

**ATTACHMENT I**  
**PERFORMANCE REQUIREMENT SUMMARY**  
**CONTRACT REQUIREMENTS – EXAMINATIONS**

<b>PERFORMANCE REQUIREMENT</b>	<b>PERFORMANCE STANDARD</b>	<b>PERFORMANCE MEASURE</b>
Examination Report Quality PRS #1 	Acceptable level of quality will be no more than three (3) percent of examinations with documented quality deficiencies.	<ul style="list-style-type: none"> <li>• Examination report quality will be measured based on the completeness of the examination report including adequate support of findings and diagnosis. An examination report shall be deemed adequate when: (1) all conditions identified on the examination request are addressed; (2) all questions and required findings are indicated in the specified examination request worksheets(s) are addressed in the examination report (or the reason for not providing the finding is documented – for example: examinee declined a test or a test was not medically advisable); (3) all tests and studies necessary to establish diagnosis or level of disability are included unless otherwise declined by the individual examined or disapproved by the VA; (4) if a diagnosis is established which is different from an existing diagnosis for the same condition, the two diagnosis are reconciled by a statement documenting the basis for change, and whether the new diagnosis represents a progression of an earlier diagnosis, correction of a prior diagnosis or a new independent entity; and (5) a diagnosis is either established or a statement provided that the claimed condition was not found for each condition specified. If after all appropriate tests have been completed, a diagnosis can neither be established nor ruled out, the examiner must provide a clear discussion of the evidence supporting or contradicting a diagnosis or alternative diagnosis and specify the probability that a potential diagnosed condition exists. Inadequate support of findings will be deemed to exist when there is a clear conflict between laboratory or reported clinical findings and diagnosis or opinion offered without a statement resolving the discrepancy. (For example: a diagnosis of degenerative arthritis with x-ray report indicating no arthritis, or a diagnosis of hypertension with normal blood pressure readings and no indication of medication).</li> <li>• VA Regional Office Rating Specialists and Hearing Officers will assess quality of examination reports. The Contractor will be provided specific notification of any deficiencies identified. Notification will include date of examination report, identification number (VA claim number), specific examination worksheet at issues and <u>concise</u> description of the deficiency including the basis for that determination. The Contractor may request reconsideration by the VA Regional Office within seven days, and/or appeal the determination to the Director of Compensation and Pension Service in Washington, D.C. within fourteen days of notification. Determinations of the Director of the Compensation and Pension Service will be final and binding. Any exceptions not appealed within fourteen days shall not be subsequently subject to review.</li> </ul>
Examination Timeliness I PRS #2	Examinations shall be completed in an average twenty-five (25) days or less.	<ul style="list-style-type: none"> <li>• The average days to complete will be computed from date of submission of an examination request to date of transmission of a completed examination report to the requesting VA Regional Office.</li> <li>• Any request for rescheduling or postponement from an individual to be examined shall not be included in computing processing time. The Contractor shall be responsible for maintaining documentation of requests for rescheduling or postponement, available for review upon request. Report of telephone call or written communication will be acceptable documentation.</li> <li>• Performance will be measured based upon Contractor maintained reports which shall be submitted monthly to the VA Contract Officer's Representative in VA Central Office, Washington D.C., with a copy to each Regional Office requesting examinations. The report shall be validated against reports of examination requests maintained by each requesting VA Regional Office.</li> </ul>

<p>Examination Timeliness II</p> <p>PRS #3</p>	<p>Examinations returned for completion or clarification shall be completed and returned to the requesting Regional Office within seven (7) calendar days of Contractor notification.</p>	<ul style="list-style-type: none"> <li>• Elapsed time will be measured from date of Contractor notification to date of receipt of amended examination report.</li> <li>• Performance will be measured based on Contractor maintained reports which shall be submitted monthly to the VA Contract Officer's Representative in VA Central Office, Washington D.C., with a copy to each Regional Office requesting examinations. The report shall be validated against reports of examination requests maintained by each requesting VA Regional Office.</li> <li>• Any request for re-scheduling or postponement from an individual to be examined will not be included in computing processing time.</li> </ul>
<p>Examination Access</p> <p>PRS #4</p>	<ul style="list-style-type: none"> <li>• Non-specialists examinations shall be conducted within thirty (30) miles of the examinee's home of record or no further than the distance from the examinee's home to the nearest VA medical facility, whichever is further. VA medical facilities include VA Medical Centers and Outpatient Clinics.</li> <li>• Specialists examinations shall be conducted within one hundred (100) miles of the examinee's home of record or no further than the distance from the examinee's home to the nearest VA medical facility, whichever is further. VA medical facilities include VA Medical Centers and Outpatient Clinics.</li> <li>• If both non-specialist and specialist examinations are required, the standard for specialist examinations shall be applied.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction survey results.</li> </ul>
<p>Required Tests</p> <p>PRS #5</p>	<ul style="list-style-type: none"> <li>• All appropriate required test will be conducted, unless refused by examinee. Refusal must be documented in the record. A physician's statement included in the report will be adequate documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• Examination report quality review by Regional Office Rating Specialists and Hearing Officers. The Contractor shall be notified "in writing" (electronic message) of any documented deficiencies in this area with specific reference to the worksheet requirement, or why the test was required to establish a diagnosis or adequately access degree of disability.</li> <li>• Examination quality review by the Regional Office Rating Specialists and Hearing Officers. The Contractor shall be notified in writing of any documented deficiencies in this area with specific statement of why a test is considered to have been unnecessary. For example MRI where the diagnosis has previously been established and is not at question and the examination is solely to determine current level of disability. A determination that a test was not necessary may be appealed to the Director of Compensation and Pension Service. The Director of Compensation and Pension Service will consult with the program Medical Director (or in that person's absence, other available licensed physician before issuing a final determination. This determination will not result in denial of payment for the test (unless pre-approval was specified and not obtained), but it will be considered in the overall quarterly assessment of service provided and be a factor in past performance evaluations.</li> </ul>

	<ul style="list-style-type: none"> <li>Only tests specifically required in the specified examination worksheet, and tests essential to establish diagnosis (if diagnosis has not been satisfactorily established), or to adequately assess degree of disability, shall be conducted.</li> </ul>	<ul style="list-style-type: none"> <li>Medical Director will also monitor trends for discussion clarification and to identify further review requirements.</li> </ul>
<p>Scheduling Examinations</p> <p>PRS #6</p>	<ul style="list-style-type: none"> <li>Upon receipt of a request for an examination from a requesting VA Regional Office, the Contractor shall schedule an examination and notify the individual to be examined of the appointment.</li> <li>The individual to be examined shall be provided at least seven days notice of examination appointment, unless that individual agrees to waive the notice period based upon <u>mutual convenience</u>.</li> <li>Examinations requiring more than one specialty shall be coordinated and scheduled on a single day whenever possible. No more than ten (10) percent of examinations will be scheduled on separate days and/or separate sites.</li> </ul>	<ul style="list-style-type: none"> <li>Customer service survey.</li> </ul>
<p>Examination Report</p> <p>PRS #7</p>	<p>The examination report shall be transcribed and prepared as a text file with Microsoft Word version 6.0. A list of services performed, including examination category and test completed by CPT code with descriptive title and associated fee, must be attached to each completed examination report.</p>	<p>Participating VA Regional Office quarterly performance assessment.</p>
<p>Information Technology</p> <p>PRS #8</p>	<ul style="list-style-type: none"> <li>The Contractor shall provide an Information Technology capability to track examination requests, examination scheduling, and maintain examination reports for one year. At the end of the Pilot Project the database shall be transferred to the Department of Veterans Affairs and become</li> </ul>	<ul style="list-style-type: none"> <li>Participating VA Regional Officer quarterly performance assessment.</li> <li>VA Central Office Contract Officer's Technical Representative's quarterly performance assessment.</li> </ul>

	<p>government property.</p> <ul style="list-style-type: none"> <li>• This system shall be accessible to VA Regional Offices to electronically submit requests for examinations, query examination request status, and receive email messages including notification of quality issues.</li> <li>• Electronically transmit completed transcribed examination reports to the requesting VA Regional Offices.</li> <li>• The Contractor shall provide a strategy for connectivity with VA Regional Offices which provides for protection of privacy of the information transferred.</li> <li>• The contractor shall provide for maintenance of the Information Technology capacity.</li> </ul>	
Record Control PRS #9	<ul style="list-style-type: none"> <li>• The Consultant shall provide for security of records submitted for examining physician's review. The Contractor shall be responsible for compliance with Privacy Act provisions for any records transmitted for examining physician's review.</li> <li>• The Contractor shall provide a mailing address to the requesting VA Regional Office for review by an examiner prior to an examination. The address shall be provided no less than five (5) workdays prior to the scheduled examination date. The Contractor shall be responsible for the return of VA records no later than five (5) workdays after completion of the requested examination.</li> </ul>	<ul style="list-style-type: none"> <li>• Participating VA Regional Officer quarterly performance assessment.</li> <li>• VA Central Office Contract Officer's Technical Representative's quarterly performance assessment.</li> </ul>
Training PRS #10	<ul style="list-style-type: none"> <li>• The Contractor, in consultation with the Department of Veterans Affairs shall prepare and implement a training program for all</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation of a completed training package and implementation plan of the Department of Veterans Affairs within six weeks of contract award.</li> <li>• Customer service survey responses.</li> </ul>

examining physicians to provide a basic overview of VA programs, available sources of veteran assistance and an understanding of the core claims adjudication process (what the veteran may expect after the examination, who makes the decision, and who to contact for more information).

Information concerning referral to the VA's health care system will also be provided.

- The Contractor, in consultation with the Department of Veterans Affairs shall prepare and implement a training program for all support staff personnel who will have routine contact with veterans (scheduling examinations, answering inquiries, etc.) to provide a basic overview of VA programs, available sources of veteran assistance and an understanding of the core claims adjudication process (what the veteran may expect after the examination, who makes the decision, and who to contact for more information). Information concerning referral to the VA's health care system will also be provided.