

Office of Administrative Review

Checkpoint Discussion Instructor Guide: Live Case Work (Higher-Level Review)

Purpose



This 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.

Audience



Decision Review Officers (DRO) in the DRO Onboarding Program

Discussion

During 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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