.01 Policy Support Team (PST) QC-100 Responsibilities - Reviewing the QC-100

A designated representative from the Policy Support Team (PST) MUST review the QC-100 immediately upon receipt. The review includes the following:

- Details of the QC-100.

- Case specifics.

- Regulations, statutes, rules and policy pertinent to the issue.

As part of the review process, the PST Representative contacts the region designated field representative via telephone to determine their response to the QC-100. When there is any PST issue regarding the error, the PST representative contacts QC before speaking with the region designated field representative.

For procedures following issuance of the QC-100, see QCRC Additional Information.