

Author Full Name : Anonymous

Received Date : 10/15/2024 09:44 PM

Comments Received :

Supporting Statement A, item 3, Information Technology; item 4, Duplication; VA Form 10-3542, Instruction 6:

"According to VHA health care system officials, VHA's new travel system has slowed processing times due to additional requirements for verifying community care appointments.

For example, the travel system does not automatically adjudicate claims related to non-VA appointments, such as community care appointments.

Instead, for these claims, the veteran needs to provide documentation that the appointment occurred, and local VHA staff need to manually verify the documentation.

According to officials, if the claim does not include documentation that the appointment was completed, the claim is placed under manual review, and ultimately denied until the veteran submits this documentation.

Officials from all three VHA health care systems told us that manual verifications slow the claims processing and contribute to delays in veterans receiving reimbursements."

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