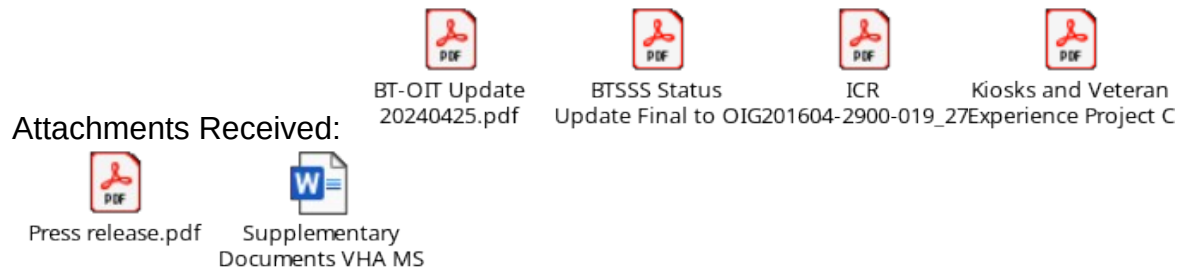


30 Day FRN 2900-0798-Veteran Beneficiary Claim for Reimbursement of Travel Expenses

[Federal Register :: Agency Information Collection Activity Under OMB Review: Veteran/Beneficiary Claim for Reimbursement of Travel Expenses](#)

OMB received 21 public comments from 10/16/24-10/17/24. VTP received on 11/4/24 for response.



1. PC-202402-2900-022-101624-084839-1

VA Form 10-3542: Instruction 6

VTP regulation 38 CFR 70.20(e) "Additional information", cited in item 2, equals verification of attendance (VOA) *determination* criteria.

Determination criteria, is *beyond* VTP authority to *make* payments or *not make* payments.

VTP cannot alter determination criteria set by 38 USC 111, (b)(1)(A) through (b)(3)(C)(a).

VOA has transformed *application* procedures into *determination* criteria to *deny* payments.

The very specific authorities granted to the Secretary are limited and do not involve this conflict.

The implementation of the law cannot contradict the law as it does, and has, since the CFR was adopted on June 30, 2008.

38 USC 111, Payments or allowances for beneficiary travel:

"... the Secretary *may* pay... an allowance based upon mileage at a rate of 41.5 cents per mile ..."

"if*... the Secretary exercises the authority under this section to *make* any payments..."

"... the Secretary *shall* make the payments... to or for the following persons:"

See (b)(1)(A) through (b)(3)(C)(a) for the *only* authorized determination criteria.

Cite the law; chapter, paragraph and sentence, requiring VOA, on the VA Form 10-3542 and in item 2 above. It is *not* 38 USC 111, PL 116-117 or 38 CFR 70.

VA Response: VA has received your response and appreciates your feedback. Title 38 United States Code (U.S.C.) § 111 provides the Secretary with the authority to administer VA's Beneficiary Travel benefits. Title 38 Code of Federal Regulations (CFR) Part 70, Subpart A regulates how VA administers the benefit for VHA purposes. 38 CFR 70.20(e) requires the VA to notify the claimant should additional information be needed to adjudicate the claim as VA must verify care or services were received prior to reimbursement. Further 38 CFR 70.4 again clarifies that eligibility is based on services received. This requirement supports VA's obligation to deter fraud, waste, and abuse via improper payments as directed under the provisions of the Payment Integrity Information Act of 2019.

2. PC-202402-2900-022-101624-085237-1

Supplementary Documents:

The VA Beneficiary Travel Self-Service System: Mission Accomplished?, The Subcommittee on Technology Modernization

Oversight Hearing, June 6, 2024:

<https://docs.house.gov/Committee/Calendar/ByEvent.aspx?EventID=117397>

<http://docs.house.gov/meetings/VR/VR11/20240611/117397/HHRG-118-VR11-WList-20240611.pdf>

<http://docs.house.gov/meetings/VR/VR11/20240611/117397/HHRG-118-VR11-Wstate-HeimanR-20240611.pdf>

Additional Assessments of Mileage Reimbursement Data and Veterans' Travel Costs Needed, GAO-24-106816, May 28,

2024: <https://www.gao.gov/products/gao-24-106816>

Status Update Final to OIG Update, April 10, 2024: Attached to message.

Beneficiary Travel-OIT Update, April 10, 2024: Attached to message.

Kiosks and Veteran Experience Project Charter Veterans Health Administration Version 1.0, 03/26/24: Attached to message.

VA Survey, Beneficiary Travel Self Service System (BTSSS), 02/29/2024:

https://downloads.regulations.gov/VA-2024-VACO-0002-0137/attachment_1.pdf

Beneficiary Travel Self Service System (BTSSS) Survey Sampling Methodology Report, 10 August 2023:

<https://www.reginfo.gov/public/do/DownloadDocument?objectID=134880901>

Goals Not Met for Implementation of the Beneficiary Travel Self-Service System, OIG 21-03598-92, May 31, 2023:

<https://www.vaog.gov/reports/review/goals-not-met-implementation-beneficiary-travel-self-service-system>

Privacy Impact Assessment for the VA IT System called: Beneficiary Travel Self-Service System (BTSSS), October 2, 2022:

<https://department.va.gov/privacy/wpcontent/>

[uploads/sites/5/2023/05/FY23BeneficiaryTravelSelfServiceSystemBTSSSPIA.pdf](https://department.va.gov/privacy/wpcontent/uploads/sites/5/2023/05/FY23BeneficiaryTravelSelfServiceSystemBTSSSPIA.pdf)

Beneficiary Travel (BT) Frequently Asked Questions (FAQ), September 2022:

https://www.va.gov/healthbenefits/resources/publications/10-621_BT_FAQ.pdf

VA Response: VA has received your response and appreciates your feedback.

3. PC-202402-2900-022-101624-091537-1

Supplementary Documents: Beneficiary Travel and BTSSS in the news since 2016 when OMB last approved ICR.

<https://www.stripes.com/veterans/2024-10-09/veterans-travel-expenses-medical-care-kiosks-15457893.html>

<https://www.military.com/daily-news/2024/10/04/va-brings-back-travel-claims-kiosks-after-pushback-veterans-caregivers.html>

<https://thehill.com/homenews/house/4718530-va-travel-claims-system-under-fire-house/>

<https://www.meritalk.com/articles/lawmakers-unload-on-vas-troubled-travel-reimbursement-system/>

<https://www.alaskasnewssource.com/2024/04/12/veteran-pleads-help-valeaders-struggle-keep-pace-with-reimbursementclaims/>

<https://pingree.house.gov/news/documentsingle.aspx?DocumentID=4710>

<https://news.va.gov/129612/veteran-travel-101-applying-for-reimbursement/>

<https://www.military.com/daily-news/2023/06/13/new-online-va-travel-reimbursement-program-failing-veterans-inspectorgeneral-finds.html>

<https://www.military.com/daily-news/2022/08/25/va-pushed-make-it-easier-veterans-get-reimbursed-travel-appointments.html>

<https://themissouritimes.com/alford-writes-letter-to-u-s-department-of-veteran-affairs/>

<https://www.hernandosun.com/2023/10/05/bilirakis-pushes-for-preservation-of-paper-va-travel-reimbursement-forms/>

<https://www.redlandsdailyfacts.com/2023/09/03/va-loma-linda-mismanaged-more-than-1-million-in-patient-transportationfunds-feds-say/>

<https://www.veterans.senate.gov/2022/9/tester-introduces-bipartisan-bill-to-boost-travel-reimbursement-benefits-for-veterans>

<https://www.kfyrtv.com/2022/08/31/vas-travel-reimbursement-system-challenge-some-rural-vets/>

<https://www.va.gov/montana-health-care/stories/montana-va-makes-appointment-verification-letter-more-available-toveterans/>

<https://www.disabledveterans.org/philadelphia-va-travel-pay-clerk-embezzled-500000/>

<https://www.wcnc.com/article/money/backlog-at-salisbury-va-delays-thousands-of-travel-reimbursements/275-96fbf2bb-f82e-4428-98e3-64757e979f49>

<https://news.va.gov/85832/travel-pay-claims-made-easy/>

<https://www.govexec.com/oversight/2019/12/special-counsel-alerts-white-house-and-congress-significant-financialmismanagement-va/161916/>

<https://abc11.com/i-team-durham-va-travel-reimbursement-delay/3320441/>

VA Response: VA has received your response and appreciates your feedback.

4. PC-202402-2900-022-101624-101158-1

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>

VA Response: VA has received your response and appreciates your feedback.

5. PC-202402-2900-022-101624-104154-1

"This effort began in 2019 to automate veterans' travel reimbursements and eliminate improper payments using a new, web based system. I am sure the idea made sense on paper. But in reality, VA blindsided millions of veterans with a complicated and confusing new process. Training was minimal, and user testing was limited to a small group of VA employees. Without warning, the Department deactivated and then removed the popular VetLink kiosks from most of its facilities. Veterans had been successfully using the kiosks for years. But veterans struggled with the new website, and they continue to struggle with it today. I am proud to represent one of the most rural districts in the country. Montana veterans travel long distances to receive the health care they have earned. I routinely hear from my constituents about their frustrations with the new system and their struggles to get reimbursed on time, if at all. As a result of these problems, most veterans are relying on the paper travel reimbursement form, and a huge claims backlog developed that took several years to work down. We have seen this movie time and time again. VA undertakes an ambitious IT modernization project to revamp a business process, but it fails because it isn't developed with the user in mind. And veterans who rely on the system to manage their health or finances get hurt. In this particular situation, BTS-3 caused confusion and frustration for veterans across America who count on receiving travel reimbursements when their VA medical appointments are not available close to home. This project has been a glaring example of poor planning,

misunderstanding of veterans' needs, and general dysfunction. According to the Office of Inspector General's report, the system is a long way from meeting any of its goals. The contract was signed eight years ago, but as of last year, only 34% of travel reimbursement claims were being submitted electronically. That is far below the goal of 80%. The project was supposed to simplify the entire travel reimbursement process by auto-adjudicating 90% of claims. But as of last year, the system was only able to auto-adjudicate about 40%. Veterans submit about 6 million travel reimbursement claims every year. A majority of those claims have to be keyed into the BTS-3 system manually. Worse, the software is completely unable to auto-adjudicate travel reimbursements for community care, so 100% of those claims have to be manually reviewed. More than four years after the system was rolled out, VA still does not have a good solution for that. VA actually had to add about 140 more employees to process the travel claims manually. The project's budget started at \$11 million—which is modest compared to Oracle or the supply chain modernization—but I understand it has doubled. The budget does not seem to include all the additional expense from extra staffing and rework. And it surely does not account for all the veterans' frustration and wasted time. I expect clear answers from our witnesses about the path forward. Despite several years of software updates, the BTS-3 system is still too difficult to log into, too slow to load, and too confusing to navigate. We learned that VA is planning to fold it into VA.gov soon. Given the difficulties that other parts of VA.gov have experienced recently, that consolidation needs to be handled very carefully." Continued at <https://veterans.house.gov/news/documentsingle.aspx?DocumentID=6479#>

VA Response: VA has received your response and appreciates your feedback.

6. PC-202402-2900-022-101624-111332-1

See 278 public comments at <https://news.va.gov/129612/veteran-travel-101-applying-for-reimbursement/> Veteran travel 101:

Applying for travel reimbursement.

VA Response: VA has received your response and appreciates your feedback.

7. PC-202402-2900-022-101624-112417-1

Where are the screenshots of BTSSS and Kiosks...?

VA Response: VA has received your response and appreciates your feedback. Screenshots of the electronic claim submissions were provided, and proper OMB control numbers and statements have been added are included with to the submission modalities platforms.

8. PC-202402-2900-022-101624-112752-1

Where is the status of records notice for BTSSS, Kiosks and Microsoft Dynamics?

VA Response: VA has received your response and appreciates your feedback. The Privacy Act System of Record Number is 83VA10.

9. PC-202402-2900-022-101724-042228-1

It should be stated that BTSSS collects and stores your financial institution routing number, your account number, your telephone number, your email address and more beyond what you enter in BTSSS, a kiosk or the VA Form 10-3542.

VA Response: VA has received your response and appreciates your feedback. For clarity, BTSSS does not collect or store banking or electronic funds transfer profiles. BTSSS is integrated with financial services systems of record provided by Veterans, Beneficiaries, and/or Caregivers on VA Form 10091, authorized under OMB 2900-0846. Likewise, BTSSS is integrated with other VA systems of record to populate other Veteran data (e.g. telephone number, email address, etc.) necessary to properly adjudicate Beneficiary Travel claims, and those data points are also not stored within BTSSS.

10. PC-202402-2900-022-101724-093712-1

Supporting Statement A:

1. VTP says, "Pursuant to 38 U.S.C. 111 and 38 C.F.R. Part 70, Subpart A..."

After "38 U.S.C. 111" insert "Payments or allowances for beneficiary travel".

After "and" insert "implemented by".

VTP says, "VHA must gather certain information..."

Change "gather certain information to "collect certain information specified in item 2"

After, "collect certain information specified in item 2", add, "according to statutory mandates, including The Paperwork Reduction Act of 1995 (44 U.S.C 3501 et seq.).

"Detail any specific program problems you hope to resolve."

VA Response: VA has received your response and appreciates your feedback. The information being collected from the claimant is included on the form.

11. PC-202402-2900-022-101724-094312-1

Supporting Statement A:

2. VTP says, "The claimant may provide self-attestation of their attendance at a VA authorized appointment with a non-VA provider."

No mention of "verification of attendance" (VOA) from the VA Form 10-3542

VTP says, "If VA determines that *additional* information is needed to make a determination* ..., VA will notify the claimant... in accordance with 38 CFR 70.20(e).

38 CFR 70.20(e) determination criteria is beyond the VTP authority to *make* payments or *not make* payments.

There is no undefined, "additional" information collection in an ICR.

This item identifies *five* data elements and *only five* data elements to be collected:

Identity, addresses, dates, other than mileage, signature.

Define *all* data elements collected by any and *all* methods.

"Do *not* just make *general statements* about the overall use of the information, but address the *specific* data elements of information being collected."

"... you must demonstrate that you will be using all of the information collected for a *practical* and *necessary* program purpose."

Add *all* modalities to your ICR:

Current modalities for Veterans to submit their BT applications include:

BTSSS – Online, on mobile devices, or via laptops and tablets offered at many VAMCs.

b. Paper Claims – VA Form 10-3542, Veteran/Beneficiary Claim for reimbursement of Travel Expenses, submitted for manual entry.

c. Patient Check-In (PCI) App - Mobile check-in through va.gov, integrating BT claims for appointments into BTSSS.

d. VetLink Kiosk Integration – Available at 38 VAMCs with Vecna contracts."

VA Response: VA has received your response and appreciates your feedback and suggestions.

12.PC-202402-2900-022-101724-094936-1

Supporting Statement A:

3. VTP has not complied with terms of clearance from 07/17/2017.

https://www.reginfo.gov/public/do/PRAViewICR?ref_nbr=201604-2900-019#

They have not provided screen shots/images of the kiosk/mobile technology/BTSSS.

"If this is an electronic application, you must provide screenshots of the entire online form."

Add BTSSS URL: <https://dvagov-btsss.dynamics365portals.us/>.

VA Form 10-3542 is **not** modernization.

VA Response: VA has received your response and appreciates your feedback. Screenshots of the electronic claim submissions were provided, and proper OMB control numbers and statements have been added are included with to the submission modalities platforms.

13. PC-202402-2900-022-101724-095603-1

Supporting Statement A:

4. VTP's VOA is an exact duplication of information collection by BTSSS and the VA Form 10-3542.

VTP has not described why the VOA is required or why the information collection performed by the BTSSS and other VHA systems cannot be used or modified for the purposed described in item 2 above.

VTP already stated in tem 2, "The claim includes a penalty statement and a statement indicating the claimant has traveled at their own expense and not used Government or cost-free resources for this purpose."

The statement also says, "I certify that the above information is correct." This means the appointment was completed, service were received. Add "I have received the services for the appointment related to this claim." to the certification on the VA Form 10-3542 and BTSSS if it makes you feel better.

Why does VTP trust the provider, but not the beneficiary?

Item 2 of this SSA identifies **five** data elements and **only five** data elements: Identity, addresses, dates, other than mileage, signature.

"If the same or similar information is available, describe why it cannot be used or modified for the purposes described in item 2 above."

VA Response: VA has received your response and appreciates your feedback.

14. PC-202402-2900-022-101724-100130-1

Supporting Statement A:

7. VTP says, "There are no such special circumstances."

Yes, there are. Information collection may be performed monthly, weekly, daily, hourly or by the minute; whenever a new claim is submitted. VTP says, "The information will be *voluntary*..." The information collection is *not* "voluntary", it is *required to obtain a benefit*.

VA Response: VA has received your response and appreciates your feedback.

15.PC-202402-2900-022-101724-101336-1

Supporting Statement A:

8. A 60-Day FRN for this ICR was *not* published on Tuesday, March 5, 2024.

VTP says, "VA meets with Veteran Service Organizations and public advocacy organizations on a regular basis..."

Name the VSO's and public advocacy organizations.

Did you notify them about this ICR?

Why not?

Provide frequency of meetings.

Provide verification of meetings.

"VTP did not effectively communicate with veterans prior to transitioning between systems. During system development, VTP only solicited feedback from a narrow group of veterans who worked with the program office—excluding veterans not employed by VA and veterans service organizations." VA OIG 21-03598-92, Page 8, May 31, 2023 "VHA Lacks an Outcome-Oriented Outreach Plan Benefit". GAO-24-106816, Page 25-27, May 2024. 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. (Recommendation 1)

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. (Recommendation 2)

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 3)

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. (Recommendation 4)

GAO-24-106816, Page 31, May 2024

VA Response: VA has received your response and appreciates your feedback and suggestions. The GAO recommendations are being addressed within VTP and VHA meets regularly with Veteran Service Organizations.

16.PC-202402-2900-022-101724-101432-1

Supporting Statement A:

9. VTP says, "The BT mileage reimbursement program is established in 38 U.S.C. Section 111..."

The very first sentence must be, "This information collection is required to obtain a benefit."

VA Response: VA has received your response and appreciates your feedback and suggestions.

17.PC-202402-2900-022-101724-102029-1

Supporting Statement A:

12. VTP did not provide separate hour burden estimates for each form and by method of submission, and do not follow the instruction to "aggregate the hour burdens in Item 13."

Add and specify the time it takes to log on to the BTSSS, to enter data, scan document(s), attach document(s), submit the claim, check the status of the claim, and the time for electronic messaging, telephone calls and letters to the local BT to resolve the claim.

BTSSS does not provide any notification when the claim status changes.

BTSSS "Rejection Letters" do not identify the claim number being rejected.

"Indicate the... annual hour burden, and an explanation of how the burden was estimated "

VA Response: VA has received your response and appreciates your feedback.

18.PC-202402-2900-022-101724-102546-1

Supporting Statement A:

13. VTP says, "There are no capitol, start-up costs".

Add: Cost estimates for computer, internet access, scanner, printer, ink, paper, envelopes, stamps, pens, telephone calls, electronic messaging...

"The estimates should take into account costs associated with generating, maintaining, and disclosing or providing the information.

"Capital and start-up costs include, among other items, preparations for collecting information such as purchasing computers..."

"Include descriptions of methods used to estimate major cost factors including system and technology acquisition, expected useful life of capital equipment, the discount rate(s), and the time period over which costs will be incurred."

"Operations and maintenance cost include the cost of mailing faxing or calling in information, making paper copies, notary costs, and electronic transmissions."

"Regular maintenance of any equipment initial cost fall under capital and start-up would also belong here."

VA Response: VA has received your response and appreciates your feedback. VA provides a paper claims submission modality which allows the claimant to receive a paper form from VA, complete this form, and submit it for processing.

19.PC-202402-2900-022-101724-105051-1

Supporting Statement A:

14. VTP did **not** provide **any** costs of the BTSSS to the Federal Government.

Add: BTSSS development and operation costs, BTSSS recurring costs, additional personnel, overtime...

"... provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and **any other expense** that would not have been incurred without this collection of information."

"The \$36 million web-based system was implemented nationwide in 2023 to speed up reimbursements to veterans." <https://www.stripes.com/veterans/2024-10-09/veterans-travel-expenses-medical-care-kiosks-15457893.html>

"VA actually had to add about 140 more employees to process the travel claims manually."

"The project's budget started at \$11 million...but I understand it has doubled."

"The budget does not seem to include all the additional expense from extra staffing and rework."

Rep. Matt Rosendale (R-Mont.), the Chairman of the House Committee on Veterans' Affairs Subcommittee on Technology Modernization, June 11, 2024
<https://veterans.house.gov/news/documentsingle.aspx?DocumentID=6479#>

VA Response: VA has received your response and appreciates your feedback.

20.PC-202402-2900-022-101724-111915-1

VA Form 10-3542: Instruction 6:

Item 2 of this SSA identifies **five** data elements and **only five** data elements:

Identity, addresses, dates, other than mileage, signature.

VTP already stated in item 2, "The claim includes a penalty statement and a statement indicating the claimant has traveled at their own expense and not used Government or cost-free resources for this purpose." The statement also says, "I certify that the above information is correct." This means the appointment was completed, services were received.

Add "I have received the services for the appointment related to this claim." to the certification on the VA Form 10-3542 and BTSSS if it makes you feel better

VTP regulation 38 CFR 70.20(e) "Additional information", cited in item 2, equals VOA **determination** criteria.

Determination criteria, is **beyond** VTP authority to **make** payments or **not make** payments.

VOA has transformed **application** procedures into **determination** criteria to **deny** payments.

"Veterans submit about 6 million travel reimbursement claims every year.

A majority of those claims have to be keyed into the BTS-3 system manually,

Worse, the software is completely unable to auto-adjudicate travel reimbursements for community care, so 100% of those claims have to be manually reviewed.

More than four years after the system was rolled out, VA still does not have a good solution for that.

VA actually had to add about 140 more employees to process the travel claims manually."

Rep. Matt Rosendale (R-Mont.), the Chairman of the House Committee on Veterans' Affairs Subcommittee on Technology Modernization, June 11, 2024

<https://veterans.house.gov/news/documentsingle.aspx?DocumentID=6479#>

Why does VTP trust the provider, but not the beneficiary?

VTP cannot alter determination criteria under regulations "Prescribed by the President" and Congress at 38 USC 111, (b)(1)(A) through (b)(3)(C)(a) 38 USC 111, Payments or allowances for beneficiary travel: "... the Secretary *may* pay... an allowance based upon mileage at a rate of 41.5 cents per mile ..." "if... the Secretary exercises the authority under this section to *make* any payments..." "... the Secretary *shall* make the payments... to or for the following persons:"

Cite the law; chapter, paragraph and sentence, requiring VOA, on the VA Form 10-3542 and in item 2 above.

It is *not* 38 USC 111, PL 116-117 or 38 CFR 70.

VA Response: VA has received your response and appreciates your feedback. The certification on the form is stating that the Veteran incurred a cost, that they did not obtain transportation at Government expense or received any other transportation resources at no cost. The certification statement does not include receiving examination, treatment, or care.

21.PC-202402-2900-022-101724-121257-1

The following documents contain a wealth of information since your long overdue ICR was approved way back on July 17, 2017 and expired July 31, 2020.

Popular kiosks returned to VA clinics, hospitals after veterans complained about new online system <https://www.stripes.com/veterans/2024-10-09/veterans-travel-expenses-medical-care-kiosks-15457893.html>

VA Brings Back Travel Claims Kiosks After Pushback from Veterans, Caregivers <https://www.military.com/dailynews/2024/10/04/va-brings-back-travel-claims-kiosks-after-pushback-veterans-caregivers.html>

VA's online claims system comes under fire in House subcommittee

<https://thehill.com/homenews/house/4718530-v-a-travel-claims-system-under-fire-house/>

Lawmakers Unload on VA's Troubled Travel Reimbursement System

<https://www.meritalk.com/articles/lawmakers-unload-on-vas-troubled-travel-reimbursement-system/>

The VA Beneficiary Travel Self-Service System: Mission Accomplished?, The Subcommittee on Technology Modernization Oversight Hearing, June 6, 2024:

<https://docs.house.gov/Committee/Calendar/ByEvent.aspx?EventID=117397>

<http://docs.house.gov/meetings/VR/VR11/20240611/117397/HHRG-118-VR11-WList-20240611.pdf>

<http://docs.house.gov/meetings/VR/VR11/20240611/117397/HHRG-118-VR11-Wstate-HeimanR-20240611.pdf>

Additional Assessments of Mileage Reimbursement Data and Veterans' Travel Costs Needed, GAO-24-106816, May 28, 2024:
<https://www.gao.gov/products/gao-24-106816>

Veteran pleads for help as VA leaders struggle to keep pace with reimbursement claims <https://www.alaskanewssource.com/2024/04/12/veteran-pleads-help-va-leaders-struggle-keep-pace-with-reimbursementclaims/>

Status Update Final to OIG Update, April 10, 2024: Attached to message.

Beneficiary Travel-OIT Update, April 10, 2024: Attached to message.

Veteran travel 101: Applying for travel reimbursement
<https://news.va.gov/129612/veteran-travel-101-applying-forreimbursement/>

Kiosks and Veteran Experience Project Charter Veterans Health Administration Version 1.0, 03/26/24: Attached to message. VA Survey, Beneficiary Travel Self Service System (BTSSS), 02/29/2024: https://downloads.regulations.gov/VA-2024-VACO-0002-0137/attachment_1.pdf

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VA Response: VA has received your response and appreciates your feedback. All recommendations from OIG 21-03598-92 have been addressed and closed.