



## DEPARTMENT OF VETERANS AFFAIRS

Veterans Health Administration  
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 claims submission process. These changes involve the submission of claims to the Financial Services Center in Austin, Texas rather than your local VA Medical Center. Your organization has been identified as a medical provider or claims processor that has submitted a claim to the Financial Services Center under this new process and received payment.

The VA has arranged for a brief online survey to evaluate your experience with 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 "VA Claim Processing Satisfaction Survey".

The survey should take no more than 5 minutes to complete. Your participation is voluntary and your individual responses will remain anonymous with no identifiable information collected from you. Your participation is very important in helping us understand the new process and identify areas for improvement.

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