

Key Changes

Rescissions M29-1, Part 7, Table of Contents, is being removed in its entirety as each Subchapter in Part 7 already has a Table of Contents.

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Vincent E. Markey, Director
Insurance Service

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Key Changes

Changes Included in This Revision

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 7, Chapter 1.

Notes:

- **M29-1, Part 7, Chapter 1** has been rewritten in its entirety for the purpose of improving clarity and readability. Any substantive changes are itemized in the table below.
- Minor editorial changes have also been made to
 - improve clarity and readability
 - add references
 - update incorrect or obsolete references
 - update obsolete terminology, where appropriate
 - reorganize/relocate content within **M29-1, Part 7, Chapter 1** so that it flows more logically
 - reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
 - update the labels of individual blocks and the titles of sections and topics to more accurately reflect their content, and
 - bring the document into conformance with M29-1 standards.

Reason(s) for Notable Change	Citation
Clarifies the intent and purpose of the statistical quality control (SQC) program in the Insurance Center	Subchapter 1.01
Explains that quality control elements consist of the two categories: errors and discrepancies; for each category, provides a definition and explains how they should be used during a review	Subchapter 1.02
Eliminates references to paper forms in the SQC program as such forms have been replaced by an electronic review program; provides reference to SQC Quality Control Exception Sheets and Summary Reports in M29-1, Part 7, Appendix A	Subchapter 1.04
Explains that cases are generally selected for SQC review based on random sampling logs obtained from VA insurance systems; explains the definition of a completed case for quality control purposes; explains the criteria from which intermediate and/or interim cases are selected for review	Subchapter 1.05
Explains that each work survey in the SQC program maintains its own selection review process and its own selection control digits that are randomly chosen for review by the VA insurance systems; clarifies that the selection criteria for each SQC survey is provided in M29-1, Part 7, Chapter 4.	Subchapter 1.07

Adds SQC work survey samples sizes for Outreach and VMLI. Removes separate sample sizes for Philadelphia and St. Paul Regional Offices.	Subchapter 1.08
Eliminates language regarding the selection process for SQC cases that refers to the paper-based previous method of selection as obsolete and no longer applicable to the insurance programs; explains how the Insurance system currently selects cases for review, as outlined in M29-1, Part 7, Chapter 2	Subchapter 1.09
Explains the current automated SQC system process only selects the number of cases needed for review in each work survey and selects cases from those identified as having completed work; explains how the system remedies a case deficit if there are an insufficient number of cases available for review	Subchapter 1.10
Clarifies that accuracy reviews are conducted according to the error classifications on the VA Insurance system; explains that Insurance Program Management staff conduct SQC reviews using the guidelines provided by the SQC Program Coordinator	Subchapter 1.11
Explains how and when validation checks should be performed on previously conducted surveys; clarifies what should be considered the acceptable range of results obtained from the review in terms of an upper control limit (UCL) and lower control limit (LCL) for errors reported from the survey results	Subchapter 1.12
Explains that the Insurance Program Management staff will also conduct operational reviews (OR) of work products on an as needed basis to spot check operational procedures; explains how OR items will be selected	New Subchapter 1.14

Reason(s) for Change	Citation
Clarifies that the Assistant Director of the Insurance Program Management Division is responsible for establishing the starting time for the quality workday	Subchapter 1.06

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Key Changes

**Changes
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 This Revision**

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 7, Chapter 2.

Notes:

- **M29-1, Part 7, Chapter 2** has been rewritten in its entirety for improving clarity and readability. Any substantive changes are itemized in the table below.
- Minor editorial changes have also been made to
 - improve clarity and readability
 - add references
 - update incorrect or obsolete references
 - update obsolete terminology, where appropriate
 - reorganize/relocate content within **M29-1, Part 7, Chapter 2** so that it flows more logically
 - reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
 - update the labels of individual blocks and the titles of sections and topics to more accurately reflect their content, and
 - bring the document into conformance with M29-1 standards.

Reason(s) for Notable Change	Citation
Provides general Statistical Quality Control (SQC) review guidelines for the staff on correspondence, effective dates, and development, including that Sensitive cases can be selected for SQC	Subchapter 2.01
Explains when SQC reviews must be completed each month	Subchapter 2.01
Adds Note that directs the staff to refer to M29-1, Part 7, Appendix A, for SQC Exception Sheets and Summary Reports	Subchapter 2.03
Removes prior Subchapter 2.07 regarding the definition of an error as the information has been moved to M29-1, Part 7, Chapter 1	Prior Subchapter 2.07
Explains how and by when SQC summary reports must be generated every month at the end of SQC review; explains how data from SQC reports are used, such as with trend analysis and identification of future training needs, and explains how SQC summary reports must be modified if errors and discrepancies are disputed and removed	New Subchapter 2.07
Added new SQC review programs for Telephone Service and Outreach	New Subchapters 2.18 & 2.19

Reason(s) for Change	Citation
Explains that SQC control charts report the error and discrepancy rates as well as timeliness of the various SQC insurance programs; explains that	Subchapter 2.04

the data from the control charts can be plotted on a graph, and provides instructions on how to report the data in a graphical format	
Explains that an assignable cause is categorized as either an error or a discrepancy in the SQC review process; adds Note that refers to M29-1, Part 7, Subchapter 1.02 for more information on errors and discrepancies	Subchapter 2.05
Removes outdated forms and processes for SQC Program	New Subchapter 2.07
Eliminates reference to the St. Paul Regional Office as no longer applicable to the insurance programs	New Subchapter 2.08
Explains the selection criteria for SQC cases for review of all end products and explains that Acceptable Quality Level (AQL) is adjusted annually based on industry best practices	New Subchapters 2.08 – 2.19

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The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 7, Chapter 3.

Notes:

- **M29-1, Part 7, Chapter 3** has been rewritten in its entirety for improving clarity and readability. Any substantive changes are itemized in the table below.
- Minor editorial changes have also been made to
 - improve clarity and readability
 - add references
 - update incorrect or obsolete references
 - update obsolete terminology, where appropriate
 - reorganize/relocate content within **M29-1, Part 7, Chapter 3** so that it flows more logically
 - reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
 - update the labels of individual blocks and the titles of sections and topics to more accurately reflect their content, and
 - bring the document into conformance with M29-1 standards.

Reason(s) for Notable Change	Citation
Explains how the start date for calculating timeliness is calculated; explains that the timeliness clock is not stopped until the insured is notified that all actions by the Insurance staff have been completed; eliminates examples of calculating the timeliness of refunds	Subchapter 3.01
Clarifies that the date a document is imaged is considered the date of receipt for that document and eliminates language referring to date stamps on documents delivered via mail or fax	Subchapter 3.03
Explains that all required development work on a claim or benefit application must be completed before deciding if established timeliness standards were met	Subchapter 3.03
Eliminates language regarding notations on case work sheets for dual action cases to calculate timeliness as no longer applicable to the insurance programs	Subchapter 3.03
Clarifies that the Statistical Quality Control (SQC) Chart is set annually by management based on industry best practices	Subchapter 3.04
Explains that disability claims which are awaiting processing will be excluded from the sample size study for statistical review during that month	Subchapter 3.04

Explains that processing time for award maintenance action cases can also begin on the date of phone contact with the beneficiary to obtain either direct deposit or change of address information	Subchapter 3.04
Clarifies the sample sizes required for each SQC program	Subchapter 3.04
Explains the specifications for SQC 401 and 402 for processing times; eliminates SQC 404 as no longer in effect, and adds new SQC programs for outreach (SQC 500) and telephone monitoring (SQC 800)	
Eliminates references to the St. Paul Regional Office and VA Form 20 6563 29 SQC Quality Review Worksheet as no longer applicable to the insurance programs	Subchapter 3.04

Reason(s) for Change	Citation
Explains that the data for disability and death claims are obtained at the end of the month from the Oracle Business Intelligent Enterprise Edition (OBIEE) application	Subchapter 3.06

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Changes Included in This Revision

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 7, Chapter 4.

Notes:

- **M29-1, Part 7, Chapter 4** has been rewritten in its entirety for improving clarity and readability. Any substantive changes are itemized in the table below.
- Minor editorial changes have also been made to
 - improve clarity and readability
 - add references
 - update incorrect or obsolete references
 - update obsolete terminology, where appropriate
 - reorganize/relocate content within **M29-1, Part 7, Chapter 4** so that it flows more logically
 - reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
 - update the labels of individual blocks and the titles of sections and topics to more accurately reflect their content, and
 - bring the document into conformance with M29-1 standards.

Reason(s) for Notable Change	Citation
Clarifies that the Assistant Director of the Insurance Center Program Management Division coordinates and schedules the various surveys and systematic analyses of operations	Subchapter 4.03
Explains that the procedure for conducting a Systematic Analysis of Operations (SAO) is available through Insurance Standard Operating Procedure (SOP) 29-17-003, titled, " <i>SOP for SAP Standard Operating Guidelines</i> ".	New Subchapter 4.05
Explains that Statistical Quality Control (SQC) review and validation requirements should be reviewed on an annual basis; removes outdated system references and superfluous language	New Subchapter 4.06
Updates SQC work items that are not under formal review, such as returned mail and utility policy liens	New Subchapter 4.08
Clarifies that samples of incoming correspondence may be subject to review by direction of the Assistant Director of the Program Management Division	New Subchapter 4.09
Removes Subchapter 4.10 that refers to analysis of pending work items as already encompassed throughout the Chapter	Prior Subchapter 4.10
Removes Subchapter 4.14 that refers to formal SAO Reports as this is now covered under New Subchapter 4.05; Removes Exhibit A with SAO Format as outdated	Subchapter 4.14

Reason(s) for Change	Citation
Removes an SAO review area of correspondence management that no longer exists	New Subchapter 4.11
Clarifies that it is the responsibility of the Insurance Program Management Division to determine how and when reviews will be conducted of the quality of the work performed by the Insurance Center staff	New Subchapter 4.13

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Changes Included in This Revision The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 7, Appendix A.

Reason(s) for Notable Change	Citation
Adds the current SQC Error and Discrepancy Sheet Listing for each of Insurance's SQC Programs	Appendix A

Reason(s) for Change	Citation

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