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|  | The following is a sample of the VSR Task Based Quality Review Checklist:     |  |  | | --- | --- | | **Development Specific Questions** | | | **1.** **Was proper pre-decisional notification provided and / or was proper development to the Veteran / claimant completed as required by regulations and/or the manual?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 1A.  Development letter addressing 5103 (if applicable) and evidence requirement for claimed issues, not sent | ☐ | | 1B.  Development letter addressing 5103 (if applicable) and evidence requirement for claimed issues was sent but lacked critical information | ☐ | | 1C.  Supplemental development letter not sent to Veteran / claimant as required | ☐ | | 1D.  Supplemental development letter sent, but lacked critical information | ☐ | | 1E.  Pre-decisional (due process) letter not sent | ☐ | | 1F.  Pre-decisional (due process) letter sent, but lacked critical information | ☐ | | 1G.  Claim certified as ready for a decision; however, critical development / notification to the Veteran / claimant was incomplete | ☐ | | 1H.   Overdevelopment related to the category which prevented the claim from moving forward to the next step in claims processing (materially delayed the claim) | ☐ | | 1I.   Claim erroneously certified ready for decision or promulgated (claim filed on incorrect form or incomplete claim received) | ☐ | |  | | | **2.** **Were all pertinent service treatment records (STRs) obtained / requested or determined to be of record?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 2A.  No STRs requested (when necessary) | ☐ | | 2B.  Incomplete STRs requested (i.e. not all periods of service / branches requested or improperly requested) | ☐ | | 2C.  Necessary National Guard or Reserve records not requested | ☐ | | 2D.  Incomplete National Guard or Reserve records requested or improperly requested | ☐ | | 2E.  Claim certified as ready for a decision; however, not all STRs were obtained or certified as being unattainable, to include final attempt letter if necessary | ☐ | | 2F.   Overdevelopment related to the category which prevented the claim from moving forward to the next step in claims processing (materially delayed the claim) | ☐ | |  | | | **3.** **Were all pertinent Federal records (other than STRs) obtained / requested or determined to be of record?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 3A.  Identified VAMC treatment records not obtained/requested or only partially obtained/requested | ☐ | | 3B.  Service personnel records not requested (when necessary) or incomplete service personnel records requested (i.e. not all periods of service / branches requested) | ☐ | | 3C.  SSA records not requested (when necessary) | ☐ | | 3D.  Identified Vet Center records not requested or only partially obtained/requested | ☐ | | 3E.   Service verification for all periods of active duty and/or other periods of service related to claimed issues not requested or requested incorrectly | ☐ | | 3F.   JSRRC request not submitted when necessary | ☐ | | 3G.  JSRRC Formal Finding not complete when stressor or exposure unable to be verified (when necessary) | ☐ | | 3H. Federal records (to include personnel records) from other agencies not obtained/requested (i.e. federal prison, OPM, Dept. of Labor) | ☐ | | 3I. Claim certified as ready for a decision; however, not all necessary Federal records were obtained or certified as being unattainable (when required) to include final attempt letter or VAF 27-0820. | ☐ | | 3J. Claim certified as ready for decision; however available VAMC records not identified by the Veteran but relevant to claimed issues were not obtained | ☐ | | 3K.   Overdevelopment related to the category which prevented the claim from moving forward to the next step in claims processing (materially delayed the claim) | ☐ | |  | | | **4.** **Were all pertinent private / non-Federal records obtained / requested or determined to be of record?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 4A.  Private medical records not requested | ☐ | | 4B.  State or local government records not requested or requested incorrectly (i.e., prison records or incarceration information) | ☐ | | 4C.  Private non-medical records not requested or requested incorrectly | ☐ | | 4D.  Claim certified as ready for a decision; however, not all necessary private or non-Federal records were obtained (when required) | ☐ | | 4E.  Overdevelopment related to the category which prevented the claim from moving forward to the next step in claims processing (materially delayed the claim) | ☐ | |  | | | **5.** **Were all necessary examinations / medical opinions requested and correct?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 5A.  Necessary examinations not requested (or rescheduled) | ☐ | | 5B.  Necessary medical opinion not requested | ☐ | | 5C.  Examination / opinion request incomplete or incorrect  -- failure to identify all correct disabilities or identifying incorrect disabilities | ☐ | | 5D.  Examination / opinion request incomplete or incorrect -- selecting incorrect examination type/DBQ | ☐ | | 5E.  Examination / opinion request incomplete or incorrect -- incorrect jurisdiction based on the ERRA tool | ☐ | | 5F. Examination / opinion request incomplete or incorrect -- failure to identify or include pertinent information such as evidence to review.  C-file not sent to examiner when required. | ☐ | | 5G.  Examination incorrect  -- Examination not warranted | ☐ | | 5H.  Medical opinion incorrect  -- Opinion not needed or inappropriate legal question requested.  Including failure to upload the ERRA screenshot when required | ☐ | | 5I.  Claim certified as ready for a decision; however, not all necessary examinations / opinions were obtained | ☐ | | 5J.   Overdevelopment related to the category which prevented the claim from moving forward to the next step in claims processing (materially delayed the claim) | ☐ | |  | | | **Award Specific Questions** | | | **6.** **Were all issues addressed and decided?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 6A.  Pension not addressed and decided | ☐ | | 6B.  Dependents not addressed and decided | ☐ | | 6C.  All drill pay adjustments not addressed and decided | ☐ | | 6D.  All claimed issues not addressed and decided by rating decision | ☐ | | 6E.  All claimed issues not addressed and decided administratively (not by rating) (e.g. apportionment claims) | ☐ | | 6F.  Award generated prior to determining eligibility (such as sufficient service for pension) | ☐ | | 6G.  Active duty period not addressed | ☐ | | 6H.  No action taken on AEW | ☐ | |  | | | **7.** **Was necessary administrative decision or award generated/completed and correct?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 7A.  Payment change (other than dependent or withholding action) not valid | ☐ | | 7B.  Necessary payment change not effectuated | ☐ | | 7C.  Pension income incorrect resulting in incorrect rate of pay | ☐ | | 7D.  Administrative decision provided incorrect entitlement outcome | ☐ | | 7E.  Administrative decision was not procedurally complete (i.e. missing signatures, all decision(s) not provided, relevant evidence not discussed) | ☐ | | 7F.  Burial award processed incorrectly | ☐ | | 7G.  Accrued award processed incorrectly | ☐ | | 7H.  Resumption of benefits not implemented or implemented incorrectly | ☐ | | 7I.   Award not suspended/terminated or award suspended/terminated incorrectly | ☐ | | 7J.  Award adjusted prior to expiration of due process period (60 days) | ☐ | |  | | | **8.** **Were all dependency adjustments and/or decisions correct?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 8A.  Dependent spouse  established, denied, or removed incorrectly | ☐ | | 8B.  Dependent minor biological child/children established, denied, or removed incorrectly | ☐ | | 8C.  Dependent minor step-child/children established, denied, or removed incorrectly | ☐ | | 8D.  Dependent minor adopted child/children established, denied, or removed incorrectly | ☐ | | 8E.  Dependent school age child/children established, denied, or removed incorrectly | ☐ | | 8F.  Dependent helpless child/children established, denied, or removed incorrectly | ☐ | | 8G.  Dependent parent established, denied, or removed incorrectly | ☐ | | 8H.  Surviving spouse established, denied, or removed incorrectly | ☐ | | 8I.  Surviving child established, denied, or removed incorrectly | ☐ | | 8J.  Dependency adjustment effective date incorrect | ☐ | |  | | | **9.** **Were all required withholdings / reductions correctly implemented?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 9A.  Retired pay not withheld or withheld incorrectly | ☐ | | 9B.  Severance pay not withheld or withheld incorrectly | ☐ | | 9C.  Drill pay not withheld or withheld incorrectly | ☐ | | 9D.  Adjustment due to incarceration not implemented or implemented incorrectly | ☐ | | 9E.  Hospital adjustments not implemented or implemented incorrectly | ☐ | | 9F.  CRDP or CRSC adjustment incorrect | ☐ | | 9G.  Recoupment of separation pay not implemented or implemented incorrectly | ☐ | | 9H.  Apportionment not executed or executed incorrectly | ☐ | |  | | | **10.** **Was the claimant properly notified?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 10A.  Notification letter not sent and/or not documented in file | ☐ | | 10B.  Notification letter has incorrect effective dates and/or payment rates | ☐ | | 10C.  Notification letter does not  provide or incorrectly provides the amount of any benefits VA is withholding and the reason for the withholding | ☐ | | 10D.  Failure to notify outcome of all issues decided by a rating decision | ☐ | | 10E.  Notification letter fails to explain the decision made | ☐ | | 10F.  Notification letter failed to include summary of evidence considered  (excluding evidence discussed in preceding proposed adverse action or evidence provided in rating decision for rating-related issues) | ☐ | | 10G.  Notification letter failed to provide appellate rights, or appellate rights were provided incorrectly | ☐ | | 10H.  Courtesy copy of the notification letter was not sent to the appropriate appointed representative (including failure to include a private attorney’s address on the cc line) | ☐ | | 10I.  Notification letter failed to notify claimants of potential entitlement to additional benefits | ☐ | |  | | | **System Compliance Specific Questions** | | | **11.** **Were all systems accurately updated?** | ☐ Yes  ☐ No  ☐ NA | | **Error Description** |  | | 11A.  Date of claim incorrect | ☐ | | 11B. End product incorrect (including third digit modifier) | ☐ | | 11C.  Payees' addresses (including direct deposit information) incorrect | ☐ | | 11D.  All periods of active duty or other service related to claimed issues not verified and updated in all systems (BIRLS/Participant Profile) (EOD, RAD, Branch, Char SVC, Sep Reason, VADS and/or VERIFIED) | ☐ | | 11E.  Power of Attorney (POA) information/access not correctly updated in all systems | ☐ | | 11F.  Necessary special issues were not entered and/or correct | ☐ | | 11G.  Necessary flashes were not entered and/or correct | ☐ | | 11H.  Contentions for all claimed issues were not entered and/or correct | ☐ | | 11I.  Tracked items for all requested evidence were not entered and updated as necessary (includes disposition and suspense date) | ☐ | |