Pension and Fiduciary (P&F) Service

Pension Quality Call

Date: January 21, 2021
TMS: # 4566979

AGENDA TOPICS

AGENDA ITEMS

Agenda item: STAR Analysis   **Presenter:** Wakita Thompson, Analyst

Target Audience:
QRT and Management

Discussion:

A trend analysis was conducted regarding errors cited on National Pension Quality Reviews completed during the month of December 2020.

The below chart shows a breakdown in the number of National STAR Quality Reviews completed in the month of December 2020.

Review Category	Total # of Claims Reviewed	Total # of Claims with Errors	# of BE Errors Cited
Non-Rating (Authorization)	22	7	2
Rating	26	5	0
Total	48	12	2

As shown in the above chart, out of a total of 48 claims reviewed for National STAR Quality, 12 errors were cited, with 2 cited as benefit entitlement (BE) errors. The eleven errors cited fell

within three categories: Notification, Income, and Other. A breakdown of these errors is provided below.

The below chart provides a brief description of the reason for each of the 12 errors, broken out by category.

Error Category	Reason for Error
Notification	• 5 errors were due to "inaccurate information in the notification letters." • 1 was due to "Incomplete Information in the notification letter." • 1 was due to notification letter missing from the eFolder.
Income Errors	• 1 of the Income errors was due to "income not properly counted." • 1 was due to "medical expenses not correctly being calculated."

Other	• 3 of the errors were due to "proper procedures not being followed.
	    o 2 – Correct date of claim not used.
	    o 1 – Pension automation plot payment was inaccurately paid (Error unrelated to end product under review).

The next shows the total number of errors cited, broken down into categories showing whether the error was a BE or Non-BE error.

December 2020 Errors by Category (BE vs Non-BE Breakdown)				
Error Category	BE Errors	Non-BE	Total	%
Income Errors	2	0	2	16.67%
Notification Errors	0	7	7	58.33%
Other	0	3	3	25.00%
Total	**2**	**10**	**12**	

The above chart shows errors cited in the month of December 2020 on claims completed by the PMC's in November 2020.

The below chart provides a drill-down of Notification errors cited during November and December 2020 National STAR Quality Reviews, on claims completed by the PMC's in the months of October and November 2020.

Notification Errors
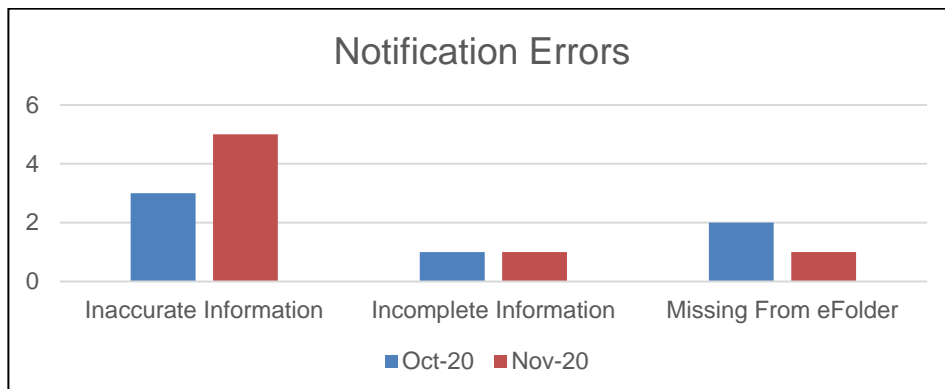
The next chart provides a drill-down of the Income errors cited during November and December 2020 National STAR Quality Reviews, on claims completed by the PMC's in the months of October and November 2020.
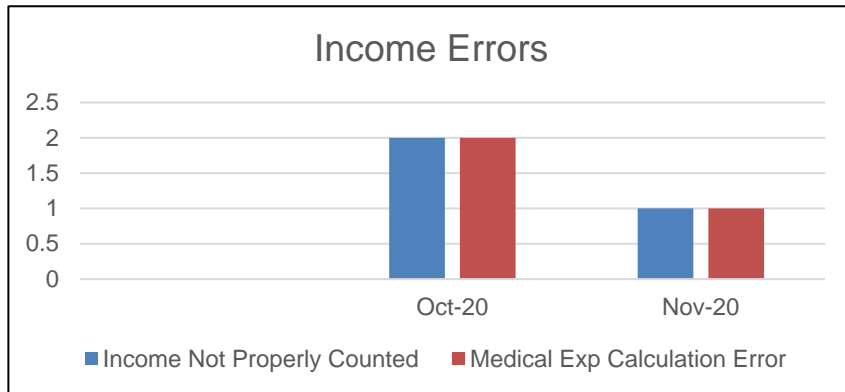
References/Contacts

✓ STAR Reports   https://vbaw.vba.va.gov/bl/21/star/reports/star_rpts20.htm

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Agenda item: Updated STAR Sample   **Presenter:** Kelly Wante, Chief

Target Audience:
PMC Management

Discussion:

On January 11, 2021, P&F Service issued notification to the PMCs that the monthly STAR sample size was increasing from 48 reviews per month to 56 reviews per month in coordination with the Office of Performance Analysis & Integrity (PA&I). STAR sample sizes may change annually and are based on average performance over the last two years. The breakdown of the current STAR sample size is below:

SOJ	Station Name	Monthly Rating	Monthly AUTH	Totals
310	Philadelphia	14	10	24
330	Milwaukee	4	9	13
335	St. Paul	3	16	19

The updated sample was implemented starting with the December 2020 completions (January 2021 reviews).

The FY21 STAR cumulative period that is used to assess end of year accuracy will be determined based on cases completed between August 2020 and July 2021.

References/Contacts

Agenda item: Information on Automation   **Presenter:** Gary Hodge, Lead

Target Audience:
PMC Employees

Discussion:

The Philadelphia PMC requested a brief introduction on automation, to include how it works, what happens overnight, etc. A general overview of the functionality as of January 2021 was provided during the call and a formal summary is forthcoming from P&F Service. This will be provided separately from this bulletin.

For additional questions specific to automation, PMC leadership may send them to Kelly Wante, Chief (Kelly.wante@va.gov).

Agenda item: Quality Redesign Special Focused Review   **Presenter:** Dave Coyle, Analyst

Target Audience:
QRT and Management

Discussion:

On October 1, 2020, performance standards for VSRs and RVSRs changed. Quality performance is now evaluated based on applicable tasks chosen by the QRS during the IQR.

P&F Service, OAR, and Comp Service are currently reviewing IQRs randomly selected by PA&I to ascertain whether the checklists are being completed accurately based on guidance given since October 1. P&F Service is reviewing 35 IQRs (both VSR and RVSR) and updating QMS with the results. These are non-punitive reviews.

References/Contacts

Agenda item: QMS Migration to Lightning   **Presenter:** Wakita Thompson, Analyst

Target Audience:
All Claims Processors and Management

Discussion:

The Quality Management System (QMS) moved from classic to lightning on the evening of February 25, 2021. The functionality did not change; however, the look and feel of the user interface is different. For example, Reviews Landing page will be replaced. The checklist however, will look the same. Please see the attached training guide for more information.

Closing Comments

P&F Quality Mailbox:

We will solicit for agenda topic(s) for each future Quality Call. If you have a specific topic suggestion, please feel free to email it to the Pension and Fiduciary (P&F) Quality mailbox at PFTNGQUALOVRST.VBACO@va.gov

Quality Call Bulletins

Quality Call Bulletins can be found in the following location:
https://vbaw.vba.va.gov/PENSIONANDFIDUCIARY/Quality_Call_Bulletins.asp

The next Quality Call is tentatively scheduled for mid-March. Additional information will be given at that time.

TMS Course

All Pension Quality Calls and Bulletins will be available in TMS. Once the bulletin is finalized, information will be sent to the PMCs which will include the TMS #.

Stay safe everyone!

Post-Call Follow Up

Recording of Quality Call

A recording of the January 2021 Quality Call can be found HERE. It will also be available as part of the TMS Course.

TMS Course:

Available content from the Quality Call bulletin and recording is available in TMS! The TMS # for the January 2021 Pension Quality Call is 4566979 (Pension and Fiduciary Quality Call – Pension January 2021)

The link to TMS is HERE. It is recommended to use Google Chrome when viewing the TMS information.