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**Opening Remarks**

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

**Pace of Live Manual M21-1 Changes & Updates**

* Lynn Thiem, *Senior Program Analyst, Procedures Maintenance Staff, Procedures*

**Adding a School Child from His or Her 18th Birthday**

* Isabelle Brisendine, *Consultant, Program Review Staff, Quality Assurance*

**Reminder – Communication of an Intent to File (ITF)**

* Melvin Gerrets, *Chief, Program Operations Staff, Quality Assurance*

**A Review of How to Complete a Medical Opinion (MO) Request**

* Maruta Grean, *Performance Specialist, DEMO, Quality Assurance*

**Pulmonary Function Tests (PFTs) & the Evaluation Builder (EB)**

* Caleb Roberts, *Program Analyst, VBMS PMO, Business Requirements & Testing*

**Poll Question – Claimed Issues**

* Bonnie Kirby, *Consultant, Program Review Staff, Quality Assurance*

**Improperly Adjudicating Issues on Appeal – No Jurisdiction**

* Christine Alford, *Chief, Program Review Staff, Quality Assurance*

**Closing Remarks**

* Jeff Henderson, *Chief, Quality Review & Consistency Staff, Quality Assurance*

**TMS Information**

* David Hannigan, *Chief, Quality Review Team (QRT), Quality Assurance*

**Questions & Answers**

* Quality Call Presenters





# Compensation Service Quality Call

### August 3, 2016

### 1:30 pm Eastern

### [Join Online Meeting](https://meet.rtc.va.gov/robert.johnson4/9H4M8H7Q)

**1-855-767-1051**

**Conf ID Code # 46130806**

View the PowerPoint presentation by selecting the online meeting link.

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

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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.

### AGENDA