

# Red Zone Initiative

Content Document

COD Training and Development Unit

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## **Course Description for LMS**

### **Purpose of the Course**

This course provides Disability Services Assistants (DSA) and Benefits Program Officers (BPO) with essential knowledge and skills to determine if a Disability Benefit application may qualify for Red Zone status / initiative. This module also examines the steps to undertake to get approval for this status.

### **Course Objectives**

When you have completed this course, you will be able to:

- Recognize what the Red Zone initiative is and the order of priority for processing claims
- Determine how a claim may meet Red Zone criteria and whether or not approval by a Veteran Benefit Team Manager (VBTM) is required
- Identify the steps required to request Red Zone approval
- Determine when to update the initiative to Urgent or Red Zone in either CSDN or GCcase

### **Audience Profile**

This course is intended for Disability Services Assistants (DSA) and Benefits Program Officers (BPO).

### **Learning Environment**

Asynchronous self-paced course.

## Introduction

<https://www.istockphoto.com/photo/diverse-office-colleagues-employees-talking-working-online-project-gm1085713928-291318931>

This module provides Disability Services Assistants (DSA) and Benefits Program Officers (BPO) with essential knowledge and skills to determine if a Disability Benefit application may qualify for Red Zone status / initiative. This module also examines the steps to undertake to get approval for this status.

## Objectives

When you have completed this module, you will be able to:

- Recognize what the Red Zone initiative is and the order of priority for processing claims
- Determine how a claim may meet Red Zone criteria and whether or not approval by a Veteran Benefit Team Manager (VBTM) is required
- Identify the steps required to request Red Zone approval
- Determine when to update the initiative to Urgent or Red Zone in either CSDN or GCcase

## Duration

This module will take approximately 30 minutes to complete.

## Background

<https://www.istockphoto.com/photo/business-people-working-gm937126944-256346312>

The Red Zone process was implemented to ensure that high risk applicants receive a decision on their Disability Benefits as quickly as possible. This includes applicants that are members and Veterans of the Canadian Armed Forces (CAF), the Royal Canadian Mounted Police (RCMP) or surviving applicants of a deceased member or Veteran.

## Priority Order

<https://www.istockphoto.com/photo/man-giving-presentation-in-boardroom-gm1059661386-283245757>

When a claim is designated as Red Zone, it is processed by Veterans Affairs Canada (VAC) on a first priority basis.

A Red Zone claim has priority over any other claim type.

1st Priority	2nd Priority	3rd Priority	4th Priority	5th Priority
Red Zone Claims	Blue Zone Claims	Yellow Zone Claims	In this order: <ol style="list-style-type: none"> <li>1. Serious Injury / Casualty (death or serious injury of CAF member)</li> <li>2. Urgent (claims requiring expedited handling or identifying a potential Red Zone)</li> <li>3. Ministerial</li> <li>4. Survivor</li> </ol>	Regular Claims

Refer to this Initiative list often as it is subject to change:

- [Initiative Type](#)

[callout]

**Note:** A claim can only be eligible for one Initiative. The zone with the highest priority will become the final zone on a claim. For example, a Yellow Zone claim can become a Red Zone claim if it meets Red Zone criteria.

[/callout]

## Who Works on Red Zone Claims?

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Red Zone status means that the application proceeds outside of the regular process. A request for urgent handling / Red Zone consideration may be initiated at any point in the process.

### Who can Initiate a Request for Red Zone Status?

Any Disability Benefit applicant, Veterans Affairs Canada (VAC) staff member, Power of Attorney, private representative, Royal Canadian Legion (RCL) representative or another stakeholder may initiate a Red Zone request.

### Who can Process a Red Zone Claim?

All **Core** Veteran Benefit Team (VBT) staff can work on Red Zone claims from Intake through to adjudication.

**Spike** VBT staff must refer to the following link for guidance on their role with respect to Red Zone.

Click the link to learn more.

- [Red Zone Process - Spike Team Integration](#)

Zone rouge - Intégration des équipes de pointe (FR version)  
<https://gcdocs.gc.ca/veterans/llisapi.dll/link/28704071>

### Who can Designate a Red Zone Claim?

The Disability Services Assistant (DSA) or Benefits Program Officer (BPO) may designate a claim as “Red Zone” if the applicant:

- is of advanced age (80+); or
- has Amyotrophic Lateral Sclerosis (ALS), under Medically at Risk.

In these cases, the DSA or BPO does not need to seek Red Zone approval.

A Veteran Benefit Team Manager (VBTM) must approve “Red Zone” designation for:

- all other requests (which are not Advanced Age or ALS).

The DSA may redirect the task / work item to the appropriate BPO to advise / consult on. If the BPO determines that the criteria is met and the claim is adjudication ready, an approval request is sent to the VBTM. The approval process is explained in the following sections.

[callout]

**Note:** It is important to note that all claims for ALS are handled by VBT Specialty 1 in accordance with [Specialty Team Process](#). You must confirm / update the VBT Field in GCcase

to “VBT Specialty 1” and email a Specialty Veteran Benefit Team Manager (VBTM) at the Intake stage, as per Initiative Type.

[/callout]

Click the link to learn more.

- [How To Process Red Zone Requests For Disability Benefits](#)

[callout]

**Note:** When requesting Red Zone approval, rather than contacting a VBTM directly, the requestor sends an email to the Red Zone mailbox at [redzonerequestdemanderedzone@veterans.gc.ca](mailto:redzonerequestdemanderedzone@veterans.gc.ca)

[/callout]



## What Claims / Applicants may be Eligible for Red Zone?

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### Who may be Eligible for Red Zone Status?

Any Disability Benefit applicant is eligible for Red Zone status if they meet the criteria. This includes members and Veterans of the Canadian Armed Forces (CAF), the Royal Canadian Mounted Police (RCMP), or surviving applicants of a deceased member or Veteran.

### What Claim Types may be Eligible for Red Zone Status?

Red Zone status may be applied to any disability claim type if the applicant is deemed palliative (prognosis of one [1] year or less). Otherwise, only the following disability claim types may be considered for Red Zone:

- First Applications for:
  - Disability Pension
  - Pain and Suffering Compensation (PSC)
  - Prisoner of War
  - Detention Benefit
  - Survivor
- Departmental Reviews (Disability Entitlement only when the decision being reviewed is unfavourable)

### Red Zone Criteria

A Disability Benefit first application qualifies for Red Zone status if one (1) of the following criteria is met.

Click each item to learn more.

[accordion]

#### Advanced Age

The applicant is turning 80 this year, or is 80 and over at the time of the application submission.

Key Points:

- Veteran Benefit Team Manager (VBTM) approval is **not required**
- Red Zone / Urgent status is applied to any / all claim(s) in progress

#### Medically at Risk

Medically at risk means the applicant is vulnerable to a particular disease or event.

Key Points:

- Veteran Benefit Team Manager approval **is required**
- The claimed condition does not need to be related to the medical condition placing them at risk to receive Red Zone status
- If approved, Red Zone / Urgent status is applied to any / all claim(s) in progress

Examples include, but are not limited to:

- Metastatic advanced cancers
- Lung cancer (including Mesothelioma)
- End stage kidney, liver, heart or lung disease
- End stage Multiple Sclerosis
- Presence of recent (in the last six [6] months) significant risk of suicide, suicidal gestures and / or attempts

### **Medically at Risk – Amyotrophic Lateral Sclerosis**

Medically at Risk – Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig's Disease, means the applicant has been diagnosed with ALS.

Key Points:

- Veteran Benefit Team Manager approval is **not required**
- The claimed condition does not need to be ALS to receive Red Zone status
- Red Zone / Urgent status is applied to any / all claim(s) in progress
- A Specialty Team VBTM should be notified as early in the process as possible

### **Palliative**

An applicant is considered palliative when the individual is considered to be in the last stages of life with a medical prognosis of one (1) year or less.

Key Points:

- Veteran Benefit Team Manager approval **is required**
- The claimed condition does not need to be related to the reason they are palliative in order to receive Red Zone status
- If approved, Red Zone / Urgent status is applied to any / all claim(s) in progress

### **Unmet Health Need Related to Claimed Condition**

An applicant has an unmet health need related to their claimed condition, which means the individual has an immediate life sustaining (vital) health concern or they will be at risk if there is a delay in processing their claim. This criterion must be accompanied by a rationale explaining why and how the applicant would be affected.

Key Points:

- Veteran Benefit Team Manager approval **is required**
- The unmet health need must be related to the claimed condition

- If approved, priority status must only be applied to the specific medical condition which meets the criteria of an unmet health need

Examples include, but are not limited to:

- The need for life sustaining (vital) treatment and or medication not covered by the Provincial Health Care System, Public Service Health Care Plan or when the need is covered but has an extensive waitlist, such as:
  - the need for oxygen therapy;
  - the need for colostomy supplies; or
  - the need for long term care.

Individuals listed below will **not** meet the requirements of an unmet health need:

- B-Line coverage clients, except those that meet the criteria above when treatment / medication is not already covered by the Provincial Health Care System or VAC;
- serving members of the Canadian Armed Forces (CAF) and Royal Canadian Mounted Police (RCMP);
- Veterans Affairs Canada (VAC) clients who already have entitlement for their claimed condition;
- applicants who have eligibility for the claimed condition under the VAC Rehabilitation program;
- requests for dental procedures / treatment; or
- applicants who are eligible for other grants or funds, such as the Veterans Emergency Fund (VEF).

[didyouknow]

### **Did You Know?**

The Initiative “RZ Financial Distress” no longer exists as a criterion for Red Zone status. Other criteria should be investigated instead. Also, if a client has financial issues, a Work Item may be sent to the Area Office (Veteran Services Agent or Case Manager) for further investigation of a possible Veterans Emergency Fund or another VAC fund.

[didyouknow]

### **Exceptional Red Zone Requests**

Claims not meeting the basic Red Zone criteria can be considered for Red Zone designation under exceptional circumstances. Staff in the Veteran Benefit Team (VBT), Area Office Client Services Team or other units who are requesting this designation:

- must first discuss with / gain support from their team lead or manager; and
- submit their request via email to [vac.redzonerequestdemanderedzone\\_acc@canada.ca](mailto:vac.redzonerequestdemanderedzone_acc@canada.ca). A rationale and explanation must be included, along with any pertinent details for consideration. Any request without a rationale will be returned.

[/accordion]

[didyouknow]

## Did You Know?

Red Zone status is identified by the following options in CSDN / GCcase:

- RZ Advanced Age
- RZ Med Risk Other
- RZ Med Risk Palliative
- RZ Unmet Health Need

[callout]

**Note:** You can also see the option, “RZ Financial Distress”, but it is no longer an eligible criterion. Therefore, do not select this option.

[/callout]

[/didyouknow]

## How Do I Process a Red Zone Claim?

<https://www.istockphoto.com/photo/indian-female-team-leader-sharing-ideas-with-african-male-colleague-gm1174262774-326513285>

When handling Red Zone requests / claims, Veteran Benefit Team (VBT) staff must refer to the following process documents.

Click each link to learn more.

- [How To Process Red Zone Requests For Disability Benefits](#)
- [Red Zone Process – Veteran Benefit Team Approach](#)

### Steps and Considerations to Process a Red Zone Claim

Follow these basic “how to” steps and considerations to process a Red Zone claim:

[callout]

#### Approvals

Red Zone eligibility is automatic for those applicants who meet criteria under Advanced Age or Amyotrophic Lateral Sclerosis (ALS). Approval by a Veteran Benefit Team Manager (VBTM) is **not required**.

Otherwise, for those being considered under Medically at Risk (non-ALS), Palliative or Unmet Health Need Related to Claimed Condition, approval by a VBTM **must be requested** by the Benefits Program Officer (BPO) or Disability Services Assistant (DSA).

[/callout]

Click each item to learn more.

[accordion]

#### Step 01: Update the Initiative Field

##### Update the Initiative Field – Claims in CSDN

The Initiative field is updated to “Red Zone” as soon as the claim is deemed eligible or approved for Red Zone status. In many cases, this is done by the DSA or the Adjudicative Services team. Until then, “Urgent” may be selected as the Initiative.

[callout]

**Note:** As long as at least one condition meets the criteria, Red Zone status will apply to the entire decision docket and any conditions contained within.

[/callout]

##### Update the Initiative Field – Claims in GCcase

When an application meets (or may meet) Red Zone criteria, the application’s Initiative field is updated by the DSA / BPO to “Urgent”. This can be done at any step of the claim

process. This field may only be updated to “Red Zone” once the claim has been fully reviewed and just prior to the BPO moving it to the adjudication stage.

[callout]

**Note:** Red Zone status is only applied to the specific condition(s) meeting this criteria.

[/callout]

[didyouknow]

### **Did You Know?**

For applications in GCcase, once Red Zone is selected in the Initiative field, the start date populates and the clock is “ticking” on its turn around time. For this reason, the Initiative field must remain at “Urgent” until the BPO has reviewed and prepared the claim. The BPO then updates the Initiative field to “Red Zone” just before moving the medical condition to the adjudication stage.

[/didyouknow]

### **Step 02: Requesting Approval**

Approval may be requested only when it is determined that:

- one (or more) eligible Red Zone criterion applies; and
- the claim appears to be adjudication-ready.

In some cases, VBT staff will need to obtain more specifics on how the criteria is met prior to requesting approval. This may involve contacting the applicant / requestor for more information.

Approval requests are sent by the BPO / DSA via e-mail to the Red Zone Request mailbox at [vac.redzonerequestdemandredzone.acc@veterans.gc.ca](mailto:vac.redzonerequestdemandredzone.acc@veterans.gc.ca).

The requestor also enters a client note in CSDN and GCcase (Client Details Screen), indicating that Red Zone approval is being requested. The note must specify which criteria has been met and for which condition(s).

[callout]

**Note:** For exceptional requests, the requestor first discusses with their team lead / manager before sending the email to the Red Zone Request mailbox.

[/callout]

[callout]

### **Example of an Approval Request**

The requestor’s email includes all of the necessary information to expedite the VBTM’s review. For example:

Subject: Request for RED ZONE – VBT 7 – Medically at risk
---

Hello,

The applicant (John Doe, CSDN ID # 50000111111) is applying for PTSD. He has also been diagnosed with Multiple Sclerosis (end stage), as per information contained within CSDN client note of May 17, 2021. Medically at Risk criteria appears met. For your consideration / Red Zone status approval.

Thank you,

Name, VBT#

[callout]

### **Step 03: Designating Red Zone Status**

The Red Zone VBTM will review the Red Zone request and send an email to the BPO and Adjudicative Services once the Red Zone status is approved. If specific instructions are required, the VBTM will indicate if the claim needs to go to a Specialty Team or be moved from GCcase to CSDN at that time. For claims in GCcase, the Red Zone VBTM adds a Client Note in the GCcase Client Details Screen.

Click the link to learn more.

- [Red Zone Process – Veteran Benefit Team Approach](#)

Once approval is received, the Initiative field is updated to “Red Zone” as follows:

- For claims in CSDN: Adjudicative Services team updates the Initiative field
- For claims in GCcase: the BPO updates the Initiative field for the application / condition that meets the criteria, but only once the condition(s) has been reviewed and is ready to move to the adjudication stage

If Red Zone status is denied, the claim will be worked on as a Priority #5 Regular Claim (or other priority level, as applicable). The Adjudicative Services team or DSA / BPO will update the Initiative field accordingly (from “Urgent” to “General” or another type).

### **Step 04: Rendering a Decision**

The BPO renders a decision as soon as possible. If an assessment is required from a Disability Adjudicator (DA), the assessment request starts with “Red Zone”. If a decision cannot be rendered by a BPO, they proceed according to the [Diagnosis and Go Desktop Procedures](#), ensuring the Initiative field reflects “Red Zone” status before moving the claim / condition to the Adjudication stage. A DA tasked to find / process Red Zone requests picks it from the Adjudication queue on a high priority basis.

[accordion]

### **Requests for Clarification when Red Zone Designation is Unfavourable**

When an applicant requests clarification on why their application has been denied Red Zone designation, the staff member who receives the request is asked to thoroughly review the criteria and the notes on file with the applicant explaining the reason for Red Zone denial.

If the explanation is not accepted by the applicant, send an email to [vac.redzonerequestdemanderedzone.acc@veterans.gc.ca](mailto:vac.redzonerequestdemanderedzone.acc@veterans.gc.ca) asking the VBTM to follow-up with the applicant. The email details must include what the applicant is seeking.



## How Do I Identify a Claim with a Red Zone Status?

[https://www.istockphoto.com/photo/question-mark-block-gm1062765344-284123923]

The Initiative is updated by the Veteran Benefit Team (VBT) at Intake / registration or any stage to identify that a claim meets (or may meet) Red Zone criteria. This field is updated to “Urgent” or “Red Zone” in accordance with the “Steps and Considerations to Process a Red Zone Claim” which is found in the previous topic of this module.

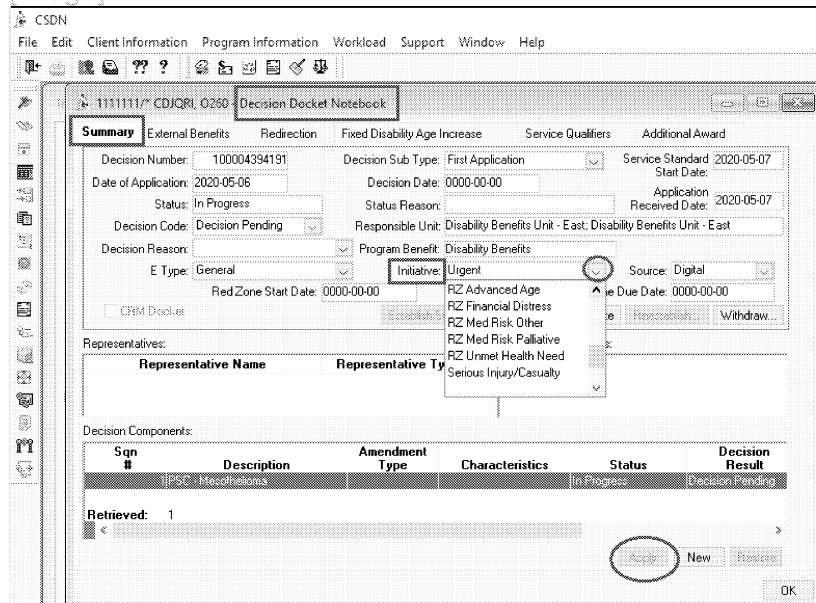
[callout]

**Note for Benefits Program Officers (BPO):** When filtering to find Red Zone claims in the Preparation / Prepare Summary queue, a BPO must be aware that these claims often have an Initiative of “Urgent” at this stage.

[/callout]

In CSDN, the Initiative indicator is located on the Summary tab of the decision docket notebook.

[image]



[image]

In GCcase, the Initiative field is located under the green ribbon in the Application screen and each Medical Condition screen.

[image]



[/image]

## Workload

<https://www.istockphoto.com/photo/serious-diverse-businesspeople-talk-discuss-ideas-at-meeting-gm1205480426-347274555>

Red Zone claims must be processed first, before any other claims.

Each day, Veteran Benefit Team (VBT) staff must review the workload queue in CSDN / GCcase for Red Zone requests or claims.

If the Red Zone Veteran Benefit Team Manager (VBTM) notices unassigned Red Zone claims in the queue, they will assign the request or claim to a Disability Services Assistant (DSA) or Benefits Program Officer (BPO) trained in that claim type.

[callout]

Veteran Benefit Team (VBT) staff working on Regular priority claims must be aware of Zone criteria (Red Zone, Blue Zone and Yellow Zone) in the event that the claim they are working on needs to be upgraded to a priority. Red Zone status can be requested at any stage of a claim; therefore, work priorities need to be adjusted accordingly.

[callout]

## Resources

- [How to Process Red Zone Requests for Disability Benefits Business](#)
- [Red Zone Request Mailbox](#)
- [Red Zone – VBT Process](#)

## Summary

<https://www.istockphoto.com/photo/diverse-office-colleagues-employees-talking-working-online-project-gm1085713928-291318931>  
[image]

This module provided you with essential knowledge and skills to determine if a Disability Benefit application may qualify for Red Zone status / initiative. You should now be able to identify a claim with Red Zone status in either CSDN or GCcase and proceed with the steps to get approval for this status.

**Your opinion matters to us!**

**Please take some time to complete our survey so we can continue to improve our service to you. It only takes a couple minutes to complete.**

**Survey**

You have now completed this module.

**Click complete to certify that you have reviewed the content and completed all activities.**

**Complete**

## Assessment

[image]

Take some time to assess your knowledge. Answer the following questions by selecting the correct response.

### Scenario 01

A released CAF member applied for a Disability Benefit application for a Left knee condition. The member was born on January 4<sup>th</sup>, 1941.

#### Scenario 01 Question 01

Is the member eligible for Red Zone status?

Yes  
No

[Correct answer option]

Yes

[Correct feedback]

Correct. This claim qualifies for Red Zone status since the client meets the criteria for Advanced Age (the applicant is turning 80 this year or is 80 years and over at the time of the application submission).

[Incorrect feedback]

Sorry, that is incorrect. This claim qualifies for Red Zone status since the client meets the criteria for Advanced Age (the applicant is turning 80 this year or is 80 years and over at the time of the application submission).

Check Answer  
Next Question

#### Scenario 01 Question 02

The member's application is active in GCcase at the Intake stage and the DSA is awaiting medical information before proceeding further. What is the appropriate course of action by the DSA / BPO?

Request a Red Zone approval by sending an email to the Red Zone request mailbox  
Change the Initiative to "Urgent"  
Change the Initiative to "RZ Advanced Age"  
A and C

[Correct answer option]

Change the Initiative to "Urgent"

[Correct feedback]

Correct. The Initiative is updated to "Urgent". The Initiative may only be updated to "RZ Advanced Age" once the claim is reviewed by the BPO and deemed ready to proceed to Adjudication stage.

**Note:** Approval for Red Zone does not need to be requested for applicants of “Advanced Age” and / or with a diagnosis of Amyotrophic Lateral Sclerosis (ALS).

[Incorrect feedback]

Sorry, that is incorrect. The Initiative is updated to “Urgent”. The Initiative may only be updated to “RZ Advanced Age” once the claim is reviewed by the BPO and deemed ready to proceed to Adjudication stage.

**Note:** Approval for Red Zone does not need to be requested for applicants of “Advanced Age” and / or with a diagnosis of Amyotrophic Lateral Sclerosis (ALS).

Check Answer

Next Question

### Scenario 01 Question 03

Where is the Initiative field located in GCcase?

Under the green ribbon in the Application screen and each Medical Condition screen

Under the Client screen

None of the above

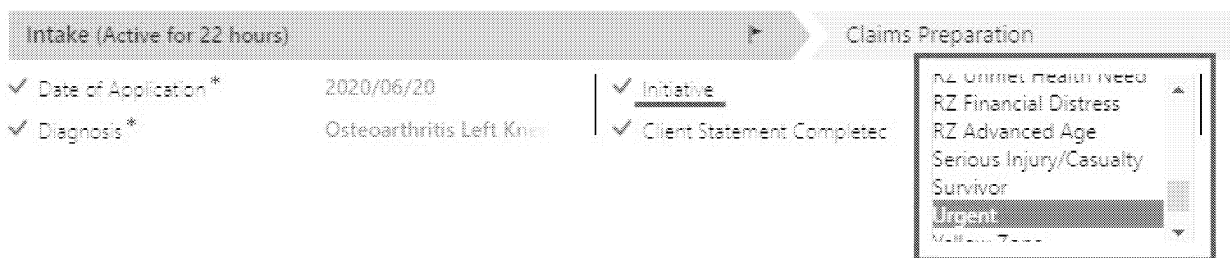
[Correct answer option]

Under the green ribbon in the Application screen and each Medical Condition screen

[Correct feedback]

Correct. The Initiative field is located under the green ribbon in the Application screen and each Medical Condition screen.

[image]

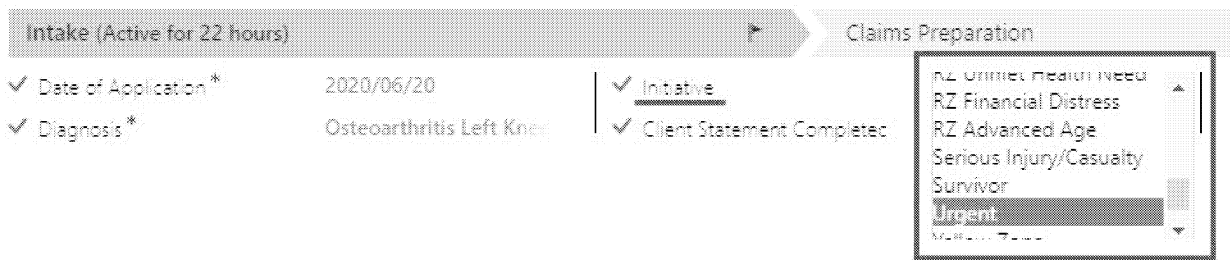


[/image]

[Incorrect feedback]

Sorry, that is incorrect. The Initiative field is located under the green ribbon in the Application screen and each Medical Condition screen.

[image]



[/image]

Check Answer  
Next Question

### Scenario 02

A released RCMP member applies for Osteoarthritis Left Knee. The member has end stage liver disease.

#### Scenario 02 Question 01

Does the applicant meet the criteria for Red Zone?

- Yes, the applicant may qualify
- No, the applicant does not qualify

[Correct answer option]

Yes, the applicant may qualify

[Correct feedback]

Correct. Even though the end stage liver disease is not related to the claimed condition, Osteoarthritis Left Knee, the client may qualify for Red Zone status for any application they make under "Medically at Risk" criteria because the member has an end stage illness.

[Incorrect feedback]

Sorry, that is incorrect. Even though the end stage liver disease is not related to the claimed condition, Osteoarthritis Left Knee, the client may qualify for Red Zone status for any application they make under "Medically at Risk" criteria because the member has an end stage illness.

Check Answer  
Next Question

#### Scenario 02 Question 02

The claim is active in GCcase. The documentation appears complete and the claim has been moved to the Preparation stage for review. What is the appropriate course of action by the DSA / BPO?

- Change the Initiative field to "RZ Med Risk-Other"
- Change the Initiative to "Urgent" and request Red Zone approval
- Leave the Initiative as "General" and request Red Zone approval

[Correct answer option]



Change the Initiative to “Urgent” and request Red Zone approval

[Correct feedback]

Correct. The Initiative is updated to “Urgent” and because the claim documentation is complete, the BPO / DSA can proceed with sending a request for Red Zone status approval.

[Incorrect feedback]

Sorry, that is incorrect. The Initiative is updated to “Urgent” and because the claim documentation is complete, the BPO / DSA can proceed with sending a request for Red Zone status approval.

Check Answer

Next Question

### Scenario 02 Question 03

The Initiative has been changed to “Urgent” for every claim / condition. The request approval needs to be sent. How is a Red Zone approval requested?

The BPO / DSA sends an email directly to their VBTM. The DSA may first consult with the BPO, if required

The BPO / DSA sends an email to the Red Zone Request mailbox. The DSA may first consult with the BPO, if required

None of the above

[Correct answer option]

The BPO / DSA sends an email to the Red Zone Request mailbox. The DSA may first consult with the BPO, if required

[Correct feedback]

Correct. The BPO / DSA sends an email to the Red Zone Request mailbox requesting Red Zone approval. The DSA may first consult with the BPO, if required.

[Incorrect feedback]

Sorry, that is incorrect. The BPO / DSA sends an email to the Red Zone Request mailbox requesting Red Zone approval. The DSA may first consult with the BPO, if required.

### Scenario 02 Question 04

The Red Zone status has been approved and the BPO / DSA has been informed. The application is pending in GCcase. Who should change the Initiative status?

Adjudicative Services

The BPO once the claim has been fully reviewed and is ready for adjudication

The VBTM

None of the above

[Correct answer option]

The BPO once the claim has been fully reviewed and is ready for adjudication

[Correct feedback]

Correct. The Initiative may only be updated to “Red Zone Medically at Risk-Other” by the BPO once the claim has been fully reviewed and is determined ready to move to the adjudication stage.

[Incorrect feedback]

Sorry, that is incorrect. The Initiative may only be updated to “Red Zone Medically at Risk-Other” by the BPO once the claim has been fully reviewed and is determined ready to move to the adjudication stage.

### Scenario 03

The applicant is a released CAF member requesting a Red Zone status for their dental claim that is in progress. The applicant states they do not have dental coverage and the procedure is expensive.

#### Scenario 03 Question 01

Does the applicant qualify for Red Zone status?

Yes  
No

[Correct answer option]

No

[Correct feedback]

Correct. The applicant does not qualify for a Red Zone status. Any / all requests for dental procedures / treatments will **not** meet the requirements of an **unmet health need**, as specifically stated in the business process.

[Incorrect feedback]

Sorry, that is incorrect. The applicant does not qualify for a Red Zone status. Any / all requests for dental procedures / treatments will **not** meet the requirements of an **unmet health need**, as specifically stated in the business process.

#### Scenario 03 Question 02

What is the priority status of this claim?

The priority is urgent, and the claim is worked on an urgent basis  
The priority is general, and the claim is worked on as regular priority

[Correct answer option]

The priority is general, and the claim is worked on as regular priority

[Correct feedback]

Correct. Since this claim does not meet the Red Zone criteria, the priority remains general and the claim is worked on as regular priority.

**Note:** In the meantime, applicants requiring **urgent** funding may be referred to the Area Office-Client Services Team for consideration of other funds and grants (i.e., Veterans Emergency Fund [VEF]).

[Incorrect feedback]

Sorry, that is incorrect. Since this claim does not meet the Red Zone criteria, the priority remains general and the claim is worked on as regular priority.

**Note:** In the meantime, applicants requiring **urgent** funding may be referred to the Area Office-Client Services Team for consideration of other funds and grants (i.e., Veterans Emergency Fund [VEF]).

### Scenario 03 Question 03

The applicant requests clarification on why their application has been denied Red Zone designation. What should the DSA / BPO do?

The staff member who receives the request is asked to thoroughly review the criteria and the notes on file with the applicant. The DSA may refer to a BPO as needed  
An email may be sent right away to the Red Zone Request mailbox requesting further details  
None of the above

[Correct answer option]

The staff member who receives the request is asked to thoroughly review the criteria and the notes on file with the applicant. The DSA may refer to a BPO as needed

[Correct feedback]

Correct. The staff member who receives the request is asked to thoroughly review the criteria and the notes on file with the applicant. The DSA may refer to a BPO as needed. In more exceptional cases, if the explanation is not accepted by the applicant, an email may be sent to the Red Zone Request mailbox asking the VBTM to follow-up with the applicant. The email should include details on what the applicant is seeking.

[Incorrect feedback]

Sorry, that is incorrect. The staff member who receives the request is asked to thoroughly review the criteria and the notes on file with the applicant. The DSA may refer to a BPO as needed. In more exceptional cases, if the explanation is not accepted by the applicant, an email may be sent to the Red Zone Request mailbox asking the VBTM to follow-up with the applicant. The email should include details on what the applicant is seeking.

Score ###/###

Congratulations, you have passed the assessment.

Sorry, you did not pass the assessment. Please review the areas where you had difficulty.

Reset