

# 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-0001-0080  
Comment on ICR-Veteran/Beneficiary Claim for Reimbursement of Travel Expenses; Fitch, Annie

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## Submitter Information

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## General Comment

Won my appeal with VBA May of 2023. When I finally received the notice I filled out claims for the appointments and presented them with the letter. My VA stated they knew nothing of back travel even though I presented them with the VA paperwork. VA OKLAHOMA CITY does a poor job of taking care of vets. The BTSSS system doesn't always work but they insist you use it to file a claim. I am not sure which is worse, providers that don't care or poor ancillary staff. They all seem to be stuck in a "protect my job at all costs" rut. They are there to provide patient care, not VA care. Do a better job of taking care of veterans.