

# Compensation Service Quality Call



## AGENDA

**March 11, 2015**

**1:30 PM (EDT)**

**Online Meeting Link**

**1-855-767-1051**

**Conf ID Code 83817351**

View the PowerPoint presentation by selecting the online meeting link.

Listen to the presentation by using a USB headset or a telephone line.

If you are using a USB headset connected to your computer to listen, select "Use Lync (integrated audio and video)" when joining the Lync meeting.

If you are using a telephone line to listen to this meeting:

1. Dial 1-855-767-1051; enter the Conference ID code, and then press the # key.
2. Select "Do not join audio" when joining the Lync meeting.
3. Log into the online meeting to view the PowerPoint presentation by selecting the online meeting link.

### Opening Remarks

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

### Changes to the Call-Up List

- Rachel Harwood, *Data Analyst, Quality Assurance*

### Issue-based vs Claim-based Quality

- David Hannigan, *QRT Chief, Program Review*

### Necessary Elements in Due Process Letters

- Cindy Windham, *Senior Authorization Quality Review Specialist, Program Review*

### Evaluating Parkinson's Using VBMS-R Without Overriding

- Christopher Whynock, *Program Analyst, VBMS PMO*

### Quality Review Team (QRT) Updates

- Jeff Henderson, *Chief, Quality Review & Consistency*

### QRT Q-Tips

- David Hannigan

### Reconsideration Request

- Robert Johnson, *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