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Chairman Rosendale Applauds VA's Decision to Reactivate Reimbursement Kiosks at VA Clinics and Hospitals. Washington, October 15, 2024

WASHINGTON, D.C. – Today, Chairman Matt Rosendale (MT-02) of the House Veterans Affairs Committee, Subcommittee on Technology Modernization released a statement after the Department of Veterans Affairs made the decision to reactivate travel reimbursement kiosks at over 750 VA clinic and hospital locations nationwide as well as announce plans to install dozens more at VA facilities lacking kiosks. This comes after the VA received immense pushback from veterans, advocates, and lawmakers alike over their failed transition to the online-based Beneficiary Travel Self-Service System (BTSSS). The BTSSS previously led some veterans to give up on the program in frustration and not obtain the reimbursement they have earned. The return of the kiosks is especially important in Montana as veterans travel hundreds of miles to receive VA care and need complete and timely reimbursements that the BTSSS simply cannot provide.

“Veterans across Montana have told me about difficulties with the Beneficiary Travel Self-Service System, especially for some veterans who are not as proficient in technology. Veterans liked the old kiosk system,” said Chairman Rosendale. “It would have made more sense to improve the kiosks than completely phase them out. I am glad to see them back in the Treasure State and across the country.”

BACKGROUND:

In 2022, Chairman Rosendale sent a letter to Department of Veterans Affairs Secretary Denis McDonough explaining the failures of the BTSSS due to the trouble veterans had using computers and the plight of veterans who reside in rural Montana and do not have reliable access to the internet.

The Office of the Inspector general found that from February 2021 through July 2022, the Beneficiary Travel Self-Service System fell short of all four metrics on increased automated claims adjudication, reduced manual overrides, greater new system usage, and more self-service use.

In June, Chairman Rosendale also held a hearing on the failed BTSSS.

<https://rosendale.house.gov/news/documentsingle.aspx?DocumentID=2002>