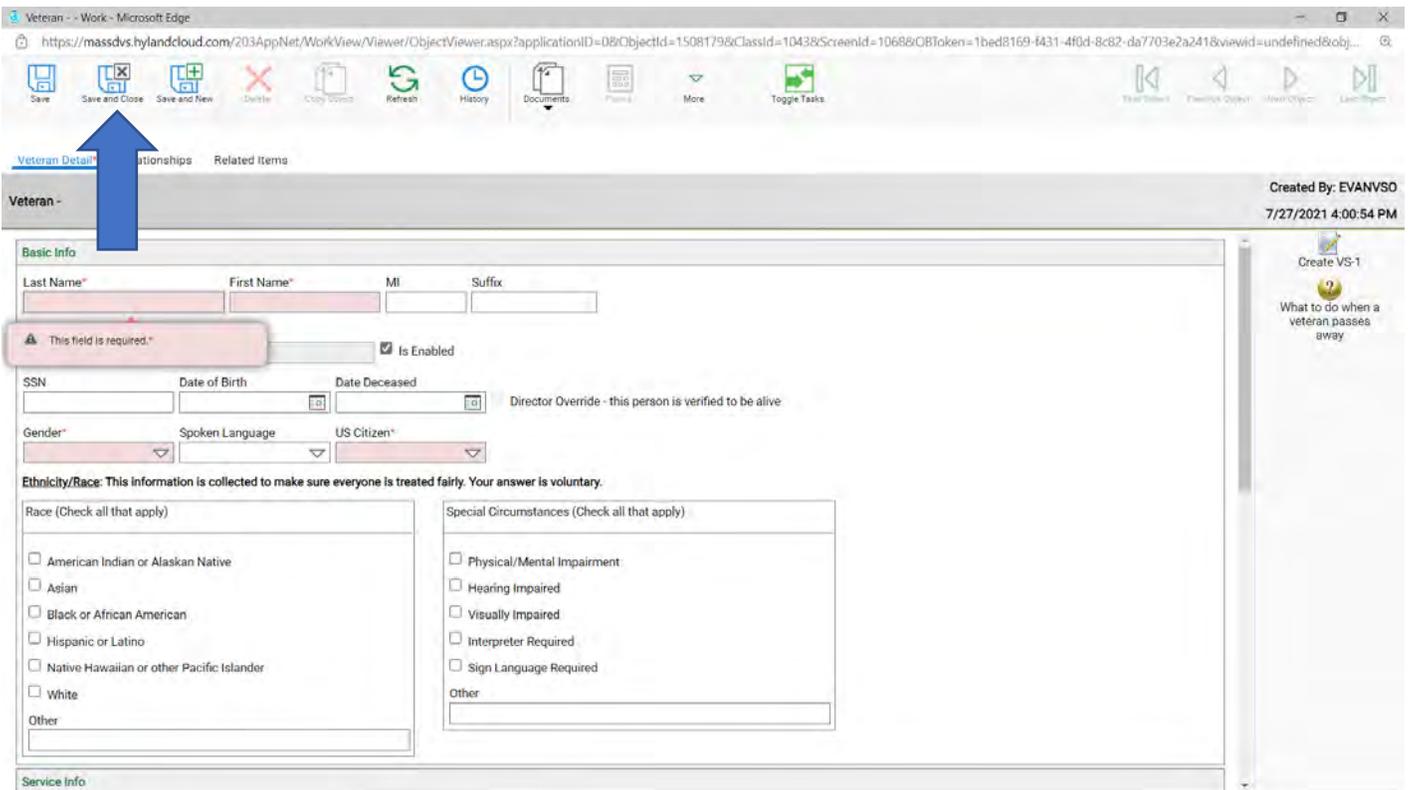


4. Click on **Veteran** (blue arrow)

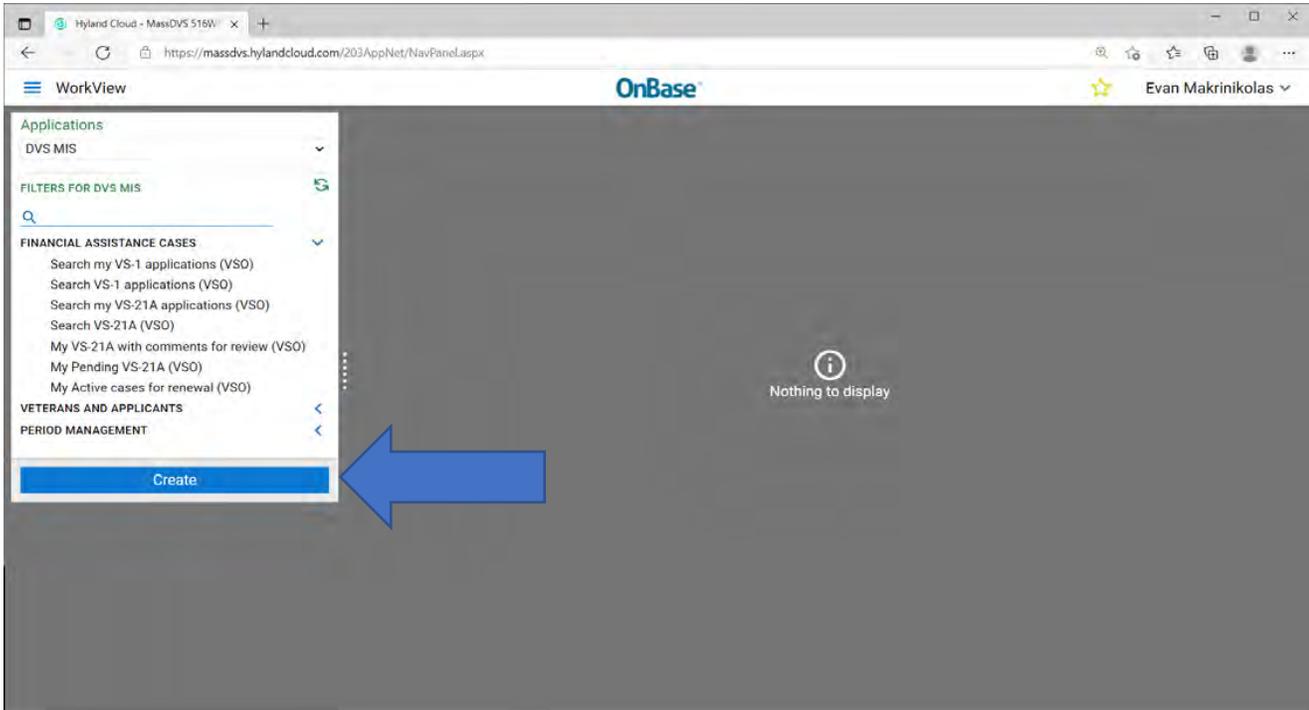


5. There are three parts to this step. Scroll to all three **Basic Info**, **Service Info**, **Contact Info** and everything in pink is a must fill in. Please fill in the white boxes as best you can.

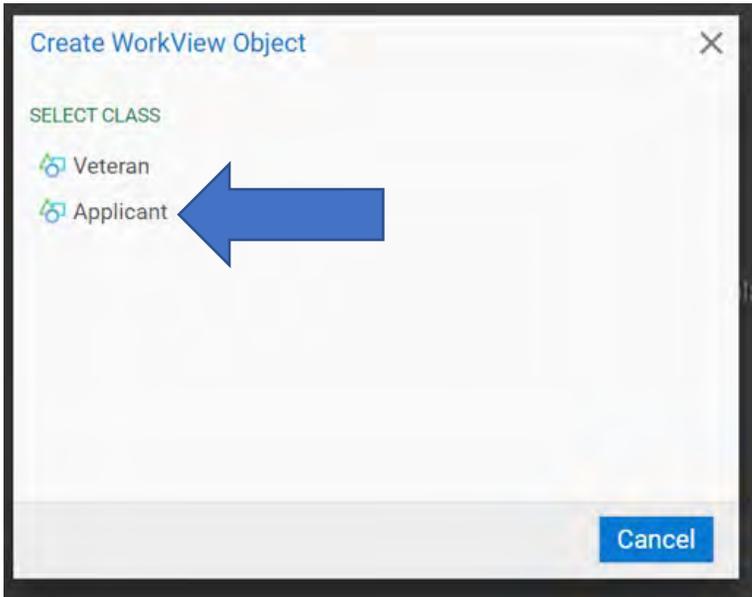
6. Enter in all the Veteran's information, then click Save and close (blue arrow).



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 Edge
 https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=0&ObjectID=1509184&ClassId=1044&ScreenId=10918&ObjToken=1bed0169-M31-4f0d-8c82-da7703e2a241&viewid=undefined&obj...

Applicant Detail Relationships Related Items

Applicant - Created By: EVANVSO
7/27/2021 4:07:56 PM

Basic Info

Last Name* First Name* MI Suffix

Full Name Is Enabled

SSN* Date of Birth Date Deceased Director Override - this person is verified to be alive

Gender* Spoken Language US Citizen

Ethnicity/Race: This information is collected to make sure everyone is treated fairly. Your answer is voluntary.

Race (Check all that apply)

- American Indian or Alaskan Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or other Pacific Islander
- White
- Other

Special Circumstances (Check all that apply)

- Physical/Mental Impairment
- Hearing Impaired
- Visually Impaired
- Interpreter Required
- Sign Language Required
- Other

Contact Info

WorkView - Work - Microsoft Edge
 https://massdvsut1.hylandcloud.com/203OBAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=0&ObjectID=105441&ClassId=1036&ScreenId=1034&objectViewerEnvironment=0&viewID=1086&vi...

Applicant Detail Relationships Related Items Annuities Related Items Admin

Applicant - Smith, Kate Created By: TBROWN
4/8/2021 10:27:54 AM

Veterans this Applicant is claiming

Veteran	Applicant	Relationship to Veteran

Convert to Veteran

+ S

Create
 Create
 Replace

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

Veteran and Applicant Detail*

Green, Glen (Vet) - (Applicant) Created By: EVANVSO
7/27/2021 4:13:16 PM

Veteran and Applicant Detail

Veteran Name*	SSN	Date of Birth		
Green, Glen	800-00-0001	1/1/1950		
Applicant Name*	SSN	Date of Birth	Relationship To Veteran*	

Create VS-1
 VS-1 - Replace Veteran with new Applicant

Sample:

Veteran and Applicant Detail*

Green, Glen (Vet) - (Applicant)

Veteran and Applicant Detail

Veteran Name*	SSN	Date of Birth		
Green, Glen	800-00-0001	1/1/1950		
Applicant Name*	SSN	Date of Birth	Relationship To Veteran*	
Green, Pam	200-00-0001	1/1/1950	Spouse	

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.

WorkView - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?ApplicationId=1002&ObjectId=1508179&ClassId=1043&ScreenId=10588&objectViewerEnvironment=0&viewID=1125&viewertype=1&objectSource...

1. Create a new VS-1 for this veteran. The Veteran will be the applicant.

2. Create a new VS-1 application for this combination of Veteran and Applicant with the Spouse as the applicant

Veteran Detail* Relationships Related Items

Veteran - Green, Glen Created By: EVANVSO
7/27/2021 4:00:54 PM

Enter only the person who will serve as an applicant for benefits. Do not enter the Veteran. You must create the Applicant before you can create the relationship.

Veteran	Applicant	Relationship to Veteran
Green, Glen	Green, Pam	Spouse

1 - 1 of 1 records Show 100 records

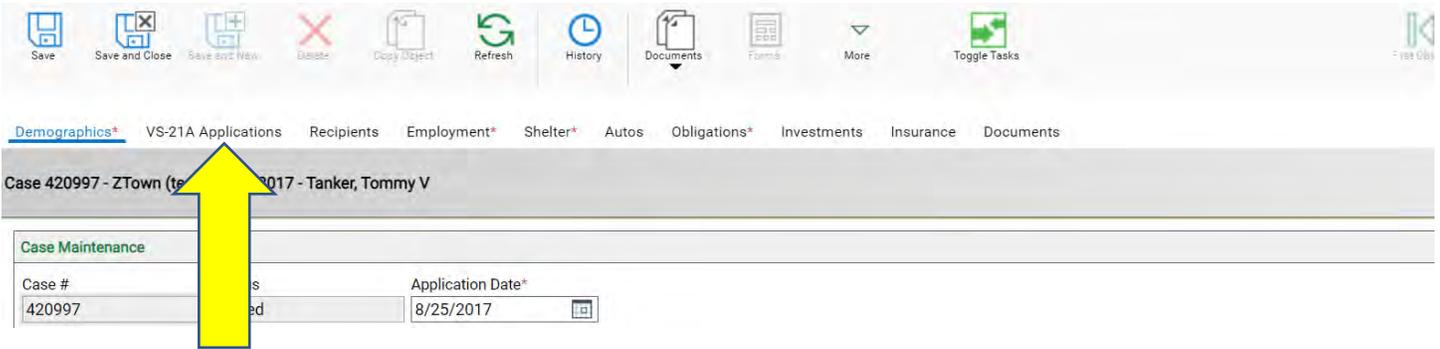
Create VS-1
 What to do when a veteran passes away

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

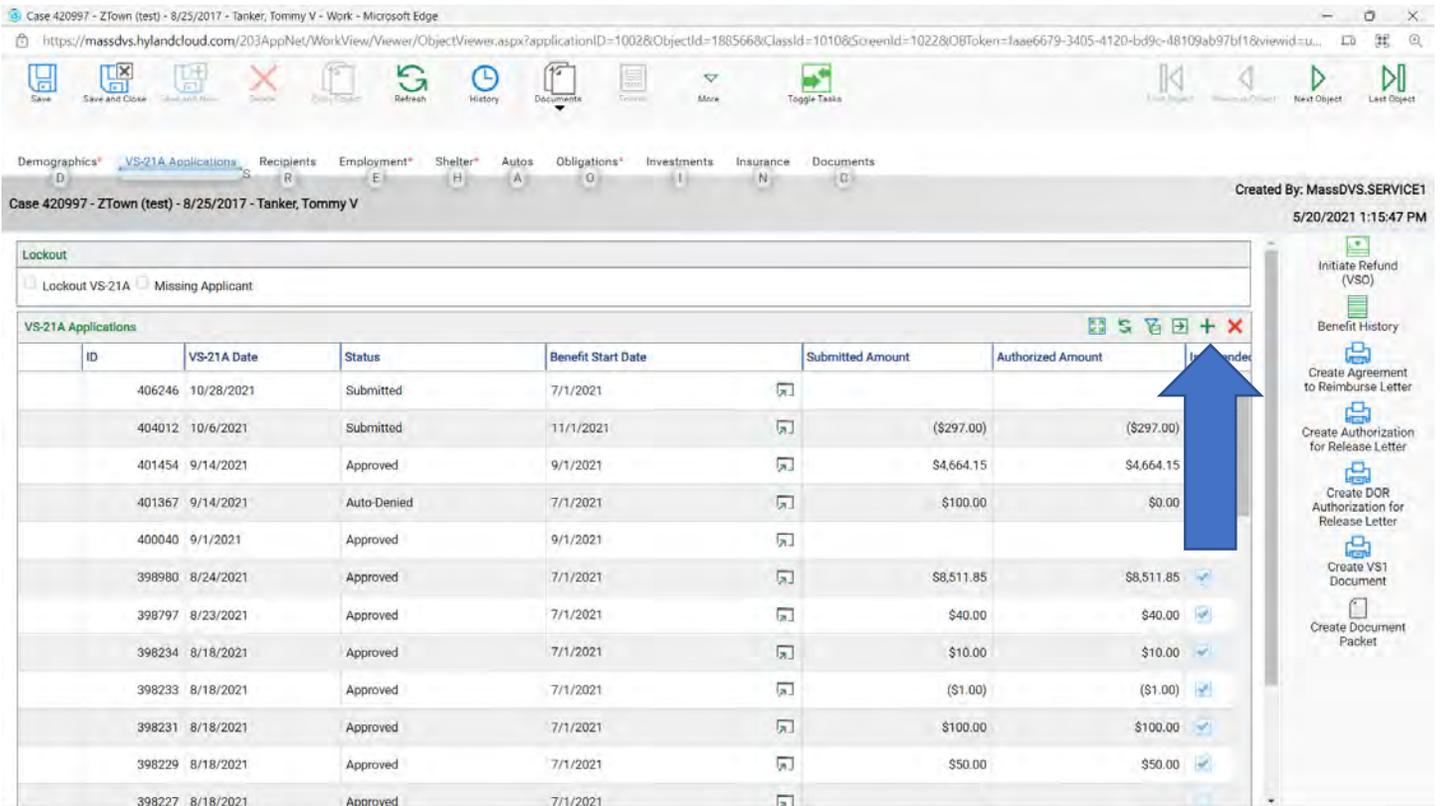
Chapter 4

Amending a VS21A

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



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



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

Note: 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 - Boston - 4/8/2021 - Unsubmitted

Created By: TBROWN
4/8/2021 11:21:38 AM

Basic Information

Case #	Status	Applicant	ID
1075	Unsubmitted	Moo, Mark	12264
City	VSO		
Boston	Brown, Tracey		

Calculations

Please enter the following to derive the benefits

VS-21A Date*	Budget Number*	Refund Status
4/8/2021	1 - Single	Settlement
# in Family	Benefit Start Date*	Refund Amount
1		\$200.00
Rent/Mortgage Amt (Applicant Portion Only)*	# Sharing Expenses*	Refund Balance
\$950.00	1	\$200.00
Is Heat Included*		
No		

Monthly Income

	Applicant	Spouse	Children
V.A. Pension	\$145.00		
V.A. Comp			
Social Security	\$850.00		

Benefits Calculations

Budget Amount	
Shelter Benefit +	
Children Budget +	

Amend Open Benefits

- Click on the **Benefits (VSO)** tab (blue arrow), then click **Amend Open Benefits** (yellow arrow).
Give the system time to process.

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

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1694994&Classid=1026&ScreenId=1039&OBToken=faae6679-3405-4120-bd9c-48109ab97bf1&viewid=undefined&...

VS-21A* **Benefits (VSO)** VSO Comments Case History

VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Unsubmitted - Tanker, Tommy V

Created By: EVANVSO
11/2/2021 10:32:45 AM

Benefit Summary

Net Ordinary Benefit Amount + Fuel Benefit Amount = Total Payable Benefit Amount
\$0.00

Prior Approval

VSO Benefits

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description
--------	----	------	--------	------	----------	--------	------	-------------

Show 100 records

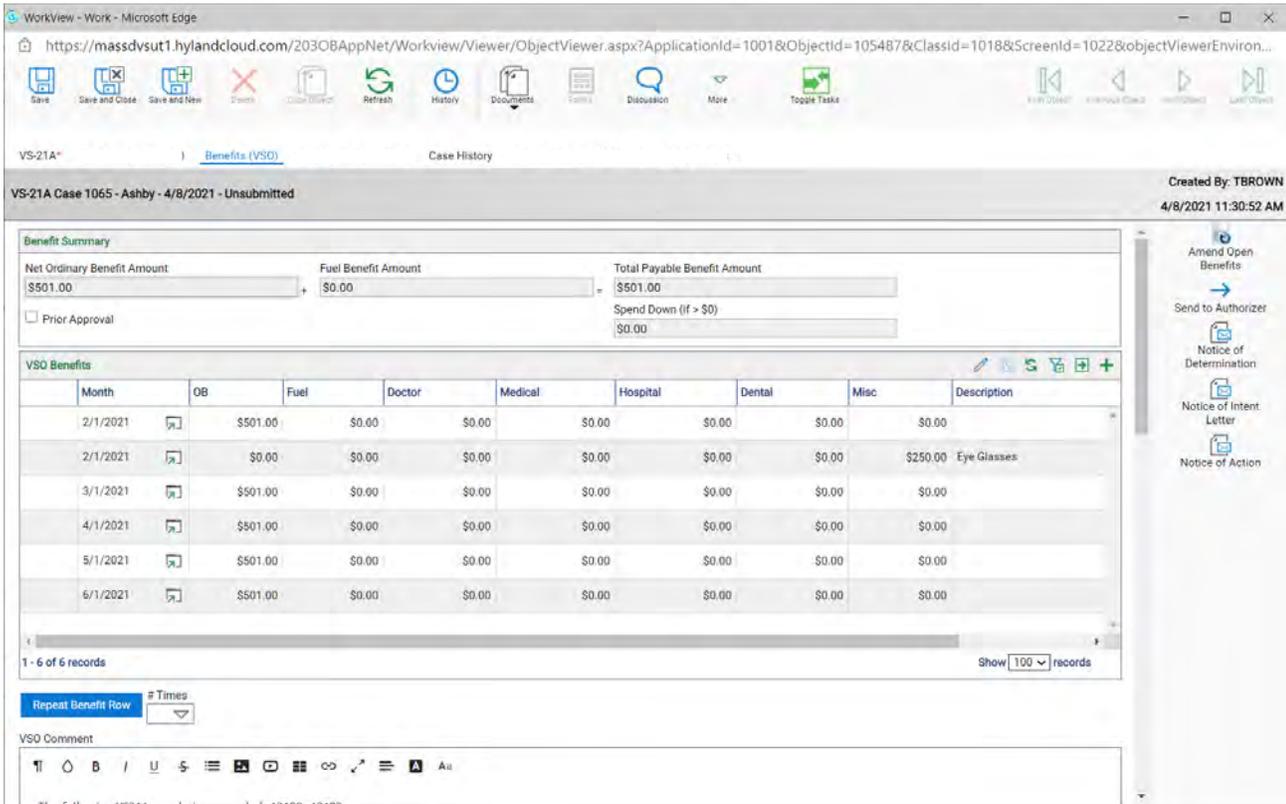
Repeat Benefit Row # Times

VSO Comment

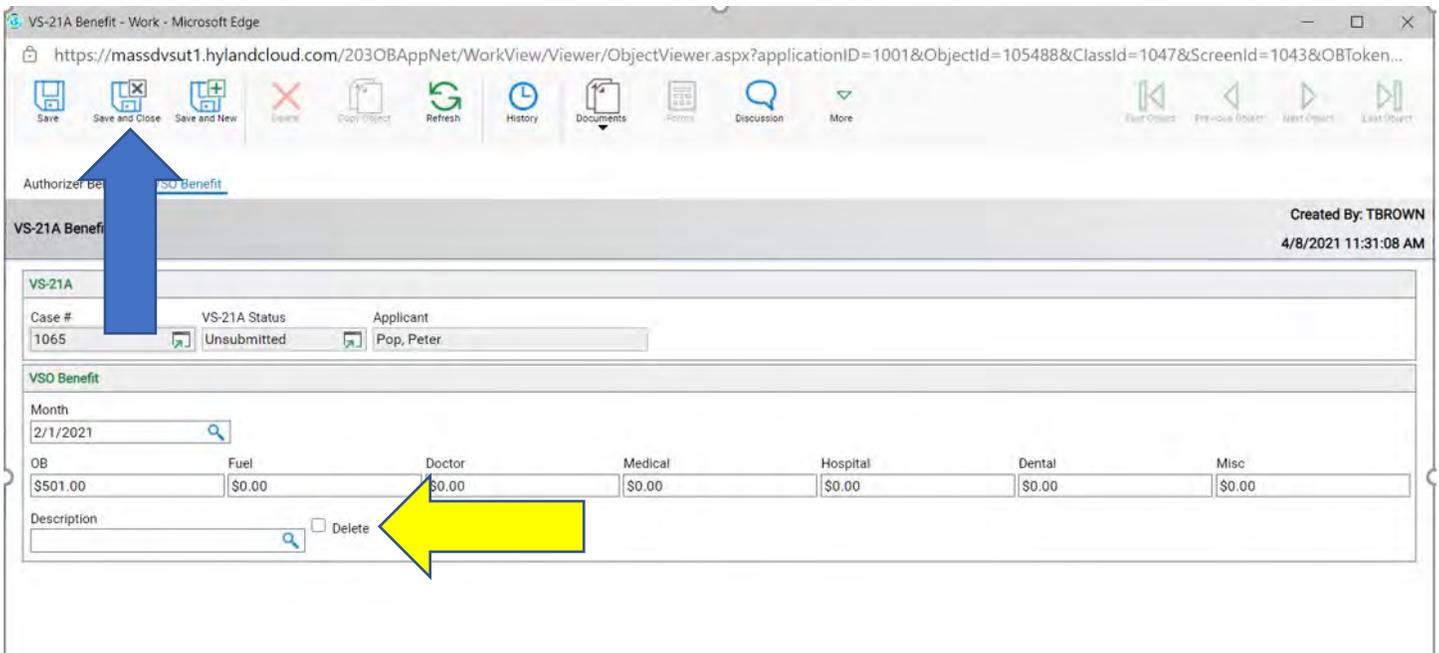
Amend Open Benefits
Notice of Action
Notice of Determination
Notice of Intent
VS21A Acknowledgement

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.

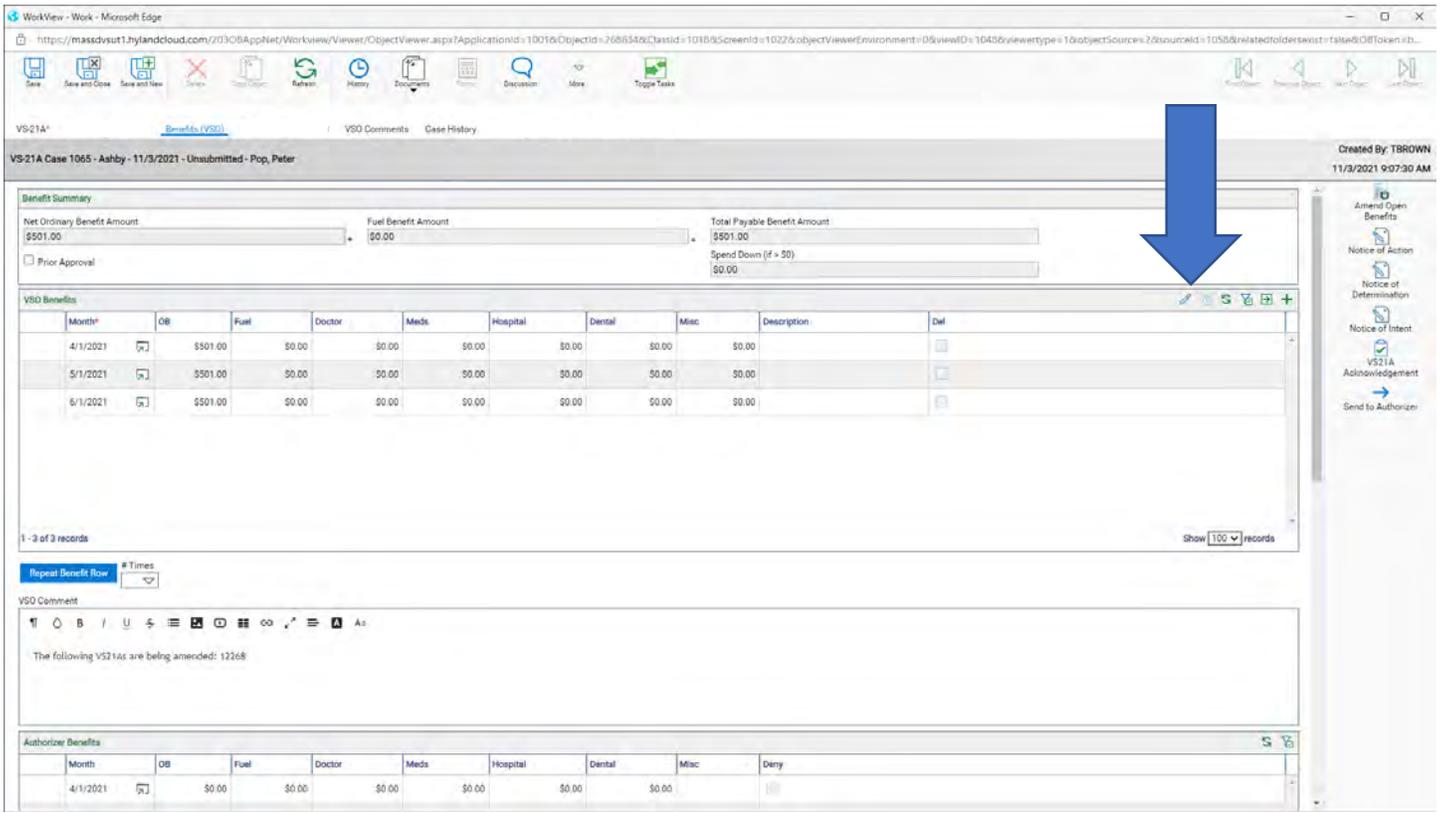
1. Double click the row to change the amount.



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)



2. You can also change an amount by clicking on the pencil.



The screenshot shows a web application interface for managing benefits. The browser address bar indicates the URL is <https://massdvsut1.hylandcloud.com/2030BAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=10016&ObjectId=268534&ClassId=10109&ScreenId=10025&objectViewerEnvironment=0&viewID=1643&viewertype=1&objectSource=2&sourceid=1035&relatedolderexist=false&OToken=...>. The page title is "VS21A" and the breadcrumb is "Benefits (VSO)". The main content area is titled "VS-21A Case 1065 - Ashby - 11/3/2021 - Unsubmitted - Pop, Peter" and was created by "TBROWN" on "11/3/2021 9:07:30 AM".

The "Benefit Summary" section shows:

- Net Ordinary Benefit Amount: \$501.00
- Fuel Benefit Amount: \$0.00
- Total Payable Benefit Amount: \$501.00
- Spend Down (F + S): \$0.00

The "VSO Benefits" table has the following data:

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del
4/1/2021	\$501.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
5/1/2021	\$501.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
6/1/2021	\$501.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		

The "VSO Comment" section contains the text: "The following VS21As are being amended: 12268".

The "Authorizer Benefits" table has the following data:

Month	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Deny
4/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

A blue arrow points to a pencil icon in the top right corner of the "VSO Benefits" table, indicating that clicking it allows for editing the amount.

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

The screenshot shows the 'VSO Comments' tab in the WorkView application. The interface includes a 'Benefit Summary' section with fields for 'Net Ordinary Benefit Amount' (\$501.00) and 'Total Payable Benefit Amount' (\$501.00). Below this is a table of 'VSO Benefits' with columns for Month, OB, Fuel, Doctor, Meds, Hospital, Dental, Misc, and Description. A yellow arrow points to the 'OB' field in the first row. A purple arrow points to the 'VSO Comments' tab. A blue arrow points to the first row of the 'VSO Benefits' table. A red arrow points to the 'Send to Authorizer' button in the right-hand sidebar. At the bottom, there is a 'VSO Comment' text area containing the text 'The following VS21As are being amended: 12268'.

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).

This section shows two VSO Comment sections. The top section is 'VSO Comment (viewable by Authorizer)' and the bottom section is 'Private VSO Comment (not viewable by Authorizer)'. Both sections contain the text 'The following VS21As are being amended: 12268'. At the bottom, there is a table titled 'Related VS-21A Private Comments' with columns for ID, VS-21A Date, Status, Benefit Period Start, and Private VSO Comment. A red box highlights the 'Private VSO Comment' column.

ID	VS-21A Date	Status	Benefit Period Start	Private VSO Comment
100049	11/3/2021	Unsubmitted	4/1/2021	
100031	9/1/2021	Submitted	2/1/2021	
12268	4/8/2021	Denied	2/1/2021	
12190	3/17/2021	Approved	2/1/2021	

Chapter 5

NOI/NOA

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.

The screenshot shows a web application interface for managing VS-21A Applications. The main content area contains a table with the following data:

ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
12415	5/27/2021	Unsubmitted	4/1/2021			
12367	5/21/2021	Submitted	5/1/2021	\$650.00	\$650.00	
12338	5/17/2021	Submitted	5/1/2021	\$676.00	\$0.00	
12337	5/17/2021	Denied	5/1/2021	\$680.00	\$0.00	

A blue arrow points to a green plus icon in the toolbar of the table, which is used to create a new VS-21A application. The interface also includes a sidebar with various action buttons such as 'Initiate Refund (VSO)', 'Benefit History', and 'Create Agreement to Reimburse Letter'. The top of the page shows the user's name 'EVANVSO' and the date '5/17/2021 10:55:56 AM'.

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

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

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1694967&ClassId=1026&ScreenId=1039&OBToken=54c3d4da-51cc-47a5-aa63-c6f4172aaffa&viewId=@ObjectVie...

VS-21A* Benefits (VSO) VSO Comments Case History

VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Unsubmitted - Tanker, Tommy V

Created By: EVANVSO
11/2/2021 10:27:14 AM

Basic Information

Case #	Status	Applicant	ID
420997	Unsubmitted	Tanker, Tommy V	406718

City: ZTown (test) VSO: Evan VSO

Calculations

Please enter the following to derive the benefits

VS-21A Date*	Budget Number*	Refund Status
11/2/2021	1 - Single	None
# in Family	Benefit Start Date*	Refund Amount
1	11/1/2021	\$0.00
Rent/Mortgage Amt (Applicant Portion Only)*	# Sharing Expenses*	Refund Balance
\$750.00	1	\$0.00
Is Heat Included*		
Yes		

Monthly Income

	Applicant	Spouse	Children
V.A. Pension		\$0.00	
V.A. Comp	\$1,146.39	\$0.00	

Benefits Calculations

Budget Amount	\$756.00
Shelter Benefit +	\$679.00
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 - ZTown (test) - 6/7/2021 - Unsubmitted - Work - Microsoft Edge

https://massdvsut1.hylandcloud.com/203OBAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=137774&ClassId=1018&ScreenId=...

VS-21A* Benefits (VSO) Case History

VS-21A Case 1111 - ZTown (test) - 6/7/2021 - Unsubmitted

Created By: EVANVSO
6/7/2021 12:44:35 PM

Basic Information

Case #	Status	Applicant	ID
1111	Unsubmitted	Tanker, Tommy	12455

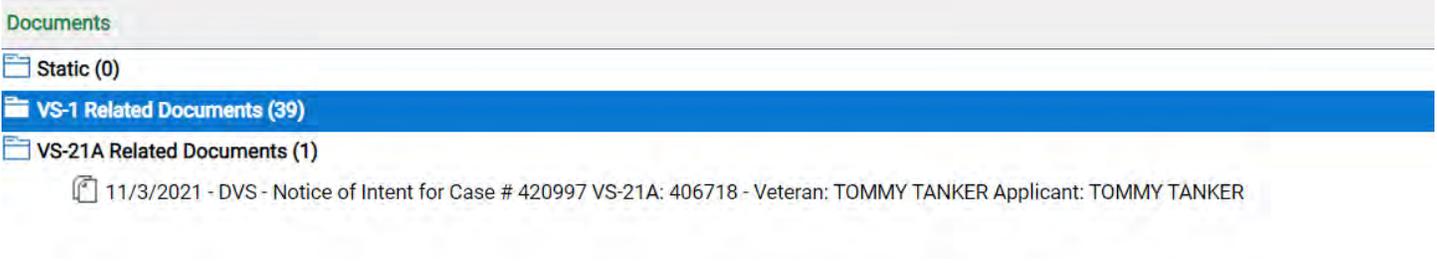
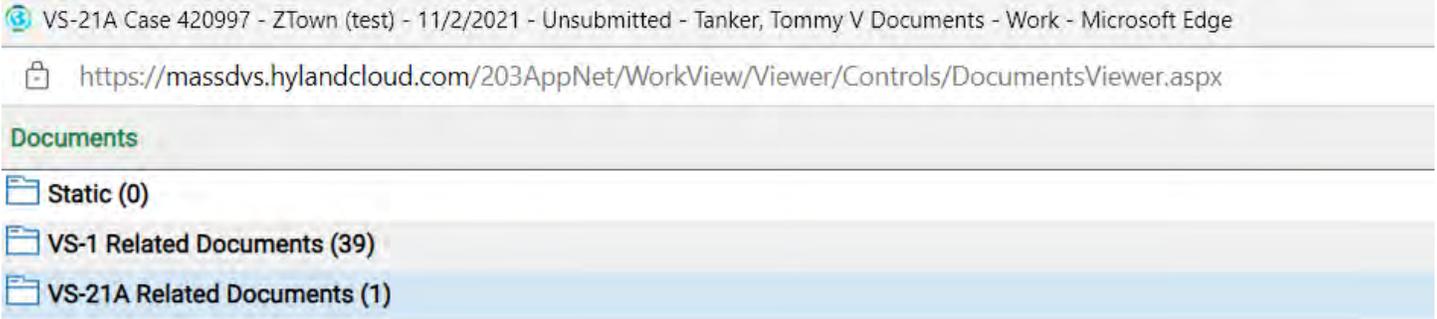
City: ZTown (test) VSO: evan VSO

Calculations

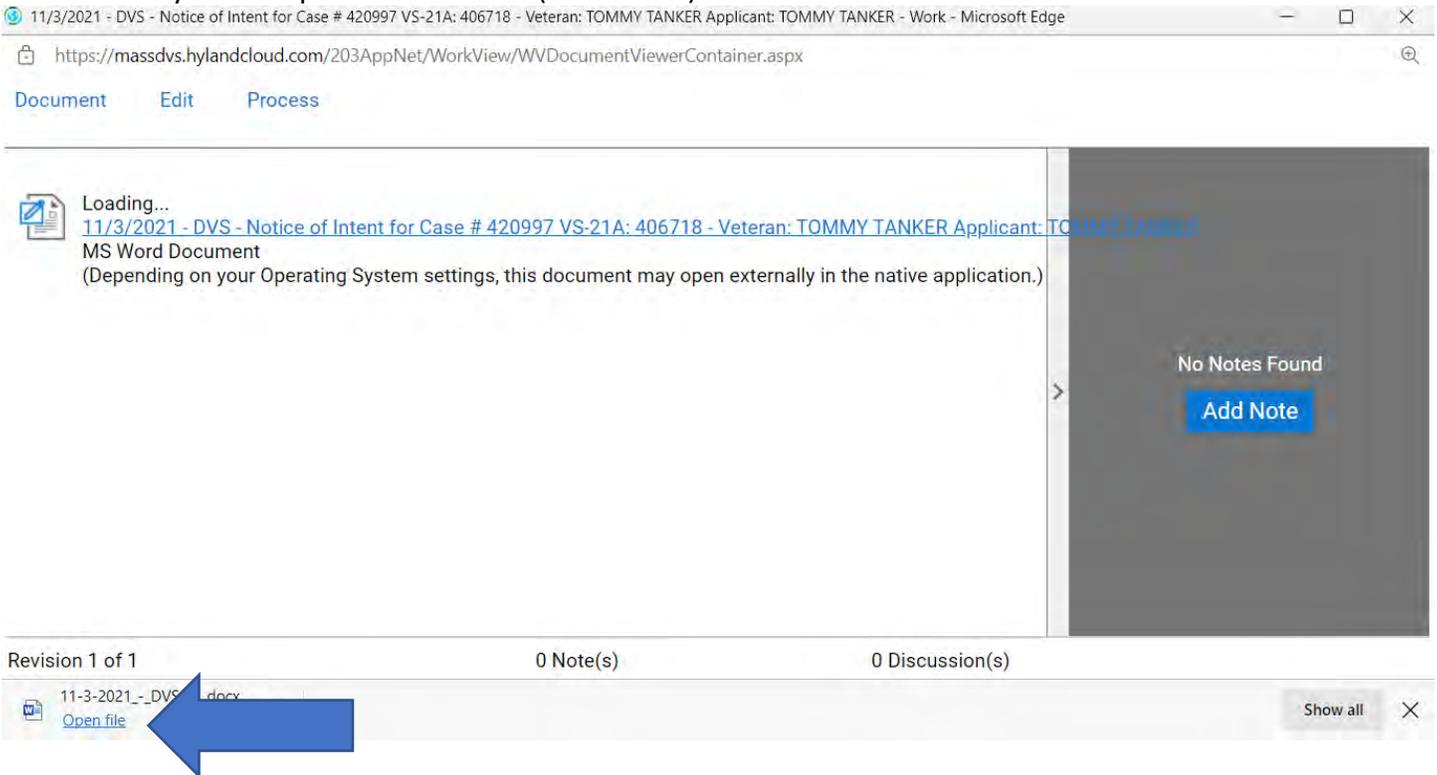
Please enter the following to derive the benefits

VS-21A Date*	Budget Number*	Refund Status
6/7/2021	2 - Married	None
# in Family	Benefit Start Date*	Refund Amount
2	6/1/2021	\$0.00
Rent/Mortgage Amt (Applicant Portion Only)*	# Sharing Expenses*	Refund Balance
\$325.00	1	\$0.00
Is Heat Included*		
No		

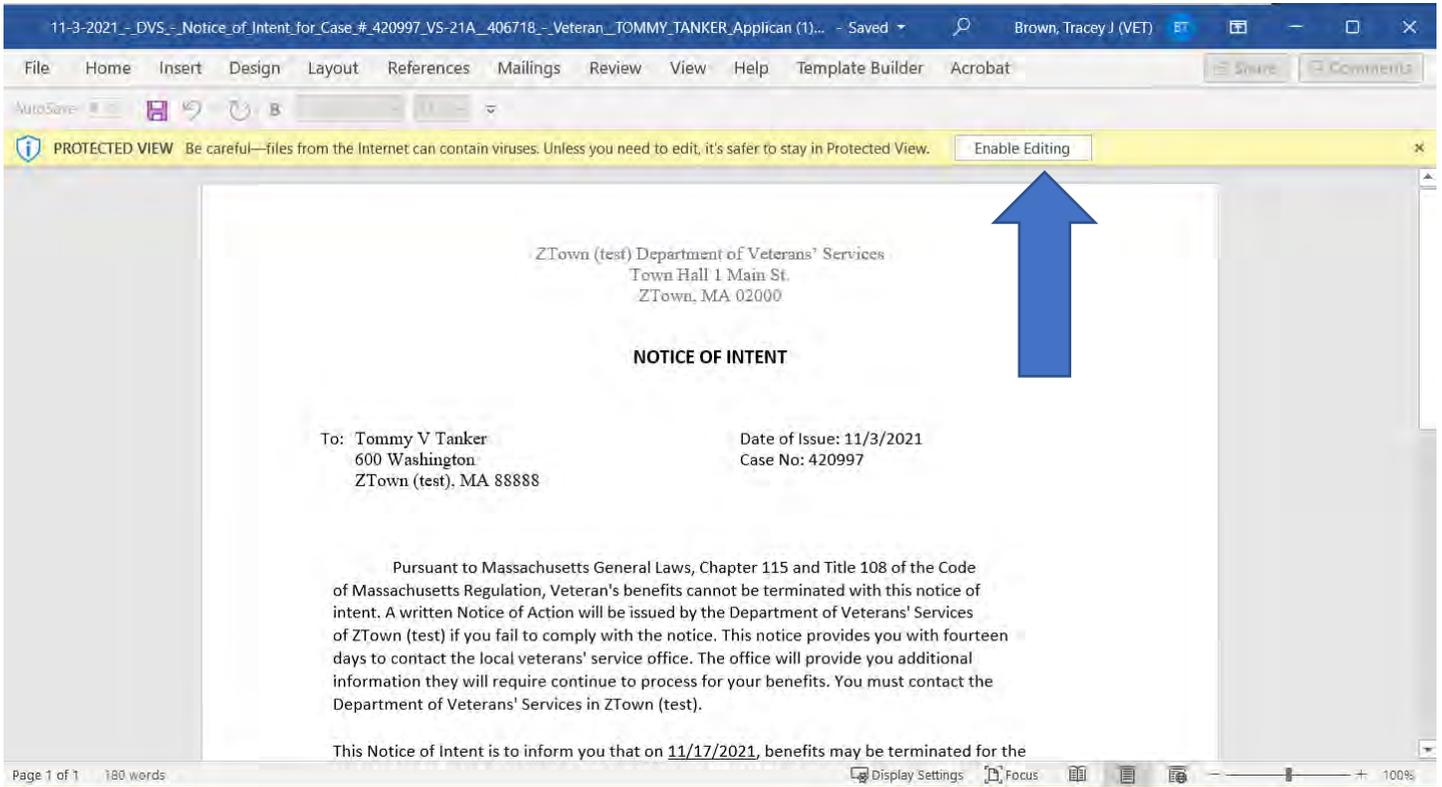
5. The Document folders will come up, then click on the VS-21A Related Document folder.



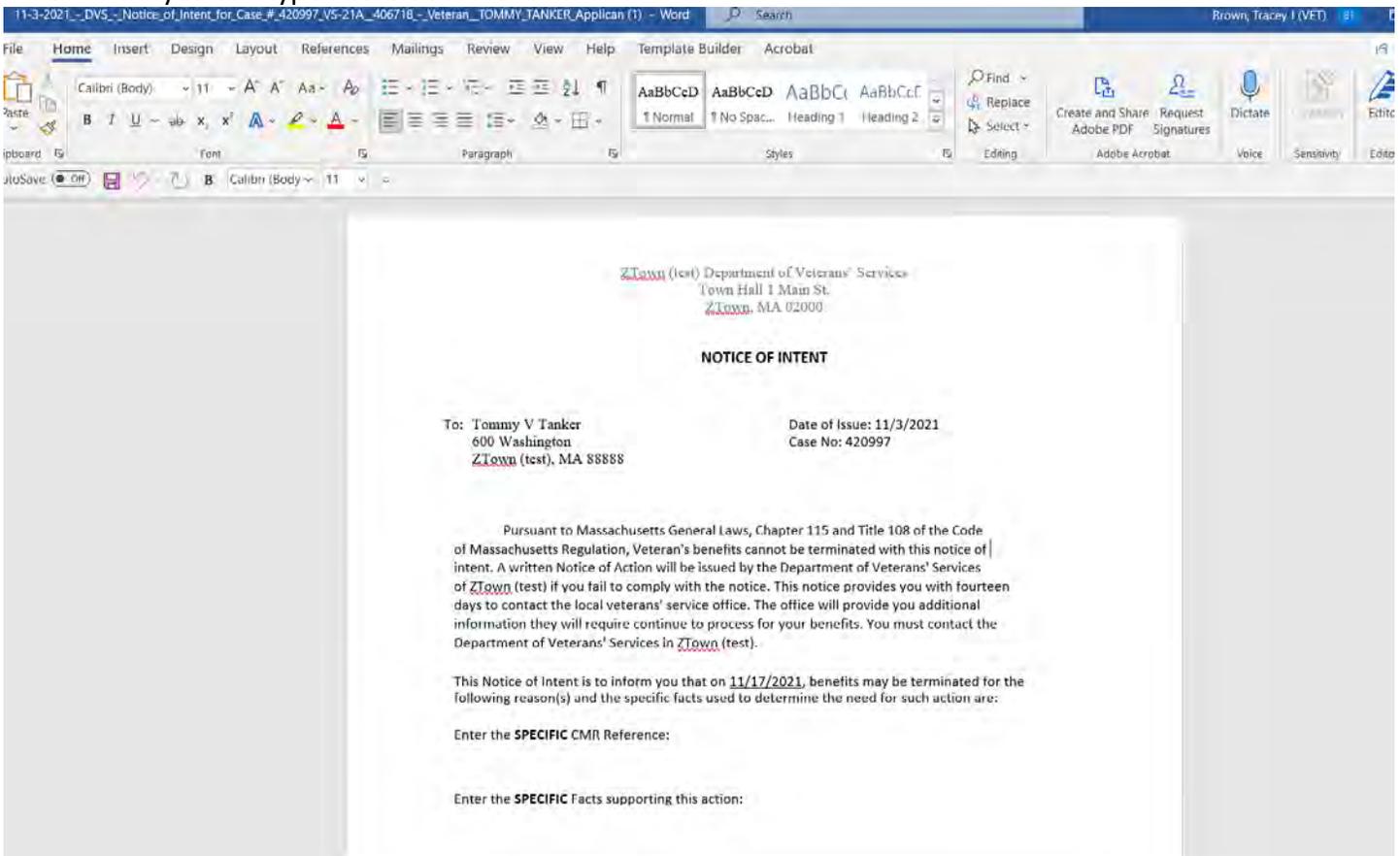
7. Once you see Open File click on it (blue arrow)



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



9. Now you can type in the document.



Chapter 6

Enter a new Burial

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

The screenshot shows the OnBase application interface. On the left is a navigation menu with categories like Applications, ANNUITIES, FINANCIAL ASSISTANCE CASES, VETERANS AND APPLICANTS, PERIOD MANAGEMENT, SHARED LOOKUP DATA, FINANCIAL ASSISTANCE LOOKUP DATA, and FINANCIAL ASSISTANCE CORE MAINTENANCE. The 'Search all VS-1 applications' option is selected. The main area displays a search results table with columns: CASE #, STATUS, APP DATE, CITY, APPLICANT FULL NAME, and VETERAN FULL NAME. Two results are shown: Case # 10004 (Status: Saved, App Date: 5/5/2020, City: Boston, Applicant: BurialsX, Boston, Veteran: BurialsX, Boston) and Case # 424879 (Status: Saved, App Date: 6/1/2020, City: Sterling, Applicant: Burials, Ashby, Veteran: Burials, Ashby). A 'Find' button is at the bottom.

The screenshot shows the details for Case 424879 - Sterling - 6/1/2020 - Burials, Ashby. The interface is divided into sections: Case Maintenance, Applicant Info, and Veteran Info. A blue arrow points to the 'Case Maintenance' section. The 'Case Maintenance' section includes fields for Case # (424879), Application Date* (6/1/2020), City* (Sterling), and Refund Status (None). The 'Applicant Info' section includes fields for Full Name (Burials, Ashby), Date of Birth (1/7/1965), SSN (012-56-8585), Relationship To Veteran (Applicant), Gender (Male), US Citizen (Yes), Spoken Language, Street 1 (100 West St), City (Ashby), State (MA), Zip Code (01453), Phone Number (978 534-7538), and Email Address (rvoutour@leominster-ma.gov). The 'Veteran Info' section is partially visible. On the right side, there is a vertical toolbar with various actions like 'Initiate Refund (VSO)', 'Benefit History', 'Create Agreement to Reimburse Letter', 'Create Authorization for Release Letter', 'Create DOR Authorization for Release Letter', 'Create Notice of Determination', 'Create VSI Document', and 'Create Document Packet'. The top right corner shows 'Created By: MassDVSUT1.SERVICE1' and the date '8/17/2020 11:54:17 AM'.

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

The screenshot shows a web browser window with the URL <https://massdvsut1.hylandcloud.com/20308AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=8877&ClassID=1002&ScreenID=1001&OBToken=98b1f1a0-d598-4f3c-a605-decb4b617079&viewid=undefined...>. The page title is "Case 424879 - Sterling - 6/1/2020 - Burials, Ashby". The main content area is titled "VS-21A Applications" and contains a table with the following data:

ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
11467	6/1/2020	APPROVED	5/1/2020			

A blue arrow points to a green plus icon in the top right corner of the table. On the right side of the page, there is a vertical toolbar with various icons, including "Initiate Refund (VSO)", "Initiate Refund", "Benefit History", "Create Agreement to Reimburse Letter", "Create Authorization for Release Letter", "Create DOR Authorization for Release Letter", "Create Notice of Determination", "Create VS1 Document", and "Create Document Packet".

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

The screenshot shows the "VS-21A Case 424879 - Sterling - 9/1/2021 - Unsubmitted - Burials, Ashby" page. The page is titled "VS-21A" and has a sub-tab "Benefits (VSO)". The page contains several sections:

- Basic Information:** Case # 424879, Status Unsubmitted, Applicant Burials, Ashby, ID 100030, City Sterling, VSO Brown, Tracey.
- Calculations:** A section titled "Please enter the following to derive the benefits" with the following fields:
 - VS-21A Date*: 9/1/2021
 - # in Family: 1
 - Rent/Mortgage Amt (Applicant Portion Only)*: \$0.00
 - Is Heat Included*: No
 - Budget Number*: 9 - Community
 - Benefit Start Date*: (highlighted with an orange arrow)
 - # Sharing Expenses*: 1
 - Refund Status: None
 - Refund Amount: \$0.00
 - Refund Balance: \$0.00
- Monthly Income:** A table with columns for Applicant, Spouse, and Children, and rows for V.A. Pension, V.A. Comp, Social Security, Social Disability, and S.S.I.
- Benefits Calculations:** A table with rows for Budget Amount, Shelter Benefit +, Children Budget +, REBA +, and Total Ordinary Benefit.

A blue arrow points to the "Benefits (VSO)" tab, and an orange arrow points to the "Benefit Start Date" field.

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

VS-21A Case 424879 - Sterling - 9/1/2021 - Unsubmitted - Burials, Ashby

Benefit Summary

Net Ordinary Benefit Amount + Fuel Benefit Amount = Total Payable Benefit Amount
\$0.00

Prior Approval Spend Down (if > \$0)

VSO Benefits

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del
--------	----	------	--------	------	----------	--------	------	-------------	-----

Repeat Benefit Row # Times

VSO Comment

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

VS-21A Benefit

Case # VS-21A Status Applicant
424879 Unsubmitted Burials, Ashby

VSO Benefit

Month*

OB	Fuel	Doctor	Meds	Hospital	Dental	Misc
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Description Delete

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

The screenshot shows a web application window titled "WorkView - Work - Microsoft Edge". The address bar displays a URL from "massdvsut1.hylandcloud.com". The application interface includes a top navigation bar with tabs for "Benefits (VSO)", "VSO Comments", "Case History", and "Burial Required Documents". Below the navigation bar, the case information is displayed: "VS-21A Case 424879 - Sterling - 9/1/2021 - Unsubmitted - Burials, Ashby". The main content area is titled "Burial Required Documents" and contains a table with the following items:

Document Type	Required When
VS-9	
DD-214	
Death Certificate	
Marriage Certificate	
Birth Certificate	required when Relationship to Veteran is Spouse
Itemized Funeral Bill	required when Relationship to Veteran is Child
Bank Statement	

To the right of the document list is a vertical sidebar with several action buttons: "Amend Open Benefits", "Notice of Action", "Notice of Determination", "Notice of Intent", "VS21A Acknowledgement", and "Send to Authorizer". A large blue arrow points from the document list area towards the "Send to Authorizer" button.

Chapter 7

Escalate a case

1. Click on the denied VS-21A.

The screenshot shows a web browser window displaying a case management interface. The browser address bar shows the URL: <https://massdvsut1.hylandcloud.com/203OBAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=105333&ClassId=1002&ScreenId=1001&OBToken=d23e4322-bc5c-487f-b7fd-0ae...>

The page title is "Case 1083 - Ashby - 3/31/2021 - tt, tt". The breadcrumb navigation includes "Demographics", "VS-21A Applications", "Recipients", "Employment", "Shelter", "Autos", "Obligations", "Investments", "Insurance", and "Documents".

The main content area displays a table titled "VS 21A Applications". The table has the following columns: ID, VS-21A Date, Status, Benefit Start Date, Submitted Amount, Authorized Amount, and Is Amended. A blue arrow points to the row with ID 12276, which has a status of "Denied".

ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
12277	4/13/2021	Approved	5/1/2021	\$50.00	\$50.00	<input type="checkbox"/>
12276	4/13/2021	Denied	4/1/2021	\$125.00	\$0.00	<input type="checkbox"/>
12275	4/13/2021	Updated	4/1/2021	\$100.00	\$0.00	<input type="checkbox"/>
12274	4/12/2021	Approved	5/1/2021	\$20.00	\$20.00	<input type="checkbox"/>
12272	4/8/2021	Approved	4/1/2021	\$50.00	\$50.00	<input type="checkbox"/>
12271	4/8/2021	Approved	4/1/2021	\$150.00	\$150.00	<input type="checkbox"/>
12270	4/8/2021	Approved	4/1/2021	\$25.00	\$25.00	<input type="checkbox"/>
12255	4/1/2021	Approved	3/1/2021	\$0.00	\$0.00	<input type="checkbox"/>
12254	4/1/2021	Approved	3/1/2021	\$2,156.00	\$2,156.00	<input checked="" type="checkbox"/>
12253	4/1/2021	Approved	3/1/2021	\$0.00	\$0.00	<input type="checkbox"/>

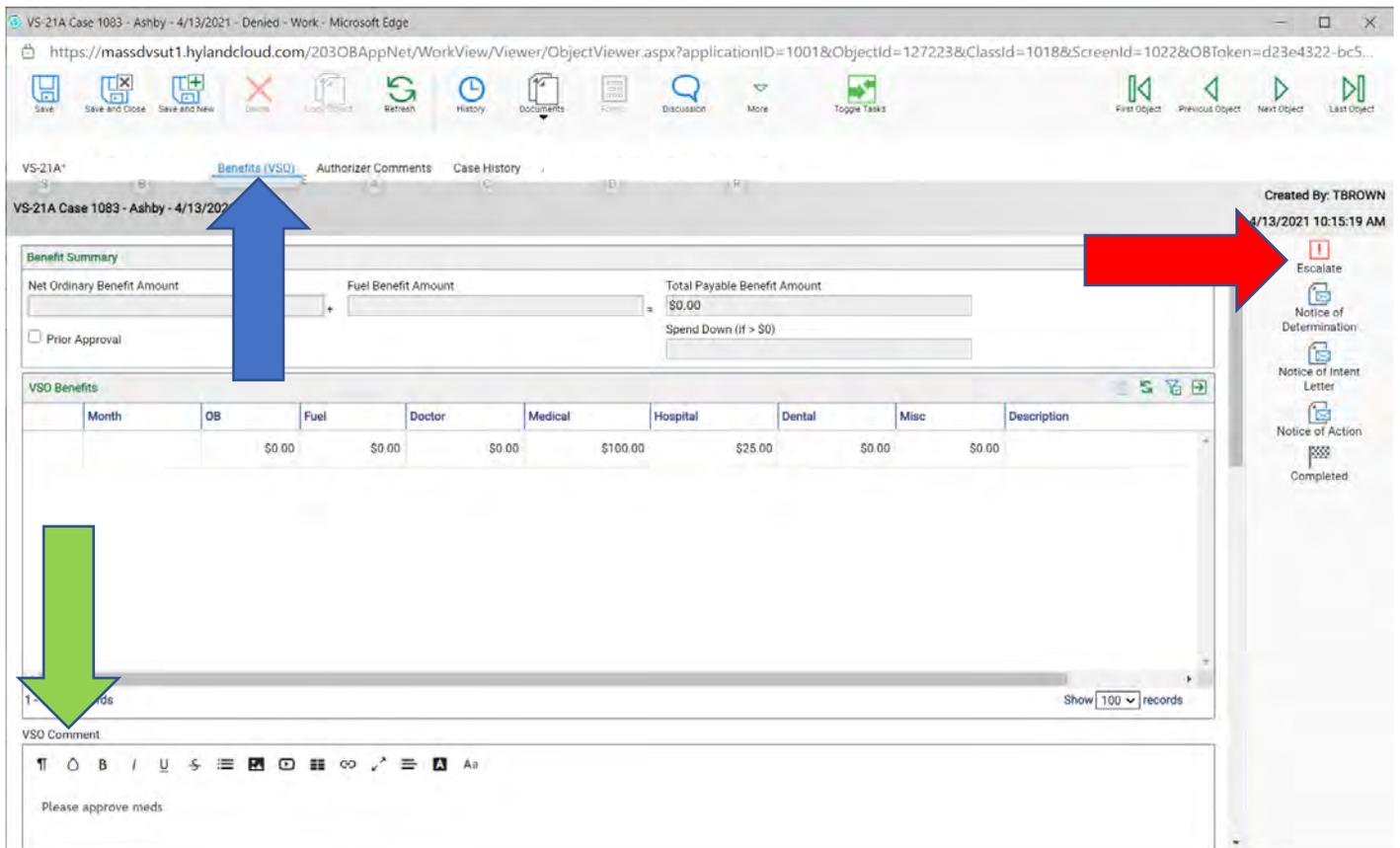
1 - 11 of 11 records

Show 100 records

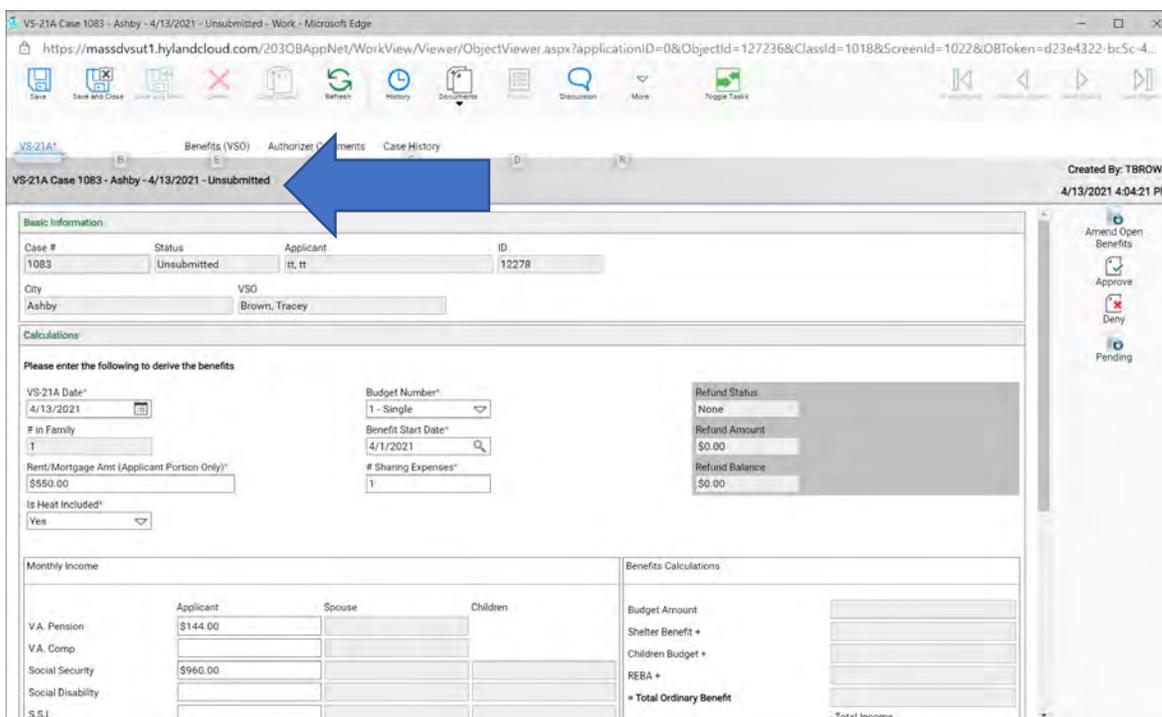
Created By: EVANVSO
3/31/2021 10:57:57 AM

Initiate Refund (VSO)
Initiate Refund
Benefit History

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)



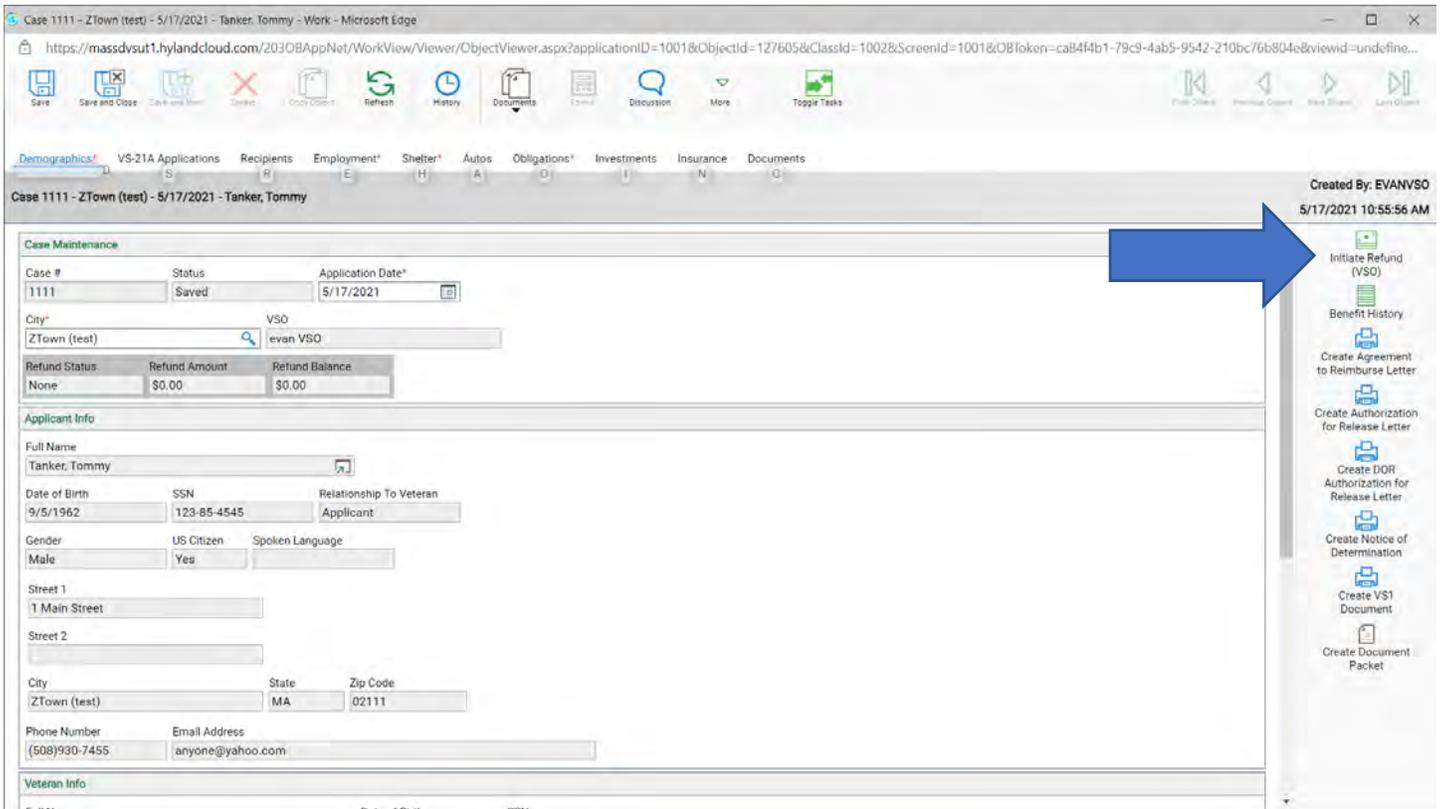
5. Once it was submitted the VS-21A will be reset to Unsubmitted, then refresh the page and it will switch back to submitted. The chief Authorizer will see it.



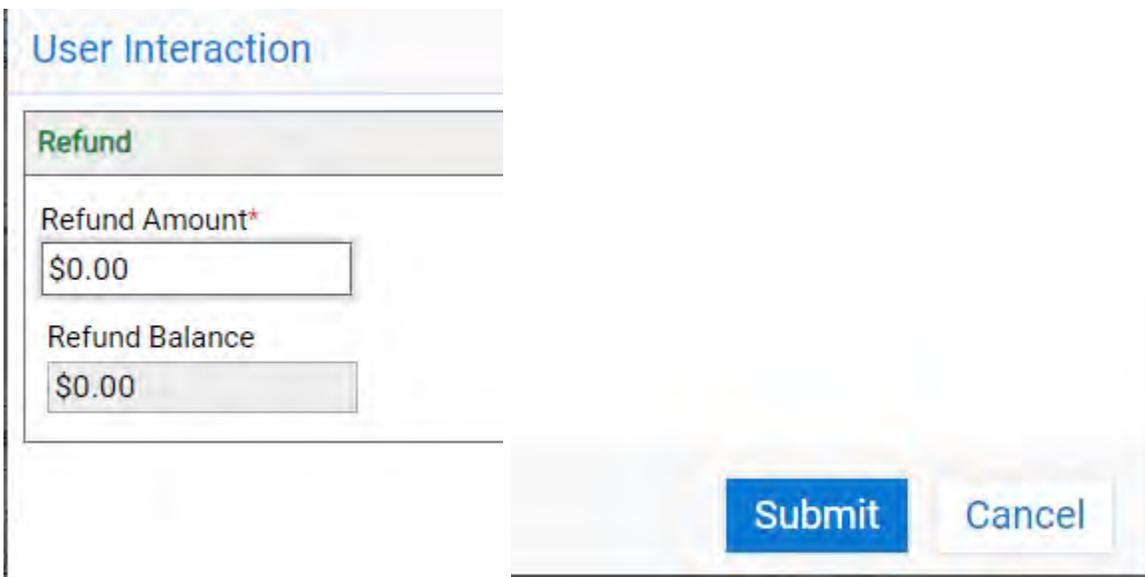
Chapter 8

Put and Applicant into Refund

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



3. Enter the refund amount and click submit.



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

The screenshot shows a web application interface for case management. The browser address bar indicates the URL: <https://massdvsut1.hylandcloud.com/20308AppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&ObjectId=127605&ClassId=1002&ScreenId=1001&objectViewerEnvironment=0&viewID=10528&viewertype=1&objectSou...>

The page title is "Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy". The user is identified as "Created By: EVANVSO" on "5/17/2021 10:55:56 AM".

The "Case Maintenance" section contains the following information:

Case #	Status	Application Date*
1111	Saved	5/17/2021

City: ZTown (test) VSO: evan VSO

Refund Status	Refund Amount	Refund Balance
Refund	\$500.00	\$500.00

The "Applicant Info" section contains the following information:

Full Name: Tanker, Tommy

Date of Birth: 9/5/1962 SSN: 123-85-4545 Relationship To Veteran: Applicant

Gender: Male US Citizen: Yes Spoken Language:

Street 1: 1 Main Street

Street 2:

City: ZTown (test) State: MA Zip Code: 02111

Phone Number: (508)930-7455 Email Address: anyone@yahoo.com

The "Veteran Info" section is partially visible at the bottom.

A blue arrow points to the "Refund Status" field in the "Refund" table.

On the right side, there is a vertical menu with the following options:

- Benefit History
- Create Agreement to Reimburse Letter
- Create Authorization for Release Letter
- Create DOR Authorization for Release Letter
- Create Notice of Determination
- Create VS1 Document
- Create Document Packet

To get this refund into Settlement, contact your Authorizer.

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

Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy - Work - Microsoft Edge

https://massdvsut1.hylandcloud.com/203OBAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=127605&ClassID=1002&Scre...

Save Save and Close Save as New Delete Copy Object Refresh History Documents Forms Discussion More Toggle Tasks Last Object

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

Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy Created By: EVANVSO 5/17/2021 10:55:56 AM

Case Maintenance

Case #	Status	Application Date*
1111	Saved	5/17/2021

City* ZTown (test) VSO evan VSO

Refund Status	Refund Amount	Refund Balance
Refund	\$500.00	\$500.00

Applicant Info

Full Name: Tanker, Tommy

Date of Birth: 9/5/1962 SSN: 123-85-4545 Relationship To Veteran: Applicant

Gender: Male US Citizen: Yes Spoken Language:

Street 1: 1 Main Street

Street 2:

City: ZTown (test) State: MA Zip Code: 02111

Phone Number: Email Address:

- Convert Refund to Settlement
- Benefit History
- Create Agreement to Reimburse Letter
- Create Authorization for Release Letter
- Create DOR Authorization for Release Letter
- Create Notice of Determination
- Create VS1 Document
- Create Document Packet

Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy - Work - Microsoft Edge

https://massdvsut1.hylandcloud.com/203OBAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=127605&ClassID=1002&Scre...

User Interaction

Are you sure you want to convert this refund to a settlement?

Yes No

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.

The screenshot shows a web application interface for case management. The browser address bar indicates the URL: <https://massdvsut1.hylandcloud.com/20308AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=127605&ClassID=10028&ScreenID=1001&OBToken=Bc34dbee-457d-4968-b39d-180626e10f14&viewid=undefin...>

The page title is "Case 1111 - ZTown (test) - 5/17/2021 - Tanker, Tommy". The user is identified as "Created By: EVANVSO" and the timestamp is "5/17/2021 10:55:56 AM".

The "Case Maintenance" section contains the following information:

Case #	Status	Application Date*
1111	Saved	5/17/2021

City* is "ZTown (test)" and VSO is "evan VSO".

Refund Status	Refund Amount	Refund Balance
Settlement	\$500.00	\$500.00

The "Applicant Info" section contains the following information:

Full Name: Tanker, Tommy

Date of Birth: 9/5/1962, SSN: 123-85-4545, Relationship To Veteran: Applicant

Gender: Male, US Citizen: Yes, Spoken Language: [Empty]

Street 1: 1 Main Street

Street 2: [Empty]

City: ZTown (test), State: MA, Zip Code: 02111

Phone Number: (508)930-7455, Email Address: anyone@yahoo.com

The "Veteran Info" section is currently empty.

Chapter 9

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.

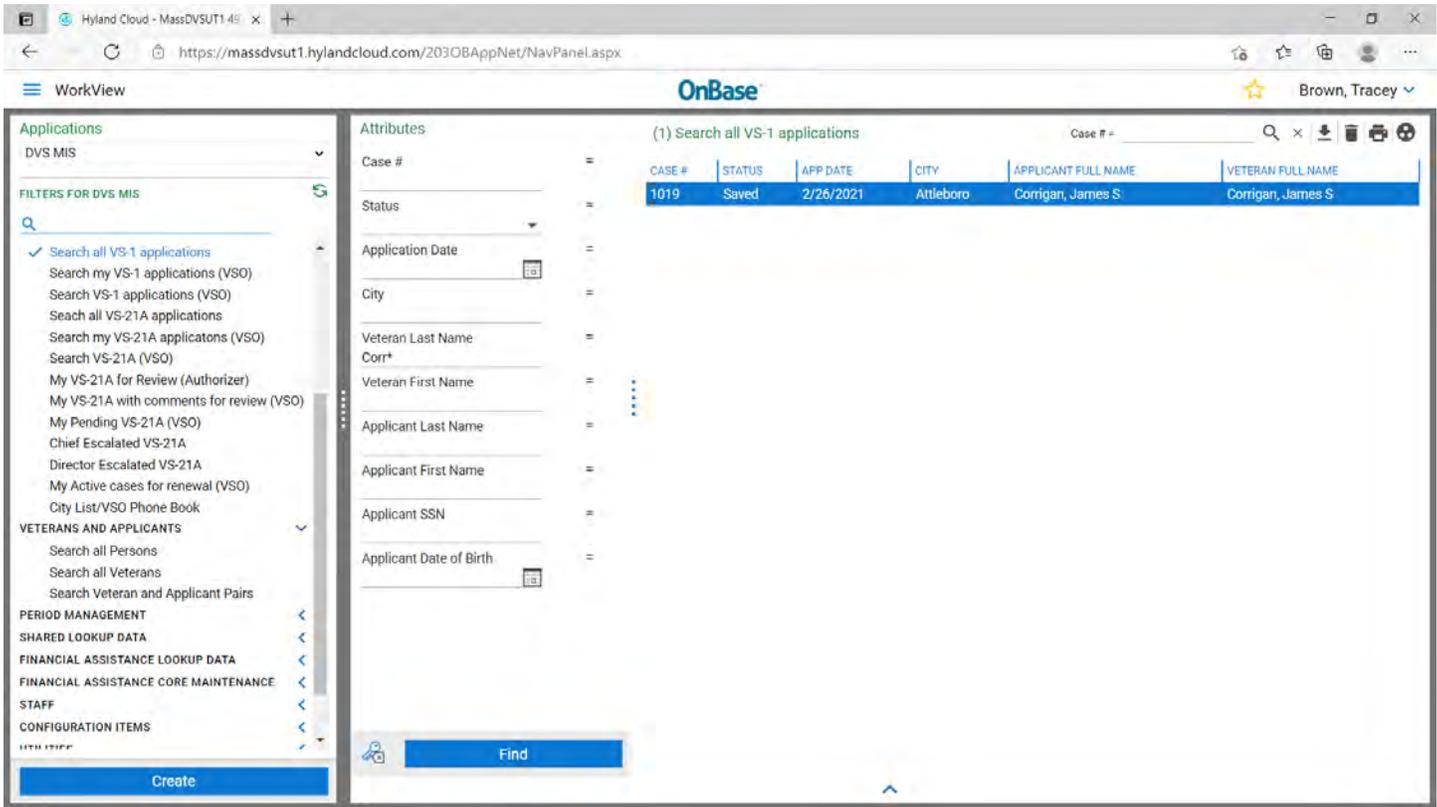
1. Go to the VS-1 and on the Demographics tab, change the city to where the applicant is moving. Click **Save and Close** and the applicant is now in their new City/Town.
2. If there is an outstanding VS21A the system will not allow you to transfer. You will get a message.

The screenshot displays the 'Case Maintenance' section of the application. The 'Case #' is 424673, the status is 'Saved', and the application date is 3/16/2020. The 'City' field is currently set to 'ZTown (test)' and is highlighted with a blue arrow. Below this, the 'Applicant Info' section is visible, showing the full name 'dirt, sue u', date of birth '1/3/1952', SSN '213-50-0378', and relationship to veteran 'Widow'. Other fields include gender 'Male', US citizen status 'Yes', spoken language 'English', street address '123 Easy', city 'ZTown (test)', state 'MA', and zip code '01089'. The email address is 'gguhuhbb@u.com'. The interface includes a top navigation bar with tabs for 'Demographics', 'VS-21A Applications', 'Recipients', 'Employment', 'Shelter', 'Autos', 'Obligations', 'Investments', 'Insurance', and 'Documents'. A right-hand sidebar contains various action buttons such as 'Initiate Refund (VSO)', 'Benefit History', and 'Create Agreement to Reimburse Letter'. The bottom of the screen shows the Windows taskbar with the search bar and system tray.

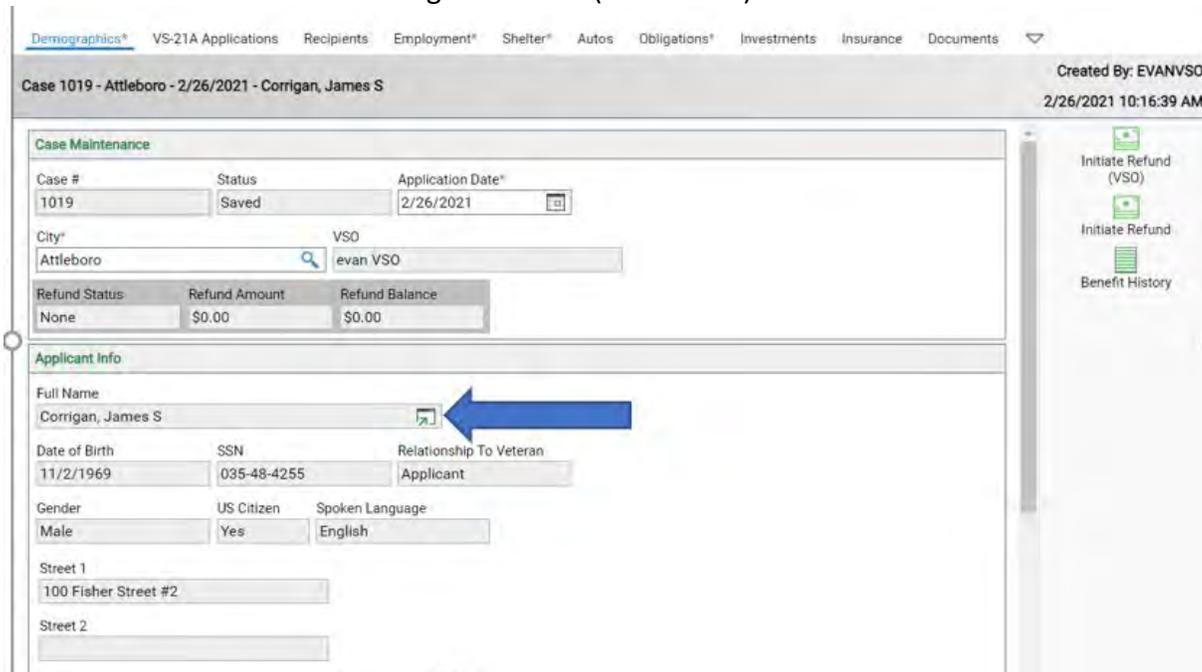
Chapter 10

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.

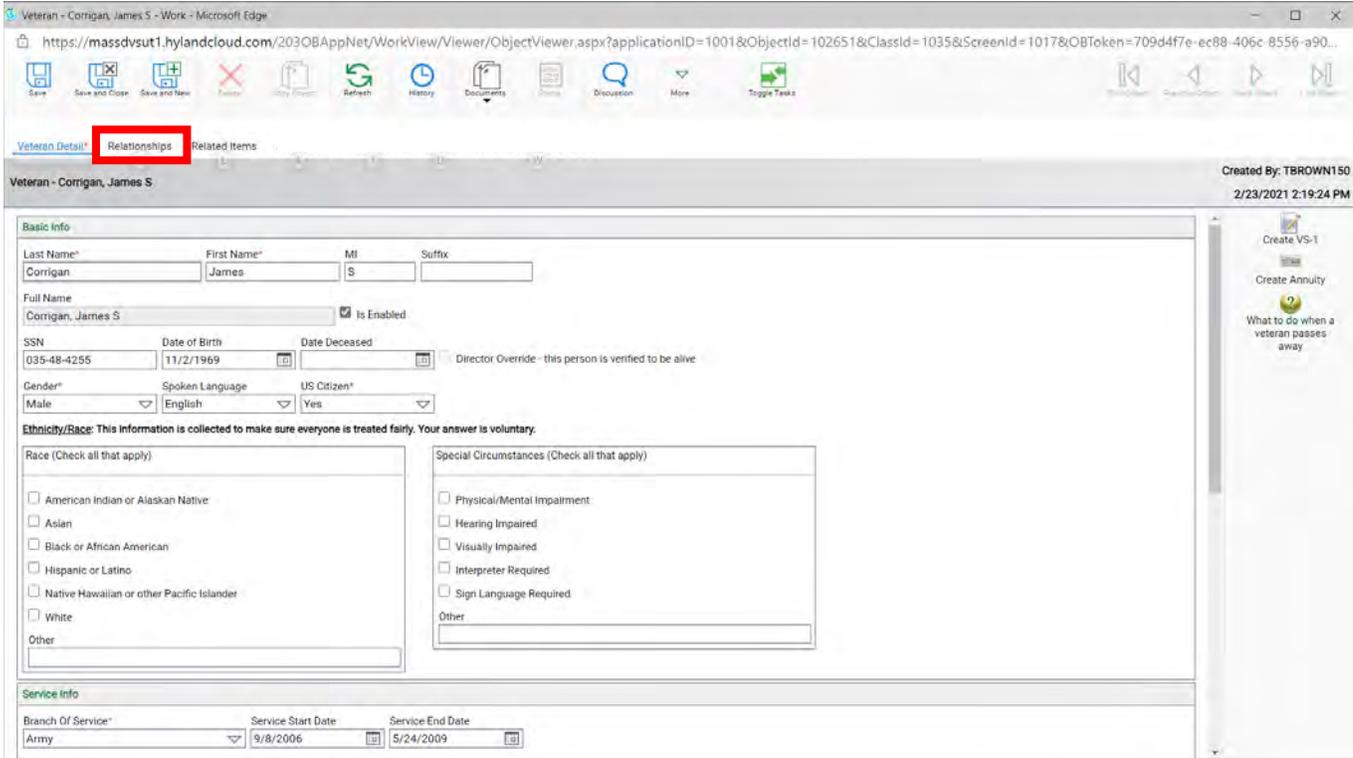


4. Click on the box with the green arrow (blue arrow).

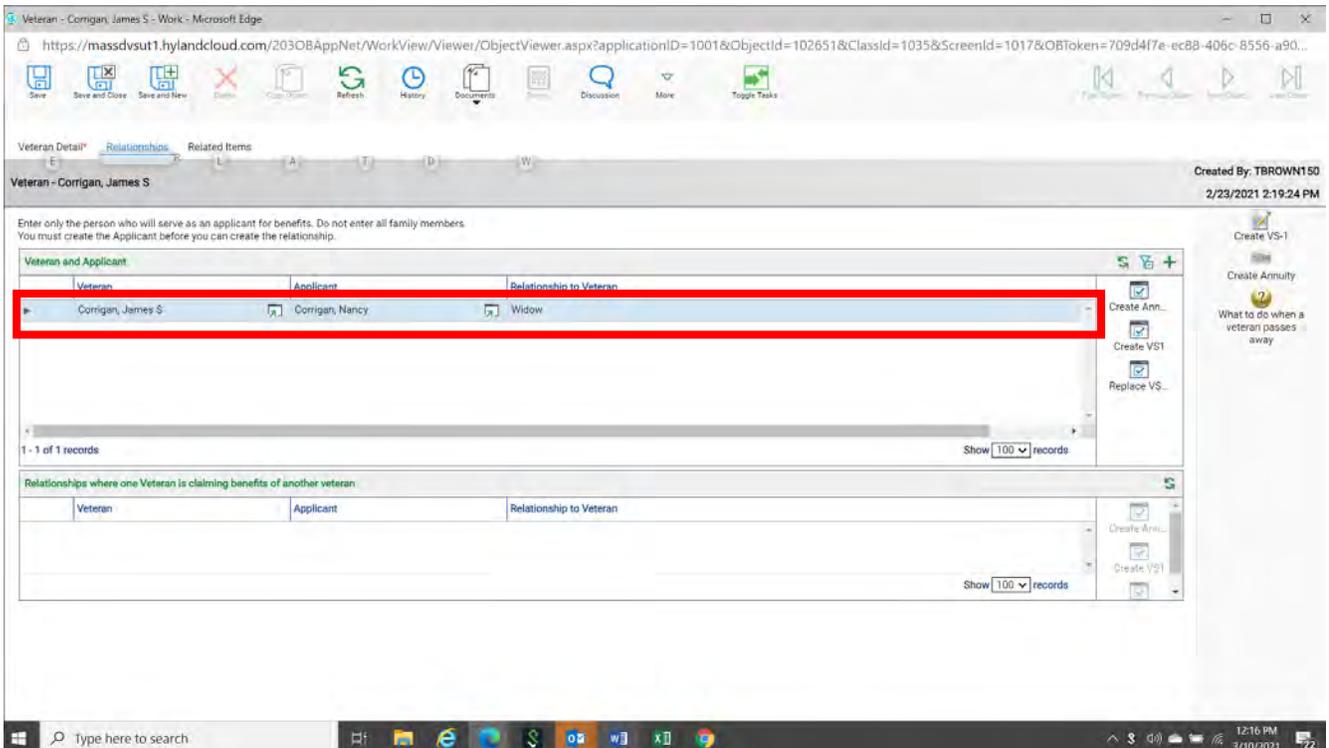


5. That will bring you to the Veteran Detail tab.

6. Click on the Relationships tab (red box)



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

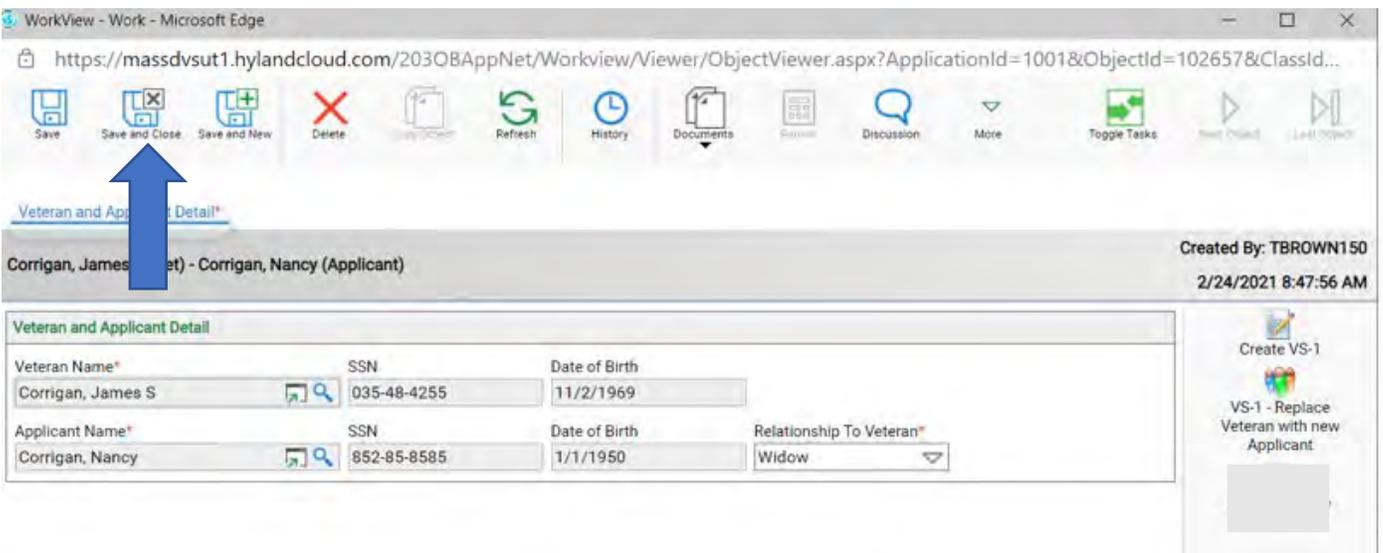
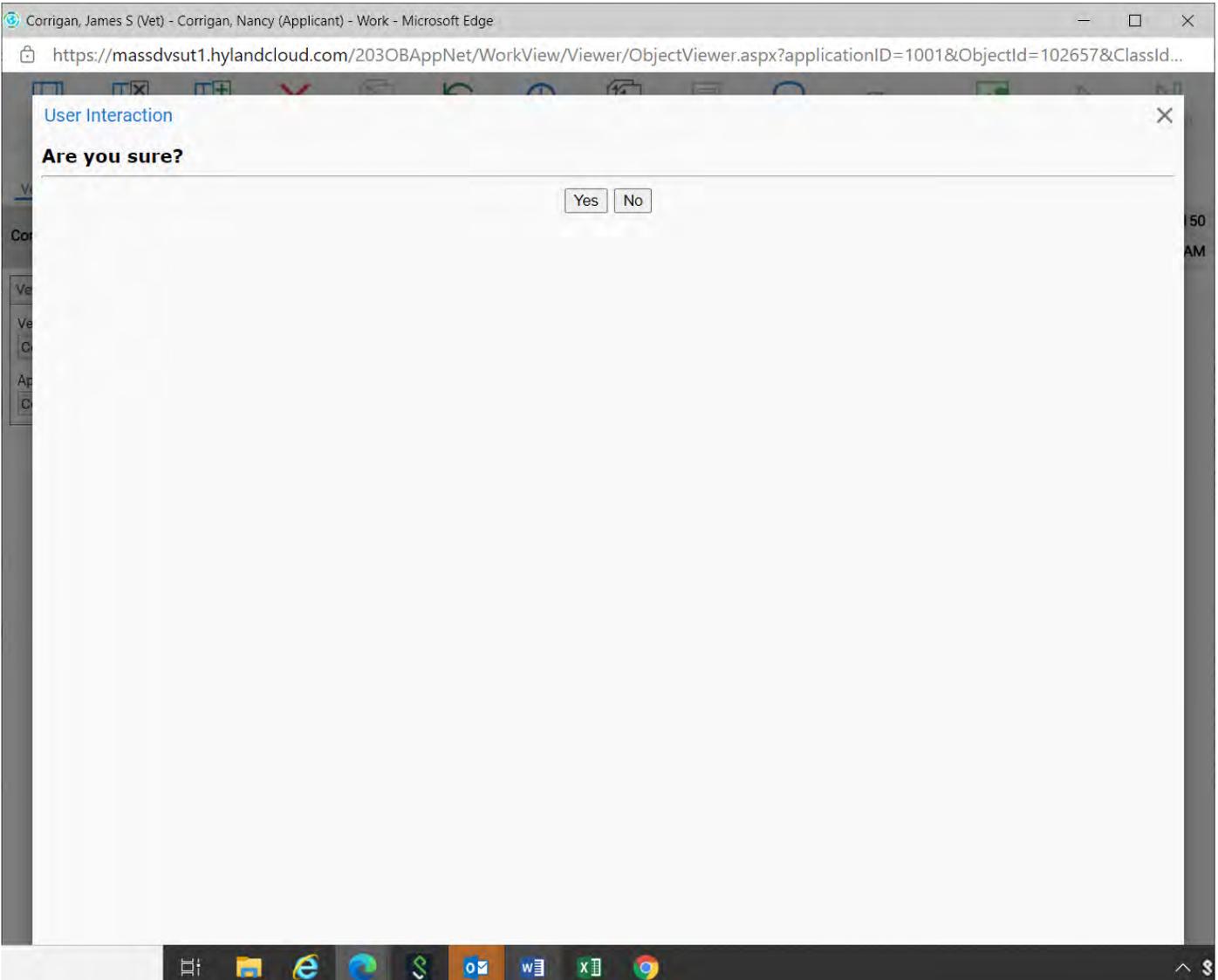


- That will bring you to the Veteran and Applicant Detail.
- On the righthand side, you will see the **VS-1 – Replace Veteran with new applicant** (blue arrow), click that.

The screenshot shows a web browser window with the following details:

- Browser: Microsoft Edge
- URL: <https://massdvsut1.hylandcloud.com/203OBAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=102657&ClassId...>
- Page Title: [Veteran and Applicant Detail*](#)
- Page Content: **Corrigan, James S (Vet) - Corrigan, Nancy (Applicant)**
- Created By: TBROWN150
- Created Date: 2/24/2021 8:47:56 AM
- Section: **Veteran and Applicant Detail**
- Form Fields:
 - Veteran Name*: Corrigan, James S
 - SSN: 035-48-4255
 - Date of Birth: 11/2/1969
 - Applicant Name*: Corrigan, Nancy
 - SSN: 852-85-8585
 - Date of Birth: 1/1/1950
 - Relationship To Veteran*: Widow
- Buttons on the right side:
 - Create VS-1
 - VS-1 - Replace Veteran with new Applicant** (indicated by a blue arrow)

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



12. Click Save and Close again.

The screenshot shows a web browser window with the URL `https://massdvsut1.hylandcloud.com/2030BAppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1001&ObjectID=102651&ClassID=1035&ScreenID=1017&OBToken=709d4f7e-ec88-406c-8556-a90...`. The page title is "Veteran - Corrigan, James S". The main content area displays a table titled "Veteran and Applicant" with the following data:

Veteran	Applicant	Relationship to Veteran
Corrigan, James S	Corrigan, Nancy	Widow

Below the table, it indicates "1 - 1 of 1 records" and "Show 100 records". To the right, there are buttons for "Create Ann...", "Create VS1", and "Replace VG...". A sidebar on the right contains "Create VS-1", "Create Annuity", and a warning icon with the text "What to do when a veteran passes away".

The screenshot shows a web browser window with the URL `https://massdvsut1.hylandcloud.com/2030BAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&ObjectID=102746&Clas...`. The page title is "Case 1019 - Attleboro - 2/26/2021 - Corrigan, Nancy". The main content area displays a form titled "Case Maintenance" with the following data:

Case #	Status	Application Date*
1019	Saved	2/26/2021

Below this, there are fields for "City*" (Attleboro) and "VSO" (evan VSO). A table shows "Refund Status" (None), "Refund Amount" (\$0.00), and "Refund Balance" (\$0.00). The "Applicant Info" section is highlighted with a red box and contains the following data:

Full Name	Date of Birth	SSN	Relationship To Veteran
Corrigan, Nancy	1/1/1950	852-85-8585	Widow

Other fields include "Gender" (Female), "US Citizen" (Yes), and "Spoken Language" (English). Below this are fields for "Street 1" (600 Wash), "Street 2", "City" (Boston), "State" (MA), and "Zip Code" (0211). There are also fields for "Phone Number" and "Email Address". The "Veteran Info" section is partially visible at the bottom. A blue arrow points to the "Refresh" button in the toolbar.

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

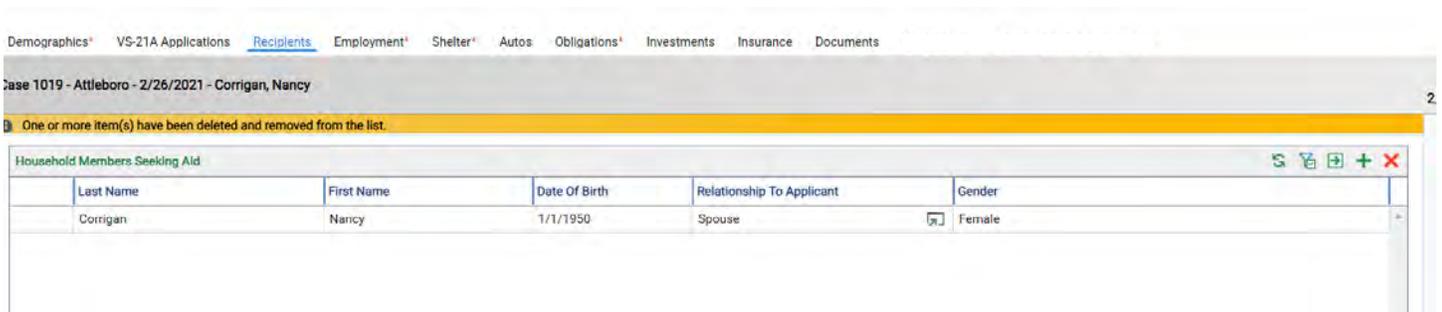
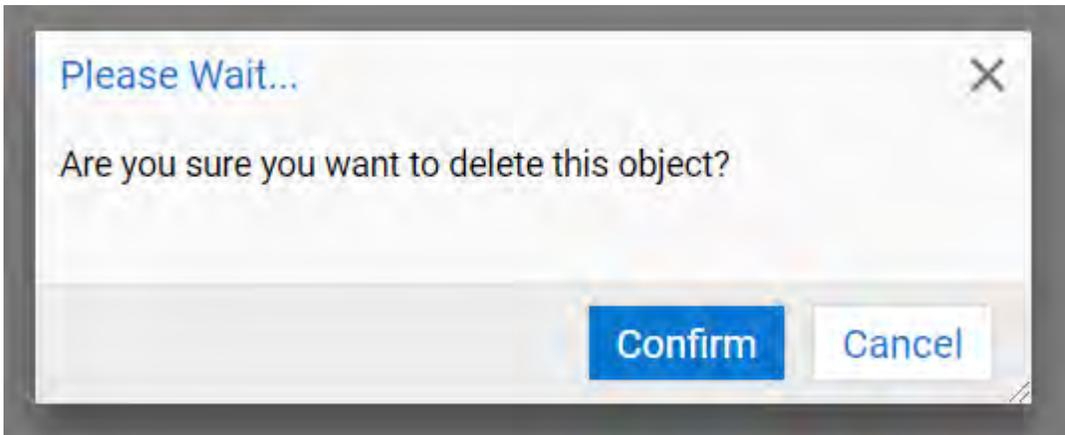
The screenshot shows the WorkView application interface in Microsoft Edge. The browser address bar displays the URL: <https://massdvsut1.hylandcloud.com/2030BAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&ObjectId=102746&Clas...>. The application has a top navigation bar with tabs: Demographics*, VS-21A Applications, Recipients, Employment*, Shelter*, Autos, Obligations*, Investments, Insurance, and Documents. A blue arrow points to the 'Recipients' tab. Below the navigation bar, the case title is 'Case 1019 - Attleboro - 2/26/2021 - Corri...' and the user information is 'Created By: EVANVSO 2/26/2021 10:16:39 AM'. The main content area is divided into sections: 'Case Maintenance' with fields for Case # (1019), Status (Saved), and Application Date* (2/26/2021); 'Applicant Info' with fields for Full Name (Corrigan, Nancy), Date of Birth (1/1/1950), SSN (852-85-8585), Relationship To Veteran (Widow), Gender (Female), US Citizen (Yes), Spoken Language (English), Street 1 (600 Wash), City (Boston), State (MA), and Zip Code (0211); and 'Veteran Info'. On the right side, there is a sidebar with buttons for 'Initiate Refund (VSO)', 'Initiate Refund', and 'Benefit History'.

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

The screenshot shows the WorkView application interface in Microsoft Edge, focusing on the 'Recipients' tab. The browser address bar displays the URL: <https://massdvsut1.hylandcloud.com/2030BAppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1001&ObjectId=102746&Clas...>. The application has a top navigation bar with tabs: Demographics*, VS-21A Applications, Recipients, Employment*, Shelter*, Autos, Obligations*, Investments, Insurance, and Documents. A blue arrow points to the 'Recipients' tab. Below the navigation bar, the case title is 'Case 1019 - Attleboro - 2/26/2021 - Corrigan, Nancy'. The main content area is divided into sections: 'Household Members Seeking Aid' with a table of recipients. A blue arrow points to the red X icon in the top right corner of the table. The table has columns: Last Name, First Name, Date Of Birth, Relationship To Applicant, and Gender.

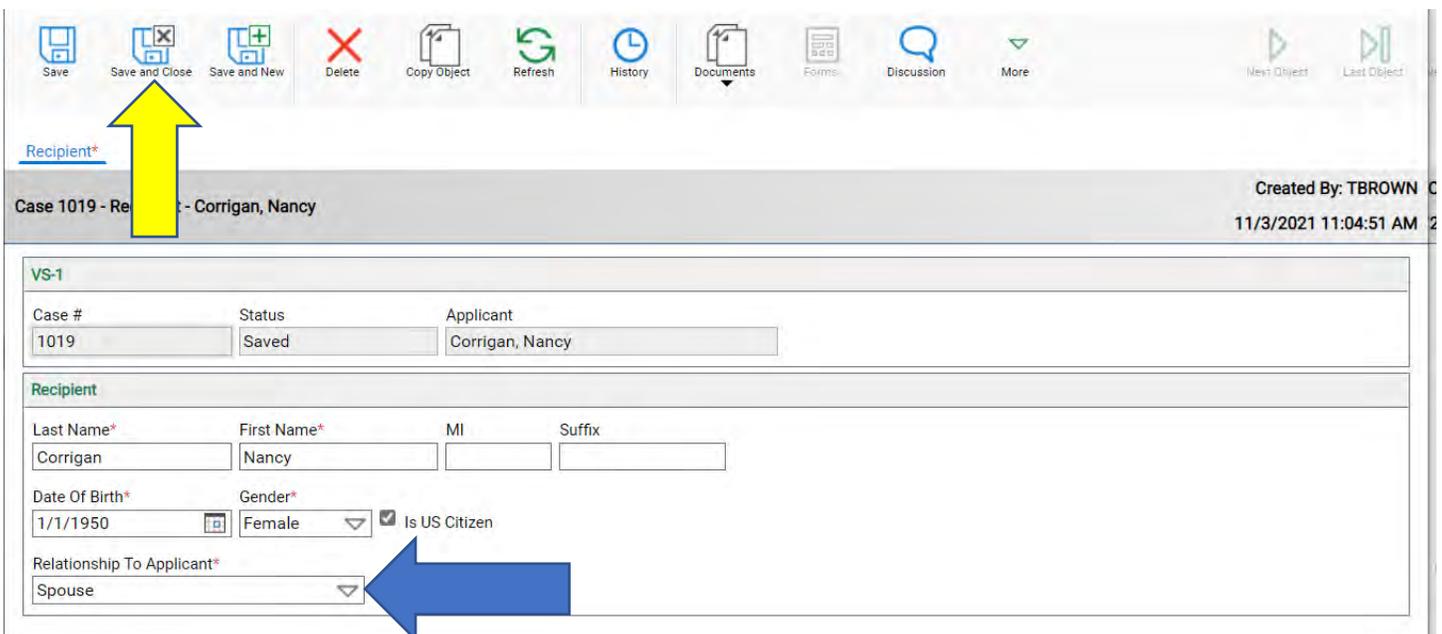
Last Name	First Name	Date Of Birth	Relationship To Applicant	Gender
Corrigan	James	11/2/1969	Applicant	Male
Corrigan	Nancy	1/1/1950	Spouse	Female

16. You will receive this message and click Confirm.



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 arrow).

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



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).

Case 421011 - ZTown (test) - 8/29/2017 - Test, Joe

Created By: MassDVS.SERVICE1
5/20/2021 1:16:02 PM

Case Maintenance

Case #	Status	Application Date*
421011	Saved	8/29/2017

City* VSO
ZTown (test) Evan VSO

Refund Status	Refund Amount	Refund Balance
Settlement	\$150.00	\$100.00

Applicant Info

Full Name: Test, Joe

Date of Birth: 9/5/1932 | SSN: 256-39-6587 | Relationship: Veteran Applicant

Gender: Male | US Citizen: Yes | Spoken Language:

Street 1: 1 Main St

Street 2:

City: ZTown (test) | State: MA | Zip Code: 02760

Phone Number: | Phone Number (Imported): | Email Address:

Benefit History
Create Agreement to Reimburse Letter
Create Authorization for Release Letter
Create DOR Authorization for Release Letter
Create VS1 Document
Create Document Packet

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

The screenshot shows the 'Veteran Detail' page for 'Veteran - Test, Joe'. The 'Relationships' tab is highlighted with a blue arrow. The page contains a 'Basic info' section with fields for Last Name (Test), First Name (Joe), MI, and Suffix. It also includes fields for Full Name, SSN (256-39-6587), Date of Birth (9/5/1932), Date Deceased, Gender (Male), Spoken Language, and US Citizen (Yes). There are sections for 'Race' and 'Special Circumstances' with various checkboxes. The 'Service info' section is partially visible at the bottom.

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.

The screenshot shows the 'Relationships' tab for 'Veteran - Test, Joe'. A red box highlights the 'Veteran and Applicant' section, which contains a table with columns for 'Veteran', 'Applicant', and 'Relationship to Veteran'. The table is currently empty. Below this section is another section titled 'Relationships where one Veteran is claiming benefits of another veteran', which also contains an empty table with the same columns. The page includes a 'Save and Close' button in the top right corner.

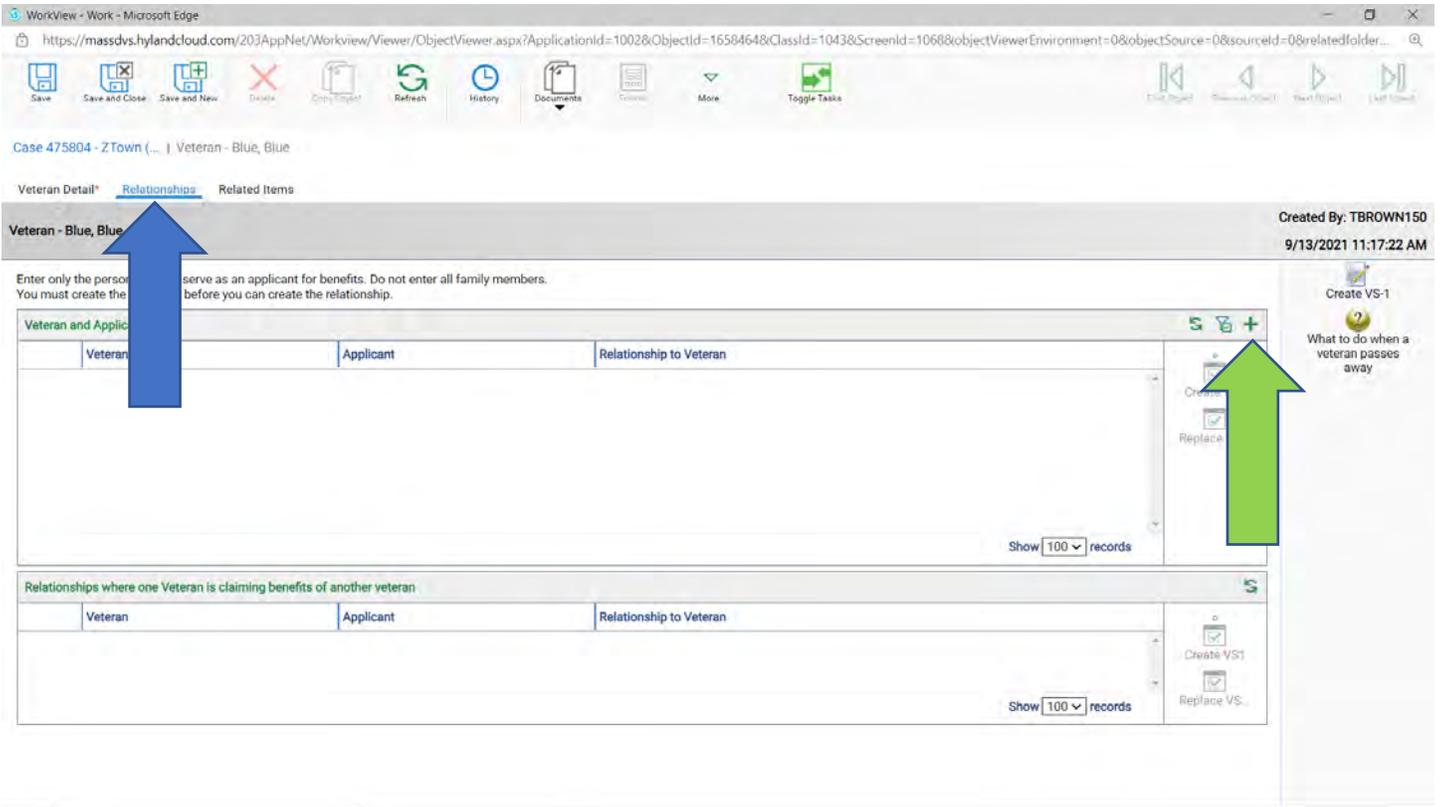
- Now you must create the spouses Applicant Detail page.
- Click on **Create** and select **Applicant** (blue arrow).

The screenshot shows the OnBase WorkView interface. On the left is a navigation pane with sections like 'DVS MIS', 'FINANCIAL ASSISTANCE CASES', 'VETERANS AND APPLICANTS', and 'PERIOD MANAGEMENT'. A 'Create' button is visible at the bottom of the left pane. The main area displays a table of applications with columns for Case #, Status, App Date, City, Applicant, and Veteran. A 'Create WorkView Object' dialog box is open in the center, with a blue arrow pointing to the 'Applicant' class option under 'SELECT CLASS'. A 'Cancel' button is at the bottom right of the dialog.

- Enter the spouse's information and click **Save** (blue arrow).

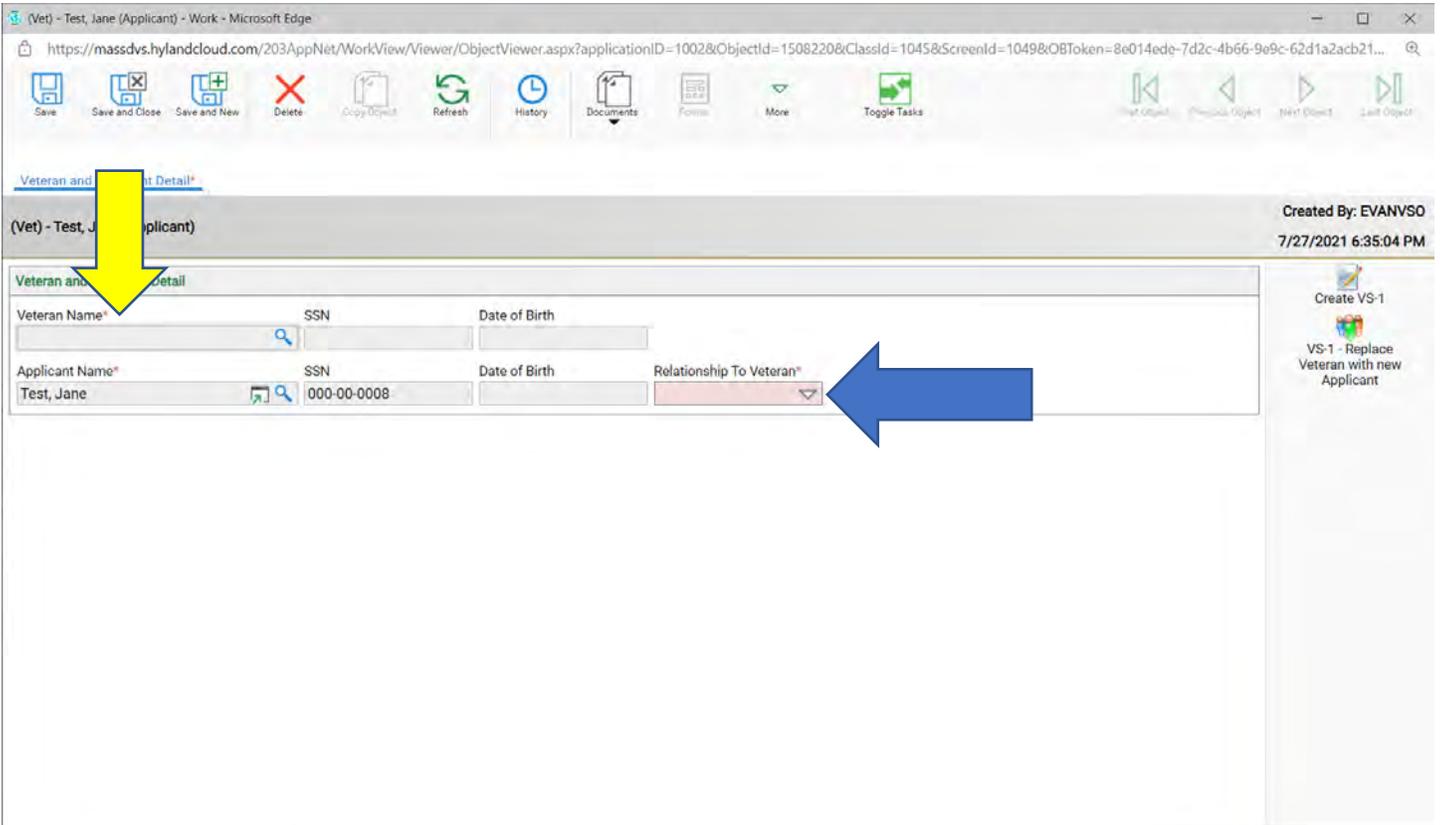
The screenshot shows the 'Applicant Detail' form in a Microsoft Edge browser. The browser's address bar shows the URL: https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=0&ObjectID=1508218&ClassId=1044&ScreenId=1091&OBToken=8e014ede-7d2c-4b66-9e9c-62d1a2acb21b&viewid=undefined&obj... A blue arrow points to the 'Save' button in the browser's toolbar. The form itself has a header with 'Applicant -' and 'Created By: EVANVSO 7/27/2021 6:33:08 PM'. The 'Basic Info' section includes fields for Last Name, First Name, MI, and Suffix. Below these are fields for SSN, Date of Birth, and Date Deceased. There are also dropdown menus for Gender, Spoken Language, and US Citizen. The 'Ethnicity/Race' section has a note: 'This information is collected to make sure everyone is treated fairly. Your answer is voluntary.' It contains two columns of checkboxes: 'Race (Check all that apply)' and 'Special Circumstances (Check all that apply)'. The 'Race' column includes options like American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or other Pacific Islander, and White. The 'Special Circumstances' column includes options like Physical/Mental Impairment, Hearing Impaired, Visually Impaired, Interpreter Required, and Sign Language Required. There is also an 'Other' field.

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



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).



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

The screenshot shows a web browser window with the URL <https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1508220&ClassID=1045&ScreenID=1049&OBToken=65dd476c-c4bc-4620-871e-d92bef676658&viewid=&objectVie...>. The page title is "Test, Joe (Vet) - Test, Jane (Applicant) - Work - Microsoft Edge".

The main content area is titled "Veteran and Applicant Detail" and contains the following information:

Veteran and Applicant Detail			
Veteran Name*	SSN	Date of Birth	
Test, Joe	256-39-6587	9/5/1932	
Applicant Name*	SSN	Date of Birth	Relationship To Veteran*
Test, Jane	000-00-0008	5/2/1934	Widow

On the right-hand side, there is a sidebar with two buttons: "Create VS-1" and "VS-1 - Replace Veteran with new Applicant". A red arrow points to the second button.

At the top of the page, there is a toolbar with several icons. A blue arrow points to the "Save" icon.

12. Click yes.

The screenshot shows a "User Interaction" dialog box with the text "Are you sure?". There are two buttons: "Yes" and "No".

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

The screenshot shows a web browser window with the URL <https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1508217&ClassId=1044&ScreenId=1091&OBToken=Be014ede-7d2c-4b66-9e9c-62d1a2acb21...>. The browser's address bar and toolbar are visible. Below the toolbar, there are tabs for 'Applicant Detail*', 'Relationships', and 'Related Items'. The 'Related Items' tab is selected. The main content area shows 'Applicant - Test, Jane' with a 'Created By: EVANVSO' and a timestamp '7/27/2021 6:31:19 PM'. A table titled 'VS-1 Application' is displayed with the following data:

Case #	Status	Application Date	City	Applicant	Veteran
421011	Saved	8/29/2017	ZTown (test)	Test, Jane	Test, Joe

A red box highlights the entire row of the table. Below the table, it says '1 - 1 of 1 records' and 'Show 100 records'.

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

The screenshot shows a web browser window with the URL <https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=186580&ClassId=10106&ScreenId=1022&OBToken=65dd476c-0fbc-4620-871e-d92bef676658&viewid=undefined&...>. The browser's address bar and toolbar are visible. Below the toolbar, there are tabs for 'Demographics*', 'VS-21A Applications', 'Recipients', 'Employment*', 'Shelter*', 'Autos', 'Obligations*', 'Investments', 'Insurance', and 'Documents'. The 'Demographics*' tab is selected. The main content area shows 'Case 421011 - ZTown (test) - 8/29/2017 - Test, Jane' with a 'Created By: MassDVS.SERVICE1' and a timestamp '5/20/2021 1:16:02 PM'. The 'Case Maintenance' section shows the following data:

Case #	Status	Application Date*
421011	Saved	8/29/2017

The 'Applicant Info' section shows the following data:

Full Name	Date of Birth	SSN	Relationship To Veteran
Test, Jane	5/2/1934	000-00-0008	Widow

A blue arrow points to the 'Relationship To Veteran' field, which is set to 'Widow'. The 'Refund Status' section shows the following data:

Refund Status	Refund Amount	Refund Balance
None	\$0.00	\$0.00

The 'Applicant Info' section also includes fields for 'Gender' (Female), 'US Citizen' (Yes), 'Spoken Language' (English), 'Street 1' (600 Elm ST), 'City' (ZTown (test)), 'State' (MA), and 'Zip Code' (02222).

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).

The screenshot shows a web application interface with a navigation menu at the top containing tabs for Demographics, VS-21A Applications, Recipients, Employment, Shelter, Autos, Obligations, Investments, Insurance, and Documents. The 'Recipients' tab is highlighted with a green arrow. Below the navigation is a header area with the case name 'Case 421011 - ZTown (test) - 8/29/2017 - Test, Jane' and the user 'Created By: MassDVS.SERVICE1' with a timestamp '5/20/2021 1:16:02 PM'. The main content area features a table titled 'Household Members Seeking Aid'. The table has columns for Last Name, First Name, Date Of Birth, Relationship To Applicant, and Gender. Two records are listed: Jane (Spouse, Female) and Joe (Applicant, Male). A blue arrow points to a red 'X' icon in the top right corner of the table, which is used for deleting records. To the right of the table is a sidebar with various document creation options like 'Benefit History', 'Create Agreement to Reimburse Letter', etc.

Last Name	First Name	Date Of Birth	Relationship To Applicant	Gender
Test	Jane	1/1/1950	Spouse	Female
Test	Joe	9/5/1932	Applicant	Male

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

This screenshot shows the same web application interface as the previous one, but with a confirmation dialog box overlaid on the table. The dialog box has a title bar that says 'Please Wait...' and a close button (X). The main text of the dialog asks 'Are you sure you want to delete this object?'. At the bottom of the dialog are two buttons: 'Confirm' and 'Cancel'. The table behind the dialog is dimmed, and the row for 'Joe' is highlighted in blue, indicating it is the selected record for deletion.

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.

Case 421011 - ZTown (test) - 8/29/2017 - Test, Jane - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=188580&ClassID=1010&ScreenID=1022&OBToken=8e014ede-7d2c-4b66-9e9c-62d1a2acb21b&viewid=&objectView...

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

Case 421011 - ZTown (test) - 8/29/2017 - Test, Jane Created By: MassDVS.SERVICE1
5/20/2021 1:16:02 PM

Last Name	First Name	Date Of Birth	Relationship To Applicant	Gender
Test	Jane	1/1/1950	Spouse	Female

1 - 1 of 1 records Show 100 records

- Benefit History
- Create Agreement to Reimburse Letter
- Create Authorization for Release Letter
- Create DOR Authorization for Release Letter
- Create VS1 Document
- Create Document Packet

Case 421011 - Recipient - Test, Jane - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1508216&ClassID=1020&ScreenID=1056&OBToken=8e014ede-7d2c-4b66-9e9c-62d1a2acb21b&viewid=&objectView...

Recipient* Created By: EVANVSO
7/27/2021 6:25:12 PM

VS-1

Case # 421011 Status Saved Applicant Test, Jane

Recipient

Last Name* Test First Name* Jane MI Suffix

Date Of Birth* 1/1/1950 Gender* Female Is US Citizen

Relationship To Applicant* **Spouse**

- Applicant
- Spouse *Relation to Applicant - Spouse*
- Child *Relation to Applicant - Child*
- Parent *Relation to Applicant - Parent*
- Other

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

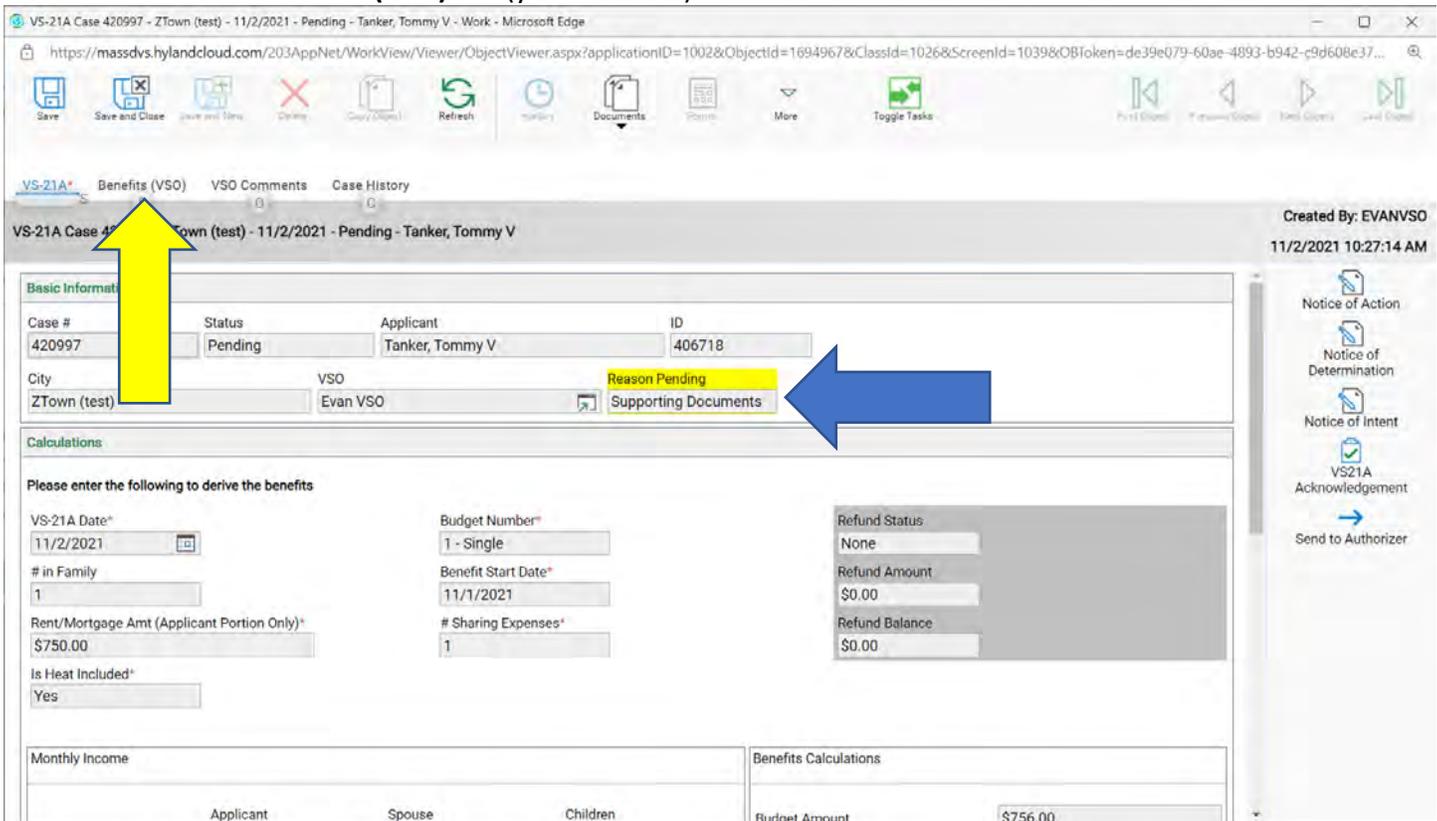
Chapter 12

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.



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



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

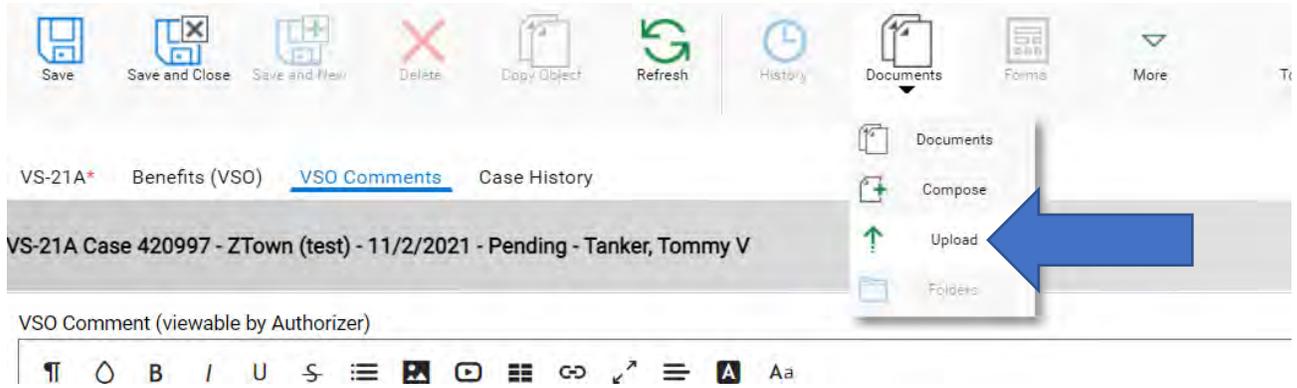
The screenshot shows a web browser window with the URL <https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1694967&ClassId=1026&ScreenId=1039&OBToken=de39e079-60ae-4893-b942-c9d608e37...>. The browser tabs include 'VS-21A*', 'Benefits (VSO)', 'VSO Comments', and 'Case History'. The main content area displays 'VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V'. A table with 10 columns and 2 rows is visible, with values ranging from \$0.00 to \$200.00. Below the table, there is a section for 'Authorizer Comment' containing the text 'Please submit Docs. Thanks'. A blue arrow points to this comment section. On the right side, there is a sidebar with a 'Send to Authorizer' button and a list of actions including 'Notice of Action', 'Notice of Determination', 'Notice of Intent', and 'VS21A Acknowledgement'.

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

The screenshot shows the same web browser window, but the 'VSO Comments' tab is selected. The main content area displays 'VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V'. Below the case information, there is a 'VSO Comment (viewable by Authorizer)' section with a rich text editor. The text in the editor reads 'The following VS21As are being reviewed: 401454, 404012'. A yellow arrow points to the 'VSO Comments' tab. Below the public comment section, there is a 'Private VSO Comment (not viewable by Authorizer)' section, also with a rich text editor. At the bottom, there is a section for 'Related VS-21A Private Comments'. The right sidebar is the same as in the previous screenshot.

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



Note: When uploading docs make sure you select the correct “Document Type Groups” and the correct “Document Types”.

 <https://massdvs.hylandcloud.com/203AppNet/WorkView>

Select File

No file chosen

Import Settings

Document Type Groups	<WorkView Class Defaults>	▼
Document Types	DVS - DD-214	▼

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

VS-21A* Benefits (VSO) VSD Comments Case History

VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V

Created By: EVANVSC
11/2/2021 10:27:14 AM

VSD Comment (viewable by Authorizer)

The following VS21As are being amended: 401454, 404012

Private VSD Comment (not viewable by Authorizer)

Notice of Action
Notice of Determination
Notice of Intent
VS21A Acknowledgement
Send to Authorizer

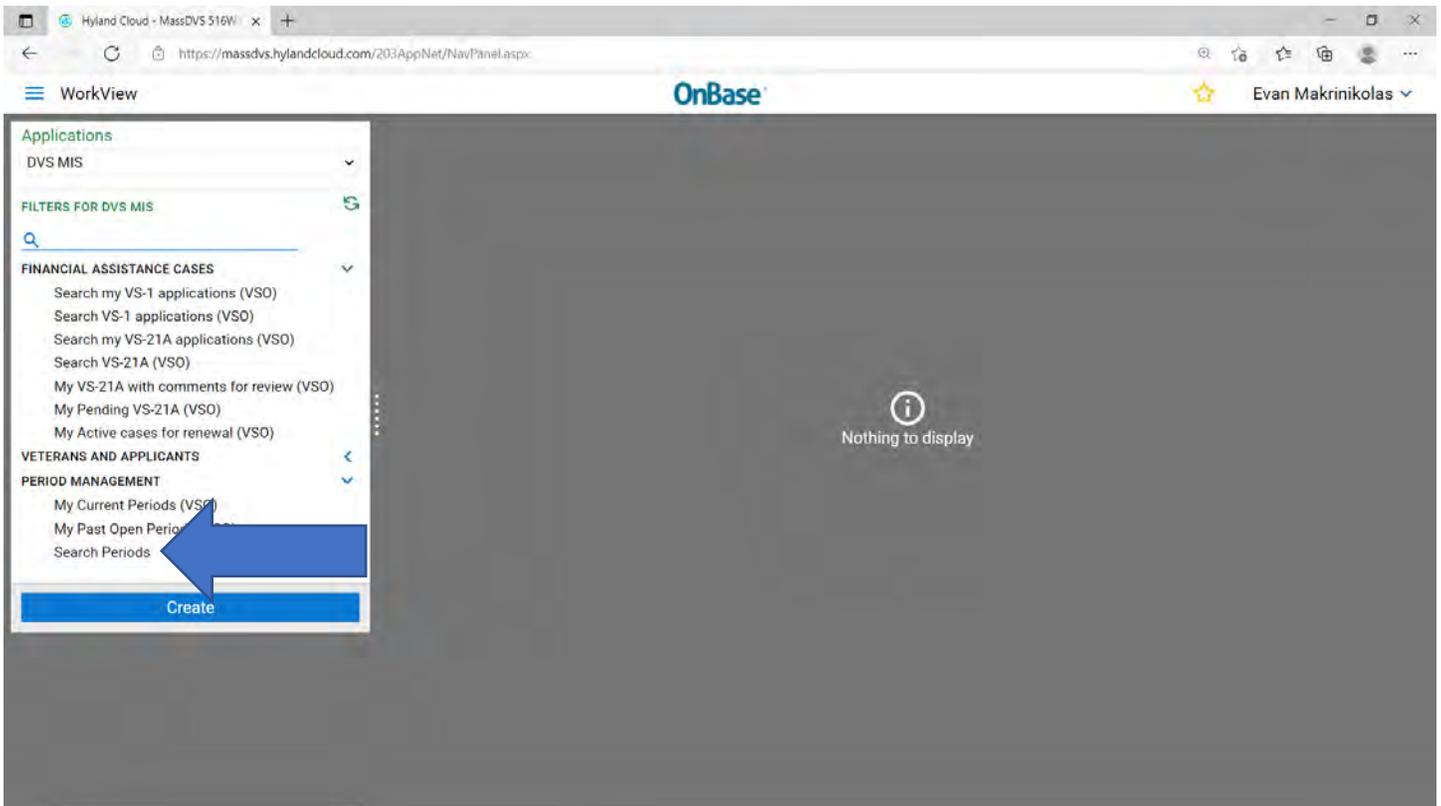
Note: If you notice the calculation or benefits are incomplete or wrong you must amend. However, this Pending VS21A MUST be send back to the Authorizer. If not, the system will deny it in 21 days and it will show under your disallowed box when closing a month. BUT will NOT show on you VS5/6 reports.

Chapter 13

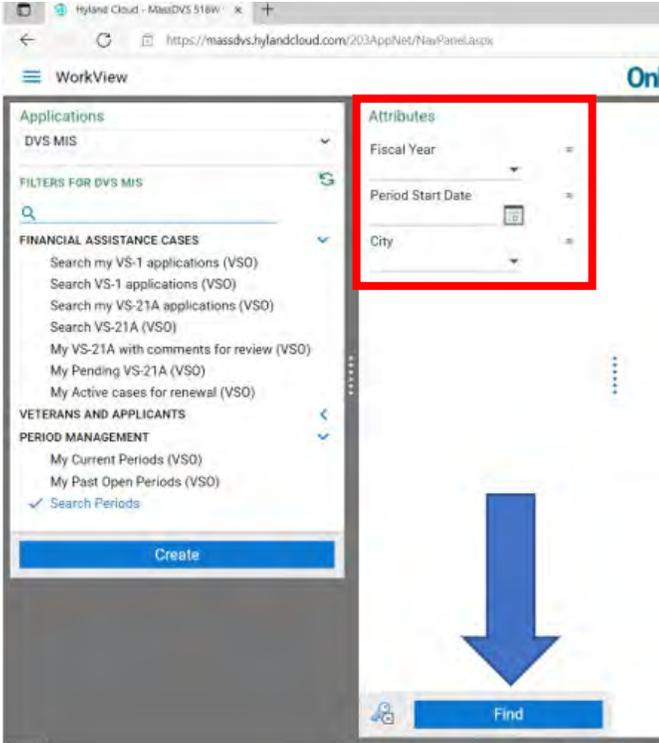
Close a month

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

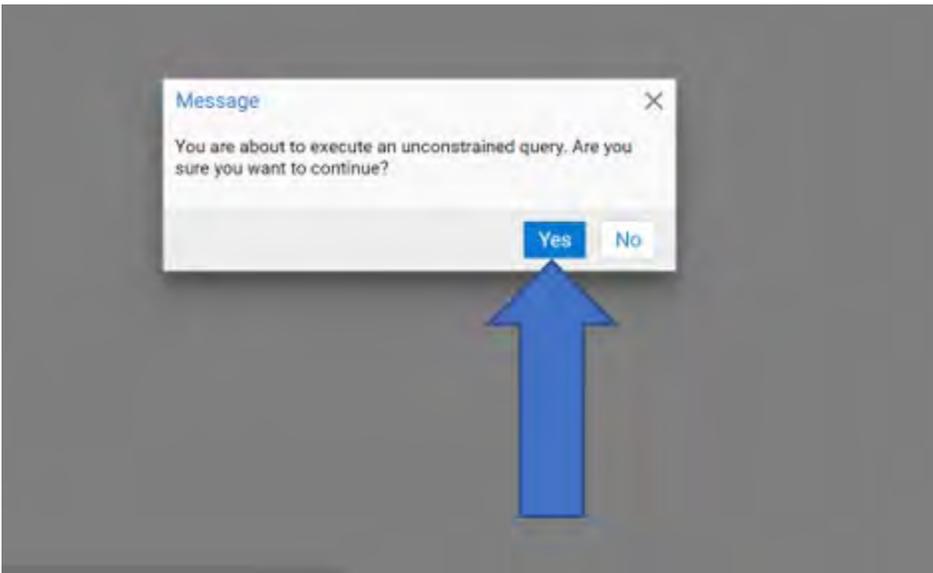
1. Click on **Search Periods**



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.

The screenshot displays the OnBase application interface. The top navigation bar shows the OnBase logo and the user name "Evan Makrinikolas". The main content area is titled "(108) Search Periods" and contains a table with the following columns: PERIOD, CITY, VSO, IS CLOSED, CLOSED BY, CLOSURE DATE, IS CERTIFIED, CERTIFIED BY, and CERTIFICATI. The table lists search periods for various months from December 2021 to November 2021. The table data is as follows:

PERIOD	CITY	VSO	IS CLOSED	CLOSED BY	CLOSURE DATE	IS CERTIFIED	CERTIFIED BY	CERTIFICATI
December 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
November 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
October 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
September 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
August 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
July 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
June 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
May 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		
April 2021	ZTown (test)	Evan VSO	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021
March 2021	ZTown (test)	Evan VSO	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021
February 2021	ZTown (test)	Evan VSO	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021
January 2021	ZTown (test)	Evan VSO	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021	<input checked="" type="checkbox"/>	EMAKRINIKOLAS	6/24/2021
December 2020	ZTown (test)	Evan VSO	<input checked="" type="checkbox"/>	EVAN MAKRINIKOLAS	3/3/2021	<input checked="" type="checkbox"/>	VICTOR MELDREW	
November 2021	ZTown (test)	Evan VSO	<input type="checkbox"/>			<input type="checkbox"/>		

5. There are two areas to be reviewed.
 - a. "VS21A's with Benefits with Disallowed amounts that have not been amended" (red box)
 - And**
 - b. "VS21A's requiring VSO Review" (green box)

Period X City - July 2021 - ZTown (test) - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=3109&ClassId=1027&ScreenId=1028&OBToken=faae6679-3405-4120-bd9c-48109ab97b1&viewid=undefined&obj...

Period X City - July 2021 - ZTown (test) Created By: KMBS-BSCHOBY
3/22/2021 10:06:51 AM

Period

Period Name: July 2021 | Start Date: 7/1/2021 | Quarter: Q1 | Fiscal Year: FY2022

City

City: ZTown (test) | VSO: Evan VSO | Treasurer: Tracey Brown

Is Closed: | Closure Date: | Closed By: | VS5/6 Report: |

Is Certified: | Certification Date: | Certified By: | VS7 Report: |

VSO 50%:

VS21A's with Benefits with Disallowed amounts that have not been amended

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		
475694	Red, Al	395519	8/3/2021	Auto-Denied		

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 denials (Auto-Denied or Denied) you will need to amend.

Period X City Export Data

Period X City - August 2021 - ZTown (test) Created By: KMBS-BSCHOBY
3/22/2021 10:07:22 AM

Case #	Applicant	VS21A ID	VS-21A Date	VS21A Status	VS21A Authorized Date	Benefit
422237	JJ, AJ	396722	8/10/2021	Approved with modification	8/22/2021 3:57:12 PM	
422237	JJ, AJ	396772	8/10/2021	Approved with modification	8/22/2021 3:57:52 PM	
422237	JJ, AJ	397002	8/11/2021	Denied	8/23/2021 7:26:39 AM	
422237	JJ, AJ	398877	8/24/2021	Approved with modification	8/30/2021 8:08:03 AM	
422237	JJ, AJ	398885	8/24/2021	Approved with modification	8/31/2021 6:45:02 AM	
475692	Red, Parrot	395515	8/3/2021	Auto-Denied		

1 - 8 of 8 records Show 100 records

Case #	Applicant Name	VS-21A Date	Submitted Amount	Authorized
422237	JJ, AJ	8/11/2021	\$10.00	
422237	JJ, AJ	8/24/2021	\$50.00	
422237	JJ, AJ	8/24/2021	\$150.00	
422237	JJ, AJ	8/25/2021		

Period Name
July 2021
August 2021
September 2021
October 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 arrow)

VS-21A* Benefits (VSO) VSO Comments Case History

VS-21A Case 422237 - ZTown (test) - 8/11/2021 - Denied - JJ, AJ Created 8/11

Basic Information

Case #	Status	Applicant	ID
422237	Denied	JJ, AJ	397002

City: ZTown (test) VSO: Montagano, Patricia Authorized Date: 8/23/2021 7:26:39 AM Authorized By: TBROWN150

Calculations

Please enter the following to derive the benefits

VS-21A Date*	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 Amt (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.

VS-21A* Benefits (VSO) VSO Comments Case History

VS-21A Case 422237 - ZTown (test) - 8/11/2021 - Denied - JJ, AJ Created 8/11

1 - 1 of 1 records Show 100 records

VSO Reviewed

Authorizer Comment

test

6. If all is good to go, click on “Close Period” (blue arrow).

Period X City - July 2021 - ZTown (test) Created By: KMBS-BSCHOBY
3/22/2021 10:06:51 AM

Period

Period Name: July 2021 | Start Date: 7/1/2021 | Quarter: Q1 | Fiscal Year: FY2022

City

City: ZTown (test) | VSO: Evan VSO | Treasurer: Tracey Brown

Is Closed | Closure Date: | Closed By: | VS5/6 Report:
 Is Certified | Certification Date: | Certified By: | VS7 Report:
 VSO 50%

VS21A's with Benefits with Disallowed amounts that have not been amended

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		
475694	Red, Al	395519	8/3/2021	Auto-Denied		

Buttons on the right: Preview VS-5 Report, Preview VS-6 Detail Report, Preview VS-6 Summary Report, **Close Period** (highlighted with blue arrow).

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 2021 - ZTown (test) Created By: KMBS-BSCHOBY
3/22/2021 10:24:20 AM

Period

Period Name: June 2021 | Start Date: 6/1/2021 | Quarter: Q4 | Fiscal Year: FY2021

City

City: ZTown (test) | VSO: Evan VSO | Treasurer: Tracey Brown

Is Closed | Closure Date: 7/27/2021 | Closed By: EMAKRINIKOLAS | VS5/6 Report: **DVS - VS5/6 for JUNE 2021 - ZTOWN (TEST)** (highlighted with blue arrow)
 Is Certified | Certification Date: 10/12/2021 | Certified By: TRACEYTRE | VS7 Report: **DVS - VS7 for JUNE 2021 - ZTOWN (TEST)**
 VSO 50%

VS21A's with Benefits with Disallowed amounts that have not been amended

Case #	Applicant	VS21A ID	VS-21A Date	VS21A Status	VS21A Authorized Date	Benefit
--------	-----------	----------	-------------	--------------	-----------------------	---------

Buttons on the right (highlighted with red box): Preview VS-5 Report, Preview VS-6 Detail Report, Preview VS-6 Summary Report.

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

Period X City - June 2021 - ZTown (test) - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=11267&ClassID=1027&ScreenID=1028&OBToken=f8ae6679-3405-4120-bd9c-48109ab97bf1&...

Period X City - June 2021 - ZTown (test) Created By: KMBS-BSCHOBY 3/22/2021 10:24:20 AM

Period

Period Name	Start Date	Quarter	Fiscal Year
June 2021	6/1/2021	Q4	FY2021

City

City	VSO	Treasurer
ZTown (test)	Evan VSO	Tracey Brown

Is Closed Closure Date: 7/27/2021 Closed By: EMKRINIKOLAS VSS/6 Report: DVS - VSS/6 for JUNE 2021 - ZTOWN (TEST)

Is Certified Certification Date: 10/12/2021 Certified By: TRACEYTRE VS7 Report: **DVS - VS7 for JUNE 2021 - ZTOWN (TEST)**

VSO 50%

VS21A's with Benefits with Disallowed amounts that have not been amended

Case #	Applicant	VS21A ID	VS-21A Date	VS21A Status	VS21A Authorized Date
--------	-----------	----------	-------------	--------------	-----------------------

Preview VS-5 Report
Preview VS-6 Detail Report
Preview VS-6 Summary Report

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)

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

Case 986 - Boston - 1/27/2021 - Flynn, James Created By: TBROWN150
1/27/2021 5:46:14 PM

Lockout
 Lockout VS-21A Missing Applicant

VS-21A Applications

ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
100041	10/20/2021	Approved	4/1/2021			
12149	3/10/2021	Approved	3/1/2021	\$2,770.40	\$2,770.40	
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	

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)

VS-21A* Benefits (VSO) VSO Comments Case History

VS-21A Case 986 - Boston - 10/21/2021 - Unsubmitted - Flynn, James Created By: TBROWN150
10/21/2021 11:05:23 AM

Basic Information

Case # 986 Status Unsubmitted Applicant Flynn, James ID 100042
City Boston VSO Brown, Tracey

Calculations

Please enter the following to derive the benefits

VS-21A Date* 10/21/2021 Budget Number* 8 - Info Only
in Family 2 Benefit Start Date*
Rent/Mortgage Amt (Applicant Portion Only)* \$0.00 # Sharing Expenses* 1
Is Heat Included* Yes

Refund Status None
Refund Amount \$0.00
Refund Balance \$0.00

Monthly Income

	Applicant	Spouse	Children
V.A. Pension		\$0.00	
V.A. Comp		\$0.00	
Social Security	\$1,200.00	\$0.00	

Benefits Calculations

Budget Amount
Shelter Benefit +
Children Budget +
REBA +

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

	Applicant	Spouse	Children
V.A. Pension		\$0.00	
V.A. Comp		\$0.00	
Social Security	\$1,200.00	\$0.00	
Social Disability		\$0.00	
S.S.I.		\$0.00	
Retirement		\$0.00	
Countable Wages		\$0.00	
Unemployment		\$0.00	
Workmen's Comp		\$0.00	
Long-Term Disability		\$0.00	
Sick Leave		\$0.00	
Other Income		\$0.00	
Total Income			

Benefits Calculations

Budget Amount

Shelter Benefit +

Children Budget +

REBA +

= Total Ordinary Benefit

= Net Ordinary Benefits

Fuel Benefit +

= Total Payable Benefit Amount

Total Income

\$0.00

Medical Only Calculations

Total Income

200% FPL

Spend down (if > 0)

Calculate Benefits

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

VS-21A*

VS-21A Case 986 - Boston - 3/8/2021 - Unsubmitted

Created By: TBROWN150

3/8/2021 9:03:37 AM

Benefit Summary

Net Ordinary Benefit Amount + Fuel Benefit Amount = Total Payable Benefit Amount

\$0.00 + \$0.00 = \$0.00

Prior Approval

Spend Down (if > \$0)

VSO Benefits

Month	OB	Fuel	Doctor	Medical	Hospital	Dental	Misc	Description	Del

Show 100 records

Repeat Benefit Row 2 Times

VSO Comment

- 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.

Authorizer Benefit [VSO Benefit*](#)

VS-21A Benefit Created By: TBROWN
10/21/2021 11:25:32 AM

VS-21A

Case # VS-21A Status Applicant
986 Unsubmitted Flynn, James

VSO Benefit

Month*

OB	Fuel	Doctor	Meds	Hospital	Dental	Misc
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Description Delete

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

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

VS-21A Case 986 - Boston - 10/21/2021 - Unsubmitted - Flynn, James Created By: TBROW
10/21/2021 11:25:04 AM

Benefit Summary

Net Ordinary Benefit Amount + Fuel Benefit Amount = Total Payable Benefit Amount
\$0.00 = \$0.00

Prior Approval Spend Down (if > \$0)

VSO Benefits

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del
5/1/2021	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B	<input type="checkbox"/>

1 - 1 of 1 records Show 100 records

Times

VSO Comment

- 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 ONE MONTH BEFORE SELECTING #TIMES AND REPEAT BENEFIT ROW. (red box)

i.

VS-21A Case 986 - Boston - 10/21/2021 - Unsubmitted - Flynn, James

Benefit Summary

Net Ordinary Benefit Amount + Fuel Benefit Amount = Total Payable Benefit Amount \$0.00

Prior Approval Spend Down (if > \$0)

VSO Benefit

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del
5/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B	<input type="checkbox"/>
6/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B	<input type="checkbox"/>

1 - 2 of 2 records Show 100 records

Repeat Benefit Row # Times

ii. Example

VS-21A Benefit 10/21/2021 11:25:32 AM

VS-21A

Case # 986 VS-21A Status Unsubmitted Applicant Flynn, James

VSO Benefit

Month* [input field]

OB \$0.00 Fuel \$0.00 Doctor \$0.00 Meds \$0.00 Hospital \$0.00 Dental \$0.00 Misc \$0.00

Description [input field] Delete

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

The screenshot shows the 'Benefits (VSO)' page for case VS-21A Case 986 - Boston - 3/10/2021 - Unsubmitted. The 'Benefit Summary' section shows a Net Ordinary Benefit Amount of \$201.00 and a Total Payable Benefit Amount of \$201.00. The 'VSO Benefits' table lists three rows for 3/1/2021 with columns for Month, OB, Fuel, Doctor, Medical, Hospital, Dental, Misc, Description, and Del. A red box highlights the 'Repeat Benefit Row' button and a dropdown menu with options 1, 2, and 3.

Month	OB	Fuel	Doctor	Medical	Hospital	Dental	Misc	Description	Del
3/1/2021		\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
3/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
3/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	

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

The screenshot shows the 'Benefits (VSO)' page for case VS-21A Case 986 - Boston - 3/10/2021 - Approved - Flynn, James. The 'Benefit Summary' section shows a Net Ordinary Benefit Amount of \$201.00 and a Total Payable Benefit Amount of \$201.00. The 'VSO Benefits' table lists 12 rows for 3/1/2021, 4/1/2021, and 5/1/2021. A blue arrow points to the 'VSO Comments' tab at the top of the page.

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description	Del
3/1/2021		\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
3/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
3/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	
4/1/2021		\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
4/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$54.00 Medicare Part D	
4/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP	
5/1/2021		\$201.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	

- l. 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)
- n. When all is complete click on **Send to Authorizer** (red arrow).

The screenshot shows the WorkView application interface. At the top, there are several tabs: 'VS-21A', 'Benefits (VSO)', and 'VSO Comments'. These tabs are circled in green. Below the tabs, there are two text input fields for comments. The top field is labeled 'VSO Comment (viewable by Authorizer)' and has a blue arrow pointing to it. The bottom field is labeled 'Private VSO Comment (not viewable by Authorizer)' and has a yellow arrow pointing to it. To the right of the comment fields, there is a vertical toolbar with several icons, including 'Send to Authorizer', which has a red arrow pointing to it. At the bottom of the screen, there is a table titled 'Related VS-21A Private Comments' which is highlighted with a red border. The table contains the following data:

ID	VS-21A Date	Status	Benefit Period Start	Private VSO Comment
100052	11/3/2021	Unsubmitted	4/1/2021	
12115	3/4/2021	Denied	3/1/2021	
12106	3/3/2021	Approved	2/1/2021	
12107	3/3/2021	Denied	3/1/2021	

Do a date range to view VS21A's

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).

The screenshot shows the OnBase application interface. On the left, the 'Applications' sidebar is expanded to 'FINANCIAL ASSISTANCE CASES', where 'Search VS-21A (VSO)' is selected (indicated by a blue arrow). Below it, 'VS-21A Date' is selected (yellow arrow), and the second instance of 'VS-21A Date' is populated with '10/01/2021' (purple arrow). A red box highlights the calendar icon next to the date field (red arrow). The 'AND' operator is changed to 'TO' (green arrow). The 'Status' is set to 'Submitted' (orange arrow). The 'Find' button is highlighted (red arrow).

The main area displays a table of search results for '(126) Search VS-21A (VSO)'. The table has the following columns: CASE #, ID, VS-21A DATE, APPLICANT, STATUS, SUBMITTED AMOUNT, CITY, and IS AMENDED. The data is as follows:

CASE #	ID	VS-21A DATE	APPLICANT	STATUS	SUBMITTED AMOUNT	CITY	IS AMENDED
420997	389300	7/2/2021	Tanker, Tommy V	Denied		ZTown (test)	<input type="checkbox"/>
420997	390955	7/12/2021	Tanker, Tommy V	Approved	\$70.40	ZTown (test)	<input checked="" type="checkbox"/>
420997	394027	7/26/2021	Tanker, Tommy V	Denied	\$50.00	ZTown (test)	<input checked="" type="checkbox"/>
420997	394099	7/26/2021	Tanker, Tommy V	Approved		ZTown (test)	<input type="checkbox"/>
420997	395545	8/3/2021	Tanker, Tommy V	Approved	\$50.00	ZTown (test)	<input checked="" type="checkbox"/>
420997	395902	8/4/2021	Tanker, Tommy V	Approved	\$3,440.30	ZTown (test)	<input checked="" type="checkbox"/>
420997	397807	8/17/2021	Tanker, Tommy V	Approved	\$200.00	ZTown (test)	<input checked="" type="checkbox"/>
420997	397812	8/17/2021	Tanker, Tommy V	Approved	(\$25.00)	ZTown (test)	<input checked="" type="checkbox"/>
420997	398227	8/18/2021	Tanker, Tommy V	Approved		ZTown (test)	<input type="checkbox"/>
420997	398229	8/18/2021	Tanker, Tommy V	Approved	\$50.00	ZTown (test)	<input checked="" type="checkbox"/>
420997	398231	8/18/2021	Tanker, Tommy V	Approved	\$100.00	ZTown (test)	<input checked="" type="checkbox"/>
420997	398231	8/18/2021	Tanker, Tommy V	Approved	(\$1.00)	ZTown (test)	<input checked="" type="checkbox"/>

Print a VS21A

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

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

VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V

Created By: EVANVSO
11/2/2021 10:27:14 AM

Basic Information

Case #	Status	Applicant	ID
420997	Pending	Tanker, Tommy V	406718
City	VSO	Reason Pending	Supporting Documents
ZTown (test)	Evan VSO		

Calculations

Please enter the following to derive the benefits

VS-21A Date*	Budget Number*	Refund Status
11/2/2021	1 - Single	None
# in Family	Benefit Start Date*	Refund Amount
1	11/1/2021	\$0.00
Rent/Mortgage Amt (Applicant Portion Only)*	# Sharing Expenses*	Refund Balance
\$750.00	1	\$0.00
Is Heat Included*		
Yes		

Monthly income

	Applicant	Spouse	Children
V.A. Pension		\$0.00	
V.A. Comp	\$1,146.39	\$0.00	
Capital Security	\$0.00	\$0.00	\$0.00

Benefits Calculations

Budget Amount	\$756.00
Shelter Benefit +	\$679.00
Children Budget +	\$0.00

Sample:

Department of Veterans Services - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1694967&ClassID=1026&ScreenID=1039&ObjToken=705abeaf6-a140-4706-810e-6a7c7995d577&viewid=8iobjectVie...

The Commonwealth of Massachusetts Department of Veterans' Services Authorization of Veteran's Benefits - Form VS-21A Acknowledgement

Date of VS21A: 11/2/2021 **State Case Number:** 420997
City/Town: ZTown (test)
Applicants Name: Tanker, Tommy V

I have authorized the following Veterans' Benefits:

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

This document is an acknowledgment that DVS has received your VS-21A with the above date and processed it. The benefits listed in the block labeled "I have authorized the following Veterans' Benefits" are the benefits authorized for the month and year listed. Please verify and match against your submission and contact the Authorizer of record if there are any discrepancies.

Pending **For the Secretary - Authorizer's Signature** _____
Authorizer Comments **Date** _____
 Please submit Docs. Thanks

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

VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V

Created By: EVANVSO
11/2/2021 10:27:14 AM

Basic Information

Case #	Status	Applicant	ID
420997	Pending	Tanker, Tommy V	406718
City	VSO	Reason Pending	
ZTown (test)	Evan VSO	Supporting Documents	

Calculations

Please enter the following to derive the benefits

VS-21A Date*	Budget Number*	Refund Status
11/2/2021	1 - Single	None
# in Family	Benefit Start Date*	Refund Amount
1	11/1/2021	\$0.00
Rent/Mortgage Amt (Applicant Portion Only)*	# Sharing Expenses*	Refund Balance
\$750.00	1	\$0.00
Is Heat Included*		
Yes		

Monthly Income

	Applicant	Spouse	Children
V.A. Pension		\$0.00	
V.A. Comp	\$1,146.39	\$0.00	
Capital Gains	\$0.00	\$0.00	\$0.00

Benefits Calculations

Budget Amount	\$756.00
Shelter Benefit +	\$679.00
Children Budget +	\$0.00

3. Click on Print

VS-21A Case 420997 - ZTown (test) - 11/2/2021 - Pending - Tanker, Tommy V

Status: Pending, Applicant: Tanker, Tommy V, ID: 406718

VSO: Evan VSO, Reason Pending, Supporting Documents

derive the benefits

- Restore
- Move
- Size
- Minimize
- Maximize
- Back (Alt+Left arrow)
- Forward (Alt+Right arrow)
- Refresh (Ctrl+R)
- Show as tab
- Cut (Ctrl+X)
- Copy (Ctrl+C)
- Paste (Ctrl+V)
- Find on page (Ctrl+F)
- Print (Ctrl+P)
- Zoom
- Close (Alt+F4)

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

Print dialog box showing settings for printing a document. The 'Layout' section is expanded, showing 'Portrait' selected and 'Landscape' unselected. A blue arrow points to the 'More settings' dropdown menu.

Benefit Summary

Net Ordinary Benefit Amount	Fuel Benefit Amount	Total Payable Benefit Amount
\$786.00	\$0.00	\$786.00
<input type="checkbox"/> Prior Approval		Spend Down (if > \$0)
		\$0.00

VSO Benefits

Month*	OB	Fuel	Doctor	Medical	Hospital
10/1/2021	\$786.00	\$0.00	\$0.00	\$0.00	\$0.00
10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
11/1/2021	\$786.00	\$0.00	\$0.00	\$0.00	\$0.00

1 - 15 of 15 records Show 100 records

VSO Comment

The following VS21As are being amended: 386841, 383125, 383120

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

Print dialog box showing settings for printing a document. The 'Scale (%)' field is highlighted with a blue arrow, showing a value of 100%.

Benefit Summary

Net Ordinary Benefit Amount	Fuel Benefit Amount	Total Payable Benefit Amount
\$786.00	\$0.00	\$786.00
<input type="checkbox"/> Prior Approval		Spend Down (if > \$0)
		\$0.00

VSO Benefits

Month*	OB	Fuel	Doctor	Medical	Hospital
10/1/2021	\$786.00	\$0.00	\$0.00	\$0.00	\$0.00
10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
10/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
11/1/2021	\$786.00	\$0.00	\$0.00	\$0.00	\$0.00

1 - 15 of 15 records Show 100 records

VSO Comment

The following VS21As are being amended: 386841, 383125, 383120

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

Print
Total: 1 sheet of paper

Layout

Portrait

Landscape

Pages

All

e.g. 1-5, 8, 11-13

Print on both sides

Print on one side

[Fewer settings ^](#)

Paper size

Letter

Scale (%)

70

Pages per sheet

1

Print **Cancel**

Month*	OB	Fuel	Doctor	Medical	Hospital	Dental	Misc	Description	Del
10/1/2021		\$786.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B	
10/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$52.00 Medicare Part D	
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	
11/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60 Medicare Part B	
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	

1 - 15 of 15 records Show 100 records

VSO Comment

The following V521As are being amended: 386841, 383125, 383120

Month	OB	Fuel	Doctor	Medical	Hospital	Dental	Misc	Deny	Is Amended
10/1/2021		\$786.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	
10/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$52.00	
10/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00	
11/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60	
11/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$144.60	
11/1/2021		\$786.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50	
11/1/2021		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$35.35	

1 - 15 of 15 records Show 100 records

<https://massdvs.hylandcloud.com/Z03AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1473296&ClassID=1026&ScreenID=1039&OBToken=3ae82010-06de-4538-8a7f-ebd3...> 1/1

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.

1. Create a new VS-1 for this veteran.
The Veteran will be the applicant.

2. Create a new VS-1 application for this combination of
Veteran and Applicant with the Spouse as the applicant

Veteran and Applicant		
Veteran	Applicant	Relationship to Veteran
Green, Glen	Green, Pam	Spouse

1 - 1 of 1 records

Relationships where one Veteran is claiming benefits of another veteran		
Veteran	Applicant	Relationship to 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

Case 422237 - ZTown (test) - 6/21/2018 - JJ, AJ

Created By: MassDVS.SERVICE1
5/20/2021 1:32:20 PM

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

Case: 422237 - ZTown (test) - 6/21/2018 - JJ, AJ

Maintenance

Status: Saved Application Date: 6/21/2018

VSO: ZTown (test) Evan VSO

Refund Status	Refund Amount	Refund Balance
Settlement	\$1.00	\$1.00

Applicant Info

Full Name: JJ, AJ

Date of Birth: 8/10/1955 SSN: 101-01-0102 Relationship: Applicant

Gender: Male US Citizen: Yes Spoken Language:

Street 1: 600 wash st

Street 2:

City: ZTown (test) State: MA Zip Code: 02111

Phone Number: Phone Number (Imported): Email Address:

Veteran Info

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

Case: 422237 - ZTown (test) - 6/21/2018 - JJ, AJ

Created By: MassDVS.SERVICE1
5/18/2021 10:20:34 PM

Veteran Detail Relationships Related Items

Veteran - JJ, AJ

Basic Info (this information was imported from another system)

Last Name: JJ First Name: AJ MI: Suffix:

Full Name: JJ, AJ Is Enabled

SSN: 101-01-0102 Date of Birth: 8/10/1955 Date Deceased:

Gender: Male Spoken Language: US Citizen: Yes

Ethnicity/Race: This information is collected to make sure everyone is treated fairly. Your answer is voluntary.

Race (Check all that apply)

- American Indian or Alaskan Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or other Pacific Islander
- White
- Other

Special Circumstances (Check all that apply)

- Physical/Mental Impairment
- Hearing Impaired
- Visually Impaired
- Interpreter Required
- Sign Language Required
- Other

Service Info

Branch of Service: Air Force Service Start Date: 1/1/1975 Service End Date: 1/1/1976

Discharge Type: Honorable discharge

DD-214

Wartime Service: Wartime Service has been determined

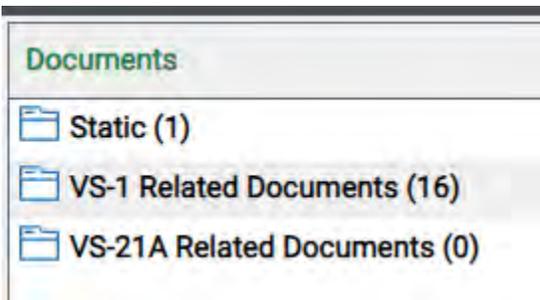
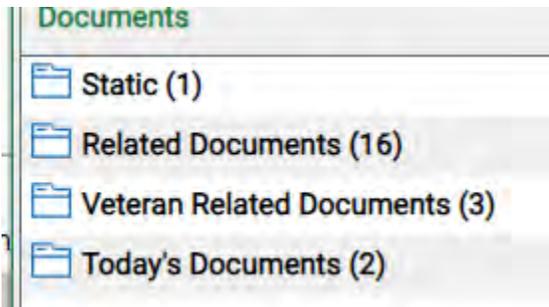
MOS (Rating) AFSC

Unit(s) Served In

Upload documents

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

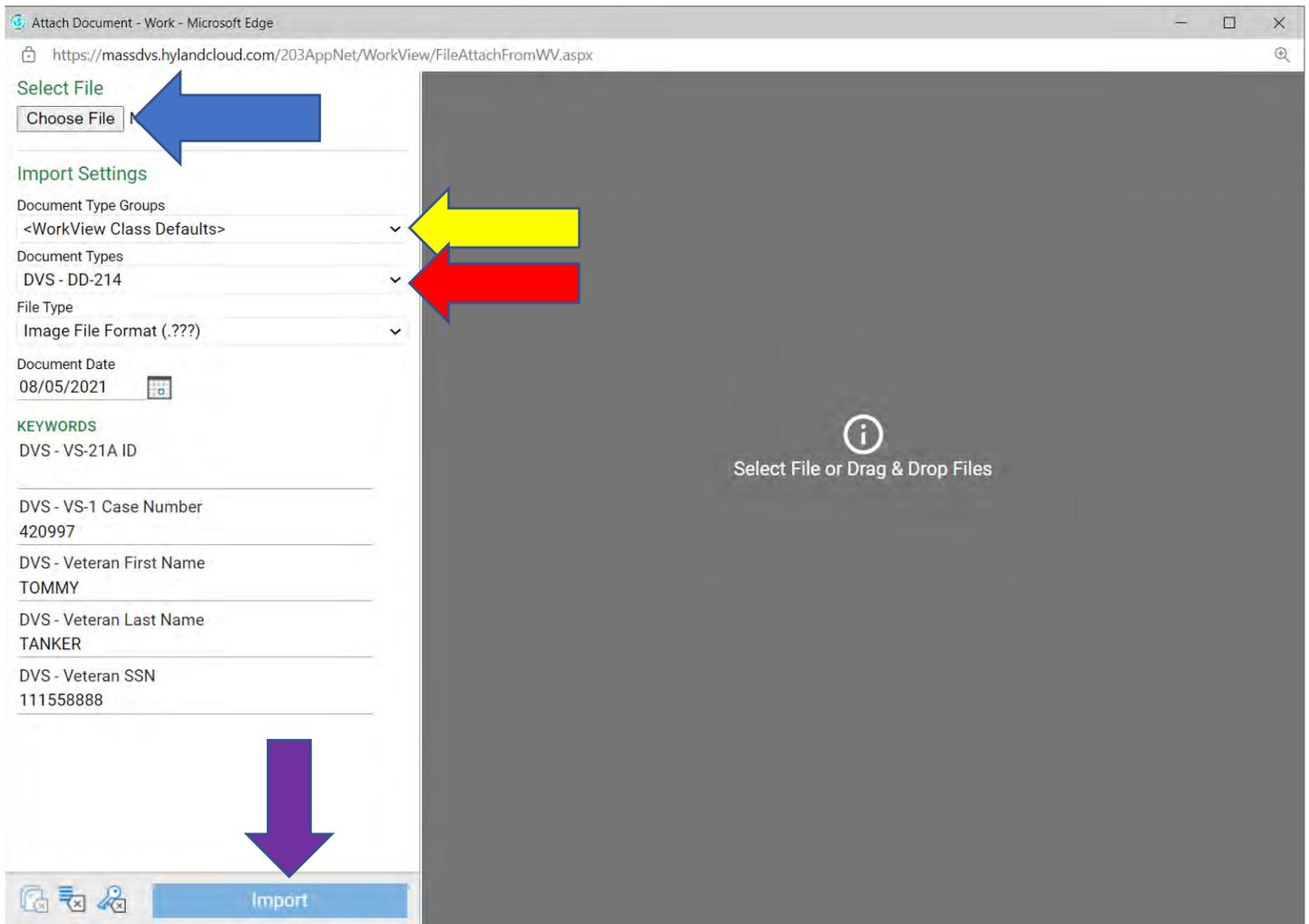
If you are on the VS1 the document will upload under these folders.



A screenshot of a Microsoft Edge browser window displaying a web application. The address bar shows a URL from massdvs.hylandcloud.com. The browser's toolbar includes icons for Save, Save and Close, Print, Refresh, History, Documents, Print, More, and Toggle Tasks. The application interface has a top navigation bar with tabs for 'Demographics*', 'VS-21A Applications', 'Recipients', 'Employment*', 'Shelter*', and 'Autc'. Below this is a breadcrumb trail: 'Case 420997 - ZTown (test) - 8/25/2017 - Tanker, Tommy V'. A blue arrow points to the 'Upload' option in the 'Documents' dropdown menu. The main content area is divided into sections: 'Case Maintenance' with fields for Case # (420997), Status (Saved), and Application Date (8/25/2017); 'Applicant Info' with fields for Full Name (Tanker, Tommy V), Date of Birth (8/10/1955), SSN (111-55-8888), and Relationship to Veteran (Applicant); and a table for 'Refund Status' with columns for Refund Status, Refund Amount, and Refund Balance. On the right side, there is a vertical toolbar with icons for 'Initiate Refund (VSO)', 'Benefit History', 'Create Agreement to Reimburse Letter', 'Create Authorization for Release Letter', 'Create DOR Authorization for Release Letter', 'Create VS1 Document', and 'Create Document Packet'. The bottom right corner of the application shows 'Created By: MassDVS.SERVICE1' and the date '5/20/2021 1:15:47 PM'.

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 arrow).

VS-21A Case 425371 - ZTown (test) - 11/4/2021 - Unsubmitted - Applicant, Peter S - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/WorkView/Viewer/ObjectViewer.aspx?applicationID=1002&ObjectID=1697233&ClassID=1026&ScreenID=1039&OBToken=0b36b4d5-652d-464d-98e7-c912f98bda6...

VS-21A* Benefits (VSO) VSO Comments Case History

VS-21A Case 425371 - ZTown (test) - 11/4/2021 - Unsubmitted - Applicant, Peter S

Created By: EVANVSO
11/4/2021 10:06:41 AM

Basic Information

Case #	Status	Applicant	ID
425371	Unsubmitted	Applicant, Peter S	407124
City	VSO		
ZTown (test)	Evan VSO		

Calculations

Please enter the following to derive the benefits

VS-21A Date*	Budget Number*	Refund Status
11/4/2021	1 - Single	None
# in Family	Benefit Start Date*	Refund Amount
1		\$0.00
Rent/Mortgage Amt (Applicant Portion Only)*	# Sharing Expenses*	Refund Balance
\$700.00	1	\$0.00
Is Heat Included*		
Yes		

Monthly Income

Applicant	Spouse	Children

Benefits Calculations

Budget Amount	
---------------	--

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

VS-21A* Benefits (VSO) VSO Comments Case History

S-21A Case 425371 - ZTown (test) - 11/4/2021 - Unsubmitted - Applicant, Peter S

Benefit Summary

Net Ordinary Benefit Amount	Fuel Benefit Amount	Total Payable Benefit Amount
\$0.00	\$0.00	\$0.00

Prior Approval

Spend Down (if > \$0)

\$0.00

VSO Benefits

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description

- 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).

VSO Benefit*

VS-21A Benefit Created By: EVANVSO
11/4/2021 10:08:52 AM

VS-21A

Case # 425371 VS-21A Status Unsubmitted Applicant Applicant, Peter S

VSO Benefit

Month* 11/1/2021

OB	Fuel	Doctor	Meds	Hospital	Dental	Misc
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$200.00)

Description Repayment

- 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).

WorkView - Work - Microsoft Edge

https://massdvs.hylandcloud.com/203AppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1002&ObjectId=16972338&ClassId=1026&ScreenId=1039&objectViewerEnvironment=0&viewID=1098&viewertype=1&objectSource...

Save Save and Close Save and New Delete Copy/Print Refresh

VS-21A* Benefits (VSO) VSO Comments Case History

VS-21A Case 425371 - ZTown (test) - 11/4/2021 - Unsubmitted - Applicant, Peter S Created By: EVANVSO
11/4/2021 10:06:41 AM

Benefit Summary

Net Ordinary Benefit Amount + Fuel Benefit Amount = Total Payable Benefit Amount \$0.00

Prior Approval Spend Down (if > \$0)

VSO Benefits

Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description
11/1/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$200.00)	Repayment

1 - 1 of 1 records Show 100 records

Repeat Benefit Row # Times

Amend Open Benefits
Notice of Action
Notice of Determination
Notice of Intent
VS21A Acknowledgement
Send to Authorizer

VS21A's that were Auto Denied

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:

VS-21A for Purple, Sam needs attention - 14 day notification

 OnBaseDev@DoNoReply.state.ma.us
To 1

Reply Reply All Forward ...

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 Purple, Sam has not been submitted. Please complete and submit.

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

Sample of second email.

Unsubmitted VS-21A for Test3, Peter has been auto denied.

 OnBaseDev@DoNoReply.state.ma.us
To 1

Reply Reply All Forward ...

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.

Unsubmitted VS-21A for Test3, Peter has been auto denied for non submission within required time frame.

Emails for Pending Vs21A's.

Sample of first email:

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

 OnBaseDev@DoNoReply.state.ma.us
To

[Reply](#) [Reply All](#) [Forward](#) [...](#)

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)

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..

Calculations

Please enter the following to derive the benefits

VS-21A Date*

11/5/2021

in Family

1

Rent/Mortgage Amt (Applicant Portion Only)*

\$750.00

Is Heat Included*

No

Budget Number*

5 - Medical Only

Benefit Start Date*

7/1/2021

Sharing Expenses*

1



	Applicant	Spouse	Children
V.A. Pension	\$0.00	\$0.00	
V.A. Comp	\$1,900.00	\$0.00	
Social Security	\$0.00	\$0.00	\$0.00
Social Disability	\$0.00	\$0.00	\$0.00
S.S.I.	\$0.00	\$0.00	\$0.00
Retirement	\$0.00	\$0.00	
Countable Wages	\$0.00	\$0.00	
Unemployment	\$0.00	\$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		

Budget Amount	\$0.00
Shelter Benefit +	\$0.00
Children Budget +	\$0.00
REBA +	\$0.00
= Total Ordinary Benefit	\$0.00
= Net Ordinary Benefits	\$0.00
Fuel Benefit +	\$0.00
= Total Payable Benefit Amount	\$0.00

Medical Only Calculations

Calculate 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 CALCULATED 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 the benefits

<p>VS-21A Date* <input type="text" value="11/5/2021"/></p> <p># in Family <input type="text" value="1"/></p> <p>Rent/Mortgage Amt (Applicant Portion Only)* <input type="text" value="\$750.00"/></p> <p>Is Heat Included* <input type="text" value="No"/></p>	<p>Budget Number* <input type="text" value="5 - Medical Only"/></p> <p>Benefit Start Date* <input type="text" value="7/1/2021"/></p> <p># Sharing Expenses* <input type="text" value="1"/></p>
--	---

	Applicant	Spouse	Children		
V.A. Pension	\$0.00	\$0.00		Budget Amount	\$0.00
V.A. Comp	\$2,300.00	\$0.00		Shelter Benefit +	\$0.00
Social Security	\$0.00	\$0.00	\$0.00	Children Budget +	\$0.00
Social Disability	\$0.00	\$0.00	\$0.00	REBA +	\$0.00
S.S.I.	\$0.00	\$0.00	\$0.00	= Total Ordinary Benefit	\$0.00
Retirement	\$0.00	\$0.00		- Total Income	\$0.00
Countable Wages	\$0.00	\$0.00		= Net Ordinary Benefits	\$0.00
Unemployment	\$0.00	\$0.00		Fuel Benefit +	\$0.00
Workmen's Comp	\$0.00	\$0.00		= Total Payable Benefit Amount	\$0.00
Long-Term Disability	\$0.00	\$0.00			
Sick Leave	\$0.00	\$0.00			
Other Income	\$0.00	\$0.00			
Total Income	\$2,300.00				

<p>Medical Only Calculations</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; border: 1px solid #ccc; padding: 2px;">Total Income</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: right;">\$2,300.00</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">200% FPL -</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: right;">\$2,147.00</td> </tr> <tr> <td style="border: 1px solid #ccc; padding: 2px;">Spend down (if>0)</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: right;">\$153.00</td> </tr> </table>	Total Income	\$2,300.00	200% FPL -	\$2,147.00	Spend down (if>0)	\$153.00	<p style="background-color: #007bff; color: white; padding: 5px; display: inline-block;">Calculate Benefits</p>
Total 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.

Do a Prior Approval

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

Budget Number*
8 - Info Only ▾

Benefit Start Date*
7/1/2021 🔍

Sharing Expenses*
1

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

VS-21A Case 420997 - ZTown (test) - 11/5/2021 - Unsubmitted - Tanker, Tommy V

Benefit Summary

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

Prior Approval 

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.


Send to Authorizer

Input a Recertification

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

The screenshot shows the 'Benefits Summary' section with the following values:

- Net Ordinary Benefit Amount: \$262.00
- Fuel Benefit Amount: \$306.00
- Total Payable Benefit Amount: \$568.00
- Spend Down (if > \$0): \$0.00

The 'VSO Benefits' table contains 10 records:

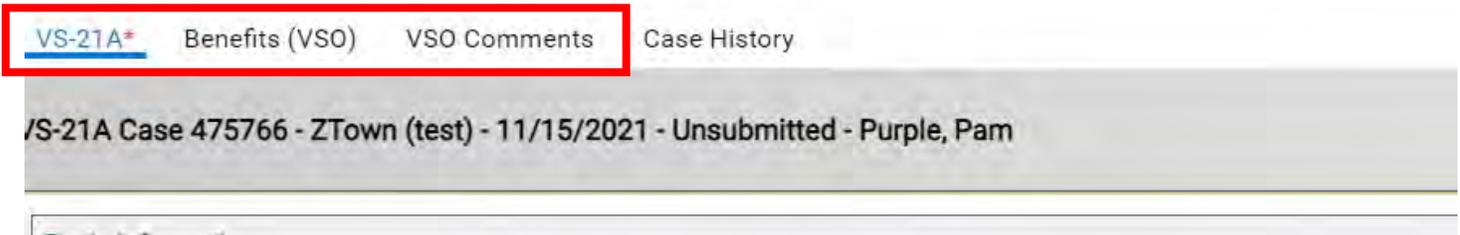
Month*	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Description
8/1/2021	<input type="checkbox"/>	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B
8/1/2021	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP
9/1/2021	<input type="checkbox"/>	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B
9/1/2021	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP
10/1/2021	<input type="checkbox"/>	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B
10/1/2021	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$293.00 MEDIGAP
11/1/2021	<input type="checkbox"/>	\$262.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 Medicare Part B

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

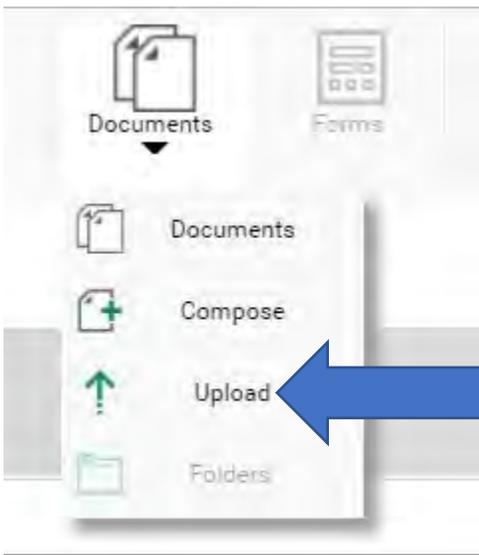
The screenshot shows the 'VSO Comments' section. A blue arrow points to the 'VSO Comments' tab. The 'VSO Comment (viewable by Authorizer)' field contains the text: "Please approve the benefits. Thanks". The 'Private VSO Comment (not viewable by Authorizer)' field contains the text: "2022 Re-cert rec'd Bank Checking #1234 and Savings #6789, Shelter \$1000 heat not included, SS \$1350.00, B \$148.50, Medigap \$293.00." Below the comments is a table of 'Related VS-21A Private Comments':

ID	VS-21A Date	Status	Benefit Period Start	Private VSO Comment
408069	11/15/2021	Unsubmitted	8/1/2021	2022 Re-cert rec'd Bank Checking #1234 and Savings #6789, Shelter heat not included
300023	8/25/2021	Approved	7/1/2021	

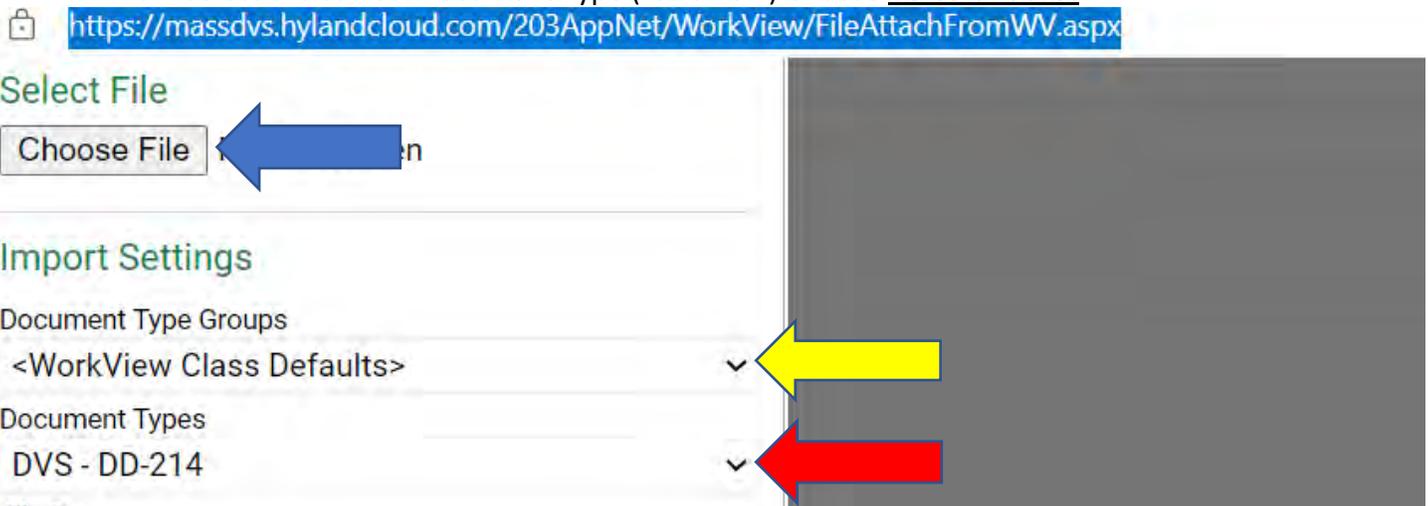
- Once all benefits and notes are added, upload the documents in one file. You want to have the VS21A open and be either on the **VS-21A** tab, OR the **Benefits (VSO)** tab, OR the **VSO Comments** tab.



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



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



Example: See Document Types, VERY IMPORTANT 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

No file chosen

You can add 4 more documents.

Import Settings

Test uploading.docx

Show Preview

Document Type Groups

<All>

Document Types

DVS - Re-cert Packet

File Type

Document Queue (1)

Test uploading.docx

Pending Import

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).

The screenshot shows the MassDVS application interface for Case 420997. The top navigation bar includes tabs for Demographics, VS-21A Applications, Recipients, Employment, Shelter, Auto, Investments, Insurance, and Documents. A blue arrow points to the 'Documents' tab. On the right side, a red box highlights a list of document creation options: 'Initiate Refund (VSO)', 'Create Agreement to Reimburse Letter', 'Create Authorization for Release Letter', 'Create DOR Authorization for Release Letter', 'Create VS1 Document', and 'Create Document Packet'. The main content area displays case information such as Case # 420997, Status Saved, Application Date 8/25/2017, and Applicant Info for Tanker, Tommy V.

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

The screenshot shows the 'Documents' folder view in the application. A blue arrow points to the 'Documents' folder icon in the left sidebar. The main content area displays a list of folders with their respective document counts, enclosed in a red box: 'Static (3)', 'Related Documents (47)', 'Veteran Related Documents (50)', and 'Today's Documents (7)'. The 'Documents' folder is currently selected.

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

ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
407918	11/12/2021	Unsubmitted	11/1/2021			
407820	11/10/2021	Unsubmitted	11/1/2021			
407298	11/5/2021	Unsubmitted	7/1/2021			
406718	11/2/2021	Approved with modification	11/1/2021	\$1,382.22	\$691.11	
406246	10/28/2021	Approved	7/1/2021			
404012	10/6/2021	Approved	11/1/2021	(\$297.00)	(\$297.00)	
401454	9/14/2021	Approved	9/1/2021	\$4,664.15	\$4,664.15	
401367	9/14/2021	Auto-Denied	7/1/2021	\$100.00	\$0.00	
400040	9/1/2021	Approved	9/1/2021			

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 - Unsubmitted - Tanker, Tommy V

Created By: TBROWN150
11/12/2021 10:28:38 AM

Basic Information

Case # 420997 Status Unsubmitted Applicant Tanker, Tommy V ID 407918

City ZTown (test) VSO Brown, Tracey

Calculations

Please enter the following to derive the benefits

VS-21A Date* 11/12/2021 Budget Number* 1 - Single Refund Status None

in Family 2 Benefit Start Date* 11/1/2021 Refund Amount \$0.00

Rent/Mortgage Amt (Applicant Portion Only)* \$580.00 # Sharing Expenses* 1 Refund Balance \$0.00

Is Heat Included* Yes

Amend Open

Notice of Action

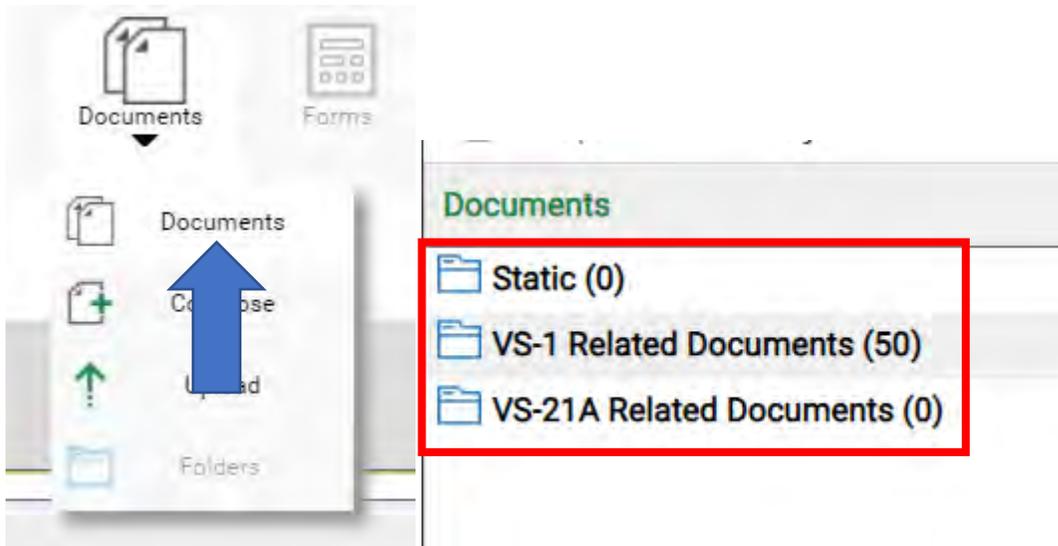
Notice of Determination

Notice of Intent

VS21A Acknowledgement

Send to Authorizer

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



Note: Notice that both set of Document folders have different 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.

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

The screenshot shows a web browser window with the URL <https://massdvs.hylandcloud.com/203AppNet/Workview/Viewer/ObjectViewer.aspx?ApplicationId=1002&ObjectId=1658491&ClassId=1026&ScreenId=1039&objectViewerEnvironment=0&objectSource=2&sourceId=1086&relatedfol...>. The browser's toolbar includes icons for Save, Save and Close, Save and New, Delete, Copy, Refresh, View, Documents, Print, More, and Toggle Tasks. The application title bar reads "Case 475804 - ZTown (...)" and "VS-21A Case 475804 - ...". The main navigation bar contains tabs for "VS-21A*", "Benefits (VSO)", "VSO Comments" (highlighted with a red box), and "Case History". Below the navigation bar, the page title is "VS-21A Case 475804 - ZTown (test) - 9/13/2021 - Approved - Blue, Blue" and the user information is "Created By: TBROWN150" and "9/13/2021 11:24:09 AM".

The main content area is divided into several sections:

- Basic Information:** A table with columns Case #, Status, Applicant, and ID. The values are 475804, Approved, Blue, Blue, and 401165. Below this, there are fields for City (ZTown (test)), VSO (Brown, Tracey), Authorized Date (9/13/2021 11:31:41 AM), and Authorized By (TBROWN150).
- Calculations:** A section titled "Please enter the following to derive the benefits" with several input fields: VS-21A Date* (9/13/2021), Budget Number* (1 - Single), Refund Status (None), # in Family (1), Benefit Start Date* (7/1/2021), Refund Amount (\$0.00), Rent/Mortgage Amt (Applicant Portion Only)* (\$750.00), # Sharing Expenses* (1), Refund Balance (\$0.00), and Is Heat Included* (No).
- Monthly Income:** A table with columns Applicant, Spouse, and Children. The values are V.A. Pension, \$0.00, and \$0.00.
- Benefits Calculations:** A table with columns Budget Amount and Shelter Benefit +. The values are \$756.00 and \$505.00.

On the right side of the page, there is a vertical navigation menu with icons and labels: Notice of Action, Notice of Determination, Notice of Intent, VS21A Acknowledgement, and Completed.

- 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.

The screenshot shows the 'VSO Comments' section of a case. At the top, there are tabs for 'Benefits (VSO)', 'VSO Comments', and 'Case History'. The main area contains two text input fields. The top field is titled 'VSO Comment (viewable by Authorizer)' and contains the text 'Testing notes'. A blue arrow points to this field. The bottom field is titled 'Private VSO Comment (not viewable by Authorizer)' and contains the text 'Testing notes for VSO Only Comments'. A yellow arrow points to this field. To the right, there is a vertical list of actions: Notice of Action, Notice of Determination, Notice of Intent, VS21A Acknowledgement, and Completed. At the bottom, there is a table titled 'Related VS-21A Private Comments'.

ID	VS-21A Date	Private VSO Comment
401165	9/13/2021	Testing notes for VSO Only Comments

This screenshot shows the same interface as above, but with the 'Related VS-21A Private Comments' table highlighted with a red border. The table contains three rows of data.

ID	VS-21A Date	Status	Benefit Period Start	Private VSO Comment
402968	9/28/2021	Auto-Denied	10/1/2021	
401351	9/14/2021	Approved with modificat...	12/1/2021	testing to see if authorizer can approve zero benefitsAuthorizer Benefits MonthOBFuelDoctorModsdHospitalDentalMiscDenyls Amended12/1/2021\$0.00\$0.00\$0.00\$0.00\$0.00\$0.001 - 1 of 1 records Show 5102550100 records VSO ReviewedAuthorizer Commenttesting to ...
401165	9/13/2021	Approved	7/1/2021	Testing notes for VSO Only Comments

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

Case 420997 - ZTown (test) - 8/25/2017 - Tanker, Tommy V

Case Maintenance

Case #	Status	Application Date*
420997	Saved	8/25/2017

City* ZTown (test) VSO Evan VSO

Refund Status	Refund Amount	Refund Balance
None	\$0.00	\$0.00

Applicant Info

Full Name Tanker, Tommy V

Date of Birth 8/10/1955 SSN 111-55-8888 Relationship Applicant

- b. 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 Close Save and New Delete Copy Object Refresh History Documents Forms

Veteran Detail Relationships Related Items

Veteran - Tanker, Tommy V

Basic Info (this information was imported from another system)

Last Name	First Name	MI	Suffix
Tanker	Tommy	V	

Full Name Tanker, Tommy V Is Enabled

SSN	Date of Birth	Date Deceased
111-55-8888	8/10/1955	

Gender Spoken Language US Citizen

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.

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

Case 424863 - ZTown (test) - 5/21/2020 - Jones, Alice M

Household Members Seeking Aid

Last Name	First Name	Date Of Birth	Relationship To Applicant	Gender
Jones	Alice	5/9/1966	Applicant	Female

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.

Case 425371 - ZTown (test) - 2/23/2021 - Applicant, Peter S

Lockout

Lockout VS-21A Missing Applicant

VS-21A Applications

ID	VS-21A Date	Status	Benefit Start Date	Submitted Amount	Authorized Amount	Is Amended
408850	11/20/2021	Approved with modification		\$3,333.00	\$1,666.50	<input type="checkbox"/>

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

VS-21A Case 425371 - ZTown (test) - 11/20/2021 - Approved with modification - Applicant, Peter S

Authorizer Benefits

Month	OB	Fuel	Doctor	Meds	Hospital	Dental	Misc	Deny	Is Amended
7/1/2021	<input type="checkbox"/>	\$101.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 <input type="checkbox"/>	<input type="checkbox"/>
8/1/2021	<input type="checkbox"/>	\$101.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 <input type="checkbox"/>	<input type="checkbox"/>
9/1/2021	<input type="checkbox"/>	\$101.00	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$148.50 <input type="checkbox"/>	<input type="checkbox"/>
10/1/2021	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00 <input checked="" type="checkbox"/>	<input type="checkbox"/>
11/1/2021	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00 <input checked="" type="checkbox"/>	<input type="checkbox"/>
12/1/2021	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00 <input checked="" type="checkbox"/>	<input type="checkbox"/>

1 - 6 of 6 records Show 100 records

VSO Reviewed

Authorizer Comment

Please have the applicant apply for MassHealth BuyIn. 108 CMR 6.01 (3) Thanks

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 not receiving 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, money order.
 - VSO prepared landlord statement.
 - Handwritten note from applicant/recipient's landlord must include the landlord's contact 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 REBA allowance.
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 specifies the 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 Transfer Account - 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 \times .02 = \19.00 , $\$950 + 19.00 = \mathbf{\$969.00}$ (New Amount)
VA $\$1,075 \times .02 = \21.50 , $\$1,075 + \$21.50 = \mathbf{\$1,096.50}$ (New Amount)