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

**Veterans Benefits Administration August 13, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

|  |  |
| --- | --- |
| 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.
 |

|  |  |
| --- | --- |
| 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) |

|  |  |
| --- | --- |
| Rescissions | None |

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

|  |  |
| --- | --- |
| Signature | Thomas J. Murphy, DirectorCompensation Service |

|  |  |
| --- | --- |
| Distribution | LOCAL REPRODUCTION AUTHORIZED |