

# Quality Management System (QMS)

## User Guide





**Table of Contents**

Purpose ..... 4

Overview ..... 4

Scope ..... 5

QRT Positions and their Responsibilities..... 5

QMS Log-In ..... 6

When and How to fill-out a Helpdesk ticket..... 9

1. No access to Salesforce..... 9

2. No option to select QMS in drop down. .... 9

3. While in QMS and processing a review ..... 9

Special Instructions: How to use the field “Benefit Claim ID” to access a related review to a claim in VBMS. .... 12

Review Landing Page ..... 13

Review Detail Page..... 15

Review Comments ..... 188

Claims ..... 18

Issues..... 199

Contentions..... 199

Transactions ..... 199

Mass Related Issues, Contentions, and Transactions..... 20

Claim Review Question Response..... 21

Claim Review Error Response ..... 211

Review History ..... 211

Perform Review ..... 222

Review Action Buttons..... 222

Performing an Initial Review..... 233

Subsequent Review Process – QRTIQR, Peer, QRTIQRTFinal or FINAL..... 30

Performing a Subsequent Review..... 322

Using the “Deselect”, “On-Hold” and “Resume” Action Buttons..... 366

Deselect..... 366

On-Hold ..... 366



# Quality Management System (QMS) User Guide

Resume.....	377
Change Reviewer .....	377
Deselect Approve/Reject .....	377
QRT COACH TEAM .....	388
QRT Coach Team - Review Landing Page .....	388
Error Corrections.....	411
QRT Coach Team – Change Owner .....	433
Error Correction Detail page .....	455
Error Correction Notification.....	47
Employee Accepts Error.....	478
Employee Initiates Recon .....	499
Recon Decision .....	54
Initiate National Recon .....	544
Change Reviewer .....	555
Deselect Approve/Reject .....	566
Reviewer’s Contact Information .....	577
VBA and QMS Acronyms and Terminology .....	599
Resources.....	61

Note: This user guide will be used as the source document for implementation guidance on QMS deployment nationwide.



# Quality Management System (QMS) User Guide

## Purpose

The Quality Management System (QMS) system is a next generation claims quality management system that replaces Systematic Technological Analysis Report (STAR), Automated Standardized Performance Elements Nationwide (ASPEN), SharePoint Issue Benefit Report (IBR), numerous SharePoint lists, and manual functions that are part of the current quality process.

QMS integrates multiple quality review processes into one system and provides a single unified source of claims quality information that can be used for metrics, analysis, training recommendations, process improvements, and National Work Queue (NWQ) segmentation.

## Overview

Improving benefits and services delivery to Veterans, Service members, and eligible beneficiaries remains a priority goal for the Department of Veterans Affairs (VA). Given this focus, the Veterans Benefits Administration (VBA) has developed and deployed a number of transformation initiatives including the Veterans Benefits Management System (VBMS) and the National Work Queue (NWQ). With these technological and operational improvements, VBA revised its Veterans Service Representatives (VSR) and Rating Veteran Service Representatives (RVSR) Performance Standards to better support VA's national workload strategy, which shifts from a focus on a singular, final production target to an emphasis on actions which promote improved efficiency throughout the entire claims process for VBA benefits.

Currently, VBA claims quality reviews are performed in multiple standalone systems and ad-hoc SharePoint sites. The two primary systems are STAR and ASPEN. Both systems are extensively hard coded making it impossible to modify the quality checklists or reporting process without programming changes. VBA is modernizing and improving the quality process to better guide operational improvements and to respond to stakeholder and Congressional mandates.

These current systems seriously limit the improvement process due to the extensive effort and lead time required to make programming changes. There is no single database of quality information. Each system has its own SQL Server database, and because the tables are hard coded there is no way to create a single view of all quality data. Because of problems with the inflexibility of the existing systems, a separate quality reporting process has been developed in SharePoint. As a result all STAR reviews are being entered into two systems, one for official reporting and one for quality analysis. In addition there are numerous SharePoint lists that have been developed to perform specialized reviews, and provide tracking for 2<sup>nd</sup> reviews, recons, and other quality reporting. The goal of QMS is to replace all of these systems and SharePoint sites with one unified, flexible system so changes in the quality process do not require systems changes, and all quality review information is available in one database for analysis.

Quality timeliness is another major issue resolved by QMS. Because of the batch oriented and manual nature of the current STAR review process, quality review results are not available until 60-90 days after the claim is complete. Because QMS is being designed with direct interfaces to production systems, and a real time workload management process, the objective is to complete most quality reviews within 48hrs of the original claims action, and provide immediate electronic feedback to claims processors when errors are found. That will enable corrective action to be taken on the claim before the veteran is notified of the results. The rapid turnaround also facilitates a quick response to operational problems that are identified by the quality reviews.



## Quality Management System (QMS) User Guide

QMS will perform all quality reviews using the same basic structure, and storing the results in consistent tables which will be uploaded to the Electronic Data Warehouse (EDW) daily. That will facilitate the analysis of quality data within 24hrs of the completed review. The consistent data structure will enable all quality actions, regardless of review type or source, to be combined together for analysis. This will greatly increase the scope of quality data facilitating more precise identification of quality problems, and reducing the overall sample size required. Because the quality data is loaded into the EDW it can be combined with operations, claims, training, and all other dimensions for analysis, dashboards, and to trigger corrective actions.

### ***Scope***

QMS includes the automation of all VBA Compensation and Pension claims quality processing and reporting.

QMS does not include production reporting or excluded time reporting that is part of the existing ASPEN and STAR systems.

### ***QRT Positions and their Responsibilities***

The following roles have a direct impact on utilizing QMS Phase 1. The sections below define the roles and describe the responsibilities as they relate to these standard operating procedures.

Quality Review Specialists are responsible for:

- Helping improve the quality and timeliness of claims processing,
- Decreasing the amount of work performed on individual cases
- Evaluating station quality,
- Identifying error trends, and
- Ensuring individual employee reviews are performed monthly..

Coaches and Assistant Coaches are responsible for:

- Monitoring QRS production
- Assigning reviews and special focus reviews
- Approve/Reject request to deselect a review
- Managing the final decision on errors cited
- Managing the final decision on error correction Recons (Reconsideration) on local reviews
- Managing the final decision on error corrections Recons on National reviews

***Prerequisites*** - There are no prerequisites for the use of QMS.

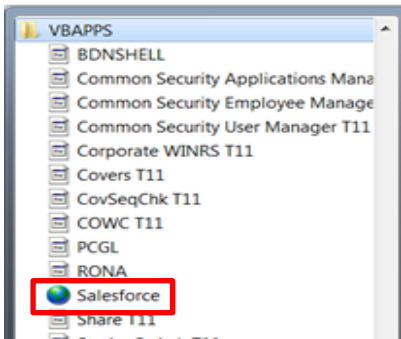


## QMS Log-In

### Initial Login - QRT Employee

Logging in will be a single sign-on method

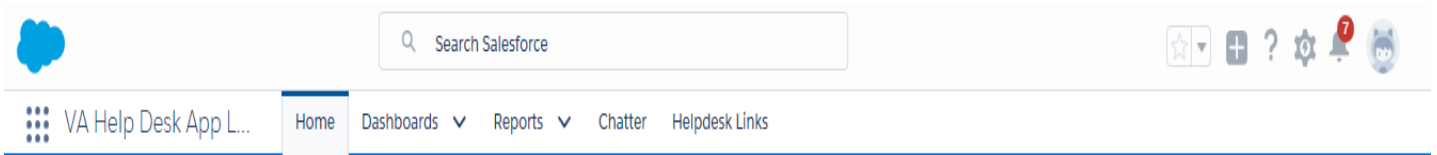
A new Start Menu shortcut has been added to give VBA users easy access to Salesforce. The URL for this site is <https://va.my.salesforce.com>. The user will select the “Salesforce” the new shortcut for “Salesforce” will be located at Start -> All Programs -> VBAPPS -> Salesforce. See below image



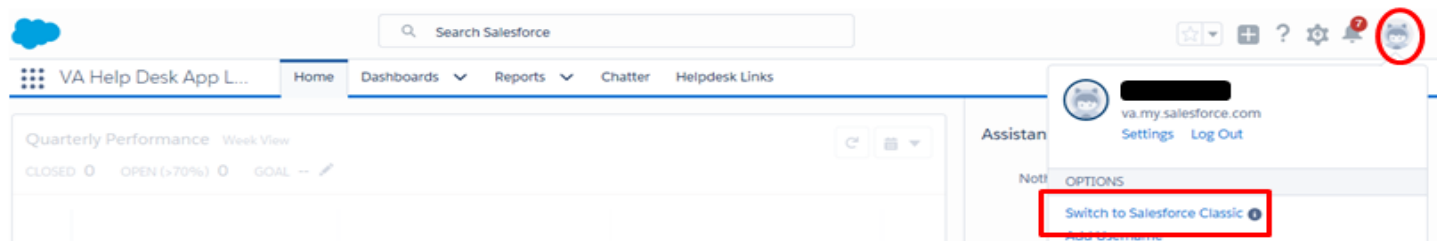
Note: If the shortcut is not in the start menu the link is provided below:

<https://va.my.salesforce.com/>

This will take the user into the Salesforce Home page. It should be understood the tab headings displayed in the below image are not related to QMS. The below screens and instructions are to assist a user if they are in a “Lightning” view (screen below) and need to be in the “Salesforce Classic” view.



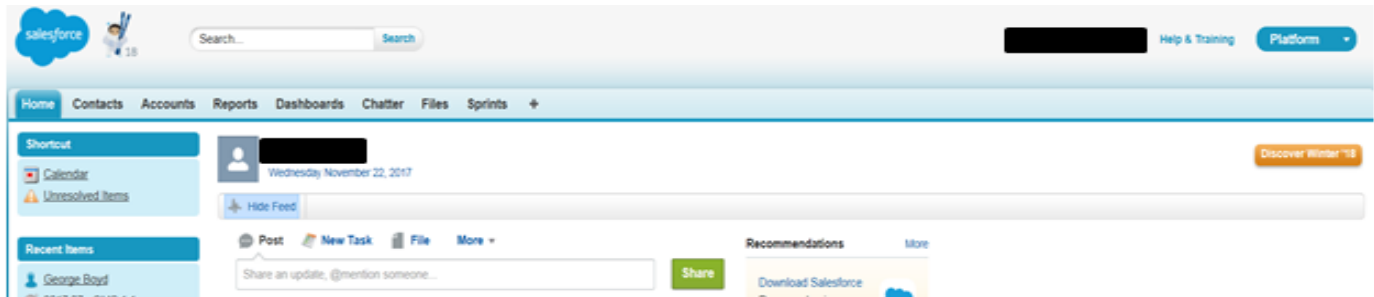
To switch views from Lightning to Classic, move cursor to “View Profile” the “small face” icon. Select “Switch to Salesforce Classic” in the drop down menu.



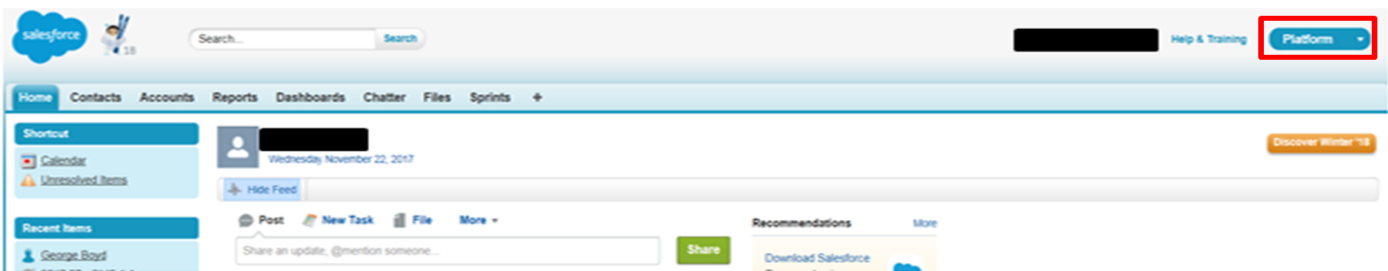


# Quality Management System (QMS) User Guide

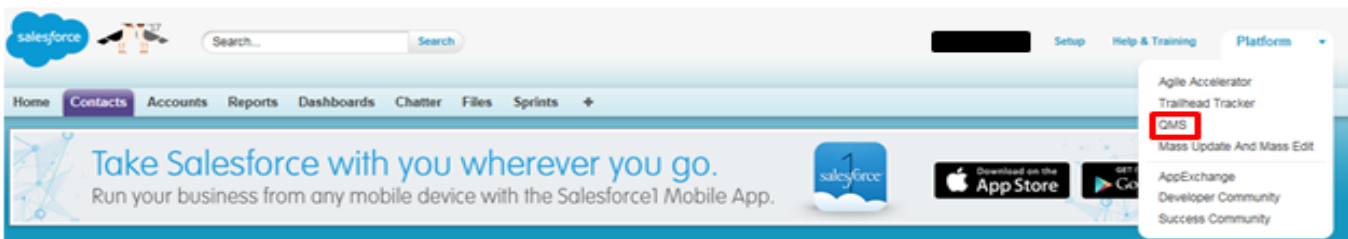
Classic view is enabled when selecting switch to Salesforce Classic. (See image below)



Slide cursor to the right and click the heading next to “Help & Training” to provide drop-down menu. Note: The title of drop down may be “Platform”.

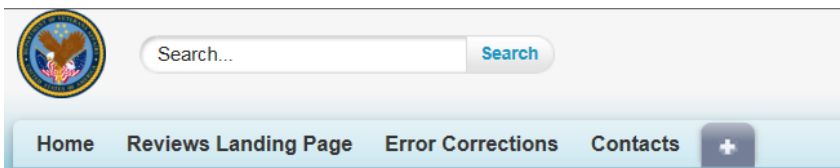


On the drop-down menu scroll to “QMS” option and click.



The following screens will be directed toward the role related to the Reviewers (QRS).

The below Reviewer tabs “Home”, “Review Landing Page, Error Corrections, Contacts and “+” sign provide the necessary details and hyper-links to process and maintain quality reviews. We will discuss and go over the review functionality with each of these tabs.





# Quality Management System (QMS) User Guide

When logging on, the initial page the Reviewer will see is the “Home” page. (shown below) Currently this page provides access to QMS Chatter and other hyper links for quick and easy accessibility. Adding or posting comments is similar to Pulse.

**Home** | **Reviews Landing Page** | **Error Corrections** | **Reports** | **Review Routing Rules** | **Contacts** +

**Shortcut**  
Calendar  
Unresolved Items

**Recent Items**  
QMS Support  
QRT Coaches  
NCAQR  
VSRIPRDEP  
RVSRI PRDC  
VSRIPRDEP  
FRGNRVSRIPRRDC

**Messages and Alerts**

**My Links**  
Verint  
Knowledge Management  
VATAS  
CRM  
VBMS  
VES  
QTC/EXAMTRACK  
MyPay  
Call Center SharePoint Site  
TMS

**VA Helpdesk Request Links**  
Open an Issue with VA Helpdesk  
User Permissions Request Form  
Application Enhancement Request  
New Application Request  
My Application Requests  
DTC Exception Request

**Post** | **New Task** | **File** | **More** ▾  
Share an update, @mention someone... **Share**

Sort By **Latest Posts** ▾

**QRT Coaches (Private)** — [Redacted]  
Now my AQRs are not able to pull anything in QMS.  
Comment · Like · Today at 8:18 AM

**Recommendations** **More**  
Get The Salesforce1 App  
Take Salesforce with you everywhere! Download the new Salesforce1 Mobile App from the Apple App Store and Google Play.  
Skip >

**My Links – Hyper links to outside resources.**  
**VA Helpdesk Request Links – Hyper link to submit trouble tickets.**

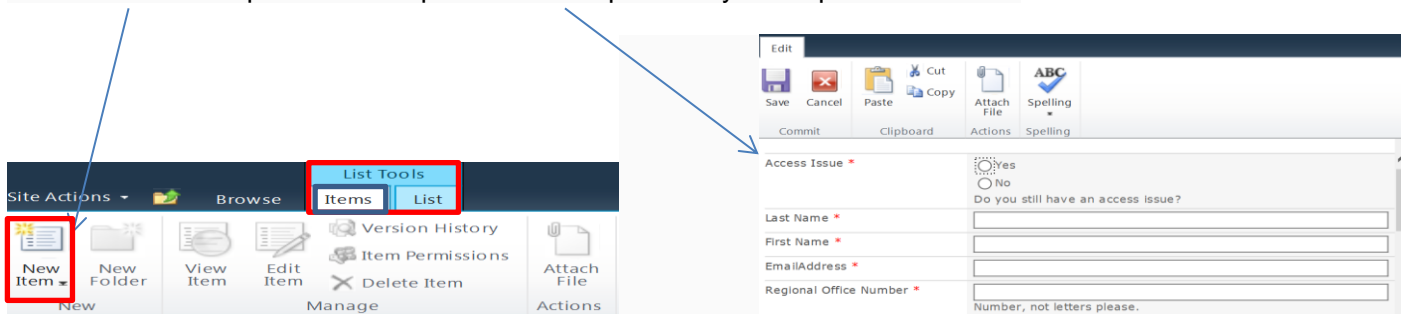




## When and How to fill-out a Helpdesk ticket

### 1. No access to Salesforce and/or QMS

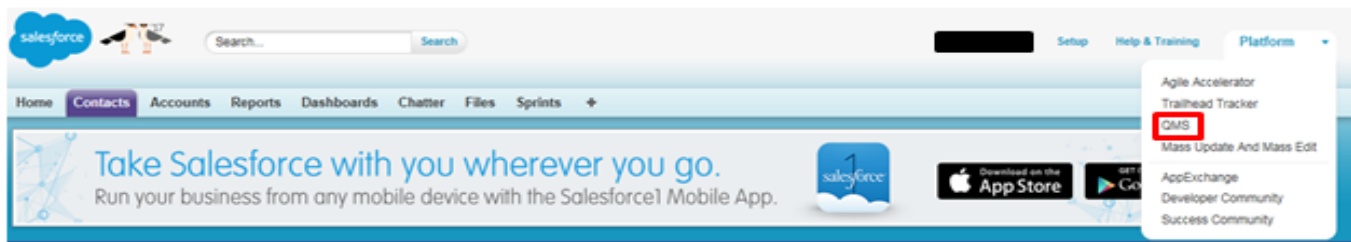
If you receive a message denying you access to Salesforce or you do not have the Salesforce shortcut in your VBAPPS menu, please use the QRT SharePoint link to request access to either Salesforce and/or QMS. Here is the link: [QMS Access Issue](#) Once in this site at top of screen look for List Tools and select “Items”. Next, select “New Item” which opens a list of questions to help submit your request for access.



Once you complete the questions, click “Save” and our team will take the appropriate actions to process your request for access.

### 2. No option to select QMS in drop down.

On “Platform”, drop-down the menu and scroll to “QMS” option and click.



In the event you have no option to select QMS in the Salesforce drop down, please create a Help Desk Ticket. Refer to the provided help access link: [QMS Access Issue](#)

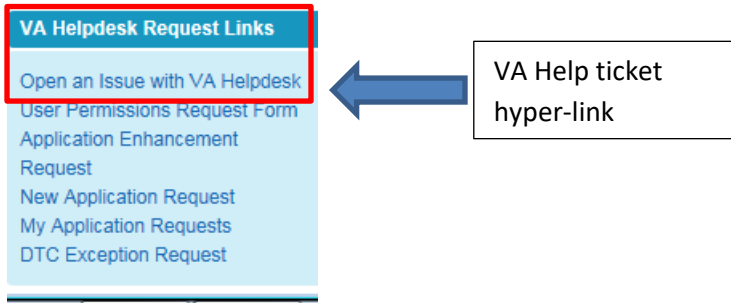
### 3. While in QMS and processing a review

We’ve tried to ensure that every application works as intended. In the event that this isn’t true and while processing a review and you receive an error instructing you to contact your System Administrator, please contact your QRT Coach Team and if necessary and instructed from a member of the Coach Team, create a Help Desk Ticket, and follow the provided instructions.



# Quality Management System (QMS) User Guide

When inside of QMS, there is a Help Desk button on the task bar at the bottom left of the screen. You can also navigate directly to the site here: <<https://vacommunity.secure.force.com/helpdesk>>.



Please enter a Help Desk Ticket (\*are required fields):

1. Priority
  - a. **Low**—cosmetic change
  - b. **Medium**—nothing’s broken or incorrect; feedback on functionality and/or requests for enhancement
  - c. **High**—incorrect calculation, broken functionality, inability to access a page or section or the application
2. \*DTC Application = WATRS or QMS
3. \*Issue Topic = App Support Request (unless you need help with your user account, which should be rare)
4. \*Description = Describe the problem, include message (error) if had. **Refer to the below bold heading, “Helpdesk Trouble Ticket Information”**
5. \*Subject = WATRS or QMS [examples: QMS Access issue; QMS calculation incorrect; QMS Error Code; etc.]
6. Issue Related to:--None—leave blank
7. Error Page URL: [copy from the browser address bar if you have an error; otherwise leave blank]
8. \*Preferred Callback Number = [YOUR PHONE NUMBER]
9. Preferred Contact Email = [YOUR E-MAIL address]

### \*Helpdesk Trouble Ticket Information

Please copy and paste the following lines with your responses into the “Description” Box of your Help Desk Ticket:

- **Last Name, First Name**
- **RO and RO#**
- **Do you work at a Veterans Service Center (VSC) or Pension Management Center (PMC)?**
- **Employee Position: (Coach, Assistant Coach, RQRS, AQRS, etc.)**

### Trouble ticket Issue Information:

- **What specific error message do you get? (Please provide screen capture and upload.)**



## Open an Issue with the VA Help Desk

Use this form to create a VA Help Desk issue. We will process requests as quickly as possible in the order that we receive them.

Please include in your description:

- A complete, but concise, explanation of the request or issue
- Relevant details for the request (username, location, type of equipment)
- Steps needed to recreate the issue
- Additional contact information

**Note:** The fields highlighted in red are required.

### Issue Details

#### Case Information

Priority

Medium ▾



DTC Application



Issue Topic

--None-- ▾



Description

Subject

Issue Related to:

--None-- ▾

Error Page URL

Preferred Callback Number

Preferred Contact Email

You will be contacted via your VA email address unless you provide an alternate above.



## Special Instructions: How to use the field “Benefit Claim ID” to access a claim in VBMS, related to quality review.

1. Copy the Benefit Claim ID (BCID) from any screenshot providing this data. i.e. “My Review” list, “Review Detail” page, etc. (If the BCID contains commas you will have to manually remove them after you paste the number in VBMS.)

**▼ Veteran/Claimant Information**  
Claimant Name [REDACTED]  
Benefit Claim ID 57305157

2. In VBMS, Click “More Search Options” which takes employee to “Advanced Search”

[Open Profile](#) [Open eFolder](#) [More Search Options](#)

3. Click the “Claim” option in **Advanced search**

**Advanced Search**  
Global **Veteran** Person **Claim** Document

4. Paste the Benefit Claim ID into the “Claim ID” box and click “Search”

Or  
Claim ID:

5. This will take the reviewer to the below screen shot where they will click the hyper link “Claim ID”.

Claimant Name	Veteran File #	Claim ID	Benefit Type	Date of Claim	Claim Status	Claimant Birth Date
[REDACTED]	[REDACTED]	<a href="#">57883392</a>	CPL	01/17/2017	OPEN	05/21/1949

Showing 1 - 1 of 1  
Items Per Page: 10  
Prev 1 Next

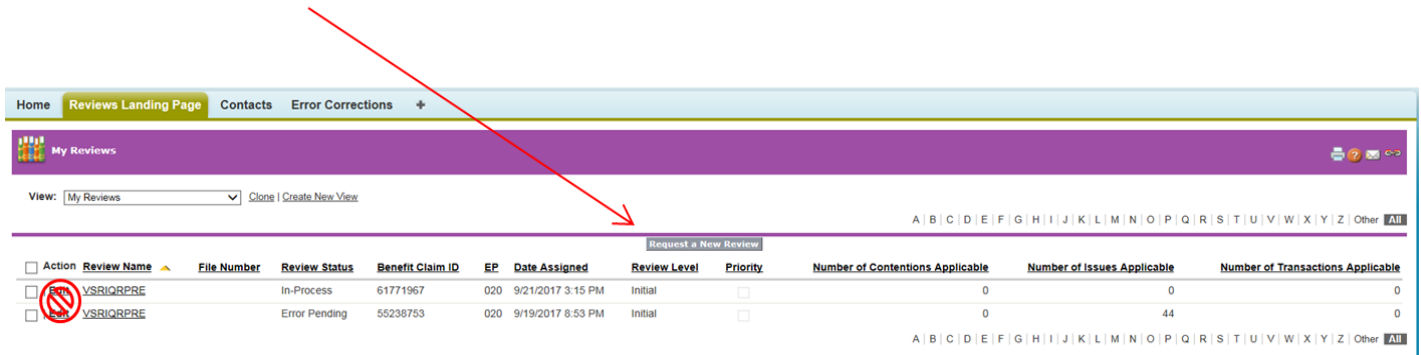
6. The Claim ID hyper link will refer the reviewer to the VBMS page providing the Claim details of the specific claim and EP that is related to the review. Note: selecting the Veteran File # will take the employee to the Profile page.

**020 - New/Reopen/Increase** [Request](#) [✎](#) [✏](#) [📅](#) [🔒](#) [📄](#)  
[Go to Work Item](#) | Days Pending: 183 | Date of Claim: 01/17/2017 | Status: OPEN | Suspense Date: 08/12/2017 | App Form: N/A | Team Assigned to: N/A | Assigned to: N/A  
**EXPAND CLAIM DETAILS**  
Contentions List Development Letters Tracked Items Claim Notes Deferrals



## Review Landing Page

Click the “Review Landing Page” tab to display “My Reviews” list of reviews. This list provides a view of the pending reviews; to include their type, status, priority and provides a hyperlink to access and take specific actions on a review. Also, and if permitted\*, the Reviewer can request a new review just by clicking the button “Request a New Review”.

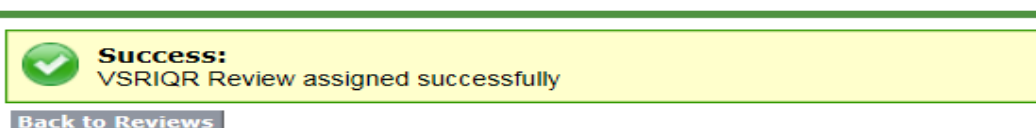


The below information includes the headings and a brief description

- Action – **Edit is for Admin level access only**
- Review Name – Self-explanatory and provides hyperlink to open review.
- File Number – This field will be blank due to Personal Integrated Information (PII).
- Review Status – Indicates the state of the review In-process, Assigned, Deselection pending and Deselect and On-hold
- Benefit Claim ID – Identification number which can be used to open the specific claim to be reviewed. (Refer to pg. 12 for guidance to access a claim in VBMS using the Benefit Claim ID (BCID))
- EP – End Product
- Date Assigned – Date the review was placed on “Assigned” status
- Review Level – Initial-IQRQRT-Peer-QRTFINAL-Final Refer to QMS Index for further details.
- Priority – Indicates high preference to complete. Determined by the QRT Coach Team or PA&I
- Number of Contentions Applicable – How many Contentions were applicable to the review
- Number of Issues Applicable – How many Issues were applicable to the review
- Number of Transactions Applicable – How many Transactions were applicable to the review

Note: To open a review click on the “Review Name” you want to access and the “Review Detail” page will be displayed.

Request a New Review – If there are no reviews displayed or if no pending review is not in an “In-Process” review status, once the Reviewer selects “Request a New Review” the below screen will appear.





## Quality Management System (QMS) User Guide

A new review will be displayed on the My Review screen showing a Review Status of “In-Process”.

However, if a review status shows “In process”, the Reviewer will receive the below screen and not be allowed to request a new review until the “In process” review has been completed and submitted, or is changed to “On hold”.



**Warning:**

One of the assigned review is in In-Process status

[Back to Reviews](#)



## Review Detail Page

**Review Detail** – Content of claim properties for review. The Reviewer can look to this page as a type of “road map” which provides key review and claim facts to prep for performing a review. The majority of this data will be provided by Performance Analysis and Integrity (PA&I).

Hyper-links and a quick look at the content by hovering over a topic.

Review Detail	
Assigned To	Rob Reviewer
Initial Review Contact	Rob Reviewer
Review Status	Error Pending
Review Level	Initial
Security Level	-99
Priority	<input type="checkbox"/>
Date Assigned	9/19/2017 8:53 PM
Critical Error Cited	<input checked="" type="checkbox"/>
Latest Review Comment	UAT Script #3 Updated Task-based Accuracy
Review Correction Needed	<input checked="" type="checkbox"/>
Deselection Coach Team	
Rule	CS
Last Reviewer Determination	
Peer Review	<input type="checkbox"/>
QRT Performance Review	<input type="checkbox"/>
QRT Performance Error	
Exported Date	

Review activation commands Selection indicates procedure.

Below is a list of the content in the above screen with a description.

Assigned to – Name of who the review is assigned to

Review Status – Refer to Training Index

Security Level – A specific level to access sensitive and restricted claim material

Date Assigned – Date the claim was selected to perform a quality review

Last Review Comment – Last comment record Note: For Subsequent reviews only. Initial review will be blank

Deselection Coach Team – The QRT the review owner is assigned

Last Reviewer Determination – The most recent reviewer’s decision

Peer Review – The review has been selected for a Peer review

QRT Performance Review – Review has been selected for an IQR on the initial Quality Review Specialist (QRS)

QRT Performance Error – Selections are Yes or No The QRT Coach determines if the error was committed by Initial Reviewer. This will determine the Yes or No selection.

Exported Date – When the data is uploaded via Review Status showing: Completed or Error Pending

Initial Review Contact – Name of who completed Initial Review

Review Level – Refer to Training Index

Priority – Indicates high preference to complete. Determined by QRT Coach Team or PA&I

Critical Error Cited – If checked, a critical error was cited on review

Review Correction Needed – If checked, corrections are required based on error cited

Rule – Business Line i.e. CS = Compensation Service, PS = Pension Service



# Quality Management System (QMS) User Guide

## ▼ Veteran/Claimant Information

Claimant Name [REDACTED]

Payee Number 00

Benefit Claim ID 55238753

Claimant Name – Typically, this will be the Veteran’s Name, unless claim is initiated by a dependent. If Vet = Veteran’s information, If Dependent, Dependent’s information.

Benefit ID Number – Identification number to open the specific claim in VBMS.

Payee Number – Also referred as a “Payee Code” according to M21-4, Appdx A.2.a

## ▼ Claim Information

Jurisdiction Station Number

Claim Date

EP 020

Closed Date

Cancelled Date

Jurisdiction Station Number – Regional Office responsible for processing end product.

EP – End Product

Claim Date – Commonly referred to as the “Date of Claim” or DOC

Closed Date – Date the claim was cleared by award PCLR’d (Pending issue cleared) or DISP Date = Disposition Date.

Cancelled Date – Date the claim was cancelled and the office receives no EP credit

## ▼ Reviewed EMP/STN

Employee Reviewed

Selected Station 452

Trans Date

Employee [REDACTED]

Claim Transaction Suspense Concurrent

Claims Throughput N/A

Employee Reviewed – Name of employee selected for quality review. Note: Will be blank for National reviews.

Trans Date – Date action was taken by employee selected for IQR

Claims Transaction – Description of action taken

Select Station – RO number selected for quality review. Note: Will be blank for National reviews.

Employee – Employee who last took action on the claim

Claims Throughput – Ready For Decision, Award, Rating Decision Complete

## ▼ Review Information

Review Name VSR/PRDEP

Review Type Description VSR IPR Dependency

Deselection Reason

Selection Text IPR Dependency - 03/10/2017

Review ID QMS246502359021-VSR/PRDEP

On-Hold Reason Pending Scanning

Run Date

Manual User N/A

Review Name – Same as review name on list of My Reviews on Review Landing Page.





# Quality Management System (QMS) User Guide

Deselection Reason – Self-explanatory

Review ID – Identity number to locate this review

Run Date – Scheduled date to select claims for quality reviews by PA&I

Manual User – Individual who set up the review details. Primarily found on Special reviews

Review Type Description – Provides Quality Review Type title Ex. National Compensation Authorization Quality Review

Selection Text – Why the claim was selected by PA&I for quality review

On-Hold Reason – Self-explanatory

Review Stats	
Number of Issues	0
Number of Issues Applicable	0
Number of Contentions	1
Number of Contentions Applicable	1
Number of Transactions	3
Number of Transactions Applicable	3
Number of Issues with Critical Errors	0

Number of Issues – Rating decision Issues related to a disability

Number of Issues Applicable – How many Issues were applicable to the review

Number of Contentions – How many contentions were claimed and in VBMS

Number of Contentions Applicable – How many Contentions applicable to review

Number of Transactions – How many Transactions found in VBMS

Number of Transactions Applicable – How many Transactions applicable to the review

Number of Issues with Critical Errors – Self –explanatory

Review Metrics	
Number of Active Errors Cited	0
Number of Questions	2
Number of Critical Errors	0
Number of Critical Checklist Questions	2
Number of Non-Critical Errors	0
# of Non-Critical Checklist Questions	0
Number of Errors Requiring Correction	0
Questions with Critical Errors	0
Number of Issues with Errors	0
Number of Questions with N/A Response	0
Critical Questions with Critical Errors	0

Number of Active Errors Cited – Total number of errors found

Number of Critical Errors – Total number of errors determined to be critical

Number of Non-Critical Errors – Total number of errors determined to non-critical

Number of Errors Requiring Correction – Total number of errors cited, requiring corrective action

Number of Issues with Errors – Total number of issues related to cited errors

Number of Questions – Total number of questions on specific review checklist

Number of Critical Checklist Questions – Total number of questions on specific review checklist determined to be critical

Number of Non-Critical Checklist Questions – Total number of questions on specific review checklist determined to non-critical

Questions with Critical Errors – Total number of questions with critical errors

Number of Questions N/A Response – Total number of questions not applicable to review

Critical Questions with Critical Errors – Total number of critical questions with critical errors

Review Accuracy Metrics	
Review Based Accuracy	100.00%
Task Based Accuracy	90.91%
Issue Based Accuracy	86.36%
Task Based Applicable Accuracy	100.00%
Over/Under Payment Amount	2,500.00



# Quality Management System (QMS) User Guide

Review Based Accuracy – Overall review accuracy

Issue Based Accuracy - Used for calculating national Rating Quality Reviews

Over/Under Payment Amount – Total amount to pay or recoup, based on an incorrect effective date. If the reviewer checks the Payment Adjustment Required box on any error cited on the review, QMS will require an amount be entered into the Over/Under payment review level field.

Task Based Accuracy – Overall review accuracy, based on all task questions with cited errors

Task Based Applicable Accuracy – Overall review accuracy, based on task questions related to review, minus non-related questions.

Below are the details of the review data content from the hyper-links at top of page.

[Review Comments \(5+\)](#) | [Claims \(1\)](#) | [Issues \(5+\)](#) | [Contentions \(0\)](#) | [Transactions \(0\)](#) | [Claim Review Question Response \(5+\)](#) | [Claim Review Error Response \(5\)](#) | [Review History \(5+\)](#)

**Review Comments** – Stores all comments and details related to review. New Review Comment button gives the QRT member the option to include a comment (Comment title) and the type of comment. For types of Comments refer to QMS Index

Review Comments		New Review Comment				
Action	Review Comment	Date/time Entered	Comment Description	Comment Type	Review Level	Created By Alias
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">RC-0076</a>		Testing Submission of Quality Review	Review	INIT	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">RC-0106</a>		The companion EP 693 was not established.	Error	INIT	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">RC-0107</a>		EP 693	Review	INIT	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">RC-0108</a>		Test	Review	INIT	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">RC-0120</a>		test	General	Peer	

Show 5 more » | Go to list (17) »

New Review Comment button provides a means for the user to include a comment on the review and will be saved.

Review Comment – Opens the details of the comment

Date time Entered – Date and Time the comment was added to review.

Comment Description – Is the actual Comment provided by reviewer

Comment Type – What the comment is related to

Review Level – Refer to Terminology section

Created By Alias – Who created the comment?

**Claims** – Claim information from VBMS.

Claims			
Action	Claim Name	Claim Date	Claimant Name
	<a href="#">020SUPP</a>	8/16/2016	

All headings have been previously defined.



## Quality Management System (QMS) User Guide

**Issues** – This is more relative to the RVSR when preparing a rating decision. The “New Issue” button gives the user accessing this review, the option to include additional Issues.

Issues						
<a href="#">New Issue</a> <a href="#">Mass Relate Issues</a>						
<input type="checkbox"/> Action	Issue Name	Hyphenated Diagnostic Type Code	Journal User Identifier	Journal Date	Related	Source
<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">8520 - left lower extremity radiculopathy (sciatic)</a>		[REDACTED]	8/25/2017	<input checked="" type="checkbox"/>	PA&I
<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">6600 - chronic bronchitis</a>		[REDACTED]	8/25/2017	<input checked="" type="checkbox"/>	PA&I
<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">8530 - right lower extremity radiculopathy (ilio-inguinal) (claimed as nerves re</a>		[REDACTED]	8/25/2017	<input checked="" type="checkbox"/>	PA&I
<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">8530 - left lower extremity radiculopathy (ilio-inguinal nerve entrapment)</a>		[REDACTED]	8/25/2017	<input checked="" type="checkbox"/>	PA&I
<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">8520 - right lower extremity radiculopathy (sciatic)</a>		[REDACTED]	8/25/2017	<input checked="" type="checkbox"/>	PA&I

Show 5 more » | Go to list (44) »

Issue Name – Determined by rating specialist

Hyphenated Diagnostic Type Code – Determined by rating specialist

Journal User Identifier – Employee’s User name who added the issue

Journal Date – When the employee added the issue

Related – If checked the issue is related to the selected review actions

Source – Where data came from

**Contentions** – Individual items submitted by a Claimant pulled from VBMS. The “New Contention” button gives the user accessing this review, the option to include additional contentions.

Contentions					
<a href="#">New Contention</a> <a href="#">Mass Relate Contentions</a>					
<input type="checkbox"/> Action	Contention Name	Journal User Identifier	Journal Date	Related	Source
<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">dependency claim for rita campbell</a>	[REDACTED]		<input checked="" type="checkbox"/>	PA&I

Contention Name – From contention list in VBMS

Journal User Identifier – Who added the contention in VBMS

Journal Date – When was the contention added

Related – If checked the contention is related to the selected review actions

Source – Where data came from

**Transactions** – Individual action taken by employee to process claim, pulled from VBMS. The “New Transaction” button gives the user accessing this review, the option to include additional transactions.



# Quality Management System (QMS) User Guide

Transactions		New Transaction	Mass Relate Transactions					
Action	Transaction Name	Transaction Journal Status Type Code	Transaction Journal User ID	Temporary Jurisdiction Location ID	Transaction Journal Date	Related	Source	TBM Key
<input type="checkbox"/> Edit	Covers transfer request	Initial Development	[REDACTED]			<input checked="" type="checkbox"/>	PA&I	245690357832
<input type="checkbox"/> Edit	Pending Authorization	Award	[REDACTED]			<input checked="" type="checkbox"/>	PA&I	246920359920
<input type="checkbox"/> Edit	Work EP 130 with EP 020	Follow-up Development	[REDACTED]			<input checked="" type="checkbox"/>	PA&I	246910217537

- Transaction Name – Action taken by an employee
- Transaction Journal Status Type Code – Provides throughput related to transaction
- Transaction Journal User ID – Who took the action
- Transaction Jurisdiction Location ID – RO where action was taken
- Transaction Journal Date – When action was taken
- Related – If checked the transaction is related to the review
- Source – Where data came from
- TBM Key – Identifying number for transaction

## Mass Related Issues, Contentions, and Transactions (For visual aid refer to *below images*)

The screen data for Issues, Contentions and Transactions has a “Mass Relate ...” button to allow the Reviewer a quick method of selecting the data on the screen which is unrelated to the review being processed. The Reviewer can check the block next to “Action”, which will place a check in all boxes. Next, click “Mass Relate ...”

Transactions		New Transaction	Mass Relate Transactions	Transactions Help ?		
<input checked="" type="checkbox"/> Action	Transaction Name	Transaction Journal Status Type Code	Related	Source		
<input checked="" type="checkbox"/> Edit	Continued at Authorization	Continued at Auth	<input checked="" type="checkbox"/>	PA&I		
<input checked="" type="checkbox"/> Edit	DPRIS Records	Follow-up Development	<input checked="" type="checkbox"/>	PA&I		
<input checked="" type="checkbox"/> Edit	STRs not at RMC, furnish complete STRs if at NPRC	Initial Development	<input checked="" type="checkbox"/>	PA&I		
<input checked="" type="checkbox"/> Edit	Second Signature	Tracked Item Suspense Only	<input checked="" type="checkbox"/>	PA&I		
<input checked="" type="checkbox"/> Edit	Claim to MRS for review	Follow-up Development	<input checked="" type="checkbox"/>	PA&I		

Show 5 more » | Go to list (19) »

Once the Reviewer selects the Action block and clicks “Mass Relate ...” the below screen will open and provide the Reviewer the option to check which specific *Data names* are related and uncheck what data is unrelated to the current review. Click “Save” and “Related” checks will only appear in the identified section. “Return” transfers Reviewer to Review Detail, and does not save any changes.

Save Return		
Name	Transaction Journal Status Type Code	Related
Secondary Ready for Decision	Ready for Decision	<input type="checkbox"/>
DBQ MUSC Foot miscellaneous	Tracked Item Suspense Only	<input type="checkbox"/>
Pending Authorization	Award	<input type="checkbox"/>
DBQ MUSC Foot miscellaneous	Follow-up Development	<input checked="" type="checkbox"/>
Rating Decision Complete	Rating Decision Complete	<input checked="" type="checkbox"/>

Save Return



# Quality Management System (QMS) User Guide

**Claim Review Question Response** – If the review has been completed, the details of the review checklist to include the question, error and sequence will be available for a Reviewer to prep for a subsequent review.

Action	Question Description	Question Response Initial Review	Response Sequence	Created By
<a href="#">Edit</a>	Were all Dependency Adjustments correct?	No	1	[Redacted] 9/11/2017 10:44 AM
<a href="#">Edit</a>	Were Dependency contentions entered correctly?	Yes	2	[Redacted] 9/11/2017 10:44 AM

- Question Description – The actual question on review checklist
- Question Response Initial Review – Selected answer – Current Ex. Yes, No or N/A
- Response Sequence – The order how question is displayed on review checklist
- Created By – Who processed and submitted the review to include the date and time submitted

**Claim Review Error Response** – If the review has been completed, the details of the errors from the review checklist questions to include the Error Name, Error Description, Error Comment (Error Narrative) and if error was critical. Note: On initial reviews this data will be blank.

Action	Error Name	Error Description	Error Comments	Error Stage	Active	Critical Error	Created By	Accepted	Corrected	Recon
<a href="#">Edit</a>	<a href="#">MsdIssAwd1b</a>	Dependents not addressed and decided	Test for Training Material	Pending Notification	✓	✓	[Redacted] 9/14/2017 2:33 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Error Name – Short description code of cited error
- Error Description – Full description of cited error
- Error Comments – Error narrative related to cited error
- Error Stage – Status of error correction process
- Active – Cited error which requires corrective action
- Critical Error – Cited error determined to be critical
- Created By – Who processed and submitted the review to include the date and time submitted
- Accepted – If checked, the cited error has been accepted by employee or Team Coach who committed the error
- Corrected – If checked, the cited error has been corrected
- Recon – If checked, the employee cited disagrees and request a reconsideration of cited error.

**Review History** – A stored historical record of any actions taken by anyone who accessed the review

Date	User	Action
9/14/2017 2:36 PM	[Redacted]	Changed Review Status from In-Process to Error Pending.
	[Redacted]	Changed Payment Adjustment Amount (\$) to 200.00.
	[Redacted]	Changed Owner from [Redacted] to Reviews Queue.
9/14/2017 12:19 PM	[Redacted]	Changed Review Status from On-Hold to In-Process.

- Date – Date and Time of users access to review
- User – Who accessed the review
- Action – The type of action taken while in the review



## Perform Review

There are different Review Levels – Initial level = “INIT” first time review, and Subsequent levels = “QRTIQR – Peer – QRTIQRFinal - Final” are reviews completed on prior reviews. For more details on these review levels refer to QMS Abbreviations and Terminology. Below we will provide the images of the screens a Reviewer will experience and their function while performing an Initial and then a Subsequent review.

Note: It is important to understand all screens are the same when processing an Initial Review or a Subsequent Review.

### Review Action Buttons



Action Buttons	Definition and Details
Perform Review	Activates an Initial or Subsequent review process and provides the appropriate review auto-checklist.
Deselect	A request to remove a review based on drop-down reasons. Drop-down reasons menu – EP Prematurely Cleared; EP not warranted no document basis; EP not warranted, should have been cancelled; EP not warranted, wrong EP cleared and Claim returned for correction.
On-Hold	A review is temporarily inactive, based on drop-down reasons. Drop-down reasons menu – Pending Scanning, Request missing documents, Pending Feedback or Clarification, Pending Supervisory Guidance, Temporary Interruption and Sensitive Level Case Access Requested/Pending.
Resume	Reactivate a review
Change Reviewer – Coach Only.	To reassign a review to another QRT member
Review Summary	Provides primary facts to completed review. Primary Facts – Metrics Information – Error Summary – Final Comments
Deselect/Reject Approval – Coach Only.	Coach approval/rejection to a deselect request.



## Performing an Initial Review

Follow steps to perform a review after clicking the “Request a New Review” button and receiving a new review showing an “In-process” review status or selecting an assigned review from the list of reviews on the “My Review” page.

Home | **Reviews Landing Page** | Contacts +

My Reviews Print | Help | Refresh

View: My Reviews | Clone | Create New View

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

**Request a New Review**

Action	Review Name	Review Status	Benefit Claim ID	EP	Date Assigned	Review Level	Number of Contentions Applicable	Number of Issues Applicable	Number of Transactions
<input type="checkbox"/> Edit	VSRIQRDEP	On-Hold	59192982	130	9/11/2017 10:38 AM	INIT	1	0	

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

---

**Success:**  
VSRIQR Review assigned successfully

[Back to Reviews](#)

A new review will be displayed on the “My Reviews” screen showing a Review Status of “In-Process.”

My Reviews Print | Help | Refresh

View: My Reviews | Clone | Create New View

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

**Request a New Review**

Action	Review Name	Review Status	Benefit Claim ID	EP	Date Assigned	Review Level	Number of Contentions Applicable	Number of Issues Applicable	Number of Transactions Applicable
<input type="checkbox"/> Edit	VSRIQRDEP	In-Process	59558900	138	9/14/2017 3:35 PM	INIT	1	0	9

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

After the review is selected, the Reviewer will be transferred to the “Review Detail” page. To the right of the “Review Detail” heading select “Perform Review” to initiate the quality reviews process.

**Perform Review** | Deselect | On-Hold | Resume | Change Reviewer | Review Summary | Deselect Approve/Reject

Coach Commands

Perform Review – Activates an Initial or Subsequent review process and provides the appropriate review auto-checklist.



# Quality Management System (QMS) User Guide

Claim Review Information			
Claim Review:	VSRIPRDEP	Review Type:	VSRIPRDEP
Benefit Claim Id:	59558900	Review Status:	In-Process
Veteran Name:		Review Level:	INIT
Date of Claim:		Employee Being Reviewed:	
Closed Date:		Review Station:	318
End Product (EP):	138		

Scroll down to “Claim Review – Initial Review Process” and review the checklist questions and when applicable open the individual list of errors for each question. The Reviewer will find all questions related to the checklist and a list of the errors related to each question.

Note: Each review checklist will consist of questions related to that specific review. The review will have two separate checklist formats for answering questions. A. Clicking the circle next to “Yes, No or N/A”. B. Click the answer from available list. See below images

A. Click Circle next to correct answer

### Claim Review - Initial Review Process

Question 1: Were all systems updated properly?

Yes       No       N/A

[Show Errors](#)   [Cite Errors](#)

B. Click the answer from available list.

### Claim Review - Initial Review Process

\* Question 1: Was the correct EP established?

Yes  
 No  
 N/A  
 Too Early to Tell

[Show Errors](#)   [Cite Errors](#)





# Quality Management System (QMS) User Guide

The Reviewer has two separate methods to open a list of errors.

- a. Click the circle next to the answer “No” and the list of errors will be displayed, or
- b. To the far right of the question, select “Show errors” and the list of errors will be displayed.

**Claim Review - Initial Review Process**

Question 1: Were all systems updated properly?

Yes       No       N/A

[Show Errors](#)   [Cite Errors](#)

The Reviewer has two separate options to cite an error.

- A. While the list of errors are displayed scroll to bottom of list and select “Cite errors”, or
- B. First – Close list of errors by clicking the “x” in upper right corner or select “Close” at the bottom of error list. On the far right of the question select “Cite errors”.

**List of Errors** [x]

- The service treatment records are needed
- The service personnel records are needed
- VAMC treatment records were not obtained when required
- Other Federal records were not obtained (such as Social Security records, prison records or Vet Center records) when required
- Development for non-VA treatment records is required
- IU is not complete (excluding examinations \_ i.e. missing 8940, employment history, 4192 development, signed 4140 etc.)
- AO exposure development is not complete
- PTSD development is not complete (stressor verification/information etc.)
- The development for other special issues is not complete (risk factors for hepatitis C, project SHAD, etc.)
- 5103 notice was not provided

[Cite Errors](#)   [Close](#)



## Quality Management System (QMS) User Guide

The list of errors will be displayed giving the Reviewer an option to select one of the errors by checking the box next to the error. Due to Compensation Questions 1-11 are determined to be critical errors, the circle will be automatically checked. If the critical error box is unchecked, the error will be identified as a non-critical error and not count against an employee's quality percentage. However, if the "Critical Error" checkmark is removed, the reviewer will add an explanation to why the error cited is a "Non Critical Error" in the "Error Comment" box. The Reviewer does have the option to check the boxes next to "Correction Required" (if any error cited should be corrected), "Training Recommended" and "Payment Adjustment Required" (if the error impacted the benefit payment). Next, when citing an error the Reviewer is required to include comments. In the "Error Comments" box provide the proper "Error Narrative": Identify the error with a description of the error, a brief but sufficient explanation why the error was cited and a Reference to support the cited error.

Error Citation for Question - Was all necessary development to obtain all indicated evidence (excluding VA Examination) completed prior to deciding the claim?

The service treatment records are needed

The service personnel records are needed

VAMC treatment records were not obtained when required

Critical Error       Correction Required       Training Recommended       Payment Adjustment Required

Associated Employee

Error Comments

No comments in box, the Reviewer will not be allowed to move on, and will receive an error message. See below screenshot

Issues

7017 - coronary artery disease status post myocardial infarction and coronary ar


7805 - coronary artery bypass scars

Contentions

coronary artery bypass (related to: Agent Orange - Vietnam)

Transactions

[Home](#) [Reviews Landing Page](#) +

 **Error:**  
Error comments are required

Based on the error cited, scroll down to display the Issues, Contentions and Transactions which are related to the error called. All boxes in these three categories are defaulted to be unchecked.



# Quality Management System (QMS) User Guide

## Contentions

painful scar on neck - hodgkins lymphoma

arthritis of l hip

hyperthyroidism secondary to radiation

degenerative joint disease thoracic spine

## Issues

5257 - Evaluation - chondromalacia right patella (also claimed as knee condition)

7813 - Evaluation - tinea versicolor

5230 - Compensation - arthritis of the left ring finger

8510 - Evaluation - sensory neuropathy, right C-3

## Transactions

Continued at Authorization

DPRIS Records

STRs not at RMC, furnish complete STRs if at NPRC

Second Signature

Once the error citation screen has been completed to include the error comment, select “Save Error Citation”. This will save all error input and return Reviewer to the top of the error checklist under “Claim Review – Initial Review Process”, to continue answering the remaining review checklist questions. Note: Selecting “Cancel” button will return Reviewer to top of Error checklist, but will not save any of the error citation input.

Cancel

Save Error Citation

Once to the bottom of checklist the Reviewer has the option to “Cancel”, “Save and Close” or “Review Summary”. Refer to below bold heading “Options” for further explanation on these choices.

Question 9: Were all payment rates correct?

Yes

No

N/A

Show Errors

Cite Errors

Cancel

Save & Close

Review Summary

### Options:

Cancel – Stops review and does not save any unsaved error citations called.

Save and Close – Allows Reviewer to Close and leave screen for a brief break, but Saves all error citations. This selection returns Reviewer to Review Detail screen content. Note: If the Reviewer completed their review, they can open the “Review Summary” to continue in completing the review.

Review Summary – Required to submit and complete quality review.



# Quality Management System (QMS) User Guide

## Review Summary

The Review Summary button forwards the User to a summary of the review that contains Claim Review Information, Review Metrics, Error Summary and Review comment box. This step is required to submit and complete the review. It is also an excellent method to validate and confirm the completed checklist, errors cited and their error citations.

Claim Review Information			
Claim Review:	VSRIPRDEP	Review Type:	VSRIPRDEP
Benefit Claim Id:	59558900	Review Status:	In-Process
Veteran Name:		Review Level:	INIT
Date of Claim:		Employee Being Reviewed:	
Closed Date:		Review Station:	318
End Product (EP):	138		

Review Metrics – Provides the Reviewer the option to confirm all data applicable and/or related to errors: Contentions claimed, Transaction taken, number of Critical and/or No-critical errors and how many needed corrective action.

Review Metrics			
Number of Issues Reviewed:	29	Number of Non-critical Errors:	0
Number of Issues With Errors:	1	Number of Errors Requiring Correction:	0
Number of Issues applicable to the review:	29	Number of Contentions applicable to the review:	14
Number of Errors:	1	Number of Transactions applicable to the review:	19
Number of Critical Errors:	1		

## Error Summary

**Errors Cited:**

Critical Error 
Error Correction Needed

**Issues Cited:**  
 a3t3500000003IX

**Contentions Cited:**  
 QMSBWHHSQYLSQSTARCA269979372  
 Spine Injury  
 Right Shoulder injury  
 Flat feet

**Transactions Cited:**  
 QMSBWHHSQYLSQSTARCA2.4565E+11  
 Private treatment records  
 Reserve Personnel Records  
 VAMC Treatment

**Related Question:** BENEFIT ENTITLEMENT

**Response:** Yes

Error Summary – To confirm the detail on the errors that were cited, Action required Contentions and Transactions applicable to the error, Error Narrative comment and the question response.



# Quality Management System (QMS) User Guide

Review Comments

Add New Review Comment

Comments:

Rich text editor toolbar: Bold (B), Italic (I), Underline (U), Strikethrough (ABC), Bulleted List, Numbered List, Indent Left, Indent Right, Undo, Redo.

Add

Comment Type	Comment Title	Comments

Close Summary   Back to Checklist   Submit Review

## Options:

Comments – The reviewer has the option to include additional comments or other error narratives on their review. For example: If an error was found which is not part of the review checklist questions, the reviewer could include the error description, in the comment box. **Important: Errors outside of the review checklist will not transfer to the Error Correction list, therefore they will be maintained outside of QMS.**

Close Summary – Can be used for temporary interruptions and saves all review input. Closing summary returns to Review Detail page. The Reviewer will have to select “Review Summary” right of Review Detail heading to submit the review.

Back to Checklist – Returns Reviewer back to the initial “Claim Information” content, but the review input is still saved. The Reviewer has the option to edit the review at this time. And then open the Review Summary and Submit Review.

Submit Review – This is the last step in completing the review. **ONCE SELECTED, THERE IS NO RETURN TO CORRECT OR GO BACK TO THE REVIEW.**



## ***Subsequent Review Process – QRTIQR, Peer, QRTIQRFinal or Final***

Same images and direction as Initial Reviewer from start of Review Landing Page up through accessing “Review Detail” page.

**Reminder: The QRS must select the “Perform Review” button to Agree or Disagree with the Initial review findings, which is required to complete the QRTIQR, Peer, QRTIQRFinal and Final reviews.**

Suggestion: The Subsequent Reviewer (QRT member processing a subsequent review) can access the “Review Summary” found to the right of the heading “Review Detail” to provide a visual of the error/s cited by the previous reviewer.



Selecting “Review Summary” button forwards the Reviewer to the Claim Information, Review Metrics, Error Summary and Review comment box based on initial Reviewer.

Claim Review Information			
Claim Review:	VSRI PRDEP	Review Type:	VSRI PRDEP
Benefit Claim Id:	59558900	Review Status:	In-Process
Veteran Name:		Review Level:	INIT
Date of Claim:		Employee Being Reviewed:	
Closed Date:		Review Station:	318
End Product (EP):	138		

Review Metrics			
Number of Issues Reviewed:	1	Number of Non-critical Errors:	0
Number of Issues With Errors:	2	Number of Errors Requiring Correction:	2
Number of Issues applicable to the review:	1	Number of Contentions applicable to the review:	4
Number of Errors:	2	Number of Transactions applicable to the review:	4
Number of Critical Errors:	2		

Review Metrics – Provides the Reviewer the option to confirm all data applicable and/or related to errors: Contentions claimed, Transaction taken, number of Critical and/or No-critical errors and how many needed corrective action.



# Quality Management System (QMS) User Guide

**Errors Cited:** The service treatment records are needed

**Critical Error**

**Error Correction Needed**

**Issues Cited:**

**Contentions Cited:**

**Transactions Cited:**

bilateral hearing loss

Ready for Decision

**Error Comments:**

Did not request National Guard STRs. Veteran stated they were assigned to the Air National Guard of Buffalo. Ref M21-1, Part III.iii.

**Related Question:** Was all necessary development to obtain all indicated evidence (excluding VA Examination) completed prior to deciding the claim?

**Response:** No

Error Summary – To confirm the detail on the errors that were cited, Actions required Contentions and Transactions applicable to the error, Error Narrative comment and the question response.

Review Comments

Add New Review Comment

Comments:

Rich text editor toolbar with icons for undo, redo, bold, italic, underline, strikethrough, link, unlink, list, list, indent, outdent, and table.

Add

Comment Type	Comment Title	Comments
On-Hold	Testing	Testing

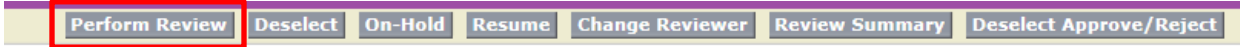
Close Summary



# Quality Management System (QMS) User Guide

## Performing a Subsequent Review

On the Review Detail page open Perform Review to activate an Initial or Subsequent review process and auto-checklist



**Reminder: The QRS must select the “Perform Review” button to Agree or Disagree with the Initial review findings, which is required to complete the QRTIQR and Peer reviews.**

Claim Review Information			
Claim Review:	VSRI PRDEP	Review Type:	VSRI PRDEP
Benefit Claim Id:	59558900	Review Status:	In-Process
Veteran Name:		Review Level:	INIT
Date of Claim:		Employee Being Reviewed:	
Closed Date:		Review Station:	318
End Product (EP):	138		

Scroll down to “Claim Review – Initial Review Process” which will display the recorded review to include any errors cited and error citation box, and the subsequent reviewer cannot change the checklist answers. See below images

### Claim Review - Initial Review Process

**Question:** Were all claimed issues addressed and decided? **Answer:** Yes

**Question:** Were all inferred and/or ancillary issues addressed? **Answer:** Yes

**Question:** Was VCAA pre-decision "notice" provided and adequate? **Answer:** Yes

**Question:** Does the record show VCAA compliant development to obtain all indicated evidence (including a VA exam, if required) prior to deciding the claim? **Answer:** Yes

**Question:** Were all inferred and/or ancillary issues addressed? **Answer:** No

Entitlement to an inferred issue based upon related disability (i.e. tinnitus grant when HL is claimed and SC warranted) was not addressed

**Critical Error**       **Correction Required**       **Training Recommended**       **Payment Adjustment Required**

**Associated Employee**

**Error Comments** Testing Error citation function.





# Quality Management System (QMS) User Guide

## Issues

6100 - Evaluation - bilateral hearing loss

## Contentions

bilateral hearing loss

BVA Grant

## Transactions

Ready for Decision

### Initial Reviewer Decision

Comments Added By	Comments Type	Comments
Ramos Reviewer	Review	agree
Ramos Reviewer	Review	No I do not agree with these errors.
Ramos Reviewer	Review	I still don't agree.
Ramos Reviewer	Review	test

### Subsequent Reviewer Decision

#### My Comments

Even though Agree/Disagree with reviewers quality review a comment is required. [Test PEER reviewers function test

Agree

Disagree

Submit

## Submit Options:

**Agree** – The Subsequent Reviewer concurs with Initial Reviewer, includes comment “I concur with review” and Submit. Subsequent review is completed.

**Disagree** – The Subsequent Reviewer is returned to the initial review page that contains the “Claim Information” with the answers provided by the Initial Reviewer, but this time the checklist is accessible to editing. See screenshot below.

### Claim Review - Initial Review Process

\* Question 1: Were all claimed issues addressed and decided?

Yes

No

N/A

Show Errors

Cite Errors

\* Question 2: Were all inferred and/or ancillary issues addressed?

Yes

No

N/A

Show Errors

Cite Errors

\* Question 3: Was all necessary development to obtain all indicated evidence (excluding VA Examination) completed prior to deciding the claim?

Yes

No

N/A

Show Errors

Cite Errors



# Quality Management System (QMS) User Guide

After a thorough review of the claim process, the Subsequent Reviewer will cite any additional errors found and/or correct any of the errors called. Below is an example of the Subsequent Reviewer editing the initial review checklist by adding a development error.

Before edit initial review

**Claim Review - Initial Review Process**

**Question 1:** Were all claimed issues addressed and decided?  
 Yes     No     N/A    [Show Errors](#)    [Cite Errors](#)

**Question 2:** Were all inferred and/or ancillary issues addressed?  
 Yes     No     N/A    [Show Errors](#)    [Cite Errors](#)

**Question 3:** Was all necessary development to obtain all indicated evidence (excluding VA Examination) completed prior to deciding the claim?  
 Yes     No     N/A    [Show Errors](#)    [Cite Errors](#)

After editing initial review

**Claim Review - Initial Review Process**

**Question 1:** Were all claimed issues addressed and decided?  
 Yes     No     N/A    [Show Errors](#)    [Cite Errors](#)

**Question 2:** Were all inferred and/or ancillary issues addressed?  
 Yes     No     N/A    [Show Errors](#)    [Cite Errors](#)

**Question 3:** Was all necessary development to obtain all indicated evidence (excluding VA Examination) completed prior to deciding the claim?  
 Yes     No     N/A    [Show Errors](#)    [Cite Errors](#)

**Error Citation for Question - Was all necessary development to obtain all indicated evidence (excluding VA Examination) completed prior to deciding the claim?**

The service treatment records are needed

Critical Error     Correction Required     Training Recommended     Payment Adjustment Required

Associated Employee

**Error Comments**  
Did not request National Guard STRs. Veteran stated they were assigned to the Air National Guard of Buffalo. Ref M21-1, Part III.iii.



# Quality Management System (QMS) User Guide

After completing the remaining review checklist and reviewing the “Review Summary”, if the Reviewer is satisfied with their review and comments, they can include additional comments and/or select “Submit”. Once the review is submitted, the Reviewer will be returned to the Review Detail page displaying specific data based on their review on the selected Reviewer.

[Review Comments \(5\)](#) | 
 [Claims \(1\)](#) | 
 [Issues \(3\)](#) | 
 [Contentions \(2\)](#) | 
 [Transactions \(5+\)](#) | 
 [Claim Review Question Response \(5\)](#) | 
 [Claim Review Error Response \(3\)](#) | 
 [Review History \(5+\)](#)

**Review Detail**

Assigned To	Reviews Queue	Initial Review Contact	[REDACTED]
Review Status	Error Pending	Review Level	Peer
Security Level	.99	Critical Error Cited	<input checked="" type="checkbox"/>
Date Assigned	9/14/2017 9:53 PM	Review Correction Needed	<input checked="" type="checkbox"/>
Latest Review Comment	test	Rule	CS
Deselection Coach Team			
Peer Review <input checked="" type="checkbox"/>			
QRT Performance Review <input type="checkbox"/>			
QRT Performance Error			
Exported Date			

### See changes below based on the Peer Reviewer’s review

“Assigned to” changes from Reviewer’s name to “Reviews Queue”

“Review Status” is changed to “Error Pending”

“Date Assigned” will be the date and time the Peer Reviewer submitted the review.

“Latest Review Comment” displays the last comment provided by the Reviewer

“Latest Reviewer Determination” displays the decision from the Peer Reviewer on the initial Reviewer

“Critical Error Cited” is checked to indicate a critical error was cited.

“Review Correction Needed” is checked to indicate corrective action is required on this claim.

REMEMBER: All errors 1-11 on the VSR and RVSR checklist have been defaulted to be critical errors.

[Review Routing Rules -v2](#)



## Using the “Deselect”, “On-Hold” and “Resume” Action Buttons

**Deselect** – A request to not perform a requested or assigned review. Note: Once the Reviewer deselects a review, the review status will change to “Deselection Pending” and routed to QRT Coach view list. On the Review Detail page click the “Deselect” button.

Deselection Reason drop down menu – EP Prematurely Cleared; EP not warranted, no document basis; EP not warranted, should have been cancelled; EP not warranted, wrong EP cleared and Claim returned for correction.  
Deselection Comment Title – Short description of why review needs to be deselected. (Required entry)  
Deselection Comments – Brief explanation why the review needs to be deselected. (Required entry)  
Note: To cancel a deselect request, use the “Back to review” arrow at upper left of screen.

**On-Hold** – Temporarily deactivates the quality review process  
On the Review Detail page click “On-Hold” button.

On-Hold Reason drop down menu – Pending Scanning, Request missing documents, Pending Feedback or Clarification, Pending Supervisory Guidance, Temporary Interruption and Sensitive Level Case Access Requested/Pending.  
On-Hold Comment Title – Short description of why review needs to be placed on hold. (Required entry)  
On-Hold Comment – Brief explanation why the review needs to be placed on hold. (Required entry)

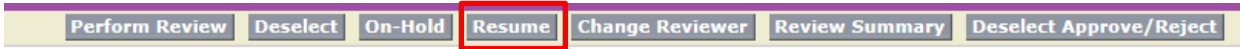
Note: All red border fields are a required entry



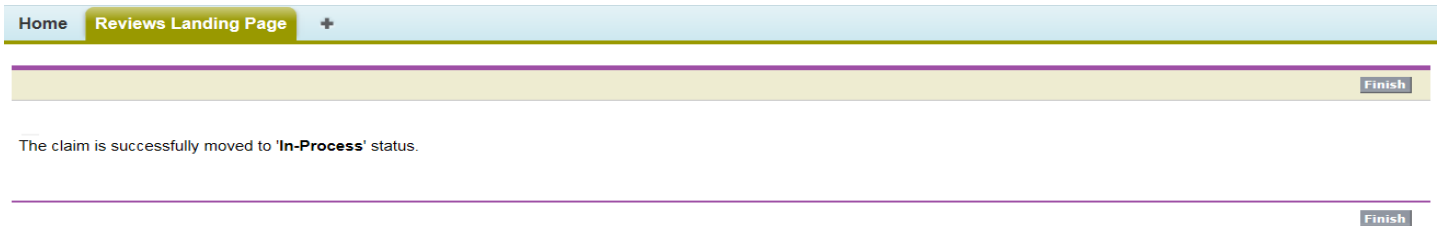
# Quality Management System (QMS) User Guide

**Resume** – Provides the Reviewer the option to reactivate the review process when review is placed On-Hold.

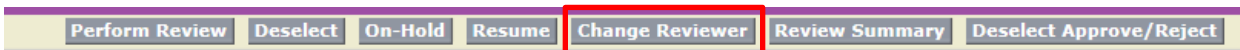
On the Review Detail page click on the “Resume” button.



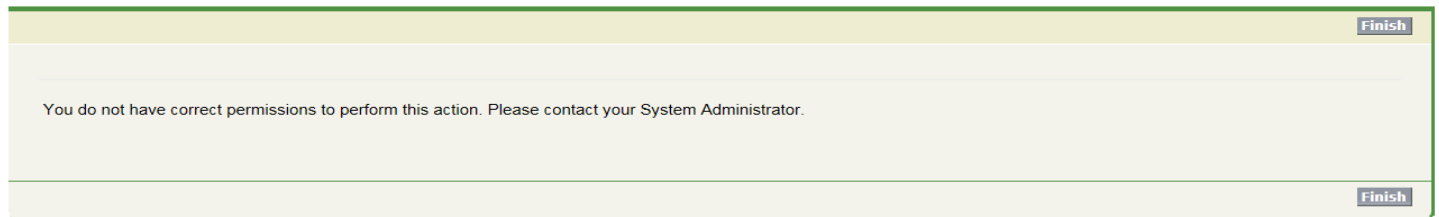
Once selected the below popup will be displayed. Click “Finish” button and the Reviewer will be returned to the Review Detail page, showing Review status “In-Process”.



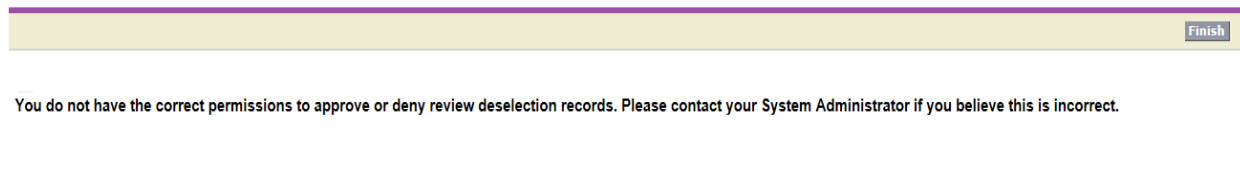
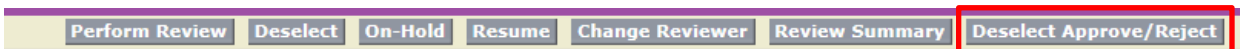
**Change Reviewer** – This is an option for the Coach Team or QMS Admin to reassign a review to another QRS member locally or nationally. Reviewers will receive the below message when they select this action button.



## VBA QMS Review Owner Reassignment



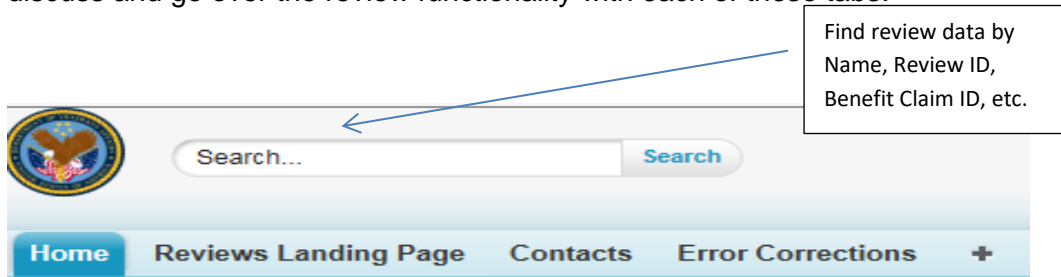
**Deselect Approve/Reject** – This is an option for the QRT Coach Team or QMS Admin to grant or deny a request to deselect a quality review. A QRS does not have permission to deselect reviews, therefore they will receive the following message when they select this action button.





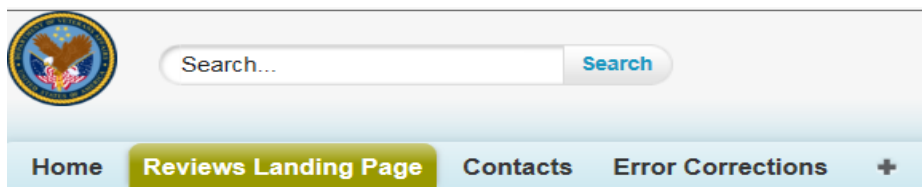
## QRT COACH TEAM

The below Coach tabs “Home”, “Review Landing Page, Contacts, Error Corrections and “+” sign provide the necessary details and hyper-links to manage and maintain individual and team quality reviews. We will discuss and go over the review functionality with each of these tabs.

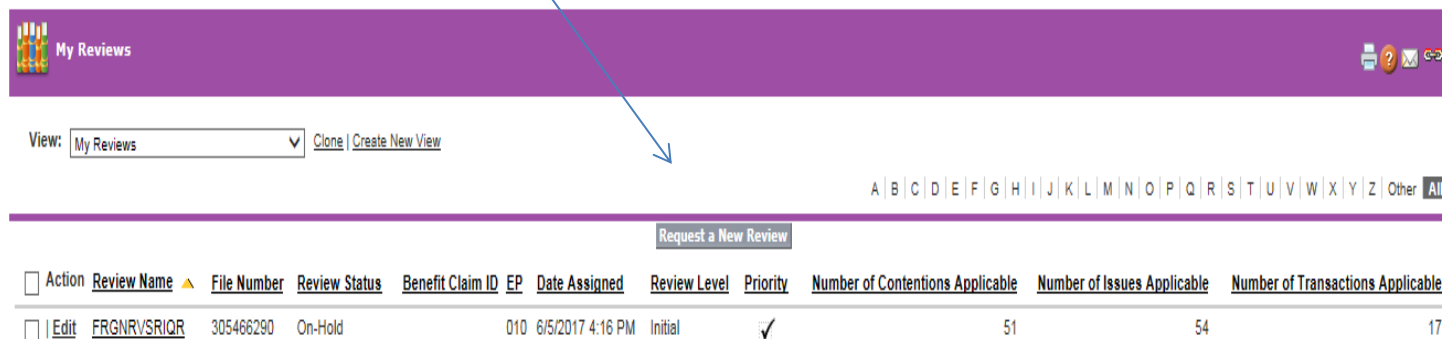


The initial page the Coach will see when logging on is the “Home” page. This page is a **Chat box**, which is used to communicate with other QRT Coaches and/or management. Similar to “Pulse” but is primarily used to issues and concerns related to processing reviews in QMS. (Access must be granted)

### QRT Coach Team – Review Landing Page



**My Reviews** – A list of personal reviews pending, their type, status and priority, and provides a hyperlink to access and take specific actions on a review. \*Also, if review levels and types are selected, the Coach can request a review just by clicking the button “Request a New Review”. Refer to “**Review Landing Page**” for field descriptions.



Request a New Review – If no reviews are In-Process status, once the Reviewer selects “Request a New Review” the below screen will appear.

\*Refer to pg. 57 for selecting review levels and types in QMS information on “Contact” tab.



# Quality Management System (QMS) User Guide

**Success:**  
VSRIQR Review assigned successfully

[Back to Reviews](#)

A new review will be displayed on the My View screen showing a Review Status of “In-Process”.

Action	Review Name	File Number	Review Status	Benefit Claim ID	EP	Date Assigned	Review Level	Priority	Number of Contentions Applicable	Number of Issues Applicable	Number of Transactions Applicable
<input type="checkbox"/>   <a href="#">Edit</a>   <a href="#">Del</a>	VSRIQR		On-Hold			172 6/6/2017 10:31 PM	Initial	✓	1	3	6
<input type="checkbox"/>   <a href="#">Edit</a>   <a href="#">Del</a>	VSRIQR		On-Hold			820 6/7/2017 10:32 PM	Peer	✓	4	8	8
<input type="checkbox"/>   <a href="#">Edit</a>   <a href="#">Del</a>	VSRIQR		In-Process			017 6/14/2017 9:16 AM	Initial	✓	16	16	7
<input type="checkbox"/>   <a href="#">Edit</a>   <a href="#">Del</a>	VSRIQR		On-Hold			930 6/6/2017 10:23 PM	Initial	✓	3	4	7

\*If permitted – If one review status shows “In process”, the Reviewer will receive the below screen and not be allowed to request a new review until the “In process” review has been completed and submitted, or is changed to “On hold”.

**Warning:**  
One of the assigned review is in In-Process status

[Back to Reviews](#)

- Action – No function to Reviewers and Coaches, b/c they do not have authority to edit.
- Review Name – Self-explanatory and provides hyperlink to open review.
- File Number – The field will be blank due to PII encryption requirements
- Review Status – Indicates the state of the review
- Benefit Claim ID – Identification number which can be used to open the specific claim in VBMS
- EP – End Product
- Date Assigned – Date the review was placed on “Assigned” status
- Review Level – Indicates the stage of the review
- Priority – Based on data upload and/or the Coach’s determination
- Number of Contentions Applicable – How many Contentions were applicable to the review
- Number of Issues Applicable – How many Issues were applicable to the review
- Number of Transactions Applicable – How many Transactions were applicable to the review



# Quality Management System (QMS) User Guide

**My Team's Work** – A list of RO specific team reviews to include claim details, review status and employee reviewed. **Currently, some QRT Coach's team work list may include a national listing of reviews, but will be corrected in the near future. If this occurs, refer to link document: [Change View – National to Station](#)**

My Team's Work												
View: <span>My Team's Work</span> <a href="#">Clone</a>   <a href="#">Create New View</a>												<a href="#">Request a New Review</a>
<input type="checkbox"/> Action	<u>Review Name</u>	<u>Benefit Claim ID</u>	<u>File Number</u>	<u>EP</u>	<u>Date Assigned</u>	<u>CoachTeam</u>	<u>Review Status</u>	<u>Review Level</u>	<u>Priority</u>	<u>Station Number</u>	<u>Employee Reviewed</u>	
<input type="checkbox"/>   <a href="#">Edit</a>	<a href="#">NCAQR</a>		201584682	290	6/1/2017 1:27 PM		On-Hold	Initial				<input type="checkbox"/>
<input type="checkbox"/>   <a href="#">Edit</a>	<a href="#">NCAQR</a>		269941692	298	6/1/2017 1:29 PM		On-Hold	Initial				<input type="checkbox"/>
<input type="checkbox"/>   <a href="#">Edit</a>	<a href="#">NCAQR</a>		520691073	131	6/1/2017 2:09 PM		On-Hold	Initial				<input type="checkbox"/>

View continues by scrolling to the right.

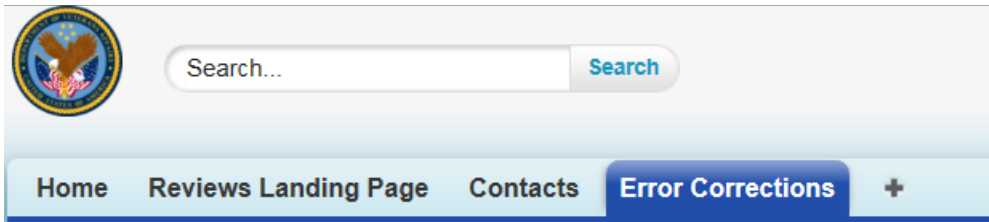
**QRT Coach Team Deselection Requests** – List of reviews that have been deselected, but require Coach's approval.

QRT Coach Team Deselection Requests													
View: <span>QRT Coach Team Deselection Requests</span> <a href="#">Clone</a>   <a href="#">Create New View</a>												<a href="#">Request a New Review</a>	
												A   B   C   D   E   F   G   H   I   J   K   L   M   N   O   P   Q   R   S   T   U   V   W   X   Y   Z   Other   All	
<u>Review Name</u>	<u>File Number</u>	<u>EP</u>	<u>Claim Date</u>	<u>Review Status</u>	<u>Review Level</u>	<u>Date</u>	<u>Employee Reviewed</u>						
No records to display.													

Note: To open a review, click on the "Review Name" you want to access and the "Review" page will be displayed.

Note: The Review Detail information and guidance can be found on pages 15-21. Perform a Subsequent review level (QRTIQRFinal or Final) on pages 32-35.

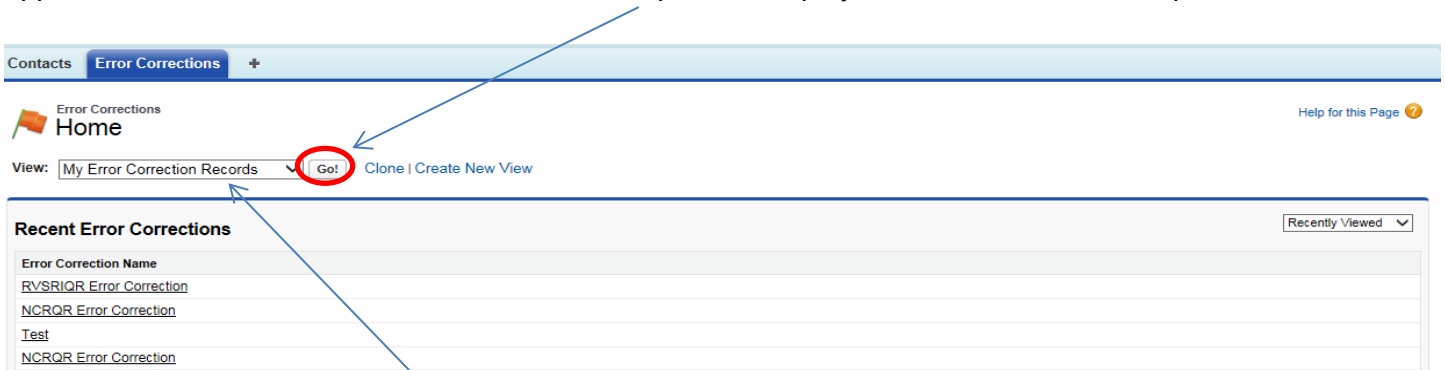




## Error Corrections

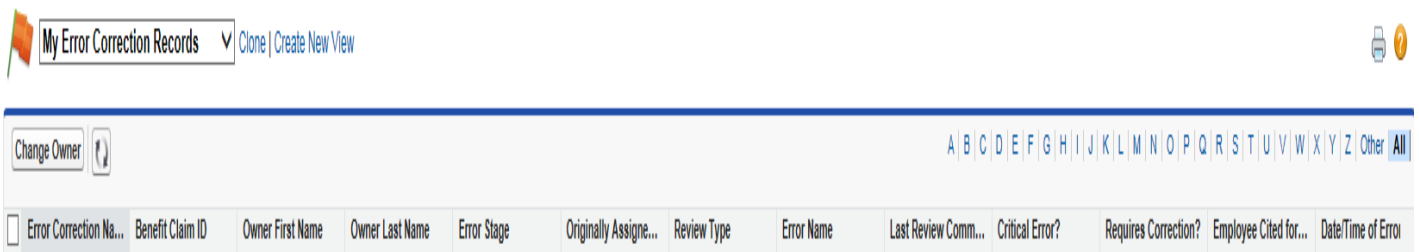
Once an error has been through all necessary steps to ensure the proper error has been cited, the review status will change to “Error Pending” and the error will be transferred to the “Error Corrections” tab.

The “View” list assists the QRT Coach with monitoring and managing their station or assigned reviews of individual error corrections. This should be part of the QRT Coach’s daily routines along with viewing team’s assigned work. To access the error corrections click on “Error Corrections” tab. The below screen will default to show the most recent Error Corrections that have been accessed. The “Error Corrections Home” screen will appear and the Coach will need to select “Go” to open the displayed view list, from the drop-down menu.



Or

The user can open the View menu drop-down and select a view list and it will open the selected list. In the below image “My Error Correction Records” was selected and opened by clicking “Go” . Ex. image below





# Quality Management System (QMS) User Guide

The QRT Coach has the option to view a list of errors pending correction assigned to their local RO. The following views are available “All Completed Error Corrections,” “All Error Corrections,” and “My Error Correction Records.”

All Completed Error Corrections – A list of the station’s corrected errors.

**All Completed Error Corrections** [Clone](#) | [Create New View](#)

Change Owner

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

<input type="checkbox"/> Action	Error Correction Na...	Benefit Claim ID	Owner First Name...	Owner Last Name	Error Stage	Originally Assigne...	Review Type	Error Name	Last Review Comm...	Critical Error?	Requires Correction?	Employee Cited for...	Date/Time of Error...
<input type="checkbox"/> Edit   <input type="checkbox"/> Del	<a href="#">VSRQR_Error_C...</a>	60321375	-	-	Complete	349 Waco	VSRQR	SysCom1d		✓	<input type="checkbox"/>	[REDACTED]	7/14/2017 6:51 PM
<input type="checkbox"/> Edit   <input type="checkbox"/> Del	<a href="#">VSRQR_Error_C...</a>	60657920	-	-	Complete	319 Columbia	VSRQR			✓	✓	[REDACTED]	7/14/2017 4:09 PM
<input type="checkbox"/> Edit   <input type="checkbox"/> Del	<a href="#">VSRQR_Error_Corr...</a>	55696164	-	-	Complete	318 Winston-Sal...	VSRQR	WtrRed1b		✓	<input type="checkbox"/>	[REDACTED]	7/14/2017 3:12 PM

All Error Corrections – A list of all errors pending corrective action assigned to the station.


**All Error Corrections** [Clone](#) | [Create New View](#)

Change Owner

<input type="checkbox"/> Action	Error Correction Na...	Benefit Clai...	Error Name	Error Stage	Owner First Name	Owner Last Name	Originally Assigne...	Review Type	Last Review Comm...	Critical Error?	Requires Correction?	Date/Time of Error...	Employee Cited for the Error
<input type="checkbox"/> Edit   <input type="checkbox"/> Del	<a href="#">VSRIDEVPILOT...</a>	63372498	SIDCom1b	Pending Notification	-	-	316 Atlanta	VSRIDEVPL...		✓	<input type="checkbox"/>	12/12/2017 2:12 PM	[REDACTED]
<input type="checkbox"/> Edit   <input type="checkbox"/> Del	<a href="#">VSRIDEVPILOT...</a>	63462882	DevNot1h	Pending Notification	-	-	316 Atlanta	VSRIDEVPL...		✓	✓	12/12/2017 2:09 PM	[REDACTED]
<input type="checkbox"/> Edit   <input type="checkbox"/> Del	<a href="#">VSRIDEVPILOT...</a>	63456711	SysCom1a	Pending Notification	-	-	317 St. Petersburg	VSRIDEVPL...		✓	✓	12/12/2017 2:08 PM	[REDACTED]

View continues by scrolling to the right.

My Error Correction Records – A list of error corrections assigned to the individual QRT Coach.

**My Error Correction Records** [Clone](#) | [Create New View](#) 

Change Owner

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

<input type="checkbox"/>	Error Correction Na...	Benefit Claim ID	Owner First Name	Owner Last Name	Error Stage	Originally Assigne...	Review Type	Error Name	Last Review Comm...	Critical Error?	Requires Correction?	Employee Cited for...	Date/Time of Error
--------------------------	------------------------	------------------	------------------	-----------------	-------------	-----------------------	-------------	------------	---------------------	-----------------	----------------------	-----------------------	--------------------

View continues by scrolling to the right.



## ***QRT Coach Team – Change Owner***

The QRT Coach can take ownership of an error correction by changing owner to themselves. In addition, the QRT Coach has the ability to assign an error correction to any other QRS and/or management within their RO. To change ownership the QRT Coach will check the box to the left of the “Edit” and then click the “Change Owner” button.

<b>Change Owner</b>	
<input type="checkbox"/> Action	Error Correction Name
<input checked="" type="checkbox"/> Edit	Test PC 5/14 Error Correction

Once you click on “Change Owner”, the below screen will appear to select the new owner. Use the search two different search engines to change ownership to an individual employee or QRT Coach Team.

### Individual Employee

**Ownership Edit**  
NCRQR Error Correction

This screen allows you to transfer an error correction from one user to another.

---

**Select New Owner**

Transfer this error correction NCRQR Error Correction

Owner **User**

Send Notification Email

### QRT Coach Team

**Ownership Edit**  
VSRIQRPRE Error Correction

This screen allows you to transfer an error correction from one user to another.

---

**Select New Owner**

Transfer this error correction VSRIQRPRE Error Correction

Owner **Queue**

Send Notification Email

Change ownership to an individual Quality Review Specialist (QRS) on the QRT Coach Team. i.e. AQRS or RQRS In the drop down menu next to “Owner”, select “User”. In the blank box to the right, type the last name and click the magnifying glass icon.

Change ownership to a QRT Coach Team

In the drop down menu next to “Owner”, select “Queue”. In the blank box to the right, type an \* with the RO# and click the magnifying glass icon. Example: To search for the RO Nashville’s QRT Coach Team = \*320

Once you click the magnifying glass, the below screen will appear with the possible name/s or QRT Coach Team selections. Click the correct selection under “Search Results”.

**Lookup**

You can use "\*" as a wildcard next to other characters to improve your search results.

[< Clear Search Results](#)

**Search Results**

Full Name	Role
Chris Coach	Columbia 319 VSC

**Lookup**

You can use "\*" as a wildcard next to other characters to improve your search results.

[< Clear Search Results](#)

**Search Results**

Queue Name
QMS Coach Team 320 Nashville



# Quality Management System (QMS) User Guide

This screen allows you to transfer an error correction from one user to another.

**Select New Owner**

Transfer this error correction NCRQR Error Correction

Owner

Send Notification Email

This screen allows you to transfer an error correction from one user to another.

**Select New Owner**

Transfer this error correction VSRIQRPRE Error Correction

Owner

Send Notification Email

Finally, select “Save” to assign the error correction to the new Owner.

Note: When you are changing error ownership and you select the RO number under “Queue” in drop down menu, and you check the box “Send Notification Email”, it goes to all coaches/management under the QMS Coaches found in User Details page. Note: It is highly suggested when changing ownership to an RO#, do not check Send Notification E-mail box, this will avoid unnecessary notifications. Instead, notify specific personnel outside of QMS.

## Coaches and QRS as Error Correction Owners

1. Receive an e-mail notifying them of the assigned error and a direct link to the Error Correction Detail page
2. Review all details of review and cited error to have a working knowledge and a basic understanding of the error
2. Responsible to notify the employee who committed the error and their Team Coach. (If not completed prior to time of assignment)
3. Record any correspondence from employee to accepting and correcting the error, or Initiate Recon.
4. The QRT Coach is the only managing position who has access to record any recon decision.



## Error Correction Detail

When you open the Error Review Name, the “Error Correction Detail” screen will be displayed with information to assist the Coach with managing the error correction process. If the employee has not been notified or informed on the error, the error stage will show “Pending Notification”. Based on the error stage in the below image the employee has not been notified.

### Error Correction VSRIQR Error Correction

[Customize Page](#) | [Printable View](#) | [Help for this Page](#)

[« Back to List: Error Corrections](#)

Error Correction History (2)

#### Error Correction Detail

Error Correction Name	VSRIQR Error Correction	Error Stage	Pending Notification
Review Type	VSRIQR	Owner	QMS Coach Team 344 Los Angeles <a href="#">[Change]</a>
Corrected	<input type="checkbox"/>	Originally Assigned Coach Team	344 Los Angeles
Accepted	<input type="checkbox"/>	Rejected	<input type="checkbox"/>
Error Comments	The date of claim should be 9/14/2016, this is the date that the VAF 21-527EZ and VAF 21-526EZ were received at the LARO. M21-1, Part III,iii,Chapter 1, Section D.1.a; III.iii.1.D.1.a. Corrective action: Please update the DOC.  Additionally, the Lane on one of the contentions is incorrect. Please remove it. Comment: Pension development may be needed for income information. thanks	Notified	<input type="checkbox"/>
Initiate Recon	<input type="checkbox"/>	Notified Date	
Recon Initiated Date		Notified By	
Recon Initiated By			

Error Correction Name – Self-explanatory

Review Type – NCRQR = National Compensation Rating Quality Review or STAR Rating Quality Review

Corrected – If block is checked = Error corrected

Accepted – If block is checked = Error Accepted

Error Comments – Represents last comment related to this error

Initiate Recon (check box) – A recon has been submitted and recorded in QMS

Recon Initiated Date – Date recon was recorded in QMS

Recon initiated by - Who submitted the recon in QMS

Error Stage – Last recorded action completed on error correction process. See “Training Index” for Error Stage definitions.

Owner – Individual assigned and responsible to record error correction process

Originally Assigned Coach Team – RO or Station Group

Rejected – If checked the error recon request was rejected

Notified (check box) – The employee has been notified and recorded in QMS

Notified Date – The date of notification recorded in QMS

Notified by – Who selected notified in QMS



# Quality Management System (QMS) User Guide

## Claim Information

### ▼ Claim Information

Related Claim [020RN](#)

Benefit Claim ID 60349482

Related Claim – Claim Review Name related to cited error correction

Benefit Claim ID – Provides a method of accessing the claim in VBMS, directly related to the review.

## Question Information

### ▼ Question Information

Related Question Were all systems accurately updated?

Question Response

Critical Question?

Throughput

Related Question – The question related to review checklist.

Question Response – Yes, No or N/A

Critical Question – If checked the question is critical. If not, the question was not critical

Throughput – What stage was the claim in at the time the employee work was selected for a quality review.

Ex. Initial development, Ready For Decision, Rating Decision Complete, Promulgate an award

## Cited Error Information

### ▼ Cited Error Information

Error Name	E2	Employee Cited for the Error
Error Description	E2-The basis of each decision not identified and/or each denial not explained.	Requires Correction? <input checked="" type="checkbox"/>
Date/Time of Error Citation	6/4/2017 9:37 AM	Critical Error? <input checked="" type="checkbox"/>
		Payment Adjustment Required? <input type="checkbox"/>
		Training Recommended? <input type="checkbox"/>

Error Name – Short code name of error

Error Description – The actual error

Date/Time of Error Citation – When the error was cited

Employee Cited for Error – Employee who the error was called/cited on

Requires Correction – If checked, error requires action to correct

Critical Error – If checked, the error is critical

Payment Adjustment Required – If checked, requires action to adjust payment



# Quality Management System (QMS) User Guide

Training Recommended – If checked, training to assist in a better understanding of process and knowledge improvement is recommended

## Review Information

### ▼ Review Information

Related Review [NCRQR](#)

Review Status Error Pending

Review ID QMSZZBHWHYYSP-NCRQR

Review Level Peer

Related Review – Link to “Review Detail” page related to the error.

Review ID – Identity number to locate this review

Review Status – Identifies the state of the review. i.e. Error Pending

Review Level – Identifies the stage of a review. i.e. INIT, QRTIQR, Peer

**IMPORTANT: The QRT Coach or Owner will follow station policy, memo of understanding, standard operating procedure, etc., with any method to inform the employee of IQR and/or IPR errors.**

Employee has been Notified - **The QRT Coach (who is from the same station of the employee who was cited for the error) is responsible to make sure the employee and/or employee’s Team Coach have been notified of the error.** The employee should respond with a statement they agree and will correct; agree and have not corrected, disagree and have not corrected or disagree but have corrected the error. When the employee cited for the error has been informed of the error, the notice will be recorded in QMS by opening the “Notified” action command. Once the Owner clicks “Notified” the Error stage changes to Notified and the data confirming the notification is of record and the “Date and Who” notified is displayed. See below image

[Error Correction History \(8\)](#)

**Error Correction Detail**

Error Correction Name	VSRIQRPRE Error Correction	Error Stage	Notified
Review Type	VSRIQRPRE	Owner	QMS Coach Team 339 Denver <a href="#">[Change]</a>
Corrected	<input type="checkbox"/>	Originally Assigned Coach Team	339 Denver
Accepted	<input type="checkbox"/>	Rejected	<input type="checkbox"/>
Error Comments	Pre-discharge claims should be assigned a date of claim one day after the anticipated date of discharge, regardless of when the VA received the claim. Please correct the date of claim. III.12.A.2.b.	Notified	<input checked="" type="checkbox"/>
Initiate Recon	<input type="checkbox"/>	Notified Date	10/17/2017 5:22 PM
Recon Initiated Date		Notified By	
Recon Initiated By			



## Employee Accepts Error

When the employee or employee’s Coach responds to the error cited, they will inform the Error Correction Owner, i.e. QRT Coach, QRS or Floor Coach. This response will indicate whether they accept the error, and will take/have taken the necessary action to correct it. If they disagree with the error cited, they can initiate a “Recon” (same as a “Rebuttal”). The below selections “Accept Error Correction” and “Initiate Recon” provide a method to manage and keep a record of the error correction, based on the employee’s response.

Error Correction History (5-)

### Error Correction Detail

Notified **Accept Error Correction** Initiate Recon Recon Decision

Accept Error Correction – If the employee accepted the error, but has not corrected it, the Coach will check the box “Error Accepted” only and the error stage changes to “Accepted Pending Correction”.

Error Correction History (3)

### Error Correction Detail

Notified **Accept Error Correction** Initiate Recon Recon Decision

Error Correction Name	RVSRIQR Error Correction	Error Stage	Accepted Pending Correction
Review Type	RVSRIQR	Owner	[User] [Change]
Corrected	<input type="checkbox"/>	Originally Assigned Coach Team	328 Chicago
Accepted	<input checked="" type="checkbox"/>	Rejected	<input type="checkbox"/>
Error Comments	A2: Missed inferred issue of left upper radiculopathy. Neck DBQ indicated involvement in the upper and lower radicular groups. [38 CFR 4.124a & 4.71a] [DC 8510, 8512 & 5242 note 1]  A2: Missed inferred issue of right upper radiculopathy. Neck DBQ indicated involvement in the upper radicular group. [38 CFR 4.124a & 4.71a] [DC 8510 & 5242 note 1]	Notified	<input type="checkbox"/>
Initiate Recon	<input type="checkbox"/>	Notified Date	
Recon Initiated Date		Notified By	
Recon Initiated By			

If the employee accepted the error and took the action to correct the error, the Coach will check both boxes. This will change the error stage to “Complete”. See below

*Please Select the appropriate options below.*

Error Accepted

Error Corrected





# Quality Management System (QMS) User Guide

1. The Coach will select the appropriate boxes indicating the actions by the employee who the error was cited on.
2. The Coach will click the “Next” button and is required to submit a comment in the next screen as seen below.
3. Once completed, check Next and the Owner will need to provide a comment.

Comments should include the action required, as well as adding the employee’s action plan and when they corrected the error. Once the comment is included, the “Next” button is clicked.

If the Coach checked both boxes for Accept Error and Correct Error they will be returned to the Error Correction view list. The Error stage will change to “Complete” and the Error Correction will be removed from Error Correction View list.

Error Correction Name	Review Type	Error Stage	Owner	Originally Assigned Coach Team	Rejected	Notified	Initiate Recon	Recon Initiated Date	Recon Initiated By
VSRIQRPRE Error Correction	<input checked="" type="checkbox"/> Corrected <input checked="" type="checkbox"/> Accepted	Complete	[Redacted]	322 Montgomery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Error Comments: RFD made prematurely. Veteran's service is showing as DEV in system. Development needed per III ii.6 B.3 b. this is being called a comment because personnel records have not been received, therefore service cannot be verified as of yet.							Notified Date	11/3/2017 4:46 PM	
							Notified By	[Redacted]	

## Initiate Recon

If an employee does not agree/accept the cited error, they have the option to request a reconsideration of the decision. (Commonly referred to a “Recon” or “Rebuttal” in some offices.) Once the employee or the employee’s supervisor submits a Recon, the owner of the error correction will annotate this action by selecting the “Initiate Recon” command buttons. They will need to submit a comment including the Recon notice, which should include why the employee disagrees, and a reference to support their request. Once the comment is submitted, the error stage will change to “Recon-Received-Pending Review” and a check mark will be placed in the “Initiate Recon” field, Date recorded in QMS and Who recorded it. See below image.



# Quality Management System (QMS) User Guide

Error Correction History (5+)

## Error Correction Detail

Notified Accept Error Correction **Initiate Recon** Recon Decision

Error Correction Name	VSRIQPRE Error Correction	<b>Error Stage</b>	<b>Recon - Received - Pending Review</b>
Review Type	VSRIQPRE	Owner	<a href="#">Chris Coach [Change]</a>
Corrected	<input type="checkbox"/>	Originally Assigned Coach Team	101 National
Accepted	<input type="checkbox"/>	Rejected	<input type="checkbox"/>
Error Comments	error # 1	Notified	<input checked="" type="checkbox"/>
Initiate Recon	<input checked="" type="checkbox"/>	Notified Date	9/22/2017 9:36 AM
Recon Initiated Date	9/22/2017 9:37 AM	Notified By	Aaron, Admin
Recon Initiated By	Aaron, Admin		

## Recon Decision

After the reconsideration (rebuttal) is submitted by the employee and a decision has been made (IAW local station policy, memo of understanding, standard operating procedure, etc.), the QRT Coach is the only one authorized to access “Recon Decision” to record the decision to “Accept” or “Reject” the recon on the Error Correction Detail page.

Error Correction History (5+)

## Error Correction Detail

Notified Accept Error Correction Initiate Recon **Recon Decision**

Error Correction Name	VSRIQPRE Error Correction	<b>Error Stage</b>	<b>Recon - Received - Pending Review</b>
Review Type	VSRIQPRE	Owner	<a href="#">Chris Coach [Change]</a>
Corrected	<input type="checkbox"/>	Originally Assigned Coach Team	101 National
Accepted	<input type="checkbox"/>	Rejected	<input type="checkbox"/>
Error Comments	error # 1	Notified	<input checked="" type="checkbox"/>
Initiate Recon	<input checked="" type="checkbox"/>	Notified Date	9/22/2017 9:36 AM
Recon Initiated Date	9/22/2017 9:37 AM	Notified By	Aaron, Admin
Recon Initiated By	Aaron, Admin		

The Local QRT Coach will either check “Accept Recon” or “Reject Recon” and then select Next.

Accept Local Recon – A decision has been made, the reconsideration is granted and the error is removed.

[Next](#)

**Please choose one of the options:**

Accept Recon

Reject Recon

[Back to Error Correction](#)



# Quality Management System (QMS) User Guide

Previous Next

Please enter the comments for Accepting/Rejecting the Recon:

Comment

After the QRT Coach selects “Yes” to accept recon and has completed the Comment box, the below Error Correction Detail page displays the new Error Stage as “Local Recon Decision – Overturned – Error removed”. See below image.

[Error Correction History \(10-1\)](#)

**Error Correction Detail**     

Error Correction Name	VSRIQRPRE Error Correction	Error Stage	Local Recon Decision - Overturned - Error removed
Review Type	VSRIQRPRE	Owner	QMS Coach Team 341 Salt Lake City <a href="#">[Change]</a>
Corrected	<input checked="" type="checkbox"/>	Originally Assigned Coach Team	341 Salt Lake City
Accepted	<input type="checkbox"/>	Rejected	<input type="checkbox"/>
Error Comments	Task 2A: STRs should be requested from PIES. This is an original claim, so STRs would not be in the file at Lee's Summit as they would not have been requested previously. Reference: III iii.2.A.3.d. STRs NPRC Houses	Notified	<input checked="" type="checkbox"/>
Initiate Recon	<input checked="" type="checkbox"/>	Notified Date	12/18/2017 1:49 PM
Recon Initiated Date	12/19/17 3:16 PM	Notified By	[Redacted]
Recon Initiated By	[Redacted]		

Rejecting Local Recon – A decision has been made to not accept the reconsideration and the error stands and will need to be corrected.

Next

Please choose one of the options:

Approve Recon

Reject Recon

[Back to Error Correction](#)

Previous Next

Please enter the comments for Accepting/Rejecting the Recon:

Comment



# Quality Management System (QMS) User Guide

After the QRT Coach includes comments and any additional comments related to decision, they will select Next and then taken to the below screen. After the decision is made, communication methods to contact the employee on the decision will be IAW local station policy, memo of understanding, standard operating procedure, etc. Once the QRT Coach is notified from the employee, the QRT Coach will complete the below screen image based on response.

Previous Next

Do you want to continue accepting this Error Correction?

Yes

No

[Back to Error Correction](#)

Selecting “Yes” the QRT Coach will receive the Accept/Correction Error blocks. Accept Error Correction – After notifying employee of Recon decision, if the employee only accepted the error, but has not corrected it, the QRT Coach will check the box “Error Accepted” only. If the employee did take the action to correct the error, the QRT Coach will also check the “Error Corrected” box as well. See below image

Previous Next

*Please Select the appropriate options below:*

Error Accepted

Error Corrected

[Back to Error Correction](#)

Once completed, check Next and the QRT Coach will be returned to the “Error Correction Detail” screen where the Error Stage will display “Local Recon Decision-Upheld-Error Stands” and the “Rejected” field will be checked.

Error Correction History (10)

**Error Correction Detail**    [Notified](#)   [Accept Error Correction](#)   [Initiate Recon](#)   **[Recon Decision](#)**

Error Correction Name	VSRIQR Error Correction	Error Stage	Local Recon Decision - Upheld - Error Stands
Review Type	VSRIQR	Owner	QMS Coach Team 327 Louisville [Change]
Corrected	<input type="checkbox"/>	Originally Assigned Coach Team	327 Louisville
Accepted	<input type="checkbox"/>	Rejected	<input checked="" type="checkbox"/>
Error Comments	We developed for completion of the 4142 or development for evidence from the claimant; therefore, the claim should be excluded from the FDC program. The veteran needs to be informed of exclusion and the special issue needs to be changed from "Fully Developed Claim" to the appropriate FDC exclusion. [M21-1 III.i.3.B.2.a]	Notified	<input checked="" type="checkbox"/>
Initiate Recon	<input checked="" type="checkbox"/>	Notified Date	10/11/2017 12:13 PM
Recon Initiated Date	10/18/2017 4:25 PM	Notified By	[Redacted]
Recon Initiated By	[Redacted]		



## Quality Management System (QMS) User Guide

If “No” is selected to continue accepting error correction – The QRT Coach is returned to the list of pending error corrections, in their View list.



## Initiate National Recon

Once the Owner checks the “Initiate Recon” the below screen appears to provide a comment on the actions required. The owner can paste the comments which justifies their request to reconsider the cited error.

any of these selection boxes are checked, click “Next” and the next screen (below image) of assigning the error correction to a Pension (PEN) or Compensation Service (CS) STAR staff.

The screenshot shows a web interface with a navigation bar containing 'Contacts' and 'Error Corrections'. Below the bar, there are 'Previous' and 'Next' buttons. The main content area has the heading 'Please enter the comments for the removing the Acceptance:' followed by a 'Comment' label and a large text input field. At the bottom right, there are 'Previous' and 'Next' buttons.

Once the comment are complete and “Next” is clicked, the QRT Coach is returned to the Error Correction Detail page. Next, the QRT Coach must access the recon decision, by clicking the Recon Decision command button and select the appropriate STAR Team. See the below image

The screenshot shows a selection screen with the heading 'Please select the coach team you want to assign to:'. Below this, there are two options: 'STAR PENSION Team' with a checked checkbox and 'STAR CS Team' with a checked checkbox. At the bottom left, there is a link labeled 'Back to Error Correction'.

Note: If this step is not performed, the STAR staff will not be notified.

Once the appropriate STAR Team is selected, click “Next” and the QRT Coach is returned to the Error Correction Detail page. The Error Stage will be changed to one of the below stages.

Error Stage displayed based on the selections

**National Coach Team – Recon – Reassigned to Other QRT (This stage is currently in-active)**

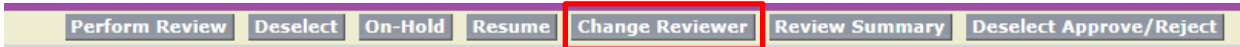
STAR PENSION Team: Recon – Assigned to PENSTAR

STAR CS Team: Recon – Assigned to CS STAR



## Change Reviewer

This is an option for the QRT Coach Team or QMS Admin to reassign a review to another QRS member locally or nationally. QRS are not authorized to use this action command. If selected by a QRS they will receive an error message informing them they do not have permission to use this command.



Once this command is selected the below screen will be displayed.

### VBA QMS Review Owner Reassignment

The QRT Coach will type in the last name of another member of their team to change the review ownership. Select “Next”

### VBA QMS Review Owner Reassignment

The next screen the QRT Coach will match the selected employee by clicking in circle next to selected QRT member. Click Next.

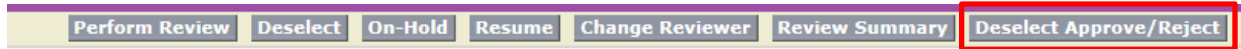
### VBA QMS Review Owner Reassignment

Comment is required to complete the change and click Next. This will take the QRT Coach to the Review Detail page and the “Assigned to” will change to the QRT member selected.

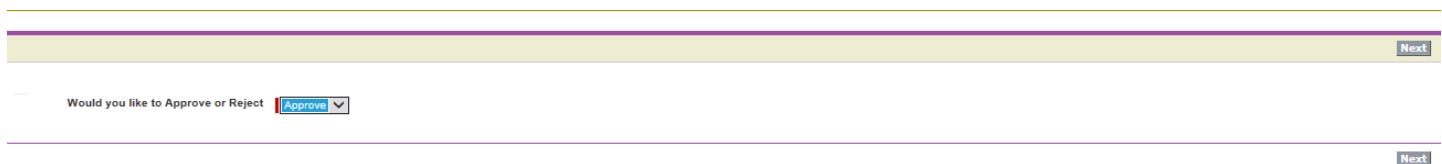


## ***Deselect Approve/Reject***

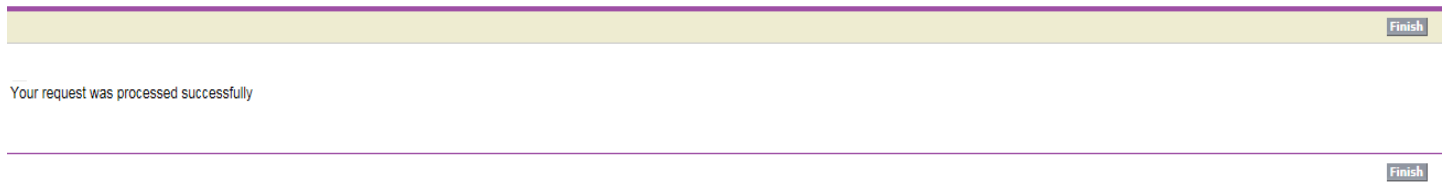
This is an option for the QRT Coach Team or QMS Admin to grant or deny a request to deselect a quality review. QRS will receive a message informing them they do not have permission to use this command.



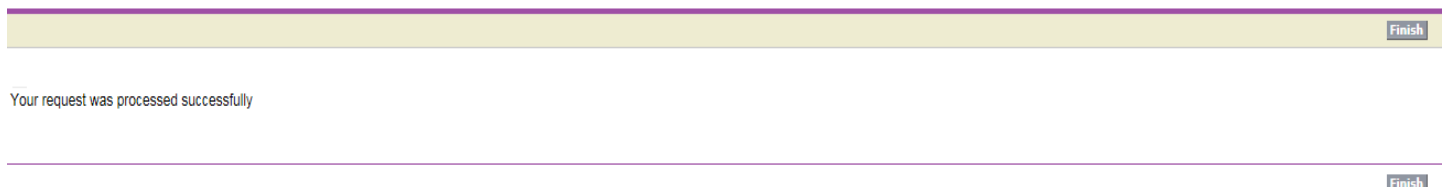
Once the “Deselect Approve/Reject” button is clicked, the QRT Coach will have the option to approve/reject the deselection request, using the drop down menu and then click “Next”.



Approve: The QRT Coach will receive the below screen identifying the request was successful. Next, click “Finish” and it takes the Coach to the Review Detail page, and changes “Review Status” to “Deselected”. The review will be removed from the QRS’ list of reviews who made the request, as well as, the review will be removed from the QRT Coach’s list of reviews on “My Team’s Work” view.



Reject: The QRT Coach will receive the same successful screen. Next, click “Finish” and it takes the Coach to the Review Detail page, and changes “Review Status” to “Assigned”. The QRS who requested the deselection will see the deselected review on their list of reviews with the “Review Status” as “Assigned”. Or the QRT Coach can reassign the review to another QRS. Refer to “Change Reviewer” screenshots and instructions to reassign a review from deselection.



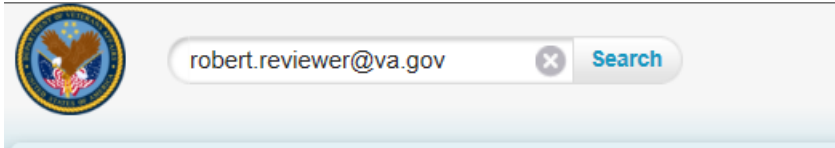
For helpful hints and suggestions, the Coach should refer to the TMS lesson “Quality Management System Coach Training - Deselecting Reviews (9/13/2017)” (VA 4318855) course.



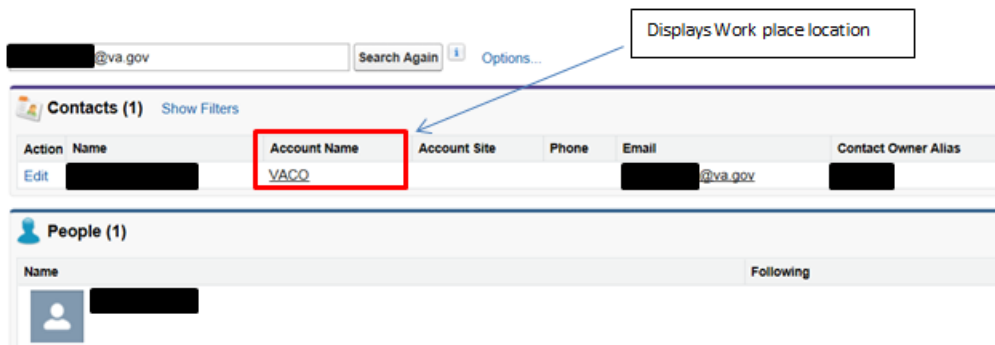


## Reviewer's Contact Information

To access the employee's contact information, type the employee's full government email address in Search engine block. Select the employee's name to access and display personal contact details and QMS Information.



Once "Search" is activated, the below information will be displayed. Open contact detail by clicking the employee's name under "Contacts".



### Contact Details – Personal Data from Human Resources

In this section the reviewer can edit their first and last name and Contact Owner.

**Contact Detail** [Edit](#)







<b>Name</b>	Mr. Roger Reviewer	<b>Contact Owner</b>	<a href="#">Roger Reviewer [Change]</a>
<b>Account Name</b>	VBA Account	<b>Reports To</b>	<a href="#">Chris Coach [View Org Chart]</a>
<b>Full Name</b>	Roger Reviewer	<b>User ID</b>	<a href="#">Roger Reviewer</a>
<b>Email</b>			
<b>GS Step</b>			
<b>Am I The Supervisor</b>	No		
<b>Assigned Work</b>			
<b>WIT ID</b>			
<b>Is this my Division</b>	Yes		
<b>Months of Experience</b>			

Scroll down to "QMS Information" – Data on QRT and manage workload



# Quality Management System (QMS) User Guide

## ▼ QMS Information

QMS VCE User?  <input type="checkbox"/>	Maximum Assigned Claims	5
QMS User?  <input checked="" type="checkbox"/>	QRTIQR Monthly Quantity	5
QMS Floor Coach?  <input type="checkbox"/>	QRTIQR Running Total	4
QMS Coach?  <input type="checkbox"/>	Latest QRTIQR Selection Date	12/21/2017
QMS Mngmnt Reports?  <input type="checkbox"/>	Review Level	INIT; QRTIQR; Peer
QMS Admin? <input type="checkbox"/>	Security Level	0
QMS Coach Team <span style="background-color: black; color: black;">XXXXXXXXXX</span>	Available Review Types	VSRIPRDEP; VSRIPRRFD; VSRIQR; VSRIQRPOST; VSRIQRPRE
Claim Deselection Allowed?  <input checked="" type="checkbox"/>		

All QMS User have edit permission to any data showing a “Pencil” icon when pointer is hovered over that specific data, double click over the specific data and it will provide the QMS User access to make the appropriate changes. If a “Lock” appears, the data is locked and cannot be edited. Once the edits have been made, the QMS User will have to click the “Save” button to save the changes.

### QMS Information Fields

QMS VCE User, QMS User, QMS Floor Coach, QMS Coach, QMS Mngmnt Reports, QMS Admin - When checked represents the specific permissions with QMS access. Note: QMS User = AQRS or RQRS

QMS Coach Team – Regional Office and Number

Claim Deselection Allowed? – When checked the QMS User has permission to request to deselect a review

Maximum Assigned Claims – The maximum number of claims a QRS can have pending their View list

QRTIQR Monthly Quantity – The required number of performance reviews on the QRS

QRTIQR Running Total – The total number of performance reviews completed for the current month

Latest QRTIQR Selection Date – Self-explanatory

Review Level – The assigned review levels when requesting a new review

Security Level – Self-explanatory

Available Review Types – The assigned review types when requesting a new review

Note: To access available Review Levels and Types, double click the right of the topic in the open box. This will display all available levels and types to assign to the QRS. It is the QRT Coach’s responsibility to ensure your QRSs have the proper Review Level and Review Type assignments when requesting a new review.



# Quality Management System (QMS) User Guide

## VBA and QMS Acronyms and Terminology

<b>Acronyms</b>	<b>Definition</b>
AQRS	Authorization Quality Review Specialist
ASPEN	Automated Standardized Performance Elements Nationwide
DRO	Decision Review Officer
IDES	Integrated Disability Evaluation System
IPR	In-Process Review
MOU	Memorandum of Understanding
NQR	National Quality Review (STAR)
PA&I	Performance Analysis and Integrity
PCA	Pension Claims Assistant
PNQR	Pension National Quality Review
QRS	Quality Review Specialist
QRT	Quality Review Team
RO	Regional Office
RQRS	Rating Quality Review Specialist
RVSR	Rating Veteran Service Representative
SOP	Standard Operating Procedure
STAR	Systematic Technical Accuracy Review
TMS	Training Management System
VBA	Veterans Benefits Administration
VBMS	Veterans Benefits Management System
VETSNET	Veterans Network
VSR	Veteran Service Representative
<b>Review Types</b>	<b>Full Description</b>
FRGNRVSRIQR	Foreign RVSR IQR
FRGNRVSRIPRRDC	Foreign RVSR IPR Rating Decision Complete
FRGNVSRIQR	Foreign VSR IQR
FRGNVSRIQRPRE	Foreign VSR IQR for Pre-Development
FRGNVSRIQRPOST	Foreign VSR IQR for Post-Determination
FRGNVSRIPRRFD	Foreign VSR IPR Ready for Decision
FRGNVSRIPRDEP	Foreign VSR IPR Dependents
IDESRVSRIQR	Integrated Disability Evaluation System RVSR IQR
NCAQR	National Compensation Authorization Quality Review
NCRQR	National Compensation Rating Quality Review
NPAQR	National Pension Authorization Quality Review
NPRQR	National Pension Rating Quality Review
PRVSRIQR	Pension RVSR IQR
RADRVSRIPRRDC	Radiation RVSR IPR Rating Decision Complete
RADRVSRIQR	Radiation RVSR IQR
RADVSRIPRRFD	Radiation VSR IPR Ready for Decision
RADVSRIQR	Radiation VSR IQR
RADVSRIQRPRE	Radiation VSR IQR for Pre-Development
RADVSRIQRPOST	Radiation VSR IQR for Post-Determination
RVSRIQR	RVSR IQR
RVSRIPRRDC	RVSR IPR Ready For Decision



## Quality Management System (QMS) User Guide

<b>Review Types</b>	<b>Full Description</b>
CLCWRVSR IQR	Camp Lejuene Contaminated Water RVSR IQR
CLCWRVSRIPRRDC	Camp Lejuene Contaminated Water RVSR IPR Rating Decision Complete
SPINARVSR IQR	Spina-bifida RVSR IQR
SPINARVSRIPRRDC	Spina-bifida RVSR IPR Rating Decision Complete
RACCRVSR IQR	Restricted Access RVSR IQR
RACCRVSRIPRRDC	Restricted Access RVSR IPR Rating Decision Complete
IDESVSR IQR	Integrated Disability Evaluation System VSR IQR
VSRIPRRFD	VSR IPR Ready for Decision
VSRIPRDEP	VSR IPR Dependency
VSR IQR	VSR IQR
VSR IQRPOST	VSR IQR for Post-Determination
VSR IQRPRE	VSR IQR for Pre-Development
IDESVSR IQRPOST	Integrated Disability Evaluation System RVSR IQR VSR IQR for Post-Determination
IDESVSR IQRPRE	Integrated Disability Evaluation System RVSR IQR VSR IQR for Pre-Development
CLCWVSR IQRPOST	Camp Lejuene Contaminated Water VSR IQR Post-Determination
CLCWVSR IQRPRE	Camp Lejuene Contaminated Water VSR IQR Pre-Development
CLCWVSRIPRRFD	Camp Lejuene Contaminated Water VSR IPR Ready for Decision
SPINAVSR IQRPOST	Spina-Bifida VSR IQR Post-Determination
SPINAVSR IQRPRE	Spina-Bifida VSR IQR Pre-Development
SPINAVSRIPRRFD	Spina-bifida VSR IPR Ready for Decision
RACCVSR IQRPOST	Restricted Access VSR IQR Post-Determination
RACCVSR IQRPRE	Restricted Access VSR IQR Pre-Development
RACCVSRIPRRFD	Restricted Access VSR IPR Ready for Decision
RACCVSRIPRDEP	Restricted Access VSR IPR Dependents
Challenge RVSR	Challenge Training for new RVSRs
Challenge VSR	Challenge Training for new VSRs
VSRIDEVPILOT	VSR IPR for Post-Determination during Pilot testing
VSRRFDP ILOT	VSR IPR for Post-Determination during Pilot testing
VSR SUPPILOT	VSR IPR for Pre-Development during Pilot testing

<b>Review Levels</b>	<b>Definition – Stage of review</b>
Initial	First time quality review
QRTIQR	An IQR on the review completed by a QRS
Peer	A second review when an error is cited
Return- (Replaced with QRTIQRRET)	If the Peer reviewer does not agree with the Initial reviewer's findings, the review is returned to the Initial reviewer to determine if they agree or disagree with the Peer reviewer findings.
QRTIQRRET <b>(STAR Staff only)</b>	If the QRTIQR reviewer does not agree with the initial QRS' findings the review is returned to the the Initial reviewer to agree/disagree with the QRTIQR reviewer findings.
QRTIQRFinal	The Coach's final determination when an QRTIQR reviewer disagrees with the Initial reviewer's findings.
Final	A third review for a final determination when a Peer reviewer disagrees with the Initial reviewer's cited error and the Initial Reviewer disagrees with the Peer reviewer.



## Quality Management System (QMS) User Guide

<b>Review Status</b>	<b>Definition – State of the review</b>
Pending	A review waiting to be selected
In-Process	Review is activated
Assigned	A review has been assigned. Primarily by QRT Coach
On-Hold	A review is temporarily inactive, based on drop-down reasons
Deselection Pending	A review is pending Coach's decision to deselect a review
Deselected	A review has been removed based on drop down reasons
Submitted	A completed review
Error pending	A review error awaiting corrective action
<b>Error Stage (Coach or designated QRS)</b>	<b>Definition (Error stages are used in the Error correction process)</b>
Pending Notification	When an error has been received by QRT Coach of employee reviewed (Not Activated)
Notified	Error correction beginning stage which reflects the error correction was sent to the QRT coach team.
Corrected	The employee took action to correct the error but has not accepted
Accept Pending Correction	The employee accepted error, but has not taken any action to correct it.
Recon – Received – Pending Review	The recon has been forwarded to determine if it will be approved / rejected. (Not Activated)
Local Recon Decision – Upheld – Error stands	Based on rejecting recon
Local Recon Decision – Overturned – Error removed	Based on approved recon
Recon – Assign to PEN STAR	Recon decided and forwarded to Pension STAR staff.
Recon – Assign to CS STAR	Recon decided and forwarded to Compensation STAR staff
Nat Recon Decision – Upheld – Error stands	Based on rejecting national recon by STAR Team
Nat Recon Decision – Overturned – Error removed	Based on approved national recon by STAR Team
Complete	All action has been completed to resolve error.

### Resources

M21-4, Chapter 6  
Quality Management System



# Quality Management System (QMS) User Guide

## ***QMS User Guide – Log of Changes***

<b>Date of Change</b>	<b>Change Description</b>	<b>Change Location</b>
7-13-17	Add Helpdesk Trouble Ticket Information	Pg. 10
1-5-18	Update all Screens, Procedures, Review levels and types	Pgs 12-60