Slide 1 - Title – Identifying Insufficient and Potentially Fraudulent Disability Benefits Questionnaires (DBQs)



LESSON TIME

One hour (60)

STUDENT CATALOG LAYOUT

Prework	|	N/A
Core Content	|	Self-Paced Module (45)
		Assessment (15)
Resources	|	Transcript
Testout	|	N/A

SKILLS

TBD Level One	|	One Credit

TERMINAL LEARING OBJECTIVE

At the end of this module, you will be able to identify exam insufficiencies when reviewing DBQ exam reports and identify the actions to take once an exam insufficiency has been identified.

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To open checklist and exam case studies: Labeled with Keyboard Shortcut (KS) action.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

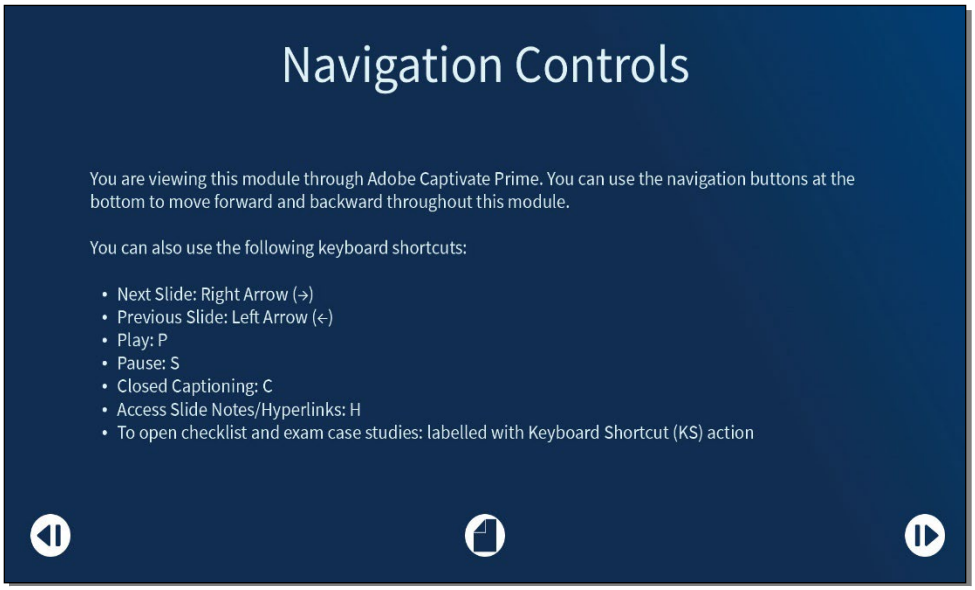
M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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Slide 2 - Navigation Controls



TRANSCRIPT

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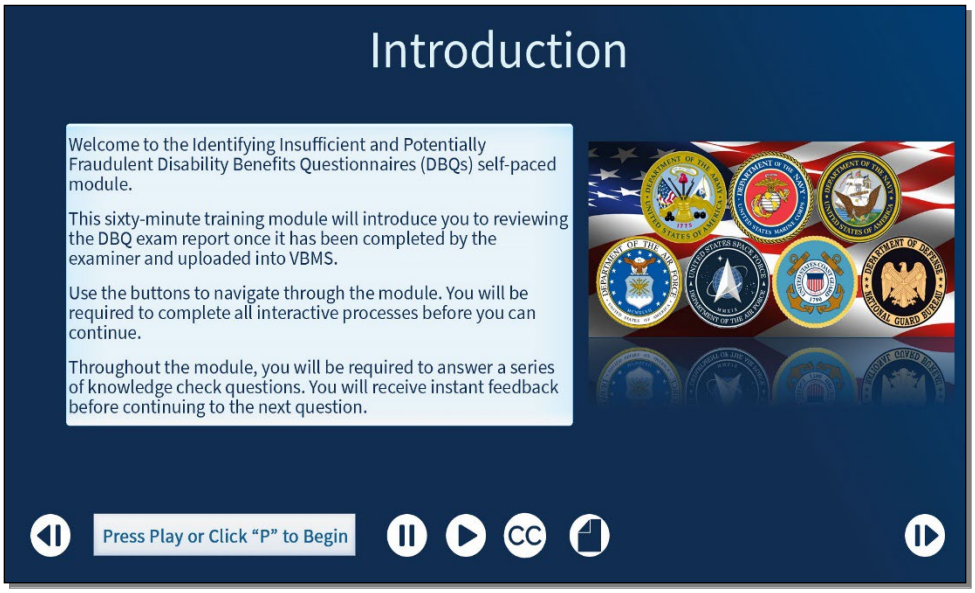
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Slide 3 - Introduction



TRANSCRIPT

Hello, and welcome to the Identifying Insufficient and Potentially Fraudulent Disability Benefits Questionnaires (DBQs) self-paced module. This sixty-minute training module will introduce you to reviewing the DBQ exam report once it has been completed by the examiner and uploaded into VBMS. Use the buttons to navigate through the module. You will be required to complete all interactive processes before you can continue. Throughout the module, you will be required to answer a series of knowledge check questions. You will receive instant feedback before continuing to the next question.

Image: American Flag with coins showing all 6 branches of the military.

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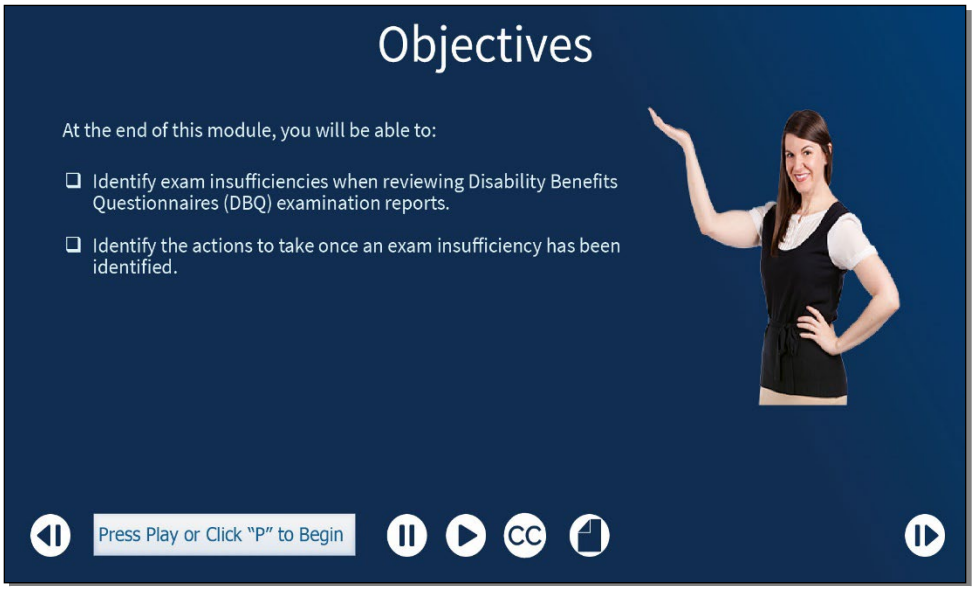
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Slide 4 - Objectives



TRANSCRIPT

At the end of this module, you will be able to:

- Identify exam insufficiencies when reviewing DBQ exam reports.
- Identify the actions to take once an exam insufficiency has been identified.

Image: Woman pointing to objectives

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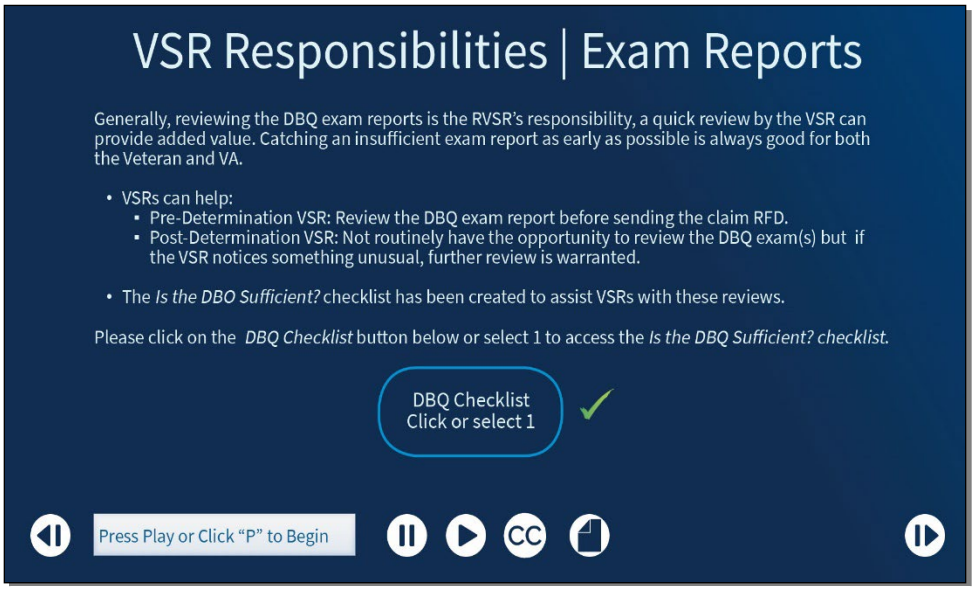
M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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Slide 5 - VSR Responsibilities - Exam Reports



TRANSCRIPT

While the responsibility to review the DBQ exam report is generally the RVSR's, a quick review by the VSR can provide added value. An insufficient exam report can cause delays and erroneous decisions. The earlier the insufficiency is identified, the less of an impact it will have on the Veteran and VA.

VSR's can help:

- the Pre-Determination (Pre-D) VSR should perform this review before marking the claim as Ready for Decision (RFD).
- the Post-Determination (Post-D) VSR will not routinely have the opportunity to review the DBQ(s); however, if the Post-D VSR notices something out of place, further review would be warranted.

The Is the DBQ Sufficient? checklist has been created to assist VSRs with these reviews.

You can access this checklist by clicking the button below.

This checklist can also be found in TMS.

Image 1: DBQ Checklist button with a circle drawn around it: Hyperlink: https://vbatraining.adobeconnect.com/phag3ymz50ei/default/connect.pdf
Image 2: Green checkmark showing task complete.

ACCESSIBILITY OPTIONS

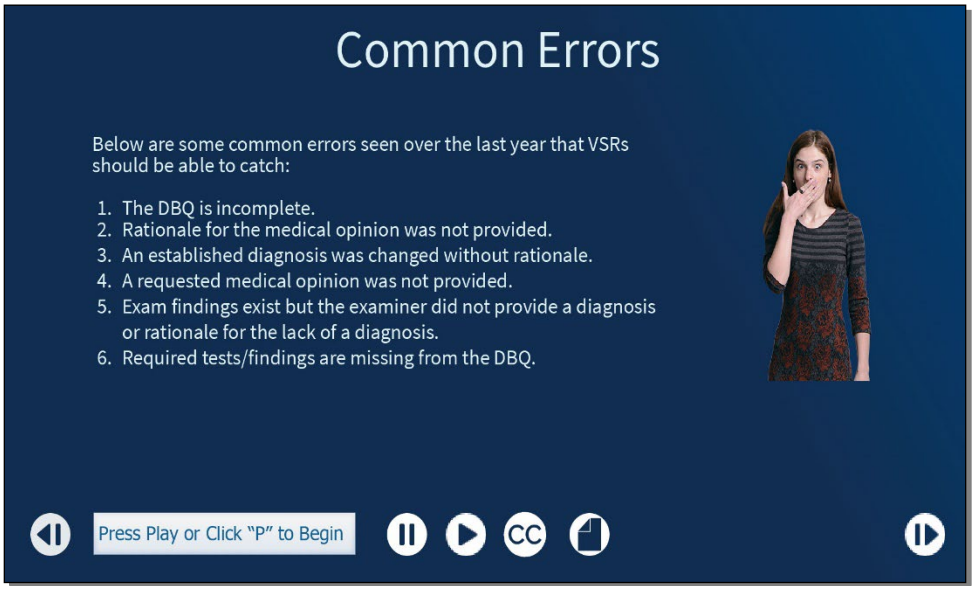
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Slide 6 - Common Errors



TRANSCRIPT

Some common errors discovered over the last year that VSRs can easily identify during a quick review are:

1) the DBQ is incomplete,
2) the rationale for the medical opinion was not provided,
3) the Veteran's established diagnosis was changed without rationale,
4) the requested medical opinion was not provided,
5) the DBQ contains findings of a disability, but no diagnosis was provided by the examiner, nor a reason given for the lack of a diagnosis, and
6) required tests/findings are missing.

Image: Woman covering mouth with hand

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M21-1 IV.i.3.C. — Insufficient Examinations

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NWQ Playbook

Slide 7 - Exam Report Sufficiency



TRANSCRIPT

Exam report sufficiency can be broken down into three elements:

- the examiner's signature and credentials,
- the examiner's qualifications, and
- the completeness of the DBQ.

We will discuss these three elements throughout the rest of this training module.

Image: Hands writing on paper at desk

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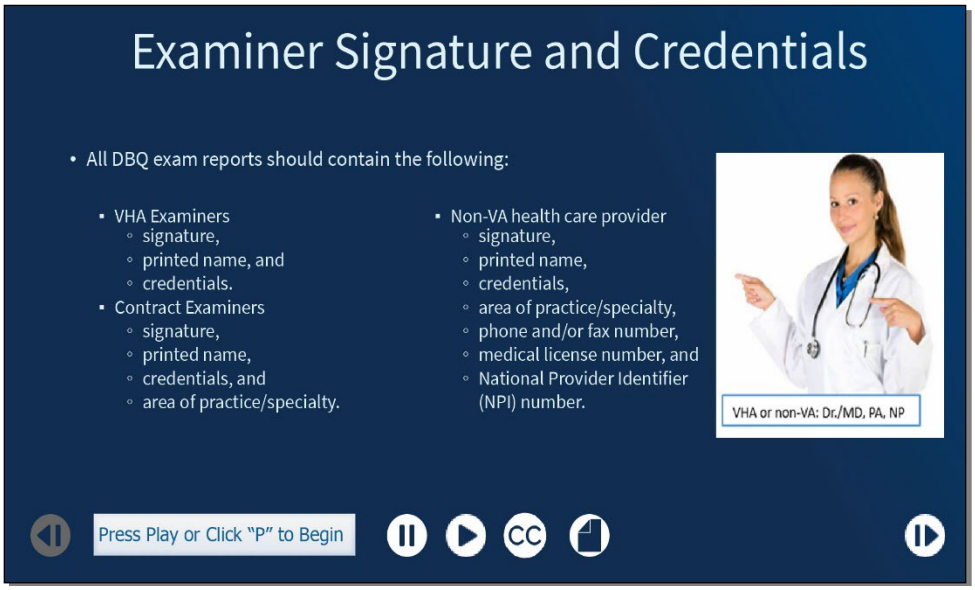
M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

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Slide 8 - Examiner Signature and Credentials



TRANSCRIPT

The first element of exam report sufficiency that we will discuss is the examiner's signature and credentials. Depending on who completes the DBQ, there are certain items that VA requires to be included in the exam report.

If the DBQ is completed by a:

- Veteran Health Administration (VHA) employee, the exam report must contain that employee's signature, printed name, and credentials.
- VA-approved contractor, the exam report must also contain the contractor's specialty, in addition to the previously mentioned items.
- non-VA health care provider, the exam report must also contain the non-VA health care provider's Phone and/or fax number, medical license number, and National Provider Identifier (NPI) number, in addition to the previously mentioned items.

All this information is generally found on the last page of the DBQ exam report. The credentials can generally be found after the signature and/or printed name. These are usually abbreviations; (e.g., MD for medical doctor, PA for physician assistant, or NP for nurse practitioner). The specialty can generally be found after the credentials; (e.g., Dermatology or Internal Medicine). While not a general requirement, if VA regulations require that a specific type of medical professional complete the DBQ, the specialty would be required, even if a VHA employee completed the DBQ.

Image: Female doctor pointing to list

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Slide 9 - Publicly Available DBQs



TRANSCRIPT

Most DBQs are publicly available to the Veteran and their non-VA healthcare provider. However, not all DBQs are publicly available. Those DBQs cannot be completed by a Veteran's non-VA healthcare provider If a VSR identifies a DBQ, completed by a non-VA healthcare provider, excluding those requested and received from VA-approved contractors, the DBQ should be routed to an RVSR for further review. The RVSR will still review the DBQ for sufficiency, but they will also review the DBQ for authenticity and then decide if another exam is needed.

Image: Provider and male Veteran talking

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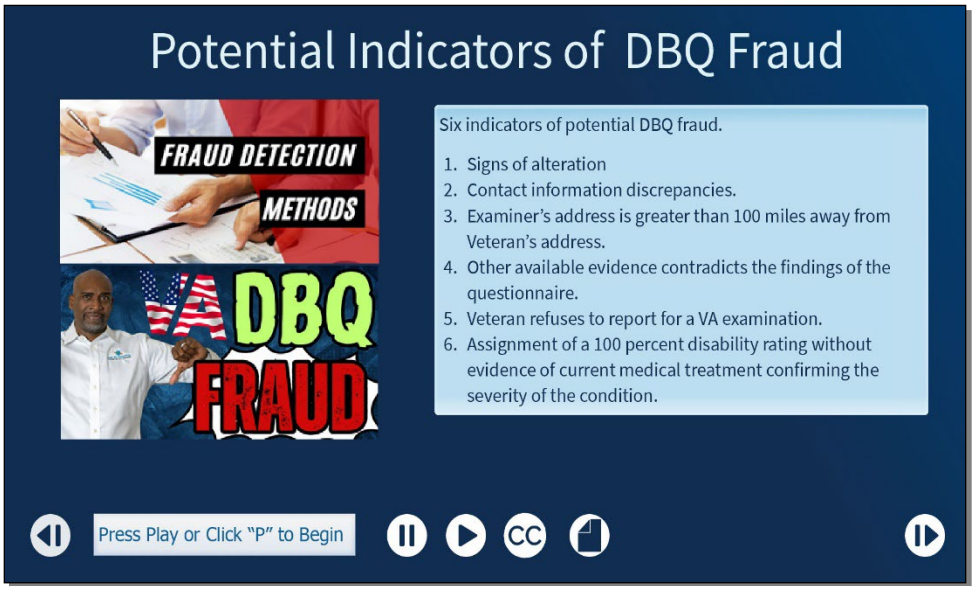
M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

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Slide 10 - Indicators of DBQ Fraud



TRANSCRIPT

There are six possible indicators of DBQ fraud.
These are:

1. Signs of alteration.
   a. This can include: a different appearance of the text and/or formatting of the type and size as well as the examiners signature and/or
   b. certification page being visually different.
2. Contact information discrepancies.
3. Examiner's address is greater than 100 miles away from the Veteran's address.
4. Other available evidence contradicts the findings of the questionnaire.
5. Veteran refuses to report for a VA examination.
6. Assignment of a 100 percent disability rating without evidence of current medical treatment confirming the severity of the condition.

Image 1: People reviewing forms with the words Fraud Detection Methods.
Image 2: VA employee with thumbs down and the words VA DBQ Fraud.

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M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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Slide 11 – Reporting Possible DBQ Fraud - OIG



TRANSCRIPT

If a claims processor suspects possible fraud is involved with a DBQ, they will need to take the following actions.

1. Weigh the evidence of record.
2. Assign a low or no probative value to the DBQ if there is reason to suspect that the DBQ is inauthentic or fraudulent.
3. Request a new VA examination for the claimed disability.
4. If a claims processor determines that a privately submitted DBQ has a potential to be inauthentic and a new VA examination is needed, a permanent VBMS note must be added.
5. Report the possible fraud to your Regional Office senior leadership and Office of Inspector General for further direction.

Image 1: Person in suit pointing at the word Fraud Prevention.

Image 2: The word Scam overlaying a computer keyboard.

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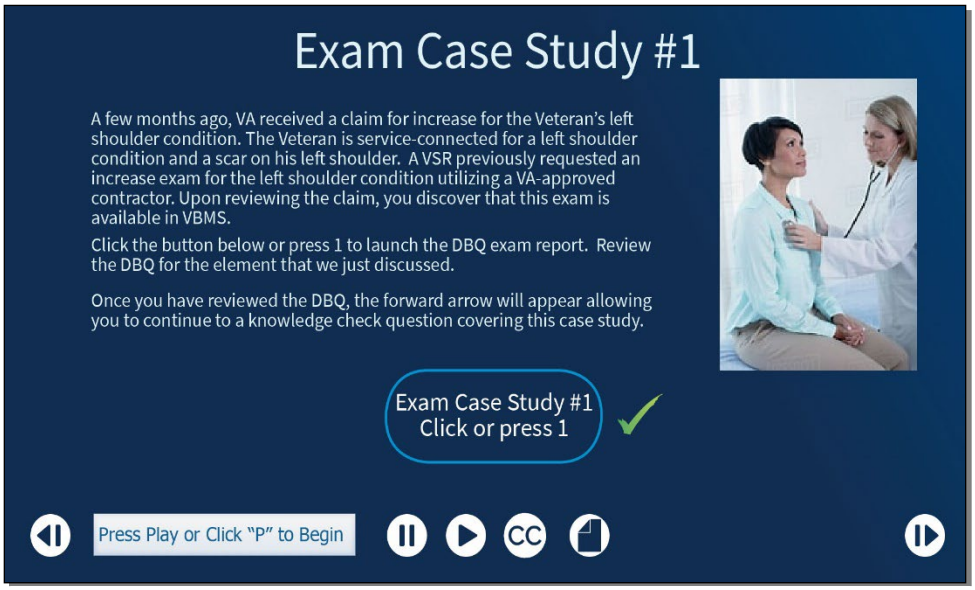
M21-1 IV.i.3.C. — Insufficient Examinations

M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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Slide 12 - Exam Case Study #1



TRANSCRIPT

Now let's put our knowledge to the test.

A few months ago, VA received a claim for increase for the Veteran's left shoulder condition. The Veteran is service connected for a left shoulder condition and a scar on his left shoulder. A VSR previously requested an increase exam for the left shoulder condition utilizing a VA-approved contractor. Upon reviewing the claim, you discover that this exam is available in VBMS.

Click the button below to launch the DBQ exam report. Review this DBQ for the element of sufficiency that we just discussed.

Once you have reviewed the DBQ, the forward arrow will appear at the bottom right of this slide, allowing you to continue to a knowledge check question covering this case study.

Image 1: Circle highlighting link to Exam Case Review #1, Hyperlink: https://vbatraining.adobeconnect.com/pho94qxkh92l/default/connect.pdf

Image 2: Green Checkmark showing action is complete.

Image 3: Doctor with Patient

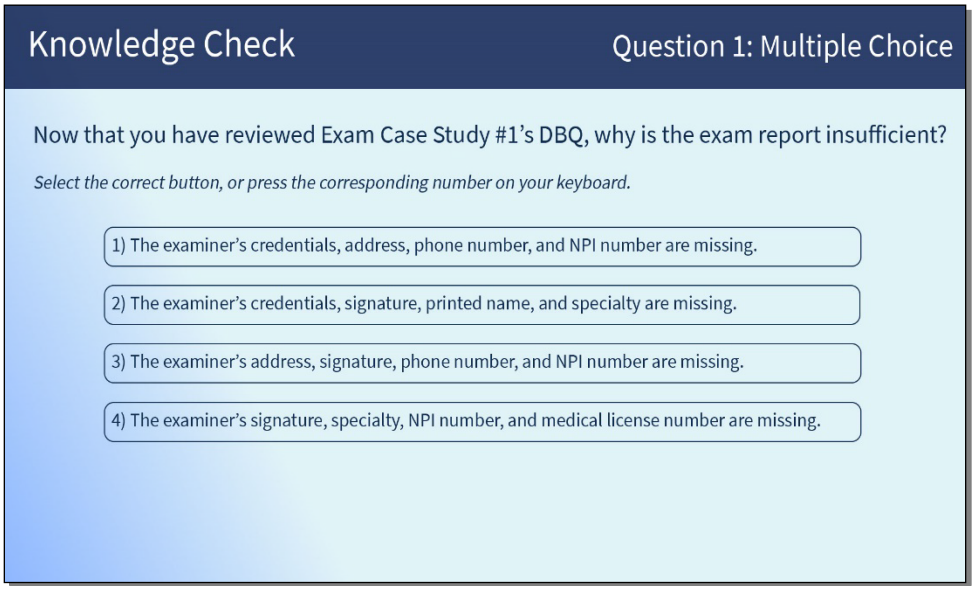
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Slide 13 – Knowledge Check Question 1



SLIDE NOTES

Now that you have reviewed Exam Case Study #1, why is the exam insufficient?

1) The examiner's credentials, address, phone number, and NPI number are missing.
2) The examiner's credentials, signature, printed name, and specialty are missing.
3) The examiner's address, signature, phone number, and NPI number are missing.
4) The examiner's signature, specialty, NPI number, and medical license number are missing.

Correct answer is number 2.

ACCESSIBILITY OPTIONS

Select the correct button or press the corresponding number on your keyboard.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

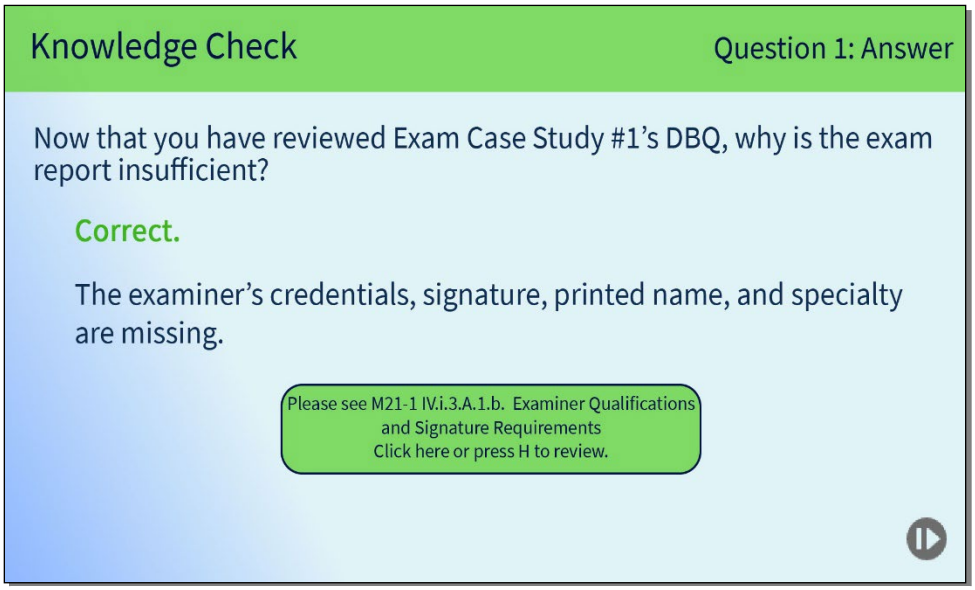
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Slide 14 – Knowledge Check Question 1 - Correct Answer



SLIDE NOTES

Correct.
The examiner's credentials, signature, printed name, and specialty are missing.

Image: Button showing M21-1 reference with hyperlink.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.A.1.b. Examiner Qualifications and Signature Requirements. M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports
Click here or press H to review.

REFERENCES

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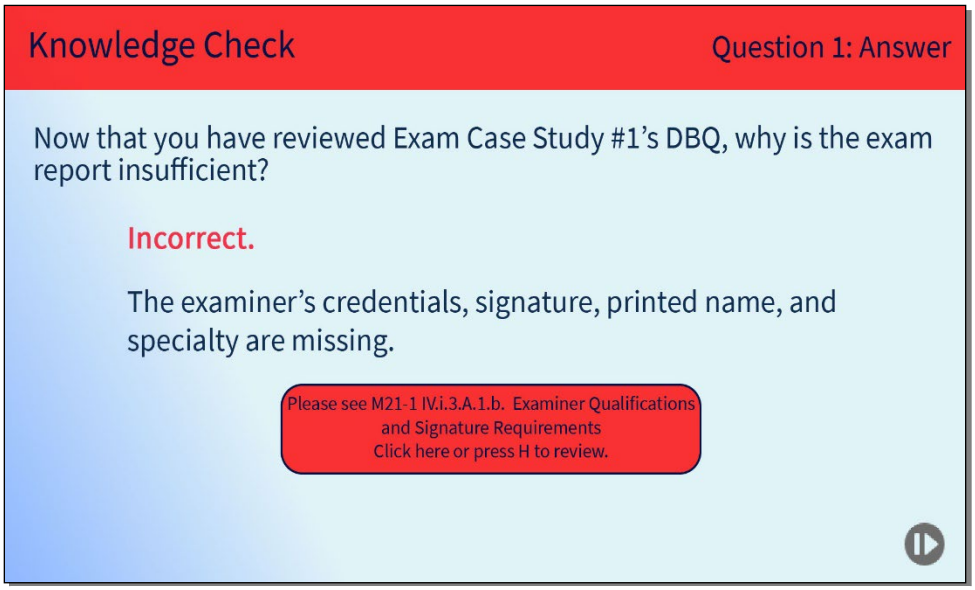
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M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

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Slide 15 – Knowledge Check Question 1 -Incorrect Answer



SLIDE NOTES

Incorrect.
The examiner's credentials, signature, printed name, and specialty are missing.
Image: Button showing M21-1 reference with hyperlink.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.A.1.b. Examiner Qualifications and Signature Requirements. M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports
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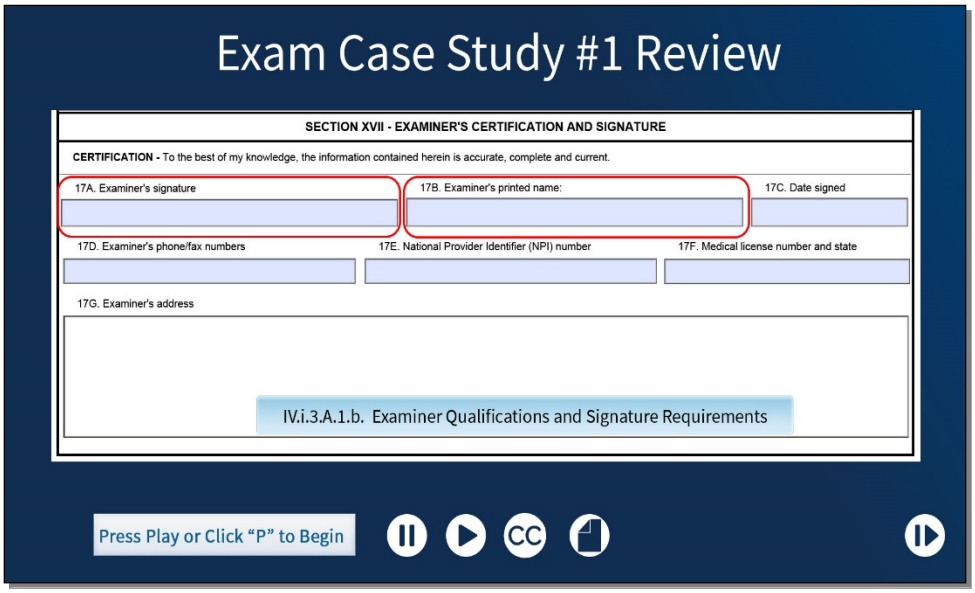
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Slide 16 – Exam Case Study #1 Review



TRANSCRIPT

As you may have noticed, the DBQ exam report was not signed, **Section XVII on the Shoulder and Arms Conditions DBQ**. Since this exam was completed by a VA-approved contractor, the exam report must contain the contractor's signature, printed name, credentials, and specialty. VA cannot accept the DBQ without this information.

Image: Cut-out of signature blocks on a DBQ

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Slide 17 - Examiner Qualifications



TRANSCRIPT

The second element of exam report sufficiency that we will discuss is the examiner's qualifications. Most DBQs can be completed by any medical professional regardless of their specialty; however, there are certain DBQs or situations that require a specific type of examiner.

We will discuss these over the next few minutes.

Image1: Two hands holding a clipboard.

Image 2: Provider examining a patient's ear.

Image 3: Dentist cleaning patient's teeth.

Image 4: Patient having eye exam.

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Slide 18 – Examiner Qualifications Mental Disorders (Initial Exams)



TRANSCRIPT

Only the following medical professionals can perform an **initial** mental examination: board-certified or board eligible psychiatrists and licensed doctorate-level psychologists. The following three medical professionals can also perform an initial mental examination as long as they are under the close supervision of a board-certified or board-eligible psychiatrist or licensed doctorate-level psychologist: doctorate-level mental health providers, psychiatry residents, and clinical or counseling psychologists completing a one-year internship or residency.

Image: Patient and provider talking

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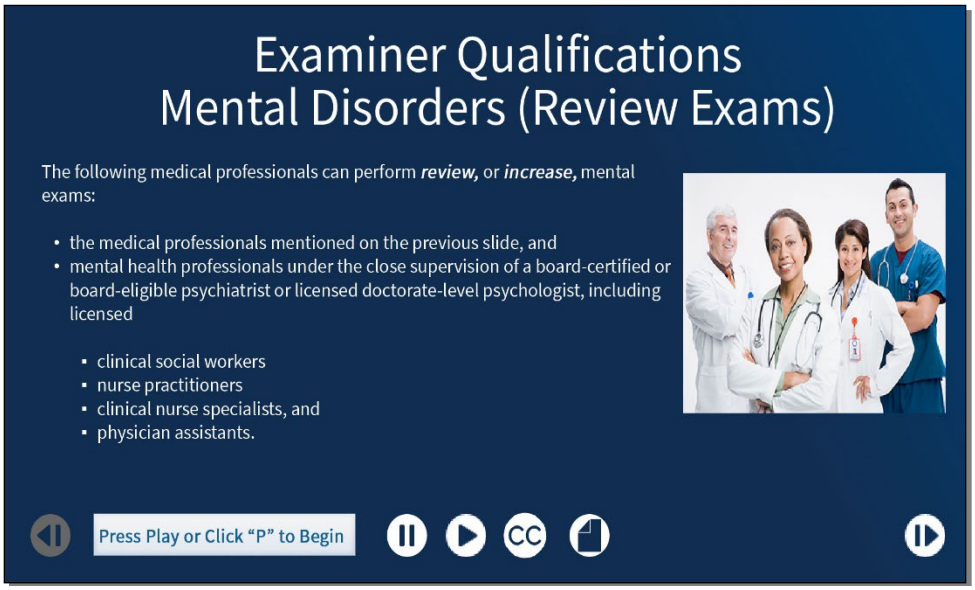
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M21-1 IV.i.3.C. — Insufficient Examinations

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Slide 19 – Examiner Qualifications – Mental Disorders (Review Exams)



TRANSCRIPT

Once an initial mental diagnosis has been made, additional medical professionals can perform review, or increase mental examinations as long as they are under the close supervision of a board-certified or board-eligible psychiatrist or licensed doctorate-level psychologist. This includes, clinical social workers, nurse practitioners, clinical nurse specialists, and physician assistants. Outside of the medical professionals listed on these two slides, there are no other medical professionals that can perform mental examinations.

Image: Four providers smiling

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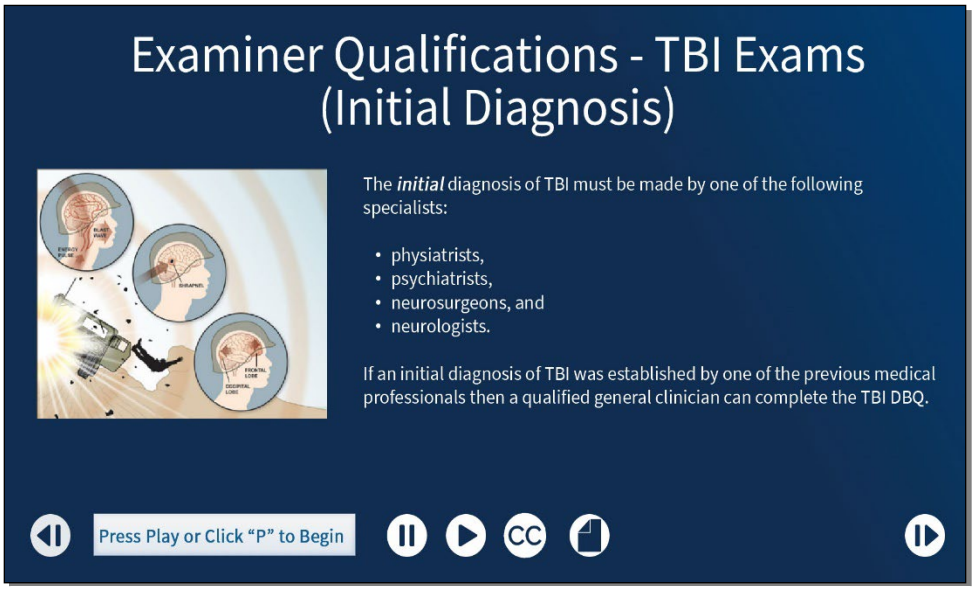
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Disability Benefits Questionnaires Switchboard

Slide 20 - Examiner Qualifications - TBI (Initial Diagnosis)



TRANSCRIPT

Regardless of what DBQ is used, the initial diagnosis of Traumatic Brain Injury (TBI) must be made be one of the following specialists: physiatrists, psychiatrists, neurosurgeons, and neurologists. Once the initial diagnosis has been made by one of the previously mentioned medical professionals, any qualified general clinician can complete the TBI DBQ.

Image: Military vehicle explosion with three skulls showing various trauma angles

ACCESSIBILITY OPTIONS

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You can also use the following keyboard shortcuts:

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REFERENCES

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 21 – Examiner Qualifications – Hearing Loss & Tinnitus



TRANSCRIPT

All hearing loss examinations must be completed by a state-licensed audiologist. Although tinnitus is generally evaluated using the same DBQ, a non-audiologist clinician can perform a tinnitus examination as long as a prior hearing loss examination is of record.

Image: Male placing a hearing aid into ear

ACCESSIBILITY OPTIONS

You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
You can also use the following keyboard shortcuts:

Access Slide Notes/Hyperlinks: H
Closed Caption: C
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REFERENCES

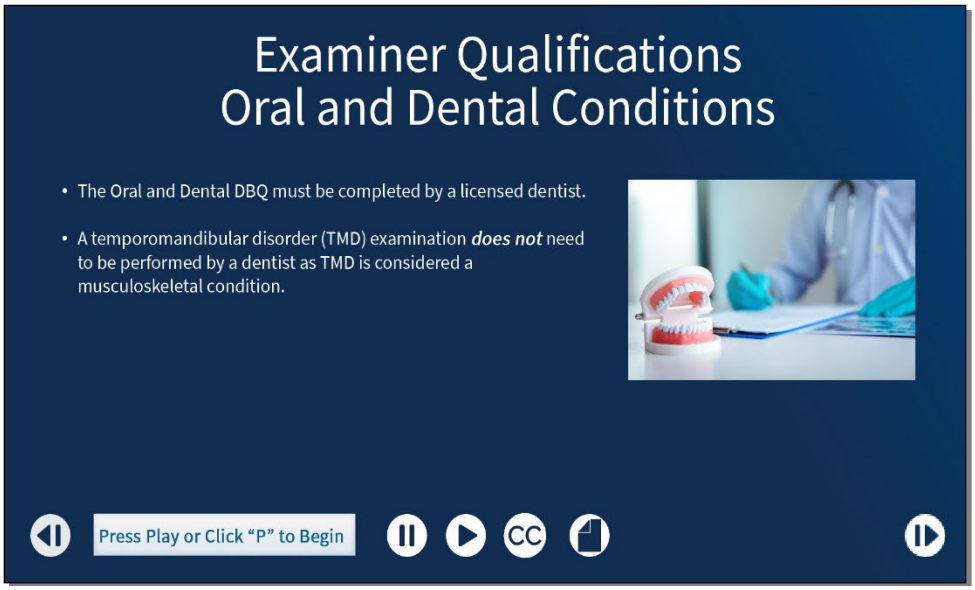
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 22 – Examiner Qualifications Oral and Dental Conditions



TRANSCRIPT

Only a licensed dentist can complete the Oral and Dental DBQ. Although temporomandibular disorder (TMD) is associated with the jaw, it is considered a musculoskeletal condition and therefore, any qualified general clinician can complete an examination for TMD.

Image: False teeth sitting on desk

ACCESSIBILITY OPTIONS

You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
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REFERENCES

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 23 – Examiner Qualifications – Eye Conditions



TRANSCRIPT

Only a licensed optometrist or licensed ophthalmologist can complete the Eye Conditions DBQ. No other medical professional can complete this DBQ.
Image: Patient having an eye exam

ACCESSIBILITY OPTIONS

You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
You can also use the following keyboard shortcuts:

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REFERENCES

38 CFR 4.75 — General considerations for evaluating visual impairment

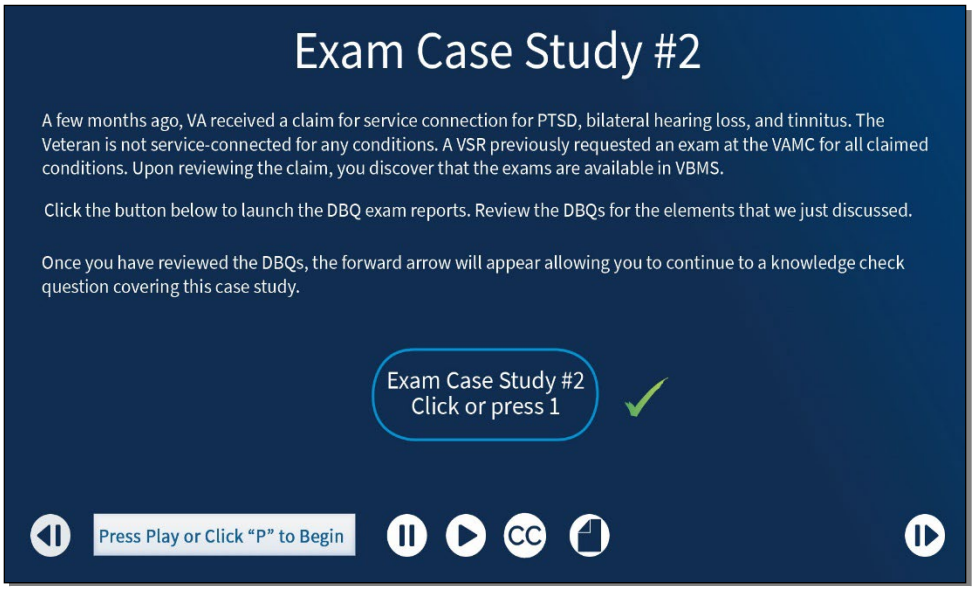
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 24 – Exam Case Study #2



TRANSCRIPT

Now let's put our knowledge to the test.

A few months ago, VA received a claim for service connection for posttraumatic stress disorder (PTSD), bilateral hearing loss, and tinnitus. The Veteran is not service connected for any conditions. A VSR previously requested an exam at the VA Medical Center (VAMC) for all claimed conditions. Upon reviewing the claim, you discover that the exams are available in VBMS.

Click the button below to launch the DBQ exam reports. Review these DBQs for the element of sufficiency that we just discussed.

Once you have reviewed the DBQs, the forward arrow will appear at the bottom right of this slide, allowing you to continue to a knowledge check question covering this case study.

Image 1: Circle highlighting link to Exam Case Review #2, Hyperlink: https://vbatraining.adobeconnect.com/p2r68s69bwg2/default/connect.pdf

Image 2: Green Checkmark showing action is complete.

ACCESSIBILITY OPTIONS

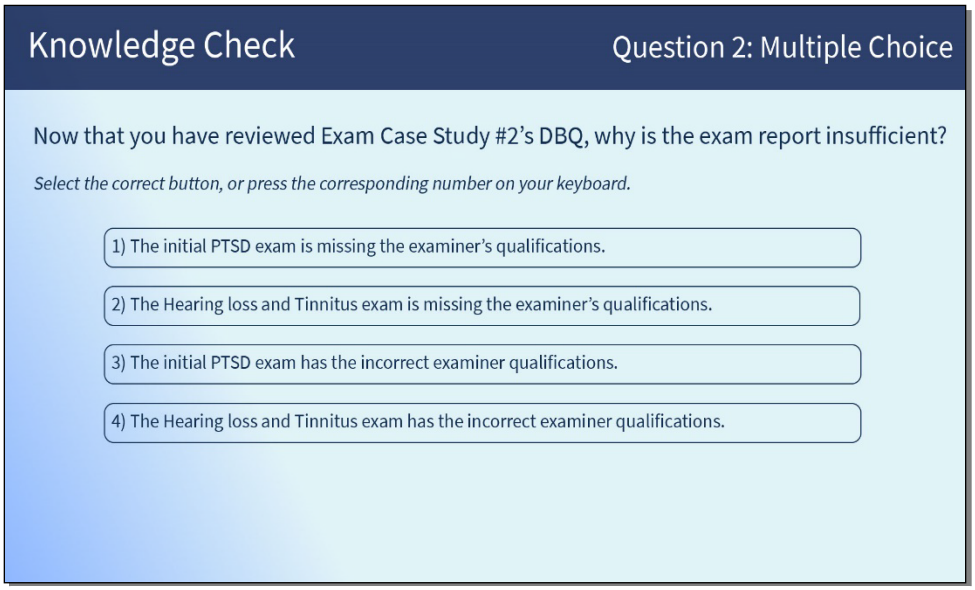
You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
You can also use the following keyboard shortcuts:

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Pause: S
Play: P
Previous Slide: Left Arrow
Next Slide: Right Arrow
To open checklist and exam case studies: Labeled with Keyboard Shortcut (KS) action.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports
38 CFR 4.75 — General considerations for evaluating visual impairment
M21-1 IV.i.2.A. — Examination Requests Overview
M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports
M21-1 IV.i.3.C. — Insufficient Examinations
Disability Benefits Questionnaires Switchboard

Slide 25 – Knowledge Check Question 2



SLIDE NOTES

Now that you have reviewed Exam Case Study #2's DBQ, why is the exam report insufficient?

1) The initial PTSD exam is missing the examiner's qualifications.
2) The Hearing loss and Tinnitus exam is missing the examiner's qualifications.
3) The initial PTSD exam has the incorrect examiner qualifications.
4) The Hearing loss and Tinnitus exam has the incorrect examiner qualifications.

The correct answer is number 3.

ACCESSIBILITY OPTIONS

Select the correct button or press the corresponding number on your keyboard.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

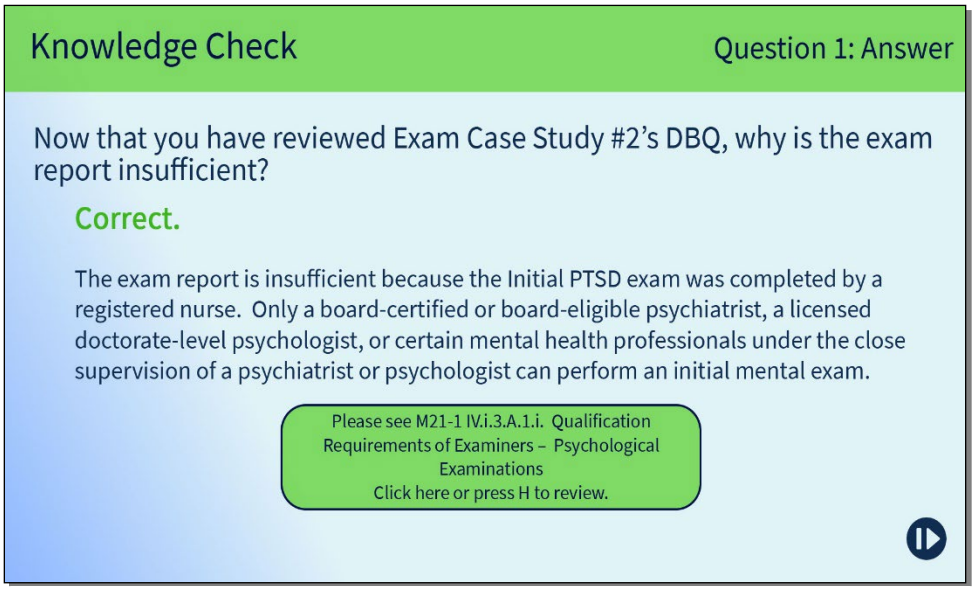
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 26 – Knowledge Check Question 2 – Correct Answer



SLIDE NOTES

Now that you have reviewed Exam Case Study #2's DBQ, why is the exam report insufficient?

1) The initial PTSD exam is missing the examiner's qualifications.
2) The Hearing loss and Tinnitus exam is missing the examiner's qualifications.
3) The initial PTSD exam has the incorrect examiner qualifications.
4) The Hearing loss and Tinnitus exam has the incorrect examiner qualifications.

The correct answer is number 3.
Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.A.1.i Qualification Requirements of Examiners – Psychological Examinations.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.A.1.b. Examiner Qualifications and Signature Requirement

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

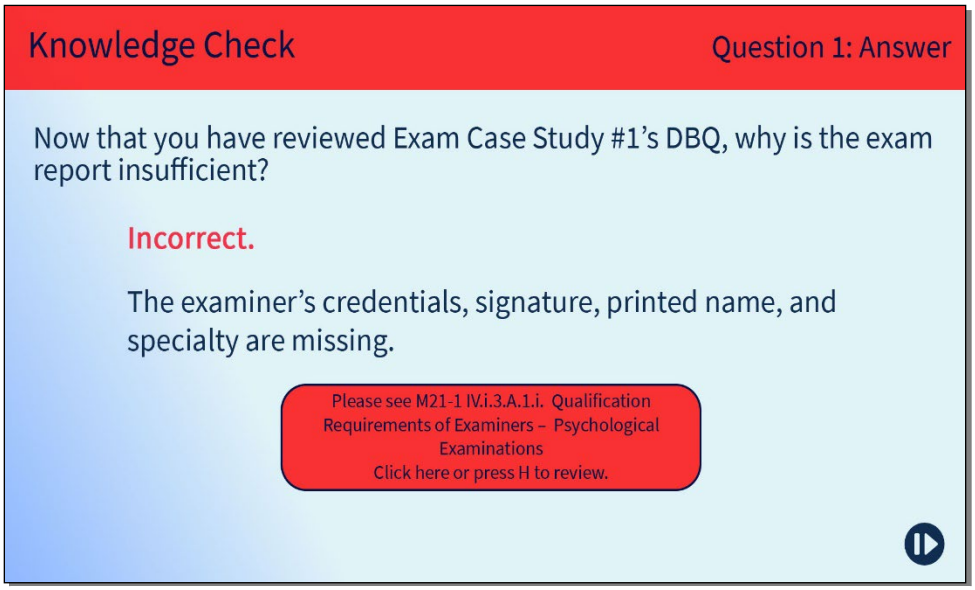
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 27 – Knowledge Check Question 2 – Incorrect Answer



SLIDE NOTES

Now that you have reviewed Exam Case Study #2's DBQ, why is the exam report insufficient?

1) The initial PTSD exam is missing the examiner's qualifications.
2) The Hearing loss and Tinnitus exam is missing the examiner's qualifications.
3) The initial PTSD exam has the incorrect examiner qualifications.
4) The Hearing loss and Tinnitus exam has the incorrect examiner qualifications.

The correct answer is number 3.
Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.A.1.i Qualification Requirements of Examiners – Psychological Examinations.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.A.1.i. Qualification Requirements of Examiners – Psychological Examinations

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

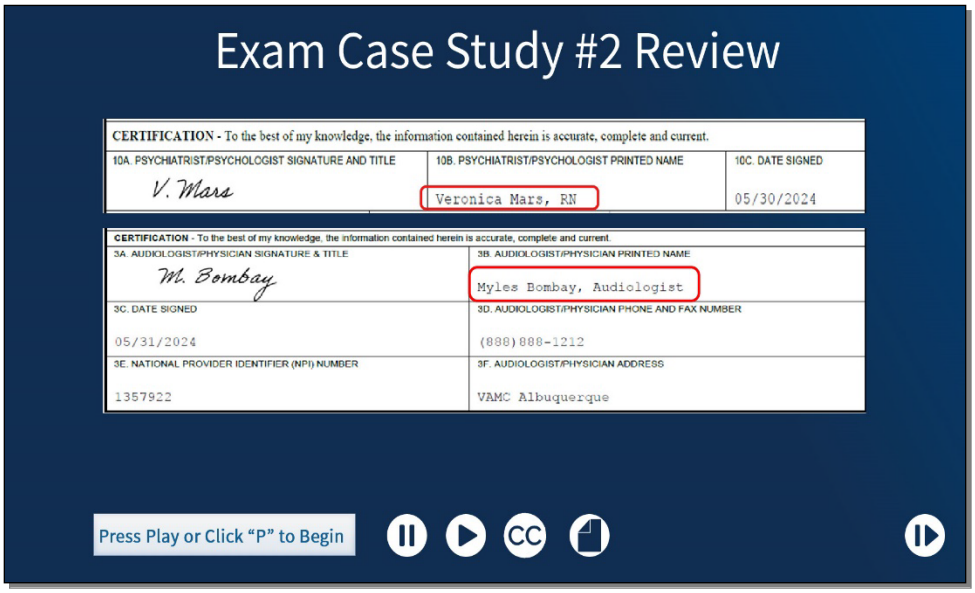
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 28 - Exam Case Study #2 Review



TRANSCRIPT

As you may have noticed, the PTSD-Initial DBQ was not completed by a qualified medical professional. The PTSD-Initial DBQ was completed by a Registered Nurse (RN). However, the Hearing Loss and Tinnitus DBQ was completed by a qualified medical professional, an audiologist.

Image 1: Cut-out of DBQ showing the DBQ signed by a RN.

Image 2: Cut-out of a DBQ showing the DBQ signed by an Audiologist.

ACCESSIBILITY OPTIONS

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REFERENCES

38 CFR 4.2 — Interpretation of examination reports

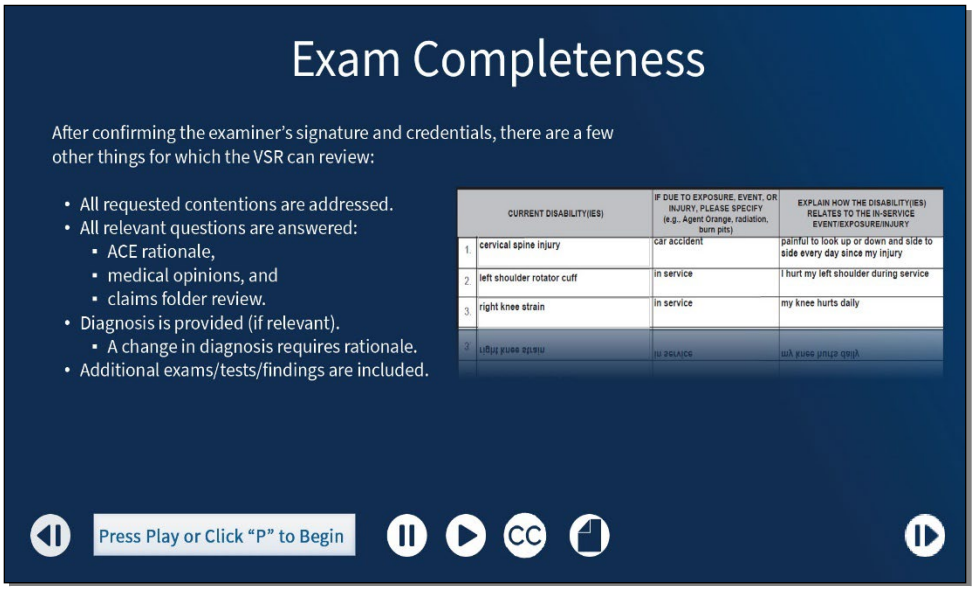
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 29 - Exam Completeness



TRANSCRIPT

The third and last element of exam report sufficiency that we will discuss is exam completeness. This last element is a catch-all that includes a number of items. As a VSR, a few of the items on which you should focus your review are the following.

1. Did the examiner address all the contentions listed in the original exam request.
2. Were all relevant questions answered in the DBQ. The DBQ contains many questions and not all of them must be answered during each examination.
   a. For example, certain questions are related to specific diagnoses and can be skipped if the Veteran is not diagnosed with that condition. Outside of a general review to determine if all relevant questions were answered, the VSR should also specifically review the exam report to determine if the examiner provided Acceptable Clinical Evidence (ACE) rationale, a medical opinion, and a claims folder review.
   b. If the examiner utilized the ACE process to complete the DBQ, they must provide rationale.
   c. If a medical opinion was requested, the examiner must provide the medical opinion or provide a rationale for why the medical opinion was not provided.
   d. If claims folder evidence was identified in the original request, the examiner must review the claims folder.
3. The DBQ must contain a diagnosis, or a statement that a diagnosis could not be provided, accompanied by rationale for the lack of diagnosis.
   a. If the Veteran has been previously diagnosed with a medical condition and the current examiner feels that a different diagnosis is better suited, rationale must also be provided.
   b. For example, let's revisit our second case study where the Veteran was service connected for PTSD. If the examiner felt that a diagnosis of major depressive disorder (MDD) was better suited, they must provide rationale for that change in diagnosis. This could be something like, "The Veteran was misdiagnosed with PTSD and the body of evidence better supports the MDD diagnosis".
4. Any required additional exams, tests, or findings must be included with the exam report.

We will discuss this further on the next slide.

Image: Cut-out of a *VA Form 21-526EZ* showing Veteran's contentions

ACCESSIBILITY OPTIONS

You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
You can also use the following keyboard shortcuts:

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REFERENCES

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 30 - Additional Exams/Tests/Findings



TRANSCRIPT

Certain medical conditions require additional exams, tests, or findings to be properly evaluated. Generally, when additional exams are needed the DBQ will direct the examiner to complete these additional DBQs. One of the most common examples of this is when the Veteran is diagnosed with diabetes mellitus and residuals of the disease are identified.

For example, if the examiner identified peripheral neuropathy of the lower extremities, the examiner would then be required to complete the Diabetic Peripheral Neuropathy DBQ. If you have some extra time, please review page three of the Diabetes Mellitus DBQ. You can find this DBQ on the Disability Benefits Questionnaires Switchboard.

Unlike with additional exams, DBQs do not generally direct the examiner to provide additional testing and as a VSR, you will not necessarily know when additional testing is required. A good rule of thumb is that if the DBQ mentions additional testing, either the form itself or the examiner, the VSR should review the claims folder for that information. Generally, the test itself is not provided but the results are.

For example, you will not normally find X-ray images as a part of the DBQ, but you should find a report from the medical professional who reviewed those images. Below is a list of some common scenarios where additional testing may occur.

- Cardiovascular — METs
- Musculoskeletal — X-rays, MRIs, etc.
- Respiratory — PFTs
- Scars — measurements
- Sleep apnea — sleep study.
- Skin — color photos

This list is by no means exhaustive nor is additional testing required in all scenarios.

Image: Patient and Provider talking

ACCESSIBILITY OPTIONS

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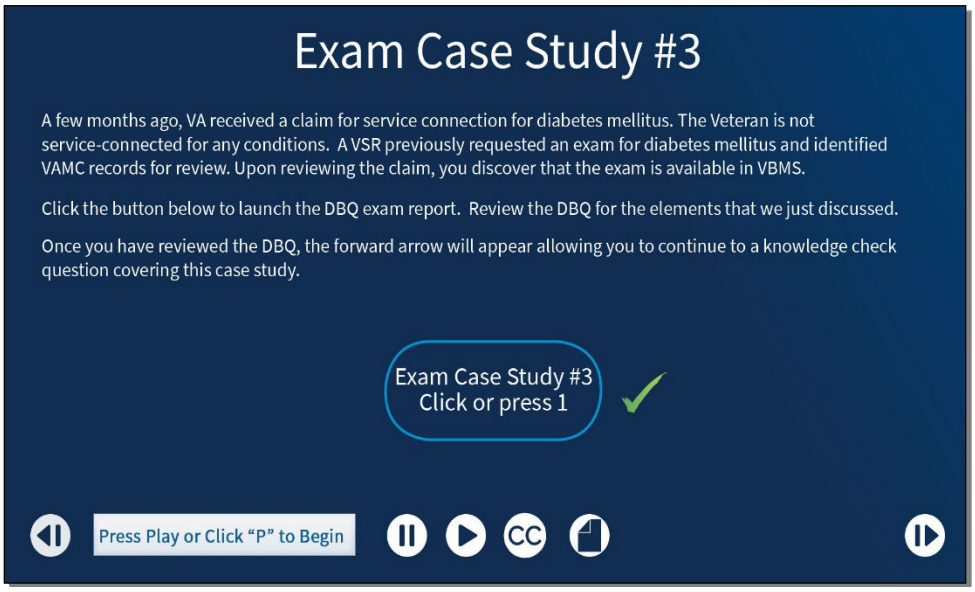
REFERENCES

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations
Disability Benefits Questionnaires Switchboard

Slide 31 - Exam Case Study #3



TRANSCRIPT

Now let's put our knowledge to the test.

A few months ago, VA received a claim for service connection for diabetes mellitus. The Veteran is not service connected for any conditions. A VSR previously requested an exam for diabetes mellitus and identified VAMC records for review. Upon reviewing the claim, you discover that the exam is available in VBMS.

Click the button below to launch the DBQ exam report. Review the DBQ for the element of sufficiency that we just discussed.

Once you have reviewed the DBQ, the forward arrow will appear at the bottom right of this slide, allowing you to continue to a knowledge check question covering this case study.

Image 1: Circle highlighting link to Exam Case Review #3, Hyperlink: https://vbatraining.adobeconnect.com/pw8xfetkszl5/default/connect.pdf

Image 2: Green Checkmark showing action is complete.

ACCESSIBILITY OPTIONS

You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
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Next Slide: Right Arrow
To open checklist and exam case studies: Labeled with Keyboard Shortcut (KS) action.

REFERENCES

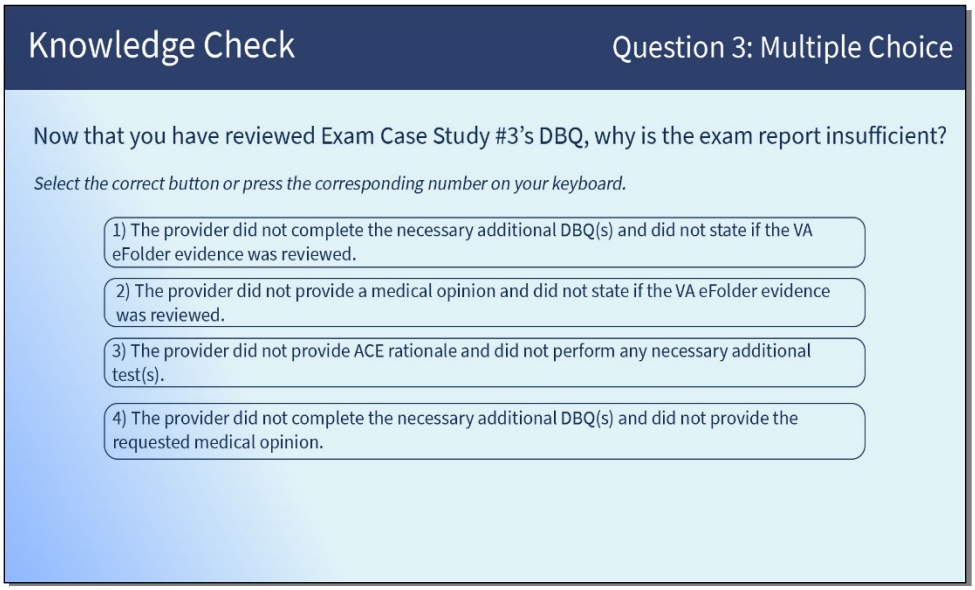
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 32 – Knowledge Check Question 3



SLIDE NOTES

Now that you have reviewed Exam Case Study #3's DBQ, why is the exam report insufficient?

1) The provider did not complete the necessary additional DBQ(s) and did not state if the VA eFolder evidence was reviewed.
2) The provider did not provide a medical opinion and did not state if the VA eFolder evidence was reviewed.
3) The provider did not provide ACE rationale and did not perform any necessary additional test(s).
4) The provider did not complete the necessary additional DBQ(s) and did not provide the requested medical opinion.

The correct answer is number 1.

ACCESSIBILITY OPTIONS

Select the correct button or press the corresponding number on your keyboard.

REFERENCES

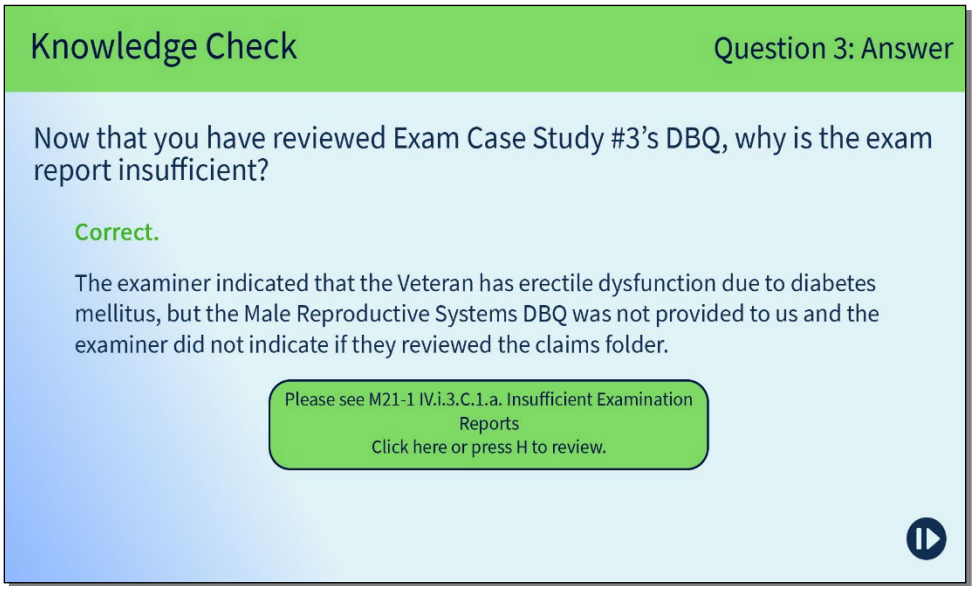
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 33 – Knowledge Check Question 3 – Correct Answer



SLIDE NOTES

Now that you have reviewed Exam Case Study #3's DBQ, why is the exam report insufficient?

1) The provider did not complete the necessary additional DBQ(s) and did not state if the VA eFolder evidence was reviewed.
2) The provider did not provide a medical opinion and did not state if the VA eFolder evidence was reviewed.
3) The provider did not provide ACE rationale and did not perform any necessary additional test(s).
4) The provider did not complete the necessary additional DBQ(s) and did not provide the requested medical opinion.

The correct answer is number 1.

Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.C.1.a. Insufficient Examination Reports.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.C.1.a. Insufficient Examination Reports

REFERENCES

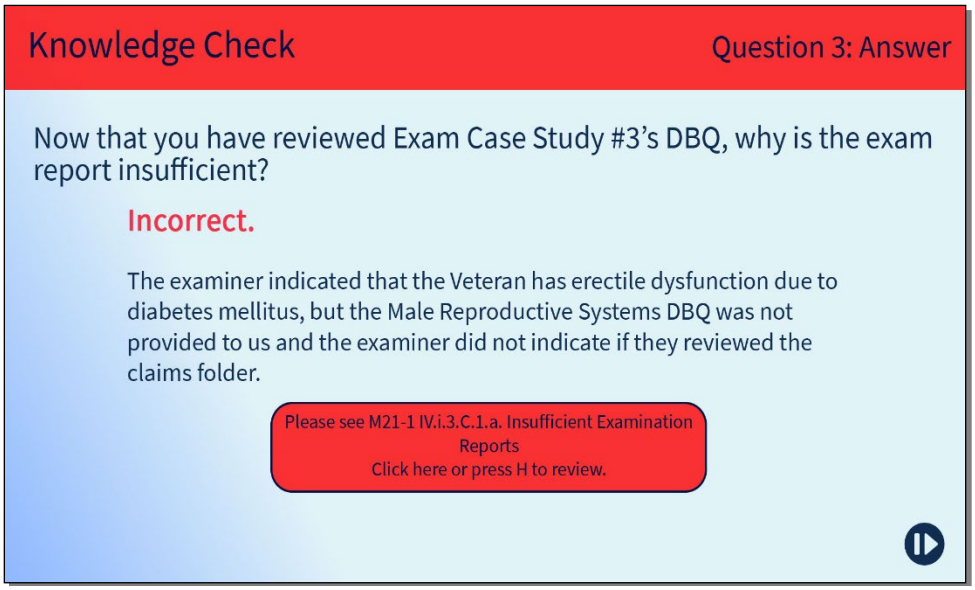
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 34 – Knowledge Check Question 3 – Incorrect Answer



SLIDE NOTES

Now that you have reviewed Exam Case Study #3's DBQ, why is the exam report insufficient?

1) The provider did not complete the necessary additional DBQ(s) and did not state if the VA eFolder evidence was reviewed.
2) The provider did not provide a medical opinion and did not state if the VA eFolder evidence was reviewed.
3) The provider did not provide ACE rationale and did not perform any necessary additional test(s).
4) The provider did not complete the necessary additional DBQ(s) and did not provide the requested medical opinion.

The correct answer is number 1.

Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.C.1.a. Insufficient Examination Reports.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.C.1.a. Insufficient Examination Reports

REFERENCES

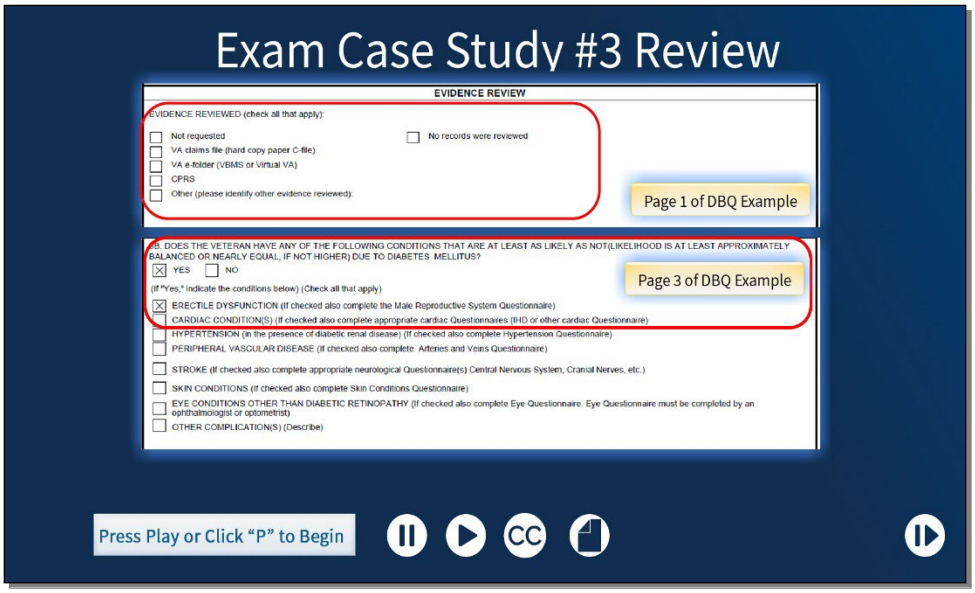
M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 35 - Exam Case Study #3 Review



TRANSCRIPT

As you may have noticed, the examiner did not complete the evidence review portion of the DBQ. In this specific case study, the examiner should have reviewed the VA eFolder as we identified VAMC records for review. Also, the examiner indicated that the Veteran had erectile dysfunction and the condition was as least as likely as not related to diabetes mellitus.

As the DBQ directs, a Male Reproductive System DBQ should have been included with the Diabetes Mellitus DBQ.

Image 1: Cut-out of DBQ showing Evidence Review section.

Image 2: Cut-out of a DBQ showing the section asking the provider if the Veteran has any condition that is related.

ACCESSIBILITY OPTIONS

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REFERENCES

38 CFR 4.2 — Interpretation of examination reports

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 36 - Insufficient Exam! What Next?



TRANSCRIPT

Now that we have covered the three elements of exam sufficiency, let's discuss what a VSR should do if an insufficient exam is identified.

A note before we jump in, these are just general guidelines and local policy can override these guidelines.

Before taking any action, confirm the proper steps to take based on local policy at your regional office. If you are a Pre-D VSR and identify an insufficient exam, you should either route the claim to an RVSR for further review or request rework of the insufficient exam.

If you are a Post-D VSR and identify an insufficient exam, you should defer the claim back to the RVSR.

Image 1: Green arrows pointing in circular fashion.

Image 2: The word "Deferred" in a circle and green banner overlay with the same word.

ACCESSIBILITY OPTIONS

You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
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REFERENCES

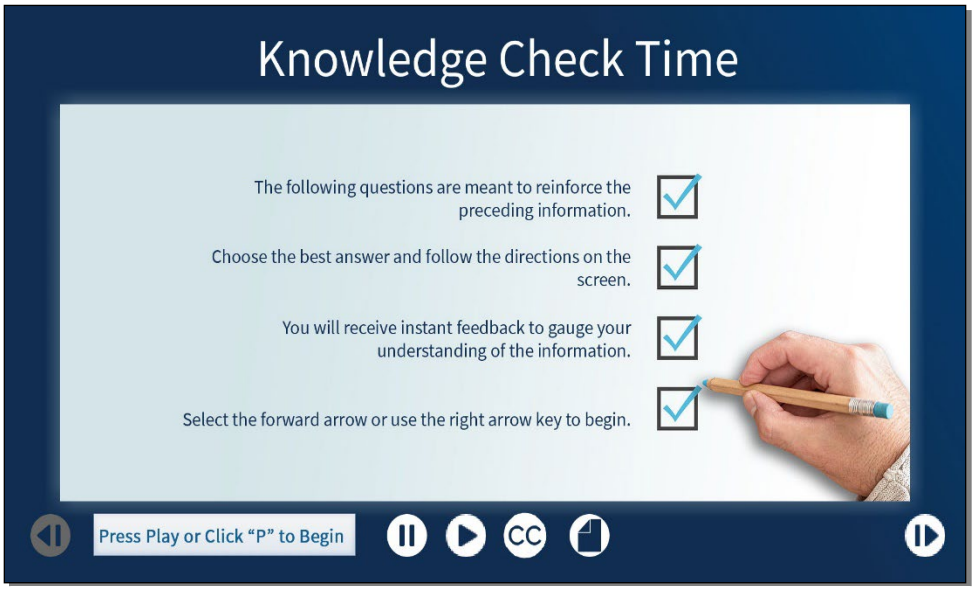
38 CFR 4.2 — Interpretation of examination reports

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

Disability Benefits Questionnaires Switchboard

Slide 37 - Knowledge Check



TRANSCRIPT

The following questions are meant to reinforce the preceding information.
Choose the best answer and follow the directions on the screen.
You will receive instant feedback to gauge your understanding of the information.
Select the forward arrow or use the right arrow key to begin.
Image: A pad with boxes showing information to follow while taking the quiz.

ACCESSIBILITY OPTIONS

You can use the navigation buttons at the bottom of each slide to move forward and backward throughout this module.
You can also use the following keyboard shortcuts:
Access Slide Notes/Hyperlinks: H
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REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

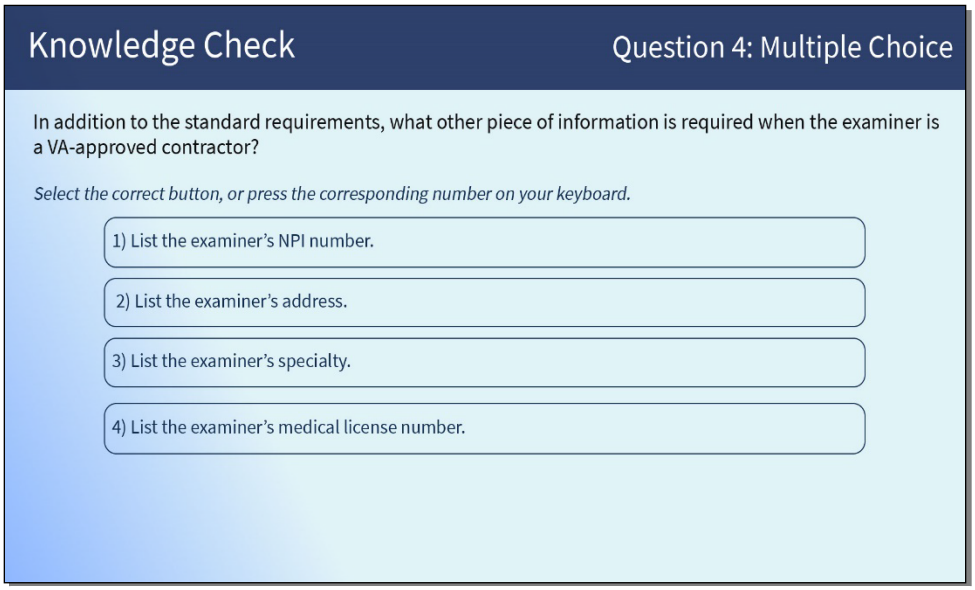
M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

US Department of Veterans Affairs Office of Inspector General Report

Disability Benefits Questionnaires Switchboard

NWQ Playbook

Slide 38 – Knowledge Check Question 4



SLIDE NOTES

In addition to the standard requirements, what other piece of information is required when the examiner is a VA-approved contractor?

1) List the examiner's NPI number.
2) List the examiner's address.
3) List the examiner's specialty.
4) List the examiner's medical license number.

The correct answer is number 3.

ACCESSIBILITY OPTIONS

Select the correct button or press the corresponding number on your keyboard.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

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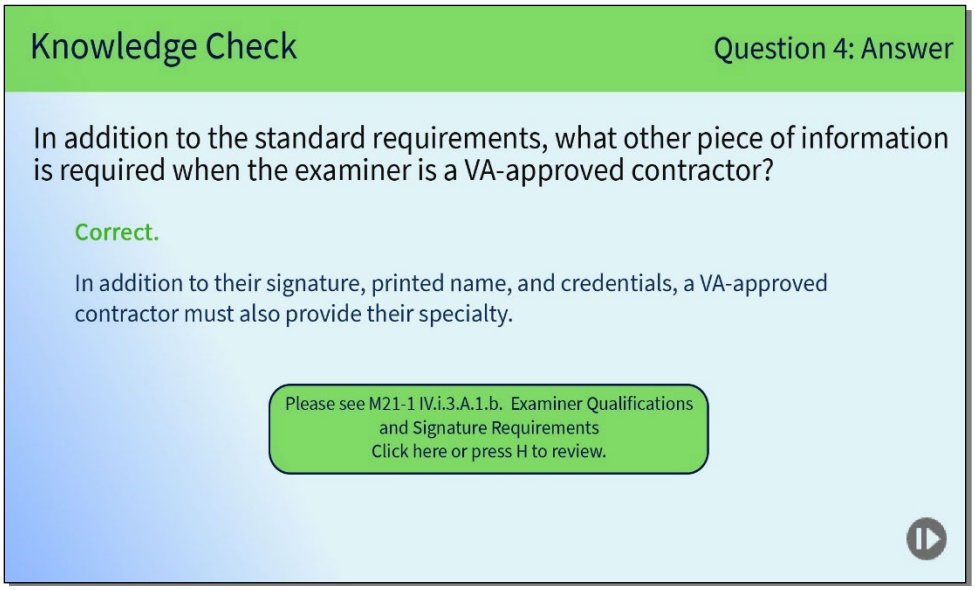
M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

US Department of Veterans Affairs Office of Inspector General Report

Disability Benefits Questionnaires Switchboard

NWQ Playbook

Slide 39 – Knowledge Check Question 4 – Correct Answer



SLIDE NOTES

In addition to the standard requirements, what other piece of information is required when the examiner is a VA-approved contractor?

1) List the examiner's NPI number.
2) List the examiner's address.
3) List the examiner's specialty.
4) List the examiner's medical license number.

The correct answer is number 3.

Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.C.1.a. Insufficient Examination Reports.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.C.1.a. Insufficient Examination Reports

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

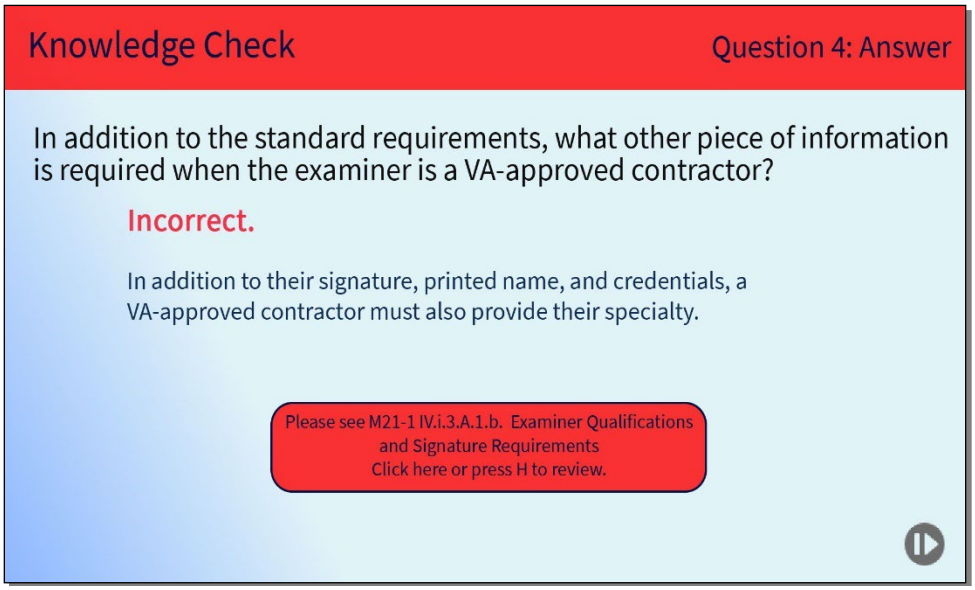
M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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Slide 40 – Knowledge Check Question 4 – Incorrect Answer



SLIDE NOTES

In addition to the standard requirements, what other piece of information is required when the examiner is a VA-approved contractor?

1) List the examiner's NPI number.
2) List the examiner's address.
3) List the examiner's specialty.
4) List the examiner's medical license number.

The correct answer is number 3.

Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.C.1.a. Insufficient Examination Reports.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.C.1.a. Insufficient Examination Reports

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

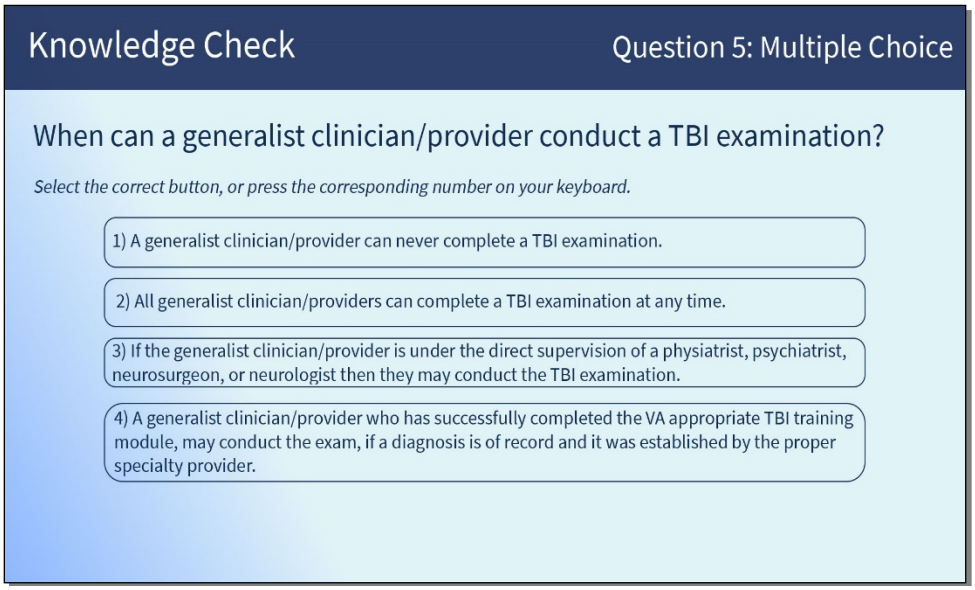
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Slide 41 - Knowledge Check Question 5



SLIDE NOTES

When can a generalist clinician/provider conduct a TBI examination?

1) When can a generalist clinician/provider conduct a TBI examination?
2) A generalist clinician/provider can never complete a TBI examination.
3) All generalist clinician/providers can complete a TBI examination at any time.
4) A generalist clinician/provider who has successfully completed the VA appropriate TBI training module, may conduct the exam, if a diagnosis is of record and it was established by the proper specialty provider.

The correct answer is number 4.

ACCESSIBILITY OPTIONS

Select the correct button or press the corresponding number on your keyboard.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

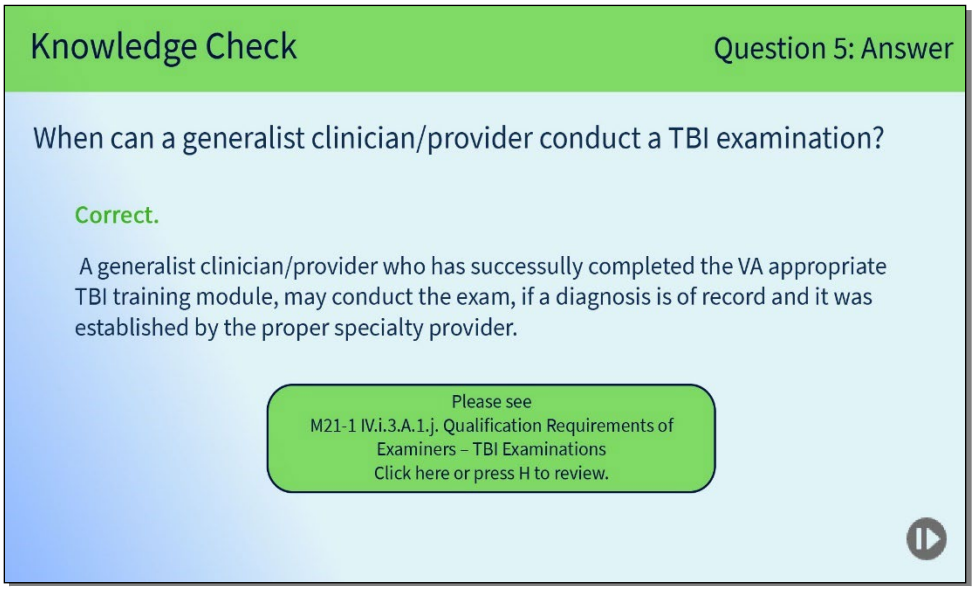
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Slide 42 - Knowledge Check Question 5 – Correct Answer



SLIDE NOTES

When can a generalist clinician/provider conduct a TBI examination?

1) When can a generalist clinician/provider conduct a TBI examination?
2) A generalist clinician/provider can never complete a TBI examination.
3) All generalist clinician/providers can complete a TBI examination at any time.
4) A generalist clinician/provider who has successfully completed the VA appropriate TBI training module, may conduct the exam, if a diagnosis is of record and it was established by the proper specialty provider.

The correct answer is number 4.
Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.A.1.j. Qualification Requirements of Examiners – TBI Examinations.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.A.1.j. Qualification Requirements of Examiners – TBI Examinations.
Click here or press H to review.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

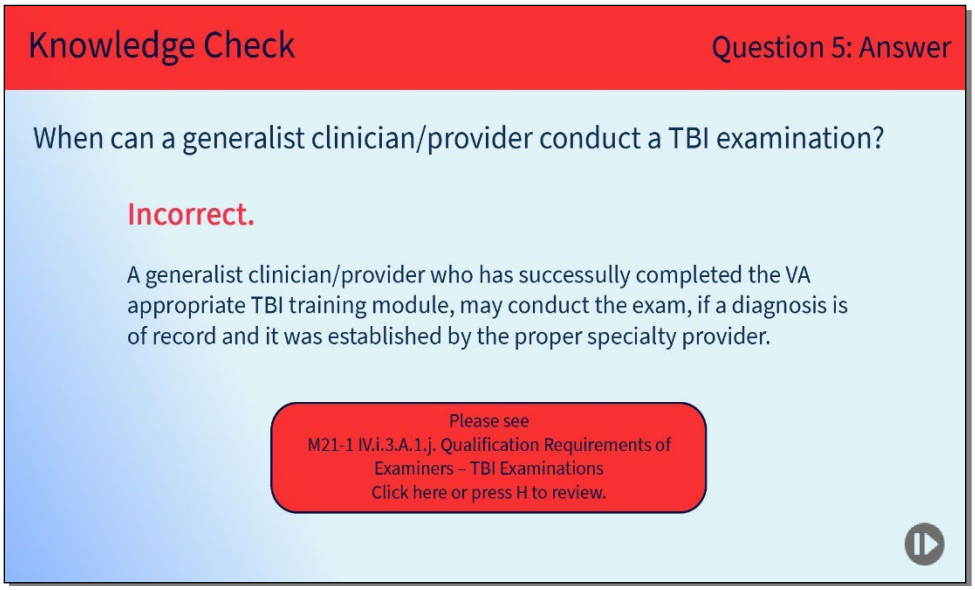
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Slide 43 - Knowledge Check Question 5 – Incorrect Answer



SLIDE NOTES

When can a generalist clinician/provider conduct a TBI examination?

1) When can a generalist clinician/provider conduct a TBI examination?
2) A generalist clinician/provider can never complete a TBI examination.
3) All generalist clinician/providers can complete a TBI examination at any time.
4) A generalist clinician/provider who has successfully completed the VA appropriate TBI training module, may conduct the exam, if a diagnosis is of record and it was established by the proper specialty provider.

The correct answer is number 4.
Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.A.1.j. Qualification Requirements of Examiners – TBI Examinations.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.A.1.j. Qualification Requirements of Examiners – TBI Examinations.
Click here or press H to review.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

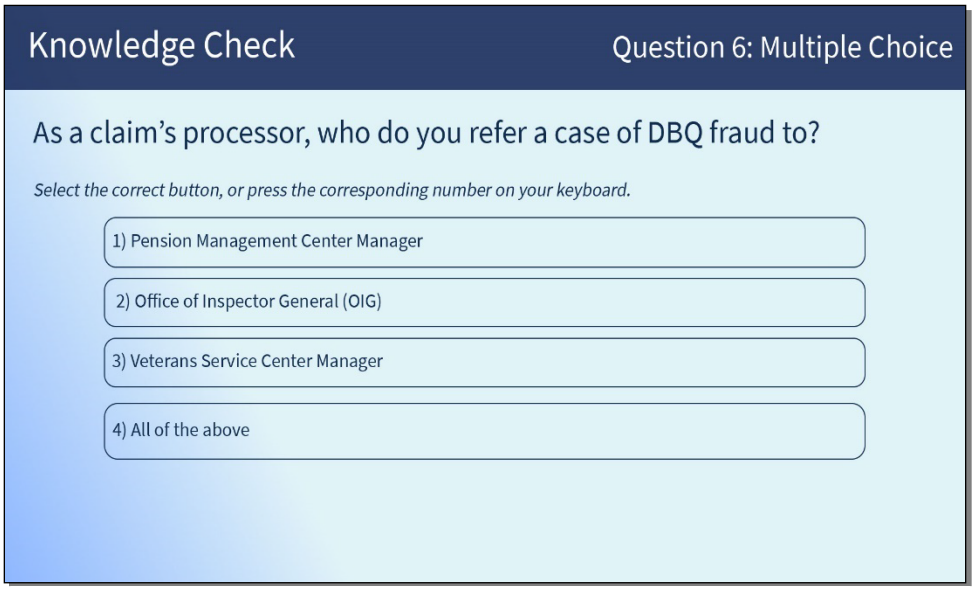
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Slide 44 - Knowledge Check Question 6



SLIDE NOTES

As a claim's processor, who do you refer a case of DBQ fraud to?

1) Pension Management Center Manager
2) Office of Inspector General (OIG)
3) Veterans Service Center Manager
4) All of the above

The correct answer is number 4.

ACCESSIBILITY OPTIONS

Select the correct button or press the corresponding number on your keyboard.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

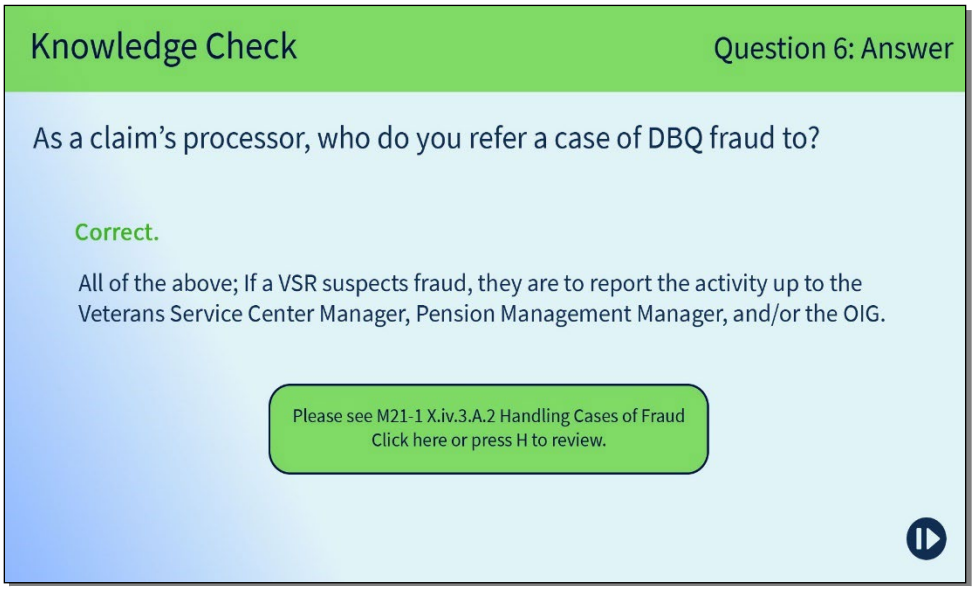
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Slide 45 - Knowledge Check Question 6 – Correct Answer



SLIDE NOTES

As a claim's processor, who do you refer a case of DBQ fraud to?

1) Pension Management Center Manager
2) Office of Inspector General (OIG)
3) Veterans Service Center Manager
4) All of the above

The correct answer is number 4.
Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.A.2. Handling Cases of Fraud.

ACCESSIBILITY OPTIONS

Please see M21-1 X.iv.3.A.2 Handling Cases of Fraud
Click here or press H to review.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

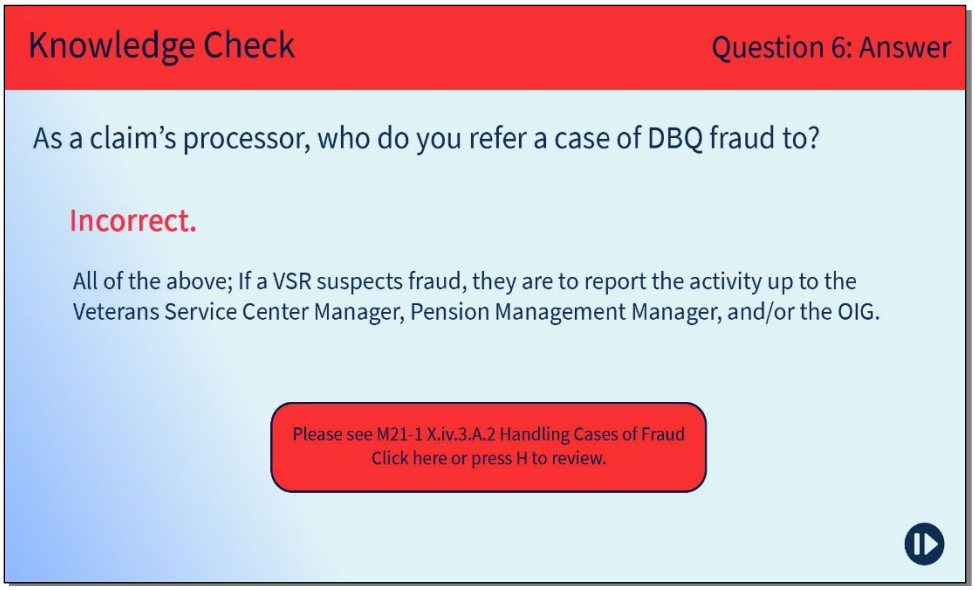
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Slide 46 - Knowledge Check Question 6 – Incorrect Answer



SLIDE NOTES

As a claim's processor, who do you refer a case of DBQ fraud to?

1) Pension Management Center Manager
2) Office of Inspector General (OIG)
3) Veterans Service Center Manager
4) All of the above

The correct answer is number 4.
Image: Button showing M21-1 reference with hyperlink to: M21-1 IV.i.3.A.2. Handling Cases of Fraud.

ACCESSIBILITY OPTIONS

Please see M21-1 X.iv.3.A.2 Handling Cases of Fraud
Click here or press H to review.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

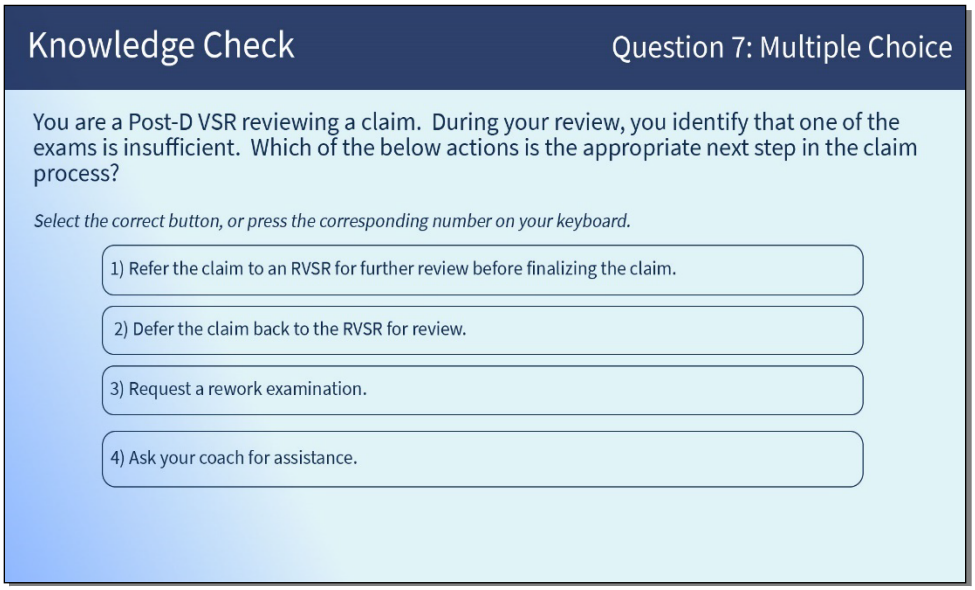
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Slide 47 - Knowledge Check Question



SLIDE NOTES

You are a Post-D VSR reviewing a claim. During your review, you identify that one of the exams is insufficient. Which of the below actions is the appropriate next step in the claim process?

1) Refer the claim to an RVSR for further review before finalizing the claim.
2) Defer the claim back to the RVSR for review.
3) Request a rework examination.
4) Ask your coach for assistance.

The correct answer is number 2.

ACCESSIBILITY OPTIONS

Select the correct button or press the corresponding number on your keyboard.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

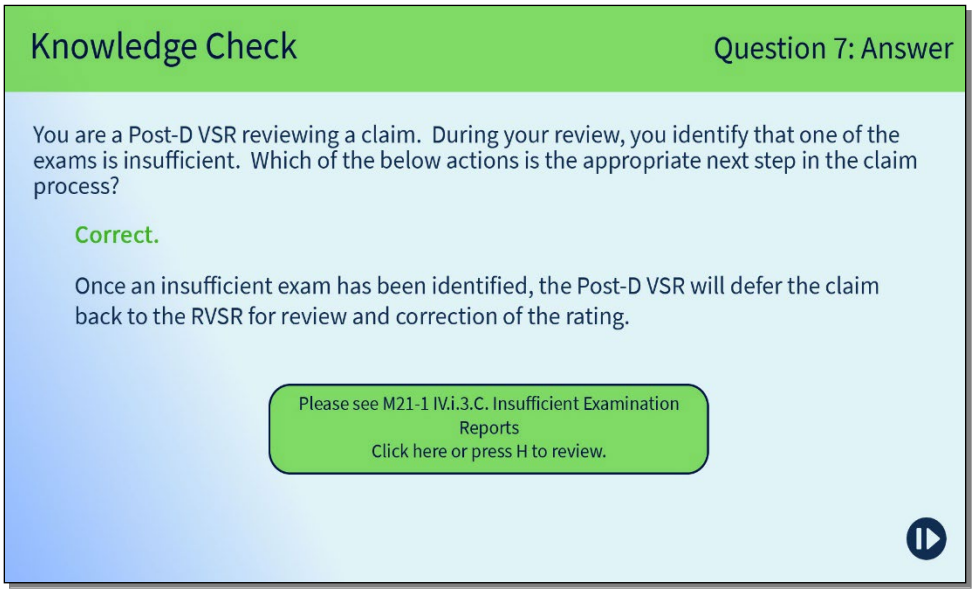
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Slide 48 - Knowledge Check Question 7 – Correct Answer



SLIDE NOTES

You are a Post-D VSR reviewing a claim. During your review, you identify that one of the exams is insufficient. Which of the below actions is the appropriate next step in the claim process?

1) Refer the claim to an RVSR for further review before finalizing the claim.
2) Defer the claim back to the RVSR for review.
3) Request a rework examination.
4) Ask your coach for assistance.

The correct answer is number 2.
Image: Button showing M21-1 reference with hyperlink to M21-1 IV.i.3.C. Insufficient Examination Reports.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.C. Insufficient Examination Reports.
Click here or press H to review.

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

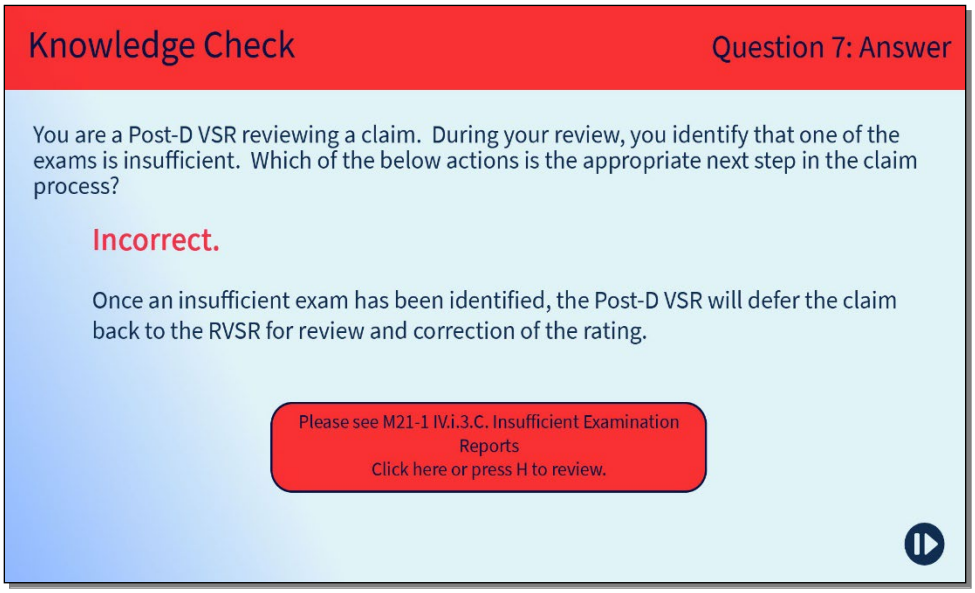
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Slide 49 - Knowledge Check Question 7 – Incorrect Answer



SLIDE NOTES

You are a Post-D VSR reviewing a claim. During your review, you identify that one of the exams is insufficient. Which of the below actions is the appropriate next step in the claim process?

1) Refer the claim to an RVSR for further review before finalizing the claim.
2) Defer the claim back to the RVSR for review.
3) Request a rework examination.
4) Ask your coach for assistance.

The correct answer is number 2.
Image: Button showing M21-1 reference with hyperlink to M21-1 IV.i.3.C. Insufficient Examination Reports.

ACCESSIBILITY OPTIONS

Please see M21-1 IV.i.3.C. Insufficient Examination Reports.
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REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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Slide 50 - Conclusion



TRANSCRIPT

Congratulations!
You have successfully completed the Identifying Insufficient and Potentially Fraudulent Disability Benefits Questionnaires (DBQs) self-paced module.
Now that you have completed this module, you should be able to:

- Identify exam insufficiencies when reviewing DBQ exam reports, and
- Identify the actions to take once an exam insufficiency has been identified.

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REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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Slide 51 - Would you like to know more?



TRANSCRIPT

Would you like to know more?
The references on this slide will be helpful when looking for more information regarding exam report sufficiency.
After reviewing the references, you may exit the module by clicking the seal.

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Closed Caption: C
Pause: S
Play: P
Previous Slide: Left Arrow
Exit: Department of Veteran's Affairs Logo/Eagle or "X"

REFERENCES

38 CFR 4.2 — Interpretation of examination reports

38 CFR 4.75 — General considerations for evaluating visual impairment

M21-1 IV.i.2.A. — Examination Requests Overview

M21-1 IV.i.3.A. — General Criteria for Sufficiency of Examination Reports

M21-1 IV.i.3.C. — Insufficient Examinations

M21-1 X.iv.3.A - Fraud and Laboratory Analysis of Evidence

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