#### Department of Veterans Affairs M21-4, Chapter 3

**Veterans Benefits Administration August 13, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Manual M21-4, Manpower Control and Utilization in Adjudication, Chapter 3, “National Quality Reviews.”  ***Notes***:   * Unless otherwise noted, the term “claims folder” refers to the official, numbered, Department of Veterans Affairs (VA) repository – whether paper or electronic – for all documentation relating to claims that a Veteran and/or his/her survivors file with VA. * Minor editorial changes have also been made to * update incorrect or obsolete references * update the term “veteran” to “Veteran” * update obsolete terminology, where appropriate * reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic * update section and topic titles to more accurately reflect their content * clarify block labels and/or block text, and * bring the document into conformance with M21-1 standards. |

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| Reason(s) for the Change | Citation |
| To remove reference to pension and fiduciary quality reviews. | 3.01 |
| To revise quality review sampling procedures, including   * updating end product (EP) selection procedures as random and bi-monthly * defining annual sample sizes based on accuracy and workload data * revising compensation rating and authorization EPs to be reviewed, and * removing pension and fiduciary reviews. | 3.02 |
| To revise quality review structure, including   * removing references to fiduciary checklist * updating types of procedural deficiencies * removing specific deselection procedures, and * updating list of appropriate citations to support an error call | 3.03 |
| To revise procedures for recording and analysis of review results, including   * updating availability, types, and frequency of Systematic Technical Accuracy Review (STAR) reports * removing review category for fiduciary work * updating benefit entitlement categories, and * adding issue-based and claim-based accuracy rating reviews. | 3.04 |
| To revise the procedures for the correction of STAR error calls, including   * updating instructions for reporting corrective actions * remove references to fiduciary errors, and * remove requirement to STAR checklists for a minimum of three years. | 3.05 |
| To revise procedures for claims folder transfer and electronic notification, including   * removing obsolete situations involving paper claims folder transfers as electronic reviews will be conducted whenever possible * updating instructions when a claims folder has been permanently transferred * removing instructions for regional offices (ROs) to identify brokered work * updating instructions for shipping paper claims folders when an electronic folder is unavailable to include removing fiduciary reviews, and * adding procedures for notifying ROs of the outcome of reviews. | 3.06 |
| To revise procedures for requests for reconsideration, including   * updating requests for reconsideration be submitted to the Quality Assurance Staff * updating information that should be included with a memorandum requesting reconsideration * updating time limit requirements, including * removing use of Control of Veterans Records System (COVERS) dates * establishing a 10-day grace period for paper cases, and * removing fiduciary reviews * adding instructions for additional reconsideration requests, and * removing note about concerns over tone and/or content of review narratives. | 3.07 |
| To remove old “reserved” Subchapter III, “Direct Services.” | Subchapter III (old) |
| To revise Appendix A, including   * providing an updated sample of the STAR Rating Quality Review Checklist * providing an updated list of explanations of rating review elements, and * removing the STAR Review Addendum template. | Appendix A |
| To revise Appendix B, including   * providing an updated sample of the STAR Authorization Quality Review Checklist * adding a note that date of claim errors will no longer include citations on the STAR checklist * providing an updated list of explanations of authorization review elements, and * removing the STAR Review Addendum template. | Appendix B |
| To remove old Appendix C, “STAR Fiduciary Quality Review Checklist.” | Appendix C (old) |

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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Thomas J. Murphy, Director  Compensation Service |

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