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| Gears | PurposeThis Checkpoint Discussion reviews the live higher-level review (HLR) case work completed by learners.**Instructors**: There is no student version of this Checkpoint Discussion. Please use the Discussion section below to guide learners in an open discussion and allow learners to ask questions as needed. |
| Meeting | AudienceDecision Review Officers (DRO) in the DRO Onboarding Program |
| Checklist | DiscussionDuring this session, utilize the general topics listed below to discuss what the learners found while they worked the live cases.* Did the learners encounter HLR issues that were not covered in the training material?
* Did the learners encounter any special issues (e.g., PACT Act) they were not familiar with? What were these special issues, and did they affect development steps?
* Ask if anyone encountered any unusual situations in the claim processing and how they went about figuring out what to do.
* Discuss any questions the learners had for you during the live case work that you feel might be relevant to the group as a whole.
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