

Education Service National Reconsideration Process Fact Sheet

The Office of Inspector General (OIG) report on 'Deficiencies in the Quality Review Team Program' dated July 22, 2020, for business lines in Compensation Service, Office of Administrative Review (OAR) and Pension & Fiduciary (P&F). In order to be ahead of the curve, the following fact sheet seeks to formalize the reconsideration process in VBA Education Service and document the below requirements.

The following information will establish rules for local reconsiderations in VBA Education Service. These rules will be enforced by the Education Quality and Training Staff (EQTS) and Quality Coaches in the Regional Processing Offices (RPO's).

This fact sheet is applicable to anyone who is eligible to have a quality review completed on them during a month of production.

1. Reconsiderations must be received within **3 business days** from the date of delivery.
2. All reconsiderations must have a reference or references associated with the error. The reference(s) may vary, but will be from official policy, guidance or training materials and established as an acceptable rule or practice. The Regional Offices may expand the list of acceptable references from refresher trainings, e-mail reminders or other officially published guidance delivered to claims processing personnel.
3. Any reconsideration submitted without a reference or acceptable guidance will not be considered and the error will be upheld.
4. If a reconsideration is accepted (with valid reference(s) and a narrative) and upheld by the original EQTS member, a second EQTS will consider it within **2 business days** from the date of receipt.
 - a. If the second EQTS upholds the error, the issue has been settled and the reconsideration will be denied. The claim will be reassigned to the individual being quality reviewed to accept and/or correct the error in QMS.
 - b. If the second EQTS disagrees with the original assessment, it will be assigned to the Quality Coach or appropriate designee on station. The Quality Coach in the RPO will make a final determination and reassign to the original person being reviewed.
5. If and when there are areas of disagreement over a reconsideration, the EQTS members or Quality Coach may mitigate the error accordingly in QMS. For example, a punitive error may be changed to an FYI or "Mitigate Error" during the reconsideration. This process should be used sparingly.

