



# Veterans Benefits Administration

## Compensation Service

## Medical Disability Examination (MDE)

Briefed by:

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# Medical Disability Examination Office Overview

## MDE Executive Program Office

Led by the Deputy Executive Director for the MDE Program:

Mary Glenn

Includes an Executive Assistant and Risk Management Officer

Two MDE Offices report directly to the Deputy Executive Director

# MDE Program Office Overview

**MDE Contract Administration and Oversight Office** consists of the MDE Operations and Acquisition Support staffs.

**The Operations Staff** is responsible for oversight and making recommendations for all things operations related such as locations, timeliness, exam types, provider issues, etc. Also serves as operations field liaison with the Veterans Health Administration (VHA), VBA National Work Queue, VBA HQ entities, and Regional Offices.

**The Acquisition Support Staff** monitors and oversees the actual contract to enforce the technical aspects, ensuring compliance with agency regulations, procedures, and directives. The staff recommends, develops, and coordinates contract modifications as necessary to ensure efficient and effective program management. The Acquisition Support Staff manages, applies, and coordinates contractual incentives and disincentives. This staff also manages the required supporting contracts to conduct financial audits of vendor billing and assessing customer satisfaction with the contract exam process.

Staff members include a Director, supervisors, data and management analysts, senior analysts, and budget analysts

# MDE Program Office Overview

**MDE Quality & Program Management Office** consists of the Quality & Training and MDE Program Policy staffs

**The MDE Quality and Training staff** is responsible for vendor examination quality and vendor education and training.

**The MDE Program and Policy staff** is responsible for all things examination policy related and the maintenance of the Disability Benefit Questionnaires which capture the examination findings. This staff is also responsible for liaison activities with VHA for examination policies and data/IT type needs for MDE

Staff members of the offices include a Director, Quality Assurance Officer, supervisors, clinical staff, quality reviewers, senior quality and policy staff and program/data analysts

# MDE Program Overview

VBA awarded new MDE contracts effective November 20, 2018

- New awards are broken into 4 regions. Districts 6 (COUNUS pre-discharge) and 7 (overseas and overseas pre-discharge) remain unchanged

New awards ensure there are 3 available vendors per region for adequate coverage

- Vendors have a 180 day “ramp-up” period in each Region which ends May 28, 2019



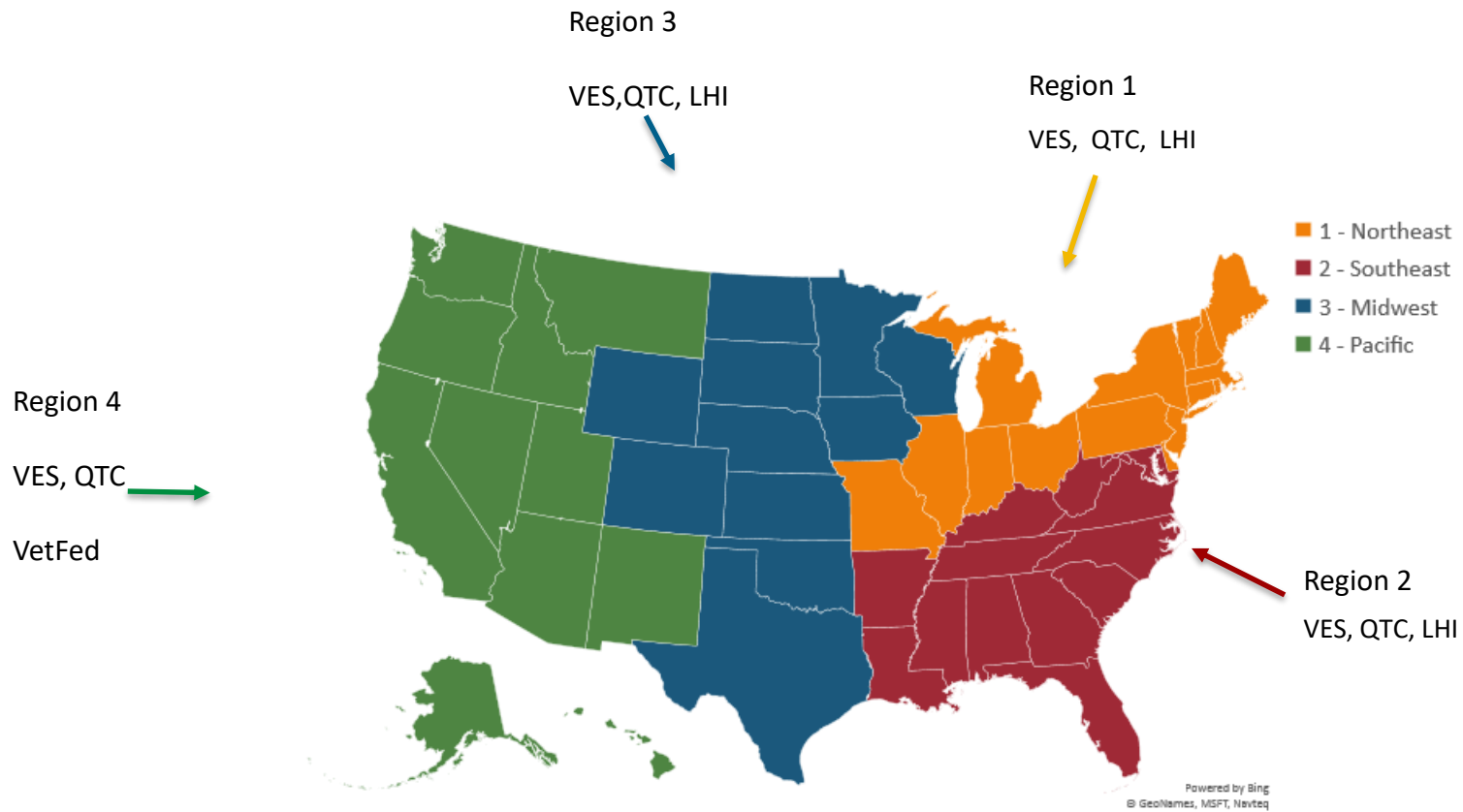
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# MDE Region Coverage



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# D6 Pre-Discharge Examinations

- D6 contract goal is to complete VA compensation examinations through the Pre-Discharge programs
- Pre-Discharge programs conduct disability examinations while on active duty enabling Service members to receive VA compensation benefits immediately following discharge
- The two types of examinations completed under the Pre-Discharge Program
  - Integrated Disability Evaluation System (IDES)
  - Benefits Delivery at Discharge (BDD)
- QTC Medical Services, Inc. is the only vendor completing Pre-Discharge examinations



# IDES VS. BDD

- IDES is a VA/DOD collaborative program designed to improve the disability process and facilitate transition for Servicemembers facing potential medical discharges
  - Servicemember only needs to undergo one examination
  - Separate DOD and VA examinations are not require
- Servicemembers are enrolled into IDES by their Military Service Department
- BDD is a pre-discharge program for Servicemembers that are not referred to IDES and wish to file a claim for VA benefits up to 180 days prior to discharge





# Pre-Discharge Exams

## Contract Exams Completed for the National Mission

### Completed exams in FY17

- BDD 26,638
- IDES 18,441

### Completed exams in FY18

- BDD 27,698
- IDES 17,921

### Completed exams in FY19 YTD

- 19,285



# District 7 International Locations

- **Original Award Locations** (March 2016): American Samoa, Australia, Canada, Costa Rica, Germany, Guam, the Inuit Islands, Italy, Japan, Mexico, Panama, South Korea, Spain, Thailand, United Kingdom
- **Added February 2017**: Puerto Rico
- **Added April 2017**: Philippines
- **Added February 2018**: Northern Mariana Islands and U.S. Virgin Islands
- **Added October 2018**: Bahrain, Belgium, Denmark, Dominican Republic, Netherlands, and Poland
- **Added February 2019**: Luxembourg
- **Added March 2019**: Belize and Kuwait
- **Adding June 2019**: Ecuador, Greece, Singapore, United Arab Emirates and Uruguay

VBA contract now in 33 locations across the world



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# Overseas Contract Examinations

## District 7 Overseas Accomplishments:

- Completed 7,873 overseas exams in FY17
- Completed 14,448 overseas exams in FY18
- Completed 9,103 overseas exams in FY19 YTD



# Contract Exam Updates

## Recent MDE Access Efforts:

- Pilot with the St. Paul Pension Management Center started April 8, 2019, to submit Pension & Fiduciary examinations and DIC medical opinions to the MDE vendors
- Actively working with multiple states to increase vendor access to incarcerated Veterans:
  - Virginia, California, Texas, Wisconsin, Oklahoma, Illinois
- 38 USC 1151 cases are being transitioned to MDE
- Claims Clinics: LHI and QTC participated in claims clinics in Nebraska March 2019



# Medical Disability Examination (MDE) Contract Vendor Performance

MDE vendors' performance is evaluated on 3 metrics

Quality of completed exam report(s)

Timeliness of fulfillment of exam request

Veteran Satisfaction Surveys



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# MDE Contract Vendor Quality

Quality evaluated based on several metrics:

- Examination clarification request rework timeliness
- Insufficient examination rework timeliness
- Examination cancellation volume
- Quality reviews of completed examinations

Measurement	Unsatisfactory Performance	Expected Performance	Exceptional Performance
Clarification Requests	<91% of reworked exam requests completed within 8 calendar days	91-95% of reworked exam requests completed within 8 calendar days	>95% of reworked exam requests completed within 8 calendar days
Insufficient Exams	<91% of reworked exam requests completed within 8 calendar days	91-95% of reworked exam requests completed within 8 calendar days	>95% of reworked exam requests completed within 8 calendar days
Cancellation Rate	>3% of total volume of exam requests are cancelled	NTE 2% of total volume of exam requests are cancelled	<1% of total volume of exam requests are cancelled
Quarterly Quality Score	less than 92%	92%	94% or greater



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# MDE Contract Vendor Quality

- Quarterly quality score calculated on statistically valid sample of exams at 95% confidence level; 5% margin of error
- Evaluation of each examination includes review of following:
  - All questions listed on worksheet(s) shall be addressed & answered as indicated per worksheet instructions;
  - Correct worksheet(s) utilized in completing examination;
  - Appropriate tests, procedures, laboratory work, and x-rays, as indicated on the worksheet(s), were utilized in examination;
  - Exam template is medically appropriate & with diagnosis consistent with clinical findings/medical history; and
  - All examination reports satisfy credential & signature requirements



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# Vendor Performance Reports and Feedback

## How Vendors Receive Performance Data

- MDE Quality Office is conducting quality oversight reviews on a monthly basis and providing feedback to the vendors on each completed monthly sample. Monthly results are rolled into a final Quarterly Performance Report
- MDE Program Office(MDEPO) and Contracting Officer sends a final Quarterly Performance Report to each vendor by Region which includes Quality and timeliness data, as well as customer satisfaction scores
- MDE Quality and Program Oversight Offices also conduct vendor corporate site visits with a focus on operations, quality and training

Completed VetFed, QTC and LHI

VES scheduled for May 2019



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# Questions

