Compensation Service Quality Call

April 8, 2015

1:30 PM (EDT)

Online Meeting Link

1-855-767-1051

Conf ID Code 23136862

View the PowerPoint presentation by selecting the online meeting link.

Listen to the presentation by using a USB headset or a telephone line.

If you are using a USB headset connected to your computer to listen, select "*Use Lync (integrated audio and video*" when joining the Lync meeting.

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*" when joining the Lync meeting.

3. Log into the online meeting to view the PowerPoint presentation by selecting the online meeting link.

AGENDA

Opening Remarks

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

Locating Quality Call Material on Intranet and TMS

- Robert Johnson, *Senior Rating Quality Review Specialist, Program Review*

Medical Examination Request Quality

- Maruta Grean, *Performance Specialist, DEMO*

Effective Dates – Initiated vs. Electronically Submitted

- Christine Alford, *Chief, Program Review*

Quality Review & Consistency

- George Boyd and Jamie Smith, *Consultants, Quality Review and Consistency*

Quality Review Team (QRT) Q-Tips

- David Hannigan, *QRT Chief, Program Review*

Reconsideration Discussion

- Cindy Windham, *Senior Authorization Quality Review Specialist, Program Review*

Questions & Answers

- Quality Assurance Staff

Closing Comments

- Karen Townsend, *Assistant Director, Quality Assurance*

TMS and Next Quality Call Information

- David Hannigan