

Compensation Service Quality Call



AGENDA

November 18, 2015

1:30 pm (EST)

Online Meeting Link

1-855-767-1051

Conf ID Code # 34794351

View the PowerPoint presentation by selecting the online meeting link.

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(*) Computer audio is the preferred method for this presentation.

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

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

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Opening Remarks

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

Applying the Amputation Rule in VBMS-R

- Riley Ross, *Program Analyst, VBMS PMO*

Live Manual Updates and Rescission of FL 12-03

- Christopher Chartier, *Operations Analyst, Program Operations*, for Melvin Gerrets, *Chief, Program Operations*

Poll Question – ITF versus RFA

- Robert Johnson, *Senior Rating Quality Review Specialist, QRT, Program Review*

National Examination Request Quality Scores FY15

- Maruta Grean, *Performance Specialist, DEMO*

QRT Q-Tips

- David Hannigan, *QRT Chief, Program Review*

Reminder – New TMS Format for Quality Call Material

- Robert Johnson

Questions & Answers

- Quality Call Presenters

TMS and Next Quality Call Information

- David Hannigan