

VETERANS AFFAIRS AND REHABILITATION

WEEKLY UPDATE

Week Ending — 05/17/2024

Division Operations

Meetings:

- May 13: VA&R Division Director met with the Office of Inspector General (OIG) to discuss updates on OIG reports and identify some of The American Legion's concerns on veteran care.
- May 14: VA&R Division Director met with the Government Accountability Office about appointment scheduling for Veterans.
- May 16: VA&R Division Director and the Health Policy Team met with Maxim Health to discuss the improvement of access to homecare nursing for veterans.

Health Policy Team Operations

Meetings:

- May 13-17: Health Policy Team (HPT) attended the 2024 Department of Veterans Affairs Volunteer Service (VAVS) Conference to participate on the National Executive Committee, learn about volunteer initiatives and challenges, and connect about how care for veterans, families, and survivors can be improved.
- March 14: HPT virtually attended ATLAS Program update provided by VA Office of Strategic Partnerships.
- May 16: Health Policy Analyst met with Oracle representatives about concerns they have about The Senator Elizabeth Dole 21st Century Veterans Healthcare and Benefits Improvement Act.

Legislative Bill Reviews:

- **HR 8371– Senator Elizabeth Dole 21st Century Veterans Healthcare and Benefits Improvement Act - Support**
 - To make certain improvements in the laws administered by the Secretary of Veterans Affairs, and for other purposes.

Benefits Policy Team Operations

Meetings:

- May 13: Benefits Policy Team (BPT) participated in the bi-weekly VSO conference call on VBA Claims, Appeals and Legislative Issues, discussing the Veterans Benefits Legislation Package.
- May 14: BPT Participated PACT Act Dashboard demonstration hosted by Veterans Benefits Administration (VBA).
- May 15: Deputy Director of Benefits & Claims (DDBC) visited National Conference Center with representatives from Bergmann & Moore, LLC, in preparation of the October DSO Symposium in Leesburg, VA.
- May 16: Benefits & Claims team conducted the Second 2024 Quarterly Nationwide Service Officer meeting, featuring Honorable Joshua Jacobs, Department of Veterans Affairs Undersecretary for Benefits, as guest speaker. Over 190 American Legion service officers registered for the event.

Claims & Appeals Team Operations

Accreditations

- Applications received from TAL Departments 7
- Certifications submitted by TAL Washington Office 7
- Certifications approved by VA's Office of General Counsel 4

The American Legion Board of Veterans' Appeals (BVA) Unit

- AMA appeals pending (125+ days) 1
- Informal Hearing Presentations (IHPs) prepared 227
- Memos generated 5
- Phone inquiries 309
- Internal quality reviews 10
- Individual training 4 hours
- Team training 0 hours
- Hearings 1
- Board dispositions 113
 - o Appeals granted 42 (37.2%)
 - o Remanded 53 (46.9%)
 - o Denied 17 (15.0%)
 - o Other 1 (0.9%)
- Total Retroactive awards won for veterans \$495,734

Veterans Service Officer Claims Specialist

- Compensation & Pension Claims 43
- Other Issues 0
- Email Correspondence 30
- Phone Calls 38

Pension & Debt Management

- New Claims 22
- Supporting Submissions 75
- Sensitive Claims 0
- Rating Reviews/Audits 85
- Contacts 156
- Debt Notices Received 196
- Insurance Questions 2
- Waivers Granted 8
- Pension Notification Letters Processed 102
- Total Debt waiver granted \$223,313

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Director

Veterans Affairs and Rehabilitation Division

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End of VA&R weekly update – 05/17/2024