**Opening Remarks & MST Survey Reminder**

* Diana Williard, *Quality Assurance Officer, Program Review*

**Medical Examination Request Timeliness**

* Maruta Grean, *Performance Specialist, DEMO*

**VBMS Updates**

* Christopher Whynock, *Program Analyst, VBMS PMO*

**SMC P1**

* Kerry Schafer, *Senior Rating Quality Review Specialist, Program Review*

**Quality Review Team (QRT) Updates**

* Jeff Henderson, *Chief, Quality Review and Consistency*

**QRT Q-Tips**

* David Hannigan, *QRT Chief, Program Review*

**Reconsideration Request**

* Scott Salsberry, *Senior Rating Quality Review Specialist, Program Review*

**Questions & Answers**

* Quality Assurance Staff

**Closing Remarks**

* Karen Townsend, *Assistant Director, Quality Assurance*

**TMS and Next Quality Call Information**

* David Hannigan

### November 19, 2014

### 1:30 PM (EST)

### [Online Meeting](https://meet.rtc.va.gov/robert.johnson4/GVJ5CS6D)

**1-855-767-1051**

**Conf ID Code 2135138**

Listen and ask questions by using a telephone line or computer headset.

View the PowerPoint presentation by clicking the online meeting link.

If you are using a telephone line instead of a computer headset:

1. Call into the telephone line by dialing 1-855-767-1051; enter the Conference ID Code 2135138, then press the # key.

2. Log into the online meeting via this “[Join online meeting](https://meet.rtc.va.gov/robert.johnson4/GVJ5CS6D)” link.(\*)

(\*) When you are prompted to Join Meeting Audio, please select “Do not join audio”.

### AGENDA



# Compensation Service

Rating Quality Call