

## B QC Review Process - Overview

The Quality Control (QC) review process consists of the following actions:

- Completing the case review process.

NOTE The local office must assist QC in the review process when requested, regardless of the budgetary unit's change reporting requirements.

- Documenting the findings on the Quality Control Case Review Report (QC-100).

The QC-100 includes the following information:

- Information pertaining to the error element.
- OPE also documents the QC-100 when an error that is not countable is found or other information is discovered that could affect benefit months other than the review month.
- Routing the original QC-100 to the local office with a memo entitled [QC Error Alert](#) for cases that are to be reviewed at the [Quality Control Review Committee](#) (QCRC).
- Routing copies of the QC-100 to the following:
  - Field Operations Manager
  - Region Program Manager
  - Region designated field representative
  - QCRC facilitator
  - Policy Support Team (PST) manager
- Routing verification documents to the following:
  - Region designated field representative
  - PST manager
  - QCRC facilitator
  - The local office

Policy and procedures regarding the Quality Control Review process are outlined as follows:

- [QC Agency Error](#)
- [QC Participant Error](#)
- [QC Negative Universe](#)
- [Initiation of the QC-100, QC Responsibilities](#)
- [Review of the QC-100, Region Responsibilities](#)
- [QC Noncooperation](#)
- [Review of the QC-100, Policy Support Team \(PST\) Responsibilities](#)
- [QC Review Committee \(QCRC\)](#)
- [QCRC Additional Information](#)
- [QC Protests](#)
- [QC District X Overview](#)
- [QC Federal Differences](#)