

# maximus

July 26, 2023

To: Honorable Morgan Luttrell, Chairman and, Honorable Chris Pappas, and members of the House Committee on Veterans' Affairs Subcommittee

From: Teresa A Weipert, General Manager and President, Maximus Federal

**Subject: Statement for the Record from Teresa A Weipert, General Manager and President Maximus Federal for the Subcommittee on Disability Assistance and Memorial Affairs Oversight Hearing July 27, 2023**

## VA MDE – Delivering high-quality, timely medical disability exams for our Veterans.

Veterans Evaluation Services (VES), a Maximus company, supports the VA in providing high-quality and timely medical disability exams for Veterans and transitioning service members. VES ensures fair and objective evaluations performed by trained professionals in a respectful and hospitable environment.

VES has partnered with Veterans Benefits Administration (VBA) to facilitate Compensation and Pension (C&P) exams and continues to scale with a focus on delivering high-quality, accurate, and exceptional customer service. We process more than 5,000 exams daily. Under the VA VBA's leadership, we have increased production by 50% in the last year to meet the demand while continually exceeding the quality standard reporting in at 96.5%. We continue to work closely with our VA VBA program team through weekly and bi-weekly meetings to review production progress, address program issues, and resolve any outstanding actions that impact services to our Veterans. Our experience collaborating with the VA VBA team over the past six months has been enhanced through communication and direction from the VA VBA team as they address the demands of this program and provide critical services to our Nation's Veterans.

## Trained Clinicians in Locations Across the Globe.

Each member of the VES team plays a vital role in ensuring medical disability exams are conducted as promptly as possible. This enables claims to be processed with the necessary speed to deliver the benefits Veterans have earned and deserve. To do this, VES has a network of over 7,000 professionally trained and certified clinicians both in the U.S and international, 45 VES clinics (currently expanding), and four mobile clinics across the U.S. States. Our dedicated team of experienced healthcare recruiters evaluate the daily requirements to ensure veterans across the country and globe receive a timely exam.

Specialties available through our global network:

- General medicine
- Psychology
- Psychiatry
- Neurology
- Physical medicine & rehabilitation
- Ophthalmology
- Dentistry
- Audiology

### ✓ Hands-on Support Throughout the Medical Disability Exam Process.

Our Veteran Liaisons are Veterans themselves, providing a personal connection with Veterans and an understanding of their needs. Veteran Liaisons are there every step of the way from proactive communication to Veterans about their exam appointments, addressing questions about the process, providing resources for exam preparation and robust customer service hours of operation to be available when needed. We take pride in our understanding of Veterans' unique experiences and have built a program to meet Veteran's needs.

### ✓ Ongoing Support to Veterans, Providers, and the Veteran community.

We continue to work closely with the VA stakeholder community taking direction from our VA VBA program team to meet with various groups to share the experiences and to participate in local activities sponsored by stake holder groups.

VES is adhering to the current guidance on the license portability across state lines. And we suggest an extension of this program after December 31, 2023, especially as we service veterans residing near state borders.

VES works with the VA VBA program team on our forecasts and capacity and is meeting all volume commitments. We are in the process of training additional staff to meet an increase in volume. We run structured training programs working with our provider community and our own teams that work to review, schedule and provide quality control for all examination requests and disability benefits questionnaires.

As we continue to meet weekly with our VBA program team and, based on the program teams actions with recent contract modifications, we are in an excellent position to drive our teams to manage volume and quality to meet the increases. Veterans Benefit Administration's management and oversight of the program has been especially collaborative in the past several months working through a comprehensive contract modification that clearly outlines incentives and metrics to meet demand and quality of service.

This program has many components that are complex overall and require detailed program management and operations initiatives. The data volume is extensive with medical records and gathering of all the information that is necessary to meet the examination requirements. Our providers must be trained in many facets, and we work closely with the provider groups to meet the requirements and to ensure quality in all interactions with our veterans.

We are especially proud of the work we do, and our teams are passionate about serving our veterans. As the spouse of a veteran, it is an honor to lead this program. We will continue to address solutions and other efficiencies to enhance in any service area. In concert with VBA's focus on modernization, VES-Maximus has undertaken an expansive, end-to-end process transformation and technology modernization effort. The result will be a streamlined, scalable, state-of-the-art operation utilizing best-in-class technology that will meet program needs now and into the future, all while significantly improving veteran experience.

Thank you for the opportunity to provide a statement to this committee. We are prepared to provide more detailed information and data.

#### About VES:

Veterans Evaluation Services, a Maximus company, honors America's Veterans and transitioning service members and supports them in the medical disability exam process for the U.S. Department of Veterans Affairs (VA). We provide high-quality, timely reports through fair and objective evaluations performed by trained and licensed professionals in a respectful and hospitable environment.

#### About Maximus:

Moving people forward At Maximus, we believe extraordinary missions call for extraordinary results. As a strategic partner, we improve the delivery of public services and empower governments to respond to complex challenges with agility and urgency. From technology infrastructure to program operations, our end-to-end solutions help agencies better meet their mission and the growing expectations of the people they serve.