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ONE HUNDRED NINETEENTH CONGRESS

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December 22, 2025

Mr. Andrew Tangen, J.D.
President
National Association of County Veterans Service Officers
660 North Capitol St. NW
Suite 400
Washington, D.C. 20001

Dear Mr. Tangen:

Thank you to your team for appearing as witnesses before the House Committee on Veterans' Affairs Subcommittee on Health Oversight hearing on December 10, 2025.

As a follow-up to the hearing, Representative Mariannette Miller Meeks has requested Mr. James Zenner, National Policy Director, respond to the attached questions for the record.

The Committee requests a written response no later than January 14, 2026, so they may be made part of the record. If you have any questions, please let my staff know.

Sincerely,



Mariannette Miller Meeks
Chairwoman
Subcommittee on Health

Cc: The Honorable Julia Brownley, Ranking Member, Subcommittee on Health

Enclosures:

Questions for the Record submitted by Rep. Mariannette Miller Meeks

QFRs

House Committee on Veterans' Affairs Subcommittee on Health

“Putting Families First: Strengthening CHAMPVA for Survivors and Dependents”

Wednesday, December 10, 2025

2:15 p.m. – Cannon 360

**Mr. Jim Zenner, National Policy Director, National Association of County
Veteran Service Officers**

1. Are there any opportunities to improve the CHAMPVA customer service experience that you recommend?
2. Have you worked with veterans and their families who have tried to appeal denied applications? What was their experience?
3. Have your constituents seen an improvement in the rate of applications and claims processed?
4. Would it help if V.A. could give real-time status updates for their claim?
5. Are there forms V.A. should eliminate?