

# Office of Administrative Review: Training Handout

## Higher-Level Review Returns (VA 4571667)


### Student Guide – Return Scenario 2



### Training Scenario

Decision Review Officer (DRO) issued the following decision to return for duty to assist error.

### Higher-Level Review Return

 Department of Veterans Affairs		HIGHER-LEVEL REVIEW RETURN	
POA	DATE OF RETURN:	REGIONAL OFFICE NUMBER	
	02/10/2021	346	
NAME OF CLAIMANT		VA FILE NUMBER	
Mila Timothson		TRA-89-0145	
<b>SECTION I</b>			
<b>THE HIGHER-LEVEL REVIEW BEING RETURNED RELATES TO THE FOLLOWING ISSUES:</b>			
LIST ALL SPECIFIC ISSUES BEING RETURNED <i>(Continue on additional page as necessary)</i>		DATE OF VA DECISION NOTICE	
evaluation of left shoulder		10/14/2020	
<b>SECTION II</b>			
<b>THE HIGHER-LEVEL REVIEW HAS BEEN RETURNED FOR THE FOLLOWING REASONS:</b>			
DUTY TO ASSIST ERRORS <i>(Select all that apply)</i>			
<input type="checkbox"/> PRIVATE MEDICAL RECORDS	<input type="checkbox"/> FEDERAL MEDICAL RECORDS	<input type="checkbox"/> OTHER MEDICAL RECORDS	<input checked="" type="checkbox"/> EXAMINATION OR MEDICAL OPINION
REQUIRED DEVELOPMENT - DIFFERENCE OF OPINION <i>(Select all that apply)</i>			
<input type="checkbox"/> FEDERAL RECORDS	<input type="checkbox"/> OTHER RECORDS	<input type="checkbox"/> EXAMINATION OR MEDICAL OPINION	<input type="checkbox"/> OTHER DEVELOPMENT
EXPLANATION FOR ITEMS CHECKED <i>(Continue on additional page as necessary)</i>			
Please request a shoulder exam. Veteran was scheduled for an RFE on the shoulder but contacted the VAMC prior to the rating decision to state she was out of town for school. No attempt was made to clarify the best location for the exam. Please contact the Veteran prior to scheduling the exam to verify her current location and reschedule the exam appropriately.			



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#### Classroom Discussion

1. What is an RFE? Why did the DRO determine there was a duty to assist error in this claim?
2. Based on the higher-level review return, what is the first action the VSR should take?
3. Based on the initial action, what is the second action the VSR should take?

