

PUBLIC SUBMISSION

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Comment On: VA-2024-VACO-0001-0500
Agency Information Collection Activities; Proposals, Submissions, and Approvals: Veteran/Beneficiary Claim for Reimbursement of Travel Expenses; OMB No. 0798

Document: VA-2024-VACO-0001-0567
Comment on ICR-Veteran/Beneficiary Claim for Reimbursement of Travel Expenses; Anonymous

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General Comment

Please add GAO recommendations to your ICR. When when you implement?

Recommendation 1: The Under Secretary for Health should collect and assess information on subpopulations of veterans' use of the mileage reimbursement benefit and identify options, as appropriate, to help improve access to care for underserved veterans. Status: OPEN

Recommendation 2: The Under Secretary for Health should collect additional information on veterans' travel costs and assess costs by demographic, geographic, or other subpopulations to inform evidence-based decisions about transportation programs' resources. This additional information could include fuel costs and the cost of vehicle maintenance, accessories, parts, and tires. Status: OPEN

Recommendation 3: The Under Secretary for Health should finalize and implement an outreach plan for improving veterans' awareness of aspects of the mileage reimbursement benefit. The plan should include outcome-oriented performance measures and appropriate communication methods, based on factors such as the intended audience.

Recommendation 4: The Under Secretary for Health should evaluate the effectiveness of the outreach plan for improving veterans' awareness of the benefit, and revise communication methods as appropriate.

<https://www.gao.gov/products/gao-24-106816>

Attachments

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