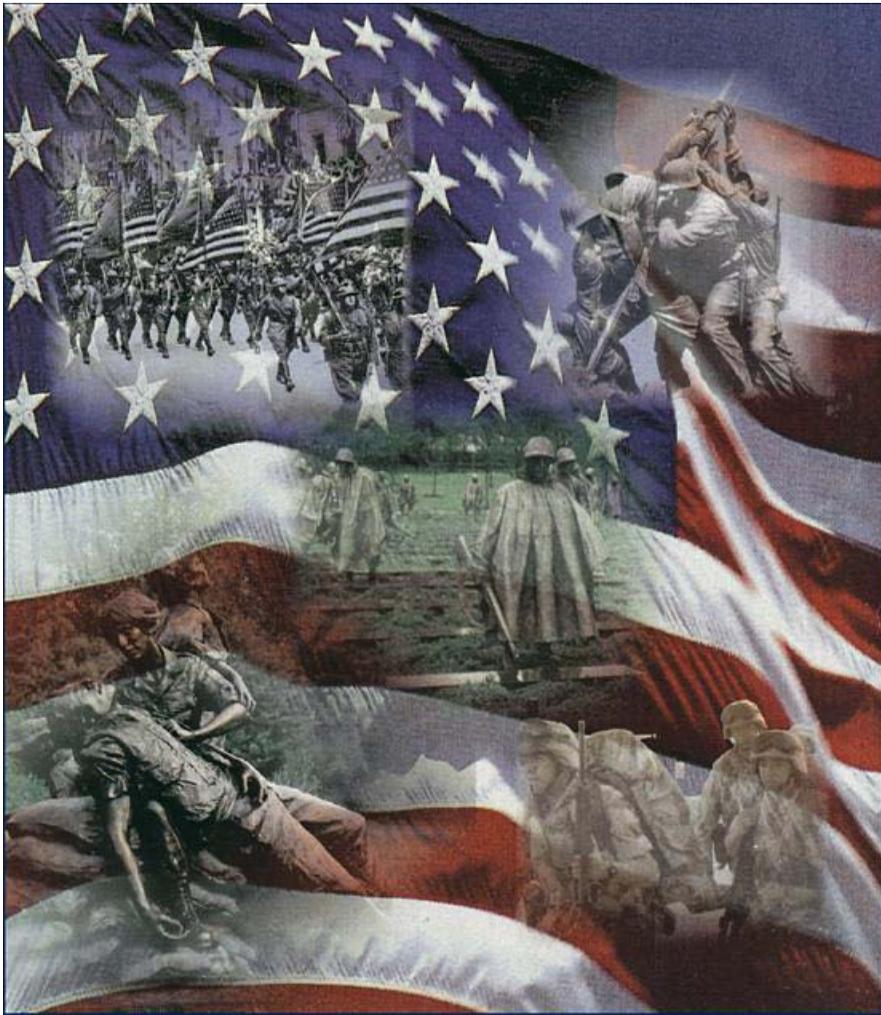


***Veterans Benefits Administration
Compensation and Pension Service***



***Veterans' Advisory
Board on Dose
Reconstruction***

***Quality Assurance of
Rating Decisions***

March 11, 2011- Washington DC



Objectives

▪ Objectives

- Explain the four tiers of the Veterans Benefits Administration's (VBA) Quality Assurance Program
- Describe the process of the Systematic Technical Accuracy Review (STAR) Program
- Provide a description of the benefit entitlement errors



VBA's Quality Assurance Program

▪ **Tier 1 – Accuracy**

- The Systematic Technical Accuracy Review (STAR) program assesses the accuracy of claims processing
- VHA/VBA joint examination improvement effort through the Disability Evaluation Management Office (DEMO) formerly Compensation and Pension Examination Program (CPEP), focuses on the quality of examination requests and reports

▪ **Tier 2 – Oversight**

- Oversight consists of regional office compliance site visits conducted by central office site survey teams



VBA's Quality Assurance Program (cont'd)

- **Tier 3 – Special-Focused Reviews**
 - Conducted as needed to assess facets of claims processing
 - Additional ad-hoc reviews in response to agency requests
- **Tier 4 – Rating Consistency**
 - Rating consistency assesses frequently-rated diagnostic codes across regional offices
 - Inter-rater Reliability Studies assess variance across individual decision makers



Guidance

- M21-4, Chapter 3, Appendix A-C
 - http://www.benefits.va.gov/warms/M21_4.asp
- Title USC
- 38 CFR
- M21-1MR



Systematic Technical Accuracy Review (STAR)

- STAR System - VBA's national program that includes review of work in three areas:
 - Claims that require a rating decision
 - Claims that do not require a rating decision
 - Fiduciary Work
- Audit-style review conducted after the required processing actions on a claim
- Random sampling is conducted on completed work for all Regional Offices, Day One Brokering Centers, Pension Management Centers and Appeals Management Center.



Systematic Technical Accuracy Review (STAR)

- Rating end product reviews - associated with original and reopened claims, claims for increase and appellate issues
- Rating work is generally more complex and requires greater scrutiny
 - Not limited to rating actions
 - Represents a measure of accuracy of all adjudication actions associated with rating-related end products
- The review is comprised of a comprehensive assessment and analysis of all elements of claims processing
- The review is conducted using a STAR checklist
- Outcome-related deficiencies are recorded as benefit entitlement errors



Systematic Technical Accuracy Review (STAR)

- Random sample of completed rating and non-rating end products of 21 cases per month
- Cases are generally worked by date order received
- No reviewer is assigned any specific RO to review
- Reviewers cannot review cases from any ROs where they were previously stationed



Benefit Entitlement Errors

- A1 - Claimed Issues
- A2 - Inferred Issues
- B1 - Duty to Notify
- B2 - Duty to Assist
- C1 –Grant/Denial Decision
- C2 - Evaluation Assigned
- D1 - Effective Dates
- D2 – Payment Rates



VA's Mission Statement

“To care for him who shall have borne the battle, and for his widow, and his orphan”

President Abraham Lincoln



Questions

