

Compensation Service Quality Call



AGENDA

June 10, 2015

1:30 PM (EDT)

[Online Meeting Link](#)

1-855-767-1051

Conf ID Code 91494206

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Opening Remarks

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

Live Manual and Compensation Pension Knowledge Management (CPKM)

- Gabrielle Mancuso, *Chief, Program Operations*

Pes Planus and the Evaluation Builder

- Jacqueline Imboden, *Chief, Policy Staff*

eFolder Maintenance Plan and Date of Claim Reminder

- Andrew Wilson, *Program Analyst, Procedures & Program Development Staff*

Quality Review & Consistency

- Alexandria Katinos and George Boyd, *Consultants, Quality Review and Consistency*

Character of Discharge Decisions

- Radine Mace, *Authorization Quality Review Specialist, Program Review*

Quality Review Team (QRT) Q-Tips

- David Hannigan, *QRT Chief, Program Review*

Reconsideration Discussion

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

Questions & Answers

- Quality Assurance Staff

TMS and Next Quality Call Information

- David Hannigan