

Compensation Service Quality Call



AGENDA

January 20, 2016

1:30 pm Eastern

Join online meeting

1-855-767-1051

Conf ID Code # 1874061

View the PowerPoint presentation by selecting the online meeting link.

Listen to the presentation by using computer audio or a telephone line.

(*) 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:

1. Dial 1-855-767-1051; enter the Conference ID code, and then press the # key.

2. Select "*Do not join audio*" after selecting the Lync meeting link.

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*

DBQ Reminders

- Tina Skelly, *Management Analyst, DEMO*

Examination Request Quality Scores Show Improvement

- Maruta Grean, *Performance Specialist, DEMO*

VBMS-R Updates

- Chris Whynock, *Program Analyst, VBMS-PMO*

Poll Question – Withdrawal of a Claim

- Bonnie Kirby, *Consultant, Program Review*

Foundation Blocks of Adjudication & Promulgation – SMC s & SMC k

- Christina Lee & Melissa Jones, *Training Consultants, Training Staff*

National Rating C2 Benefit Entitlement Errors

- Christine Alford, *Chief, Program Review*

Questions & Answers

- Quality Call Presenters

TMS and Next Quality Call Information

- David Hannigan, *QRT Chief, Program Review*