**July 2020 Quality Call Level II Assessment Quiz**

Five (5) Questions

TMS # 4556849

Pass Score: 0

Objective: Demonstrate comprehension of presented material

**Q1**

You are an Authorization Quality Review Specialist (AQRS) conducting an Individual Quality Review (IQR) on a claim for increase. The selected transaction involves an examination request that was input on July 2, 2020. You notice that the Veterans Service Representative (VSR) did not upload the Examination Request Routing Assistance (ERRA) screenshot. What action should you take?

1. Contact the VSR via email to determine why the screenshot wasn’t uploaded
2. Cite an error on the VSR for not uploading the ERRA screenshot
3. **Check the ERRA historical results to ensure the examination was ordered at the appropriate location (Correct Answer)**
4. Contact the VSR’s QRT Coach via email to determine if the VSR’s RO provided alternate local guidance

**Answer Q1**

If correct, the first sentence can be changed to Correct!

The correct answer is “Check the ERRA historical results to ensure the examination was ordered at the appropriate location.” ERRA has been updated to store historical search results. Users can now verify previous search results and it is no longer necessary to upload an ERRA screenshot into VBMS. Based on this update, AQRSs should no longer cite errors on VSRs for not uploading the ERRA screenshot; however, AQRSs need to check the ERRA historical results to ensure exams were ordered at the appropriate location. [M21-1 III.iv.3.A.1.d]

**Q2**

For claims involving military sexual trauma (MST), all development actions must be completed by individuals that have

1. Completed Challenge training and completed the required MST training
2. Completed the required VAE request training and been designated by the RO as an MST claims processor
3. **Completed the required MST training and been designated by the RO as an MST claims processor (Correct Answer)**
4. Completed Challenge training and been designated by the RO as an MST claims processor

**Answer Q2**

If correct, the first sentence can be changed to Correct!

The correct answer is “Completed the required MST training and been designated by the RO as an MST claims processor.” All development actions on claims involving MST must only be taken by an individual who has completed the required MST Training Performance Support System module(s), and been designated by an RO as an MST claims processor. [M21-1 IV.ii.1.D.5.l]

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**Q3**

Request an examination for posttraumatic stress disorder (PTSD) based on military sexual trauma (MST) only when a review shows the Veteran’s lay statements describing PTSD symptoms and evidence of a marker in the in-service records. Evidence of a marker in the post-service records is not sufficient.

1. True
2. **False (Correct Answer)**

**Answer Q3**

If correct, the first sentence can be changed to Correct!

The correct answer is “False.” In compliance with 38 CFR 3.159(c)(4), an examination for PTSD claims based on MST will always be needed when a thorough review shows a current medical diagnosis of PTSD or the Veteran’s lay statements describing PTSD symptoms along with credible supporting evidence of the personal trauma incident or evidence of a marker in the in-service or post-service records. View the provided manual reference for additional detail. [M21-1 IV.ii.1.D.6.c]

**Q4**

The corporate flash “Amyotrophic Lateral Sclerosis” must always be used when a claim for benefits involving Amyotrophic Lateral Sclerosis (ALS) is received.

1. **True (Correct Answer)**
2. False

**Answer Q4**

If correct, the first sentence can be changed to Correct!

The correct answer is “True.” The claimant-specific corporate flash “Amyotrophic Lateral Sclerosis” must always be used when a claim for benefits involving Amyotrophic Lateral Sclerosis (ALS) is received. [M21-1 III.iii.1.F.1.b and M21-4 Appendix C, Topic 2]

**Q5**

Medical evidence received today confirming a diagnosis of Amyotrophic Lateral Sclerosis (ALS) alone is sufficient to support an evaluation of

1. 10%
2. 30%
3. 80%
4. **100% (Correct Answer)**

**Answer Q5**

If correct, the first sentence can be changed to Correct!

The correct answer is “100%.” Effective January 19, 2012, the diagnostic criteria for Amyotrophic Lateral Sclerosis (ALS) was amended in 38 CFR 4.124a to provide a 100% evaluation for any Veteran with service-connected ALS. A diagnosis of ALS alone is sufficient to support an evaluation of 100%. A total disability evaluation is the minimum evaluation to be assigned for ALS because of the possibility of special monthly compensation (SMC) and automatic entitlement to ancillary benefits. [M21-1 III.iv.4.N.6.c]