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ONE HUNDRED NINETEENTH CONGRESS

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December 22, 2025

The Honorable Douglas A. Collins
Secretary
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Dear Mr. Secretary:

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 Dr. Maria Llorente, Acting Assistant Under Secretary for Health, 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

Dr. Maria D. Llorente, M.D., Acting Assistant Under Secretary for Health, Office of Integrated Veteran Care (IVC), Veterans Health Administration (VHA), U.S. Department of Veterans Affairs (VA); Mr. David Fennell, Director, Veteran and Family Member Programs, Integrated External Networks, IVC

1. Will V.A. take steps to redesign the dual card standard for CHAMPVA users to address useability concerns expressed during the hearing, especially the use of a strip of paper with the user’s social security number and other?
2. Will V.A. take steps to make electronic filing available for accredited officers who assist with application and claims submission?
3. Please provide a breakdown in claims filed by providers mandated by law to take CHAMPVA (e.g., hospitals) versus specialty and primary care for fiscal years 2018 through 2025.
4. Please provide the following information for applications and claims in each of the territories for each of the fiscal years 2023 to 2025: the number of applications approved, the number of applications denied, the number of backlogged applications, the number of enrollees, the number of users, the number of claims paid, the number of unique providers paid, the number of backlogged claims.
5. Please provide the number and percentage of applications approved versus denied for fiscal years 2024 and 2025.
6. How is V.A. sharing its modernization efforts with providers?

7. What are V.A.'s projections for the needs of CHAMPVA users in the next five to ten years?
8. What is the duty of care and what does it mean for application and claims processing?
9. About how long does it take to tell whether a beneficiary has hit the deductible? What are you doing to make it possible to do real-time assessments?
10. What would be the effect of extending the claims filing window, from 180 days to a year, until real-time claims tracking is possible?
11. About how long does it take to tell whether a beneficiary uses CHAMPVA as a primary or secondary payer? What are you doing to make it possible to do real-time assessments?
12. Is there any delay in claims reimbursement if CHAMPVA switches from a beneficiary's primary payer to the beneficiary's secondary payer or vice versa? What are you doing to make it possible to do real-time assessments?
13. When did V.A. create the queue for the approximately "300,000" applications from individuals with other health insurance that Mr. Fennell discussed in the hearing? Please provide a breakdown by month of the number of applications queued from the time of the queue creation to this month.
14. What is the average length between the time V.A. processes applications and the time the applicant receives notice of approval or denial? By what form of communication does the applicant receive that notice? What is the number of outstanding notices, if any, for V.A.-processed applications? When does V.A. expect to eliminate the backlog of outstanding notices, if any?

15. How long does it take for an employee to manually enter a paper claim?
 - a. What can be done or is being done to improve the process for deciding paper claims?
16. What can be done to improve the process for deciding claims that do not require preauthorization but receive a second look before approval? The subcommittee has learned that some skilled nursing care claims receive the second-look process.
17. What can V.A. do to keep family members and providers up to date on the status of their applications and claims while V.A. establishes the online tracker, which is set to launch in 2026?
18. Is forcing providers to take CHAMPVA indentured servitude?
19. It's very heartening to hear that 90 percent of electronic claims are being paid within 30 days, but how many claims are *not* electronic, and what proportion of overall claims are they?
20. Is V.A. using artificial intelligence to improve the application or claims process, such as providing applicants and claimants with status updates? If so, how?
21. What is the industry standard for the amount of time to process claims, both paper and electronic, and how does V.A. compare?
22. Please provide an example of "variance" referenced during the hearing that creates delays in CHAMPVA phone and customer service operations.
23. What can be done or is being done to improve call center wait times?