

[08/13/2020 12:58 PM]

Good Afternoon everyone! Hoping to get a lot more logged in before we get started!

[08/13/2020 12:58 PM] Green, Crystal L., VBATOGS:

(y)

[08/13/2020 1:03 PM] MCGINNIS, LISA, VBAINDY:

Is there sound?

[08/13/2020 1:03 PM] Lindsey, Jessica D.:

There is no sound on my end

[08/13/2020 1:04 PM] Noggle, Meredith R., VBASTPL:

no sound

[08/13/2020 1:04 PM] ENNLEY, Loyal, VBAVACO:

yes

[08/13/2020 1:04 PM] Spitaleri, Dawn:

I can hear

[08/13/2020 1:04 PM] Entwistle, Rose, VBAOAKL:

(y)

[08/13/2020 1:04 PM] Knopf, Lindsay, VBAVACO:

**You may need to leave and come back**

[08/13/2020 1:04 PM] Brownlee, Denise L., VBAFHM:

TMS numbers sound good

[08/13/2020 1:04 PM] Gerrish, Joseph, VBAHART:

Call muted both mic and audio automatically. I had to manually unmute the audio. If you have no sound, you may want to give that a try

[08/13/2020 1:06 PM] Lopez, Nereida, VBAPHNX:

Any sound?

[08/13/2020 1:06 PM] Gallegos, Dandruck, VBAVACO:

Here is one of the call in number also 844-358-7954,,861589240# (North

[08/13/2020 1:06 PM] Smith, Christopher B., VBAVACO:

there is sound

[08/13/2020 1:06 PM] Lopez, Nereida, VBAPHNX:

ty

[08/13/2020 1:06 PM] Smith, Christopher B., VBAVACO:

try going out of the call and come back in

[08/13/2020 1:07 PM] ABRAHIMI, ALI A. VBASEAT:

Silly observation but there is only (5) claim types that are restricted by the ACE process. So if the DBQ is not disabled at the VHA facility via ERRA, its not incorrect for an employee to route it there (and yes - it will surely get cancelled and routed to the vendor the next day)

[08/13/2020 1:12 PM] Hum, Timothy R., VBAVACO:

As long as the DBQ is not restricted from ACE, and it is thought that an in-person exam is NOT necessary, and the first VHA facility is showing that they are able to complete, send it to VHA.

[08/13/2020 1:15 PM] Spitaleri, Dawn:

if exams that were canceled due to covid and have the force majeure flash and now these claims are dropping back down and we see exams are now scheduled should we be removing the FM flash

[08/13/2020 1:15 PM] Padron, Maria D., VBASPT:

what about if the vendor cannot get in contact with the veteran after several attempts

[08/13/2020 1:15 PM] Hum, Timothy R., VBAVACO:

Yes, remove the flash if you see that appointments are scheduled.

[08/13/2020 1:15 PM] Spitaleri, Dawn:

ok, ty

[08/13/2020 1:15 PM] Smith, Christopher B., VBAVACO:

@Maria Padron the vendor will hold that request

[08/13/2020 1:16 PM] Hum, Timothy R., VBAVACO:

The vendor will contact MDEPO or send a CR requesting updated info.

[08/13/2020 1:16 PM] Padron, Maria D., VBASPT:

thanks chris and tim

[08/13/2020 1:18 PM] Lewis, Amberly, VBAMONT:

there are several of us that were on the wrong invite

[08/13/2020 1:19 PM] Cook, Melanie D., VBACHEY:

To clarify, if the Veteran confirms an exam, but no shows, does the guidance of Force Majeure still apply. Do we re-request the exam?

[08/13/2020 1:20 PM] Hum, Timothy R., VBAVACO:

You should not have to re-request. The vendor will cancel the appointment and hold the ESR.

[08/13/2020 1:21 PM] Cook, Melanie D., VBACHEY:

Okay thank you

[08/13/2020 1:21 PM] Entwistle, Rose, VBAOAKL:

sorry, what is RAP?

[08/13/2020 1:22 PM] Knopf, Lindsay, VBAVACO:

[Results Available Package](#)

[08/13/2020 1:22 PM] Entwistle, Rose, VBAOAKL:  
ty!

[08/13/2020 1:22 PM] Lewis, Amberly, VBAMONT:  
there are several of us that were on the wrong invite. can you please only send the invite that is the current one because were just sitting there. I am not sure if the others are on this call

[08/13/2020 1:22 PM] Foy, Kellie, VBAROAN:  
You should be able to remove the old invite out of your calendar.

[08/13/2020 1:23 PM] Lewis, Amberly, VBAMONT:  
some only have that old invite

[08/13/2020 1:24 PM] Hum, Timothy R., VBAVACO:  
Results Available: Received (RAP)

[08/13/2020 1:24 PM] Entwistle, Rose, VBAOAKL:  
Thank you!

[08/13/2020 1:25 PM] Cook, Melanie D., VBACHEY:  
to continue on my previous question, on cancellation. If the vendor does cancel the exam request (may be accidental), for whatever reason such as no show even after confirmed appt , do we re-request the exam.

[08/13/2020 1:26 PM] Hum, Timothy R., VBAVACO:  
It would depend on what the vendor does.

[08/13/2020 1:27 PM] Padron, Maria D., VBASPT:  
for IU: when requesting the exam are we to have the exam requested under the IU contention or add the SC contentions the veteran is listing that prevents them from working and request the exam along with the IU verbiage?

[08/13/2020 1:28 PM] Knopf, Lindsay, VBAVACO:  
**I would add the specific contentions then add necessary information**

[08/13/2020 1:28 PM] AKINS, ELMER, VBAWASH:  
A few of us missed the first 20 minutes lol

[08/13/2020 1:28 PM] Entwistle, Rose, VBAOAKL:  
I have received a few where Vendor states they "accidentally closed as no show", but exams can be completed. I have been rescheduling exams

[08/13/2020 1:28 PM] Hum, Timothy R., VBAVACO:  
Vendors can only cancel appointments, they can request to have the ESR cancelled.

[08/13/2020 1:28 PM] Green, Crystal L., VBATOGS:  
What about if the Veteran tells the contractor they want to discontinue with their claim, I heard someone got a QRT error for deciding the claim as a no-show, however that is not a no-show correct?

[08/13/2020 1:28 PM] Padron, Maria D., VBASPT:  
okay just wondering thanks linsay

[08/13/2020 1:28 PM] Kraft, Melanie A., VBAVACO:  
No claim should be rated as a no show at this time.

[08/13/2020 1:28 PM] Hum, Timothy R., VBAVACO:  
Right now, any missed appointment is considered due to covid.

[08/13/2020 1:29 PM] Holmes, Nicole T., VBACHGO:  
Do a DRO have to request exam in ESR in the same manner as a VSR?

[08/13/2020 1:29 PM] Carver, Patrick S., VBAROAN:  
If we realize we missed a DBQ but the ESR is no longer in triage status, would it be appropriate to use the special issues to ask the vendor to submit a clarification?

[08/13/2020 1:29 PM] Hum, Timothy R., VBAVACO:  
Yes, all exams are requested the same regardless of position description.

[08/13/2020 1:29 PM] Holmes, Nicole T., VBACHGO:  
Do a DRO have to request exam in ESR in the same manner as a VSR?

[08/13/2020 1:30 PM] Frazer, Jennifer:  
pertaining to the last side-if the ESR has evidence tabbed and the RVSR needs some info on comparing the info on those tabbed records, this would be considered a new request?

[08/13/2020 1:31 PM] Knopf, Linsay, VBAVACO:  
@Patrick no after the first appt is scheduled the vendor cannot send a clarification

[08/13/2020 1:31 PM] Holmes, Nicole T., VBACHGO:  
thank you!

[08/13/2020 1:31 PM] Smith, Christopher B., VBAVACO:  
@Nicole, all exams are requested the same regardless of position description.

[08/13/2020 1:31 PM] Spitaleri, Dawn:  
that is a great question

[08/13/2020 1:31 PM] Carver, Patrick S., VBAROAN:  
@Linsay, thank you

[08/13/2020 1:32 PM] Spitaleri, Dawn:  
so than do we place a new request with the correct MO after we receive the results

[08/13/2020 1:32 PM] Zalar, Catherine, VBACLEV:  
If the Veteran clearly states he cannot attend his exams for a Non-COVID reason (work obligations etc.), are we allowed to rate without the exams?

[08/13/2020 1:32 PM] Lewis, Amberly, VBAMONT:

we have had several veterans call the VAMC to find out where to go for their C&P because QTC told them to go to the VHA facility.

[08/13/2020 1:32 PM] Entwistle, Rose, VBAOAKL:

And in that scenario discussed over the phone, when the exam comes back we would need a brand new exam with the aggravation opinion?

Not a modification

[08/13/2020 1:33 PM] Gray, Daniel, VBAALBU:

@Rose that is correct

[08/13/2020 1:33 PM] Smith, Christopher B., VBAVACO:

@Catherine guidance is that there are no FTRs or No shows being processed at this time

[08/13/2020 1:33 PM] ABRAHIMI, ALI A. VBASEAT:

that's not an approved workaround....

we see it, yes - but no guidance ever given to do so

[08/13/2020 1:33 PM] Smith, Christopher B., VBAVACO:

@Amberly could you please provide us the FN for that case please

[08/13/2020 1:34 PM] Zalar, Catherine, VBACLEV:

ok. thank you. just wanted to make sure. Those usually get closed by vendor. are we to send another exam request?

[08/13/2020 1:35 PM] Lewis, Amberly, VBAMONT:

@Christopher it will be provided shortly thank you

[08/13/2020 1:35 PM] Smith, Christopher B., VBAVACO:

the vendor will hold the request until the request can be completed

[08/13/2020 1:36 PM] Bates, Andrew, VBASPT:

**When will this all be available on TMS?**

[08/13/2020 1:36 PM] Gray, Daniel, VBAALBU:

It is still an error no mater what

[08/13/2020 1:36 PM] Link, Felicia VBAANCH:

**yes it's still an error**

[08/13/2020 1:36 PM] Romeo, Joseph, VBANWRK:

Local mentor review might work to hold claim for 24hr in station until its able to be canceled

[08/13/2020 1:36 PM] Lopez, Nereida, VBAPHNX:

Can you please send us the link for the voice recording this meeting?

[08/13/2020 1:37 PM] Lewis, Amberly, VBAMONT:

we have also had QTC cancel a veteran's exam and told the veteran they were not going to reschedule the exam so we ended up having to submit a new request. the veteran stated that he informed QTC that he did not feel comfortable attending the exam due to COVID but it was canceled anyway

[08/13/2020 1:38 PM] Cosby, Wendy, VBAMONT:

A couple of months ago you had mentioned on the call that we should not be inputting the follow up dates for exam tracked items because it was causing issues. Is that still true or have they fixed that issue?

[08/13/2020 1:38 PM] Gallegos, Dandruck, VBAVACO:

@Nereida... the recording will be part of the TMS when its upload... this is our first time using a TMS so we do not know exactly when it will be available

[08/13/2020 1:38 PM] Bates, Andrew, VBASPT:

Thanks Dan

[08/13/2020 1:38 PM] Gray, Daniel, VBAALBU:

@Wendy no F/U dates should ever be placed

[08/13/2020 1:38 PM] Lopez, Nereida, VBAPHNX:

TY Dan

[08/13/2020 1:38 PM] Lewis, Amberly, VBAMONT:

@Christopher I spoke with VSR and they no longer have that file number but says the C&P director is saying it has happened several times

[08/13/2020 1:40 PM] Smith, Christopher B., VBAVACO:

@Amberly, if you run across any FN dealing with this issue please send those to us...we would like to follow up on them

[08/13/2020 1:40 PM] Entwistle, Rose, VBAOAKL:

RE AQRS: I have come across a scenario where the exams are still pending results and the incorrect MO was requested, I call no errors in those cases as the VSR is unable to modify exams. However, if when reviewing a claim the exam results are received and corrections were not made I do call an error. I would think a note in VBMS as stated earlier would be the best way to avoid an error.

[08/13/2020 1:41 PM] Bates, Andrew, VBASPT:

Do you have the parent ticket for that defect?

[08/13/2020 1:42 PM] Lewis, Amberly, VBAMONT:

Roger

[08/13/2020 1:43 PM] Knopf, Linsay, VBAVACO:

INC11940959

[08/13/2020 1:43 PM] Spitaleri, Dawn:  
any guidance on when LHI stopped doing sha exams?

[08/13/2020 1:44 PM] Kraft, Melanie A., VBAVACO:  
@Dawn do you mean special home adaptation? Or Separation Health Assessment?

[08/13/2020 1:45 PM] Romeo, Joseph, VBANWRK:  
Are we still using 30 suspense for Force Majeure tracked items?

[08/13/2020 1:45 PM] Knopf, Lindsay, VBAVACO:  
**OFOs guidance hasn't changed.**

[08/13/2020 1:45 PM] Romeo, Joseph, VBANWRK:  
thank you

[08/13/2020 1:45 PM] Cook, Melanie D., VBACHEY:  
has there been an end date announced yet for No Show (Force Majeure)

[08/13/2020 1:46 PM] Kraft, Melanie A., VBAVACO:  
No, we are still in a state of emergency.

[08/13/2020 1:46 PM] Link, Felicia VBAANCH:  
**III.iii.1.F.3.c. Tracked Item Dispositions only use follow-up for requested evidence. exam status is not evidence so only up date suspense date**

[08/13/2020 1:46 PM] Cook, Melanie D., VBACHEY:  
thank you!

[08/13/2020 1:46 PM] Padron, Maria D., VBASPT:  
thxs felicia

[08/13/2020 1:47 PM] Link, Felicia VBAANCH:  
**No problem**

[08/13/2020 1:47 PM] Cook, Melanie D., VBACHEY:  
yes

[08/13/2020 1:48 PM] Spitaleri, Dawn:  
Any guidance when LHI stopped doing SHA exams  
sorry if duplicate, I had to rejoin the meeting

[08/13/2020 1:48 PM] Chan, Daryl J., VBAFHM:  
Clarification: IF Veteran says cannot attend exam due to e.g. work; and, for whatever reason the vendor closes the exam request; then we should submit a new exam request. Is that correct?

[08/13/2020 1:48 PM] Gallegos, Dandruck, VBAVACO:

[08/13/2020 1:44 PM] Kraft, Melanie A., VBAVACO:  
@Dawn do you mean special home adaptation? Or Separation Health Assessment?

[08/13/2020 1:48 PM] Knopf, Linsay, VBAVACO:  
**LHI never did SHA Exams. They do not do BDD exams**

[08/13/2020 1:49 PM] Kraft, Melanie A., VBAVACO:  
@Dawn do you mean Separation Health Assessment or Special Home Adaptation? As Linsay said, they never did Separation Health Assessments. Those should only come from QTC in the US and VES overseas.

[08/13/2020 1:49 PM] Knopf, Linsay, VBAVACO:  
**@daryl Yes**

[08/13/2020 1:49 PM] Gallegos, Dandruck, VBAVACO:  
@Daryl if the miss the exam the vendor will hold the ESR. they should not provide no show information

[08/13/2020 1:49 PM] Chan, Daryl J., VBAFHM:  
Thanks!

[08/13/2020 1:49 PM] Bates, Andrew, VBASPT:  
**Thank you all**

[08/13/2020 1:50 PM] Spitaleri, Dawn:  
Separation Health Assessment?

[08/13/2020 1:50 PM] Lopez, Nereida, VBAPHNX:  
what is the TMS#?

[08/13/2020 1:50 PM] Bates, Andrew, VBASPT:  
**TMS Number: 4557428**

[08/13/2020 1:50 PM] Green, Crystal L., VBATOGS:  
(y)

[08/13/2020 1:50 PM] Hum, Timothy R., VBAVACO:  
on the first slide.

[08/13/2020 1:50 PM] Bates, Andrew, VBASPT:  
**Its on the first slide**

[08/13/2020 1:50 PM] Staley, Krista VBASLCY:  
**TY**

[08/13/2020 1:50 PM] Richards, Amy VBAPORT:  
Thank you

[08/13/2020 1:51 PM] Carver, Patrick S., VBAROAN:  
thank you



[08/13/2020 1:51 PM] Gerrish, Joseph, VBAHART:

Thank you

[08/13/2020 1:51 PM] Kraft, Melanie A., VBAVACO:

LHI has never done Separation Health Assessments. As I said, those should come from QTC only for exams in CONUS and VES for OCONUS.

[08/13/2020 1:51 PM] Spitaleri, Dawn:

thank you

[08/13/2020 1:51 PM] Caudle, Lori, VBAWAS:

Thanks

[08/13/2020 1:52 PM] Spitaleri, Dawn:

ok, ty

[08/13/2020 1:52 PM] Caudle, Lori, VBAWAS:

Does the TMS course get assigned to us

[08/13/2020 1:52 PM] Lewis, Amberly, VBAMONT:

I see sometimes where QTC cancels the Separation Health Exam because it is restricted by contract

[08/13/2020 1:53 PM] Padron, Maria D., VBASPT:

usually bc the RAD date is not inputted into VBMS