

Author Full Name : Anonymous

Received Date : 10/15/2024 09:45 PM

Comments Received :

Supporting Statement A, item 14., Costs to Federal Government:

"Officials from one VHA health care system in our review stated that with these changes, a staff person can process about 64 to 80 claims per day in the new (BTSSS) travel system, whereas they previously could process 150 to 175 claims per day in the old system. Officials from this health care system also said it now takes 7 to 12 minutes to process a claim in the new system, whereas a staff person could process a claim in 2 minutes in the old system.

GAO-24-106816, Page 29-30, May 2024.