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**Opening Remarks**

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

**Examination Request Routing Assistant (ERRA) Usage**

* Maruta Grean, *Performance Specialist, DEMO*

**Assigning Rating Errors**

* Sarah Goddard, *Chief, Program Review, Quality Assurance*

**Recent Live Manual Updates**

* Cindy Windham, *Senior Authorization Quality Review Specialist, Quality Review Team, Quality Assurance*

**Updated Drill Pay Procedures**

* Andrew Wilson, *Program Analyst, Interagency Data Sharing, Procedures Staff*

**Adjustments Due to Active Duty**

* Paul Shute, *Senior Program Analyst, Procedures Development Staff*

**Impact of Recent Court Cases**

* Jacqueline Imboden, *Lead Consultant, Policy Staff*

**Quality Review and Consistency Topics**

* George Boyd, *Consultant*, *Quality Review & Consistency, Quality Assurance*

**Closing Remarks**

* John Capozzi, *Assistant Director, Quality Assurance*

**TMS and Next Quality Call Information**

* David Hannigan, *Chief Quality Review Team, Quality Assurance*

**Questions & Answers**

* Quality Call Presenters

# Compensation Service Quality Call





### June 8, 2016

### 1:30 pm Eastern

### Join online meeting

**1-855-767-1051**

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### AGENDA