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| MSC Common Error Breakdown |  |

This document highlights the top errors cited on MSC Quality reviews for the period of January through May 2020

2,963 reviews, 543 errors cited

\*Of the 543 errors cited, 330 were for systems compliance issues

1. Contention errors\* (96 related errors cited)
   1. Missing or incorrect contentions listed in VBMS
   2. Previously denied claimed conditions listed as contentions under the IDES claim
   3. Dependents not listed as contentions
2. Service verification errors\* (73 related errors cited)
   1. Period of service not verified
   2. Listing ADT period(s) in the system as active service
   3. Not listing all active periods of service in VBMS
3. Corporate and Special Issue Flash errors\* (61 related errors cited)
   1. Missing Special Issue Indicators (most common- Traumatic Brain Injury, MST)
   2. Missing Corporate Flash (most common- IDES Participant Corporate Flash Please note: This is not a critical error but is called for correction when missing.)
4. Application not uploaded into eFolder (52 related errors cited)
   1. Missing the VA Form 21-0819 or 21-526ez from the eFolder at the time of QR review
5. Tracked item errors\* (45 related errors cited)
   1. Incorrect disposition of tracked item(s)- closed, received, etc
   2. Incorrect date of disposition- example: Item received on 5-1-20, but marked as received on 5-20-20
   3. Inappropriate use of tracked item- using tracked items when notes are sufficient
   4. Tracked items left open when information has been received
6. Date of claim errors\* (43 related errors cited)
   1. Incorrect date of claim for the EP 689
7. Medical opinion errors (33 related errors cited)
   1. Missing opinion for aggravation for conditions on entrance exam
   2. Missing direct medical opinion