

Policy Statement:

It is a duty of the Benefit Management Branch, when an individual under guardianship is court appointed to the Division of Financial administration and Management (DAFM), to determine if the individual is a Veteran by contacting the Department of Veteran's Affairs (VA).

Procedure:

Determining if an individual under guardianship is a veteran:

- (1) Send an inquiry to the Department of Veteran's Affairs- VA Fiduciary Intake Center.
 - (a) Address: P.O. Box 95211, Lakeland, FL 33804-5211
 - (b) Follow up will be completed at the end of each month, on a monthly basis until the DAFM representative receives a response from VA.

VA Benefit Payee Designation:

- (2) VA will contact the DAFM employee assigned to handle the veteran's information.
 - (a) VA will contact DAFM by mail, email, and/or phone.
 - (b) A face-to-face interview may be requested by VA with a DAFM representative.
 - (c) A phone interview may be requested by VA with a DAFM representative.
 - (d) An electronic (email) interview may be requested by VA.
 - (e) If the ward is found by VA to be a veteran and eligible to receive VA benefit payments, VA will then appoint DAFM as the veteran's payee.

VA Monthly Reviews:

- (3) After VA appoints DAFM, VA will conduct 3 months reviews for each veteran.
 - (a) VA will contact DAFM by either mail, email and/or phone.
 - (b) A face-to-face interview may be requested by VA with a CHFS/DAFM employee.
 - (c) An over the phone interview may be requested by VA with a CHFS/DAFM employee.
 - (d) An electronic (email) interview may be requested by VA
 - (e) VA will request 3 months of general ledgers for each veteran.

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- (f) While in the veteran's account through on KYGFIS, follow these steps to complete the general ledger.

VA Accountings:

- (4) VA will mandate an accounting (either 1 year or 2 year) from DAFM the payee designation.
 - (a) Payee Accounting is recorded on VA form 21P-4706b
 - (b) Once completed VA form 21P-4706b will be returned to VA by either mail or through email.