



DEPARTMENT OF VETERANS AFFAIRS
810 Vermont Avenue, NW
Washington, DC 20420

Dear Medical Claims Processor,

The U.S. Department of Veterans Affairs (VA) would like to gather your opinions on recent changes to the medical care submission process for emergency medical care claims. These changes involve the submission of claims to the Financial Services Center in Austin, Texas rather than your local VA Medical Center. Your organization have been identified as a medical provider or claims processor that has submitted a claim to the Financial Services Center in Austin, TX under this new process and received payment.

The VA has arranged for a brief online survey to evaluate the new claims submission process. An invitation to this web-based survey will be distributed to you by email in the next few days. The survey will be identified in the subject line as "Mill Bill-FSC Claim Processing Satisfaction Survey".

It should take you no more than 5 minutes to complete the survey. Your participation is voluntary and your individual responses will be held in strict confidence by authorized project staff. We will combine your responses with those of other claim processors to inform our decisions about further process improvements.

The OMB control number for this public information request is 2900-XXXX. If you have questions about the survey, please send an email to {TBD EMAIL ADDRESS}

Thank you in advance for your participation!

{NAME OF SPONSOR}

{Organizational Group}

U.S. Department of Veterans Affairs