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Welcome to the July 2021 compensation service call quality call. My name is Bonnie Kirby I'm senior quality review specialist here in Nashville with the quality review team. We have a little bit short agenda. We will have Dustin Williams continuing talking about the organization project and also some presumptive conditions. I'm going to to provide update to give you an idea of where to focus your attention and double check things a little bit more. And then John will continue with another demonstration. We have a consultant talking about James with the same thing with the last few months. I will turn it over to Dustin and thank you for joining us.

SAQ. Thank you. Good afternoon everyone this is Dustin Williams the Lee program analyst for procedures maintenance. I'm going to give you a brief overview with a few changes and like Bonnie said to discuss updates to the status of our reorganization. Let's start with a few recent revisions unrelated to the organization. On June 21, 2021, compensation service implemented processing of claims for the three new agent orange presumptive disabilities which were at his disability subject to an urgent presumption of service connection under Public Law 116 that's 283. You may hear these presumptive conditions referenced with the acronym and DAA which is a short version. Just note the meeting of, meaning of the birth are the same. On June 21, 2021 compensation service implemented processing of claims for the three new agent orange presumptive disabilities. Updated to include claim attributes needed for centralized processing and workload routing. Updated to reflect the presumption of Essie for parkinsonism bladder, bladder cancer, and hypothyroidism, effective January 1, 2021, and indicate that the three new presumptive disabilities are subject to under 38 CFR. Updated guidance on reading Parkinson's disease to include discussion of parkinsonism. Let's turn our attention to the reorganization effort which has been the subject of discussion over the last couple months. Procedures maintenance have completed the second of six planned phases of the content reorganization. June 17, 2021 released new transects notice of death benefits payable at death, and burial benefits, comprised of select content previously located in transects, parts three and four and all content previously located in parts seven and eight. On June 24 we released a new part to intake claims establishment jurisdiction and file maintenance comprised of select content previously located in transects, parts one, three and four June 30, 2021 released new transects dependency indemnity compensation another survivor's benefits. The next phase of content reorganization is expected to be completed on or around August 19, 2021, and will involve the formation of new parts seven dependency, part eight special compensation issues, and part-time benefits administration and oversight. Compensation service will continue to provide updates on M21-1 reorganization in these monthly calls, as well as via the M21-1 adjudication procedures manual FY 21 reorganization guide, the compensation pension knowledge management portal landing page under the breaking news header, compensation service bulletins, and compensation service calendar updates, normally occurring on Fridays, identifying M21-1 content published during the week. That concludes my discussion. We will go back to Bonnie for an update.

Thank you. I want to talk about a few the trends in both national Star and local quality and give you ideas of where the areas are that we are seeing a few more errors than usual. Not that it is a bad thing, just looking to improve that area so we can focus on improving the quality of our decisions for Veterans, and continuing to improve our quality overall. It is always helpful to have more information. I'm going to go over some data and then we will talk about some reminders and things you can do to give extra focus on the areas. We are going to start with star rating data, three categories comprise 24 percent of reading STAR recited FY 21 today. Under evaluation, missing unclaimed issues within the scope of the claim, missing claimed issues for service connection, and other. We will talk about suggestions for that that we might be able to increase those areas before the end of the year and hopefully ongoing from there. As far as STAR for nonreading, this is a pressing 54 percent is two categories one being a payment change other than dependent or withholding action. There is really have to do with EP 670 suggestions we have both applied to the SR's and RVS ours. The other category attorney fee withholding. We do have at least one suggestion for those to improve a little bit. I know it is a hard area. As far as local quality three reviews these are the local bars. Three categories about the top 26 percent. Take a look at your screen for the information. Three categories comprise 26 percent of local VSR day or, VSR they do. Reading prevent under evaluations. Enter all applicable symptoms into the evaluation builder. Double check the assigned evaluation with the rating schedule. Double check the assigned evaluation with the rating schedule. We need to know what diagnostic code we are using and what symptoms will give them evaluation. For some reason that doesn't match with the evaluation builder comes up with, we have to do a little bit of fact-finding and digging an investigation to figure that out. By using that double prong method of going about the evaluations we can really prevent under evaluating. Avoiding missed issues, review claim forms for all issues. Look for issues within the scope of the claim. Looking at the DB cues can help identify things like neuropathy. We are all familiar with those and they can be easy to overlook. Take a second look and make sure you look at the whole thing. When it comes to EP 600's, verify due process was issued correctly. Wait for 65 days prior to adverse actions such as reduction and severance. Those are things to double check. That is an ongoing area we are working on. VSR systems compliance can always check and update if needed tracked items even if that is not the task at hand. VSR clean details. There are five and update service. Double check date of claim on application. Policy letter 20 dashes 02 novel coronavirus COVID-19 claims and appeals processing guidance. VSR attorney fees. Use the attorney fee audit standard calculator or job aids. They use of that will help us as well. That was a lot of information, but I hope there's yours to give you an idea of the picture overall. And see what we need to do to make a little bit of improvement because that little bit will make a huge difference. I appreciate everything you do. I will send it to Jen for a demo improvement. Thank you.

Thank you. Welcome to the July 2021 quality call. Today is the seventh and final installment of our ongoing tutorial series. This is also a reminder that all applicable regulatory citations for all of the presentation so far can be found in the quality call bulletin. Today I will be denying entitlement to compensation under 38 CFR 3.324. This is the regulation allows us to compensate a veteran at 10 percent due to multiple noncompensable service-connected disabilities. If there is evidence that those conditions interfere with normal joint ability. This case there is no evidence. The denial is in order. I will share my screen.

[ Pause ]

Veteran is only service-connected for two noncompensable disabilities. The loss in residual of a right ring finger fracture. He has no other service-connected disabilities. An issue which must be inferred and addressed whenever applicable even if the denial is in order. Even if it is not expressed. It is one of those exceptions [ Indiscernible ]. We must also raise and address entitlement to compensation. He has two evaluations and no compensable evaluations that this issue can be difficult to find. How to access the issue is not covered clearly. To create the issue, in the category area, we select other. In the subject line, select special provision determinations. Establish issue. Now we will enter our decision. At this point, drop-down in the decision area, and select deny compensation under 38 CFR. And then select okay. Since this is not a DES rating, we select 3.324 denial. And accepts. Even though this is an effort special provision determination, because it is a denial of the benefit of we still must consider favorable findings. This the better doesn't multiple noncompensable disabilities, and no compensable disabilities, he needs the basic eligibility criteria. Even though we are denying the issue. We talked to the favorable findings tapped. There is now a premade favorable finding. We select add premade finding. And select denial of 10 percent. Nearly premade finding available is that the veteran has two or more separate permanent service-connected disabilities evaluated at noncompensable levels. Because this is true for veteran, we highlight defining, and select add finding. Now we need to add pretext to supplement the finding. Using the edit button, I will add you have two or more separate, permanent service-connected disabilities. I hit the save icon. I must also hit save at the bottom right-hand at the favorable findings that can finish within my changes have saved. The blue bar at the top of this page is a verification that men put has been successful. Now I move back to my analysis tab. In hit append, to drop my narrative favorable findings into the reasons for decision box. The text is sufficient and populated the regulation. It is at this point I could add narrative discussion pertinent to the fact of the case. In this case, I think it generated coupled with my favorable finding is efficient. I also review my favorable finding. The issue looks complete. I select okay. Let's take a look at the draft. Denials are one of those decisions did you not populate the rating sheet if it is denied. Notice there is no denial, this is normal so don't be alarmed. However, a quick warning as a decision-maker, if it has been denied in the past, that decision is retained in the corporate memory of the VM are even though doesn't show. Be careful, it will prompt the user to consider if it has never been considered in the past and does not retain in the memory. It will not prompt the user to consider it again to it as comparative as a decision-maker to remember to praise and address and not rely on the reminder. That is our tutorial today. Thank you for all of the feedback that a good that some of you have provided. It has allowed us to tailor future tutorials to the needs of our users and I truly appreciate those of you took the time to provide comments. I will turn it over to rating.

Thank you. As indicated, I'm a consultant with the quality assurance authorization and on rating team that is going to be discussing the need to address all issues for specially adaptive policy otherwise known as SAH in SHA. VA form 26 best 5655 is a claim for both SAH SHA. A grant of SAH renders the issue of SAH since SHA is the greater benefit. SHA need not be addressed.

I will update it, I will upload it and we will have it ready and we can continue in three minutes.

I am sorry. That is what was throwing me off.

[ Indiscernible ]

I was going to pronounce them now, but that's how I have it in my talking points to it is okay, the form number what was throwing me off. I got flustered. I apologize.

Those are the slides you sent me for this month. Tell me the correct number.

It should be [ Indiscernible ].

[ Pause ]

Are we ready to start over?

Hang on. Is everything okay?

Yes.

Okay.

Whenever we start the recording, we can start.

I'm going to discuss addressing issues for specially adaptive policy otherwise known as SAH SHA claims. VA form 26 that's 455 is a claim for both SAH and SHA. A grant of SAH renders the issue of SHA mood since SAH is the greater benefit. SHA need not be addressed when SAH is granted. If SAH is denied, the rating decision must address both SAH and SHA. Failure to address both SAH/ SHA on the rating decision when required will result in a benefit entitlement area. That's all I have, I'm going to turn it over to Bonnie for closing remarks.

Thank you. We reached the end of our presentation if you have a topic you would like to present on a future call, please run it by your courage and send us an email at our internal box. We would love to have guest presenters. We can help you prepare. If you have a suggestion for a topic, please send an email to the same mailbox with the information shown and cc your courage. Your coach. Quality call bulletins can be found on the homepage on the compensation service intranet site. Audio recordings of the quality calls with separate copies of the PowerPoint slides can be found in both TMS and the VBA learning catalog. Thank you for joining us today. The next call will be recorded the week of August 9. Have a great day and we will see you next month. Thank you.

Excellent, short and sweet I'm glad we got to do it. Great job everybody.

Thank goodness for you three, we were able to do it.

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