**Claims Assistant (CA) Task Based Quality Review Checklist Presentation**

**– August 2021 –**

*AQRSs should see CA quality reviews effective QMS Pull on August XX, 2021*

***Summary:*** Donovan Thompson-SAQRS with Compensation Service Quality Assurance presents the new CA Quality Review Checklist.

At the end of this presentation, AQRSs will be able to:

* Identify updates incorporated into the M21-4, Chapter 6, Appendix C
* Recognize the Claims Assistant (CA) Performance Standards
* Understand how to conduct quality reviews on CAs using the Quality Management System (QMS)
* Recognize and understand the CA Task Based Quality Review Checklist
* Identify the systems related to the CAs’ performance

**References:**

* M21-4, Chapter 6, Appendix C, CA Checklist, Quality Review Team (QRT)
* M21-4, Chapter 6, Quality Review Team (QRT)
* M21-1, Part III, Subpart ii, Chapter 1, Section B, Mail Management
* CA National Performance Standards, Appendix A

Quality reviews for CAs are currently performed using questions contained in Appendix A of the CA Performance Standards.

Quality Assurance incorporated the CA Quality Review Checklist into the M21-4, Chapter 6, to place the performance of quality reviews under the QRT oversight in QMS.

To improve the quality and consistency of mail intake and management, AQRSs will conduct quality reviews in QMS for CAs effective August 1, 2021.

AQRS will review a random selection of an average of (5) five assigned actions completed by the CA during each month of the evaluation period.

All work completed by a CA is eligible/subject to quality review.

Random selection by QMS will reflect an appropriate mix of work performed independently by the employee for that month.

ROs are required to coordinate full access for the AQRSs for the following applications:

* Centralized Mail Portal (CMP) – system used for processing mail received from Veterans, Claimants and/or their representatives
* Caseflow Intake – web-based application designed to process Appeals Modernization Act (AMA) decision review requests for Veterans or Claimants
* Veterans Appeals Control and Locator System (VACOLS) – system used for tracking and monitoring the status of appeals

**CA Task Based Quality Review Checklist**

**1. Claimant Identification: Was the claimant correctly identified in all systems?**

* Documents contained in the mail packet under review were not uploaded to the correct e-folder related to the correct Veteran
* Incorrect action regarding any unidentified mail
* Incorrectly updated appropriate systems for any name, including spelling, and/or address changes
* Failed to identify and/or took incorrect action regarding any duplicate records identified for the Veteran or other claimant (i.e., Dup-C)
* Incorrectly created a duplicate corporate record for the same Veteran

**2. Claims Establishment: Did the CA correctly determine that a new end product control was needed; and, if so, did CA establish it correctly?**

* An EP was not required and/or not established based upon the packet or other assignment under review
* The incorrect Date of Claim was established
* The incorrect End Product Code was established
* The Benefit Type, payee code, and/or claim label were incorrectly established, where applicable (based upon current manual guidance)
* Failed to request folder at the time of claim establishment
* System letter not generated or suppressed incorrectly (i.e., 5103)

**3. Electronic Record Updates: Did CA take correct actions to update systems to allow complete tracking and routing of claims and benefits?**

* VBMS Manage Evidence screen and/or legacy systems incorrectly completed when evidence is received
* Contentions and Tracked Items were not input and, when required, updated incorrectly
* Priority flashes and/or special issues were incorrectly established when required
* Power of Attorney (POA) incorrectly updated, to include granting appropriate access (if VA Form 21-22 submitted with mail packet). Prior POA not revoked when applicable.
* Documents uploaded to the electronic folder were incorrectly indexed
* VACOLS was incomplete and/or inaccurately updated as required
* Direct Deposit information was input or updated incorrectly
* Any Notice of Death (FNOD) was input incorrectly
* Intent to File (ITF) information input or updated incorrectly, when applicable

**4. Other CA Actions: Were any and all other necessary CA actions taken, and taken correctly?**

* Hearing Scheduled: Actions pertinent to the scheduling of an individual hearing were incomplete
* Non-system generated correspondence incorrectly prepared and/or released (e.g., Request for Application (RFA), Intent to File (ITF), Benefits Verification letter, Commissary letter)
* Any one-time end product PCLR incorrectly completed, when applicable
* Incorrect exam request follow-up was initiated
* Incorrect Folder boxed, shipped and tracked
* Incorrect FOIA, privacy or other request logged
* Incorrect FOIA, privacy or other response
* Incorrect Centralized Mail printing and mailing (Assistance with Work-at-Home Letters)
* Any Folder Request not associated with the establishment of a claim was initiated incorrectly
* Incorrect Burial Development or Award
* Incorrect Re-assignment or Re-routing of mail packet

**Error Notification**

The CA has five business days following notification of the error(s) to correct any errors or submit a reconsideration.

Reconsideration procedures should follow any local guidelines/policy.

**Resources**

Below is a list of trainings available in TMS related to the functions of a CA:

* Appeals Modernization Mail Routing (TMS 4492331)
* Mail Management (TMS 1279424)
* Introduction to End Product Controls and Claims Establishment (CA) (4415893)
* Intake Processing Center (IPC) Identifying and Routing Mail (TMS 4444822)
* Unidentifiable Mail (TMS 4183702)

**Questions**

Any questions on this new CA Quality Review Checklist or CA quality review procedures should be sent by the QRT Coach via email to their [Quality Assurance District POC/Facilitator](https://vbaw.vba.va.gov/bl/21/star/reports/star_rpts21.htm) or to our corporate mailbox [VAVBAWAS/CO/QRT](mailto:QRT.VBACO@va.gov).