Pension and Fiduciary (P&F) Service

Pension Quality Call

AGENDA TOPICS

AGENDA ITEMS

Agenda item: PMC STAR Quality Analysis   **Presenter:** Jennifer Kunkel, Analyst

Target Audience:

QRT and Management

Discussion:

A trend analysis was conducted regarding the errors cited on National Pension Quality Reviews completed for the Third Quarter of FY22.

The chart below shows a breakdown in the number of National STAR Quality

Reviews were completed between May 2022 and July 2022 (transactions completed between April 1, 2022, through June 30, 2022).

We reviewed 113 Authorization (non-rating claims) and 57 rating claims for a total of 170 claims in the third quarter. **62** errors were cited, 0 errors were overturned.

Station	Review Category	Total # of Claims Reviewed	Total # of Errors Cited	# of BE Errors Cited
310	Non-Rating (Authorization)	27	7	0
	Rating	24	15	0
	Station Total	**51**	**22**	**0**
330	Non-Rating (Authorization)	13	1	0
	Rating	24	9	0
	Station Total	**37**	**10**	**0**
335	Non-Rating (Authorization)	73	26	5
	Rating	9	4	0
	Station Total	**82**	**30**	**5**
	Total	**170**	**62**	**5**

The BE Based Accuracy % (solid blue columns, one for Rating one for Authorization claims) is what is used to determine STAR quality accuracy. The stripe columns are the Claim Based Accuracy percentages (for Rating and Authorization).
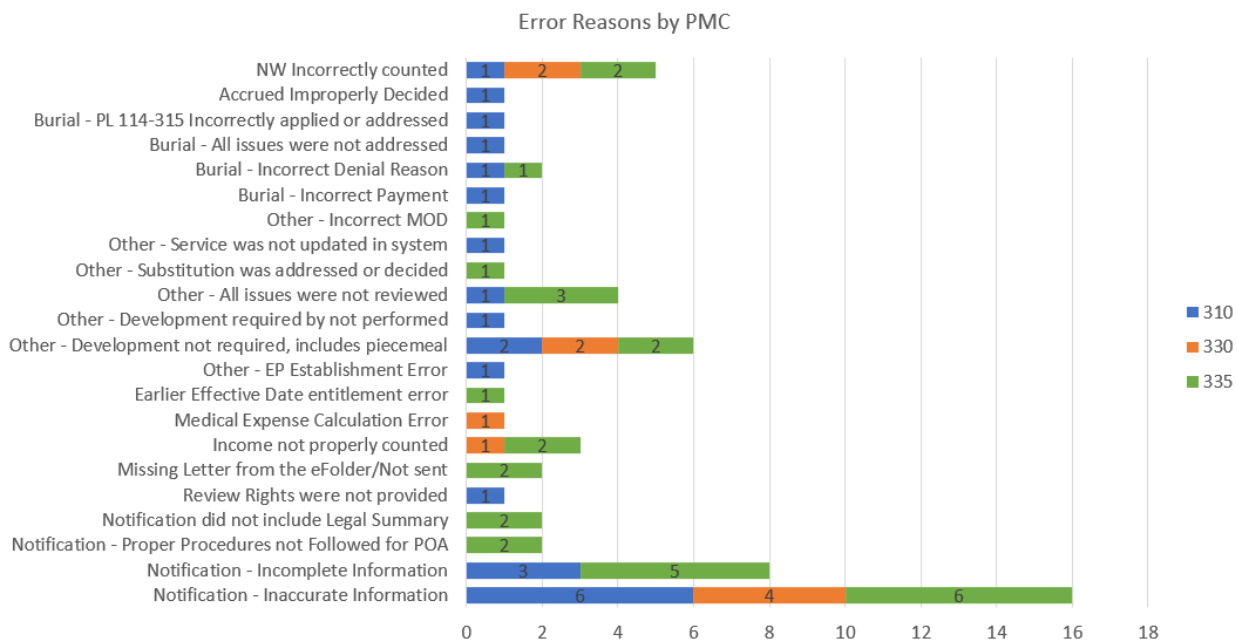

Claim Based & BE Based Accuracies - Q3 FY22
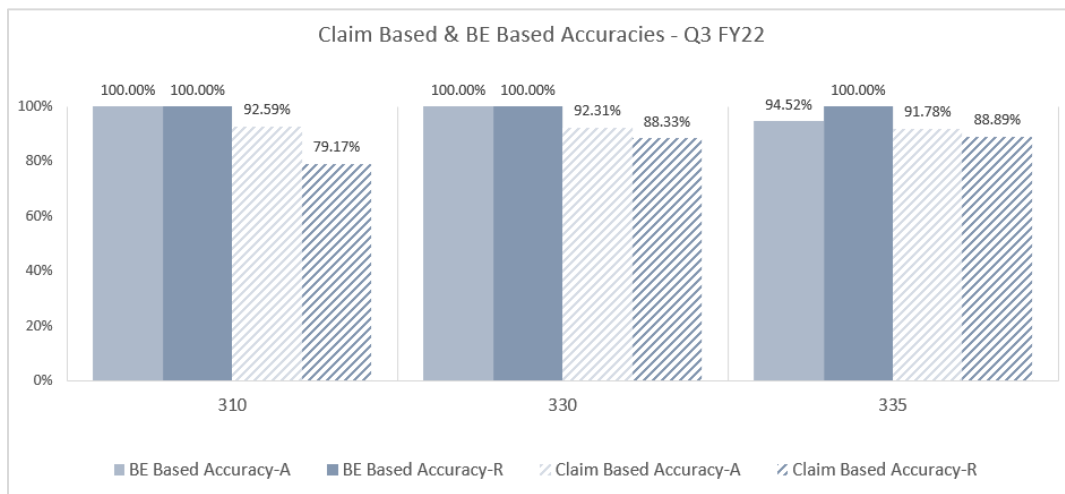
The 62 errors cited in Quarter 3 were noted within the following categories:

- Notification
- Other
- Income
- Burial
- Net Worth
- Accrued

Breakdown of Error Categories - FY22 Q3
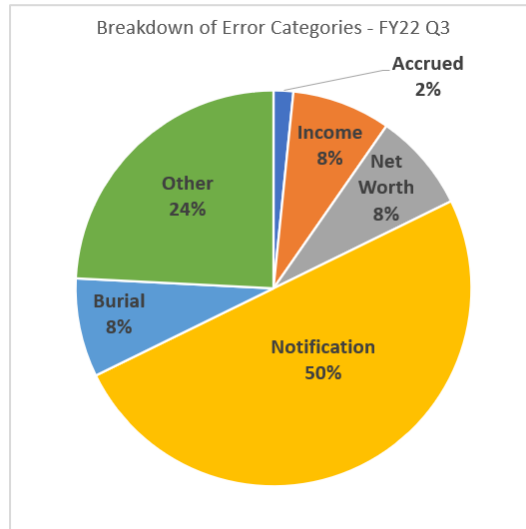
The graph below details the errors broken out by category/reasons and station.

Error Reasons by PMC

References/Contacts

✓ STAR Reports

https://vbaw.vba.va.gov/bl/21/star/reports/star_rpts20.htm
Pension STAR Dashboard | Salesforce

Agenda item: Case Study   **Presenter:** Julieann Brantseg, Analyst

Target Audience:

QRT and Management

Discussion:

A review of a PMC claim was presented. The slides are provided within the TMS course.

Agenda item: STAR Dashboard   **Presenter:** Jennifer Kunkel, Analyst

Target Audience:

QRT and Management

Discussion:

The Pension STAR Dashboard | Salesforce, with the corresponding reports, is available in QMS for PMC employees and management. The dashboard is meant to increase transparency on STAR reviews between P&F Service and the PMCs. It is a quick reference for QRT to see what P&F Service sees with the most up to date metrics without waiting for monthly or quarterly reports. When the dashboard is refreshed by the viewer at any time, it will display live metrics that are updated as STAR reviews are processed.

The Dashboard contains Pension National STAR information for the current fiscal year on the following metrics:

- Open/pending errors
- A full list of this fiscal year' errors with recon information
- BE and Claim Bases accuracies (National and Station metrics)
- Error trends by EP and Station
- National Error trends

Please contact the P&F Service Training, Quality, and Oversight mailbox for questions, comments, and suggestions regarding the dashboard.

References/Contacts
- ✓ STAR Reports   Pension STAR Dashboard | Salesforce
- ✓ Questions/Comments   PFTNGQUALOVRST.VBACO@va.gov

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. For specific policy and procedures related topics, please email to the Policy and Procedures mailbox at PFPOLPROC.VBACO@va.gov.

Quality Call Bulletins

Quality Call Bulletins can be found in the following locations: https://vbaw.vba.va.gov/PENSIONANDFIDUCIARY/Quality_Call_Bulletins.asp. The next Quality Call is tentatively scheduled for September 2022.

TMS Courses

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