

# PUBLIC SUBMISSION

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**Docket:** VA-2024-VACO-0001  
Notices Requesting Comments

**Comment On:** VA-2024-VACO-0001-0041  
Agency Information Collection Activities; Proposals, Submissions, and Approvals: Veteran/Beneficiary Claim for Reimbursement of Travel Expenses; OMB No. 0798

**Document:** VA-2024-VACO-0001-0072  
Comment on ICR-Veteran/Beneficiary Claim for Reimbursement of Travel Expenses; Anonymous

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## Submitter Information

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## General Comment

August 15, 2023  
Dear Secretary McDonough,

We look forward to your response to the following questions:

- Will the VA ensure that Maine veterans have access to the VistA reimbursement system until the significant issues with BTSSS have been properly addressed?
- How does the VA plan to fix the processing issues with non-standard reimbursement claims on BTSSS before entirely replacing the VISTA system?
- How does the VA intend to address the impact of limited computer access and proficiency on older, rural veterans seeking mileage reimbursement?
- Will VA implement the two recommendations from the OIG's May 2023 report on the BTSSS program?

We appreciate your efforts to reimburse Maine veterans for their VA related travel expenses without facing unnecessary obstacles. Thank you for your attention to this important matter.

Sincerely,

ANGUS S. KING, JR. SUSAN M. COLLINS  
United States Senator United States Senator

CHELLIE M. PINGREE JARED F. GOLDEN  
United States Representative United States Representative

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## **Attachments**

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