

January 21, 2025

Statement for the Record

Subject: Community Care and Mission Roll Call Polling Results

Mission Roll Call regularly conducts polling to help inform and advocate on behalf of the veteran community. The poll results on the following pages highlight issues surrounding community care and underscore the need for improvements in delivering care to veterans and their families.

As the results indicate, the Department of Veterans Affairs (VA) can enhance several critical aspects of care delivery. Notably, the VA should strive to deliver care without unnecessary delays and should seek to improve their process of informing veterans of their rights to community care. Our polling shows room for improvement in the VA's scheduling process, which often frustrates veterans due to lengthy wait times for appointments at VA facilities. Additionally, there is broad support among the veteran community to ensure that those with lengthy travel requirements to access VA care are given seamless access to options within their local community.

Mission Roll Call advocates for policies that place the veteran first in the discussion of improving medical care access. Overcoming bureaucratic challenges such as unnecessary delays, long wait times, and restrictive access to community care is essential to delivering the critical care that veterans and their families have earned through their service to our country.

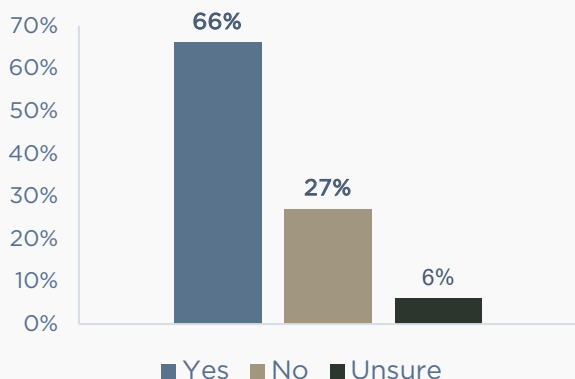
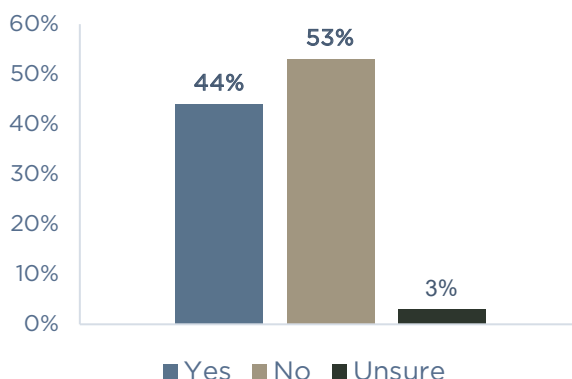
Mission Roll Call

At Mission Roll Call, our approach is apolitical and unbiased, and we are not affiliated with any political party. Our focus is on gathering input from veterans, spouses, family members, and caregivers, so we can take a collective voice directly to lawmakers and interest groups and advocate more effectively on behalf of veterans and their families.

POLLING RESULTS ADDRESSING COMMUNITY CARE

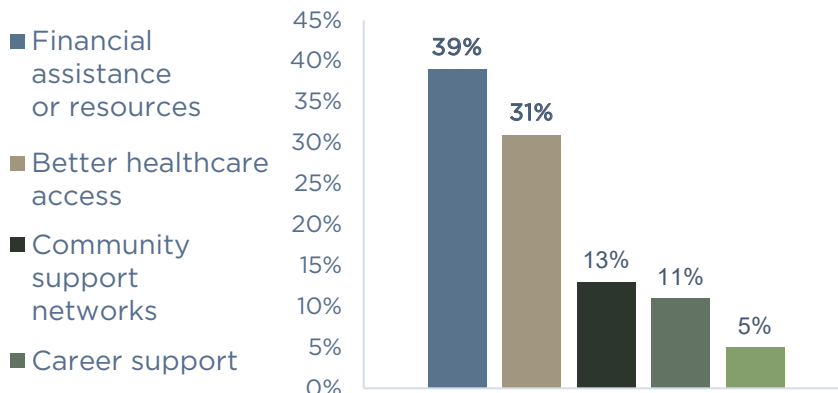
The following are recent and historic poll results Mission Roll Call has conducted that directly or indirectly speak to the issue of the VA and community care. Polling results from December 2024 are based on an online survey of a sample of 2,583 U.S. adults who are Veterans (2,080) or have Veterans (503) as immediate family members. This poll's margin of error is 2%.

In the past year, have you or the veteran in your family experienced a delay or postponement related to health care services at a VA facility?



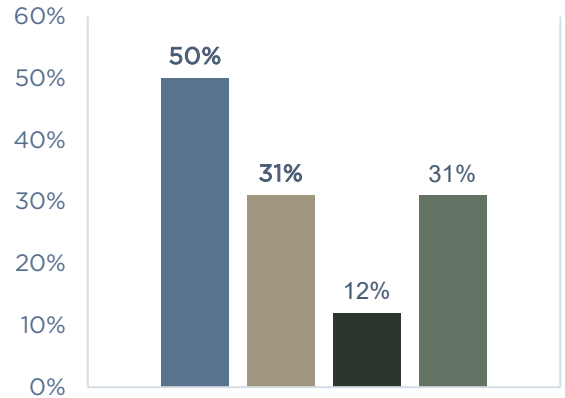
Following a delay in receiving care at a VA facility, the VA is required to offer a referral to a health care provider in the community. Did the VA make you (or the veteran in your family) aware of this policy?

As a veteran or military family, what type of support would most benefit your family?



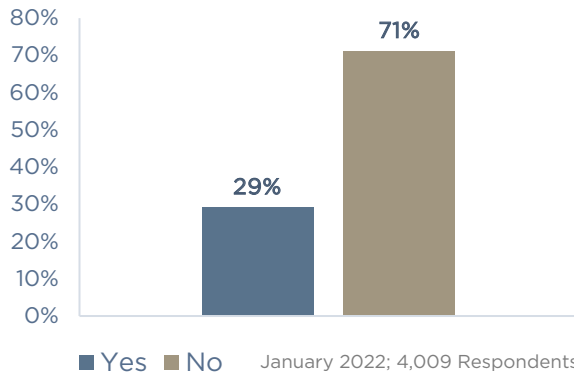
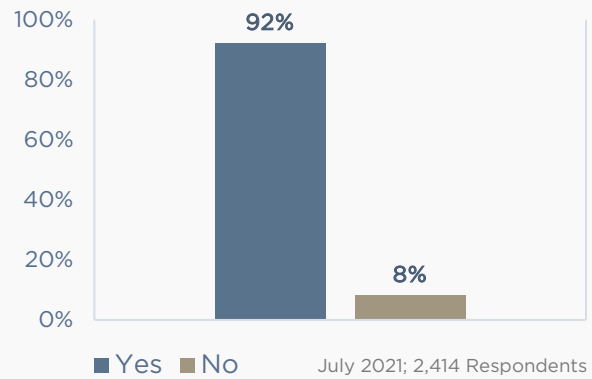
Have you or a loved one...
(select all that apply)

- Been offered VA telehealth services
- Experienced a problem scheduling services through the VA
- Been denied authorization to use a community provider
- None of these



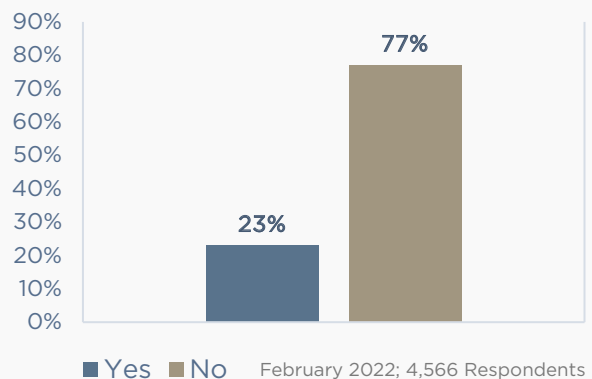
The following are older polling results from **2021 through 2022**

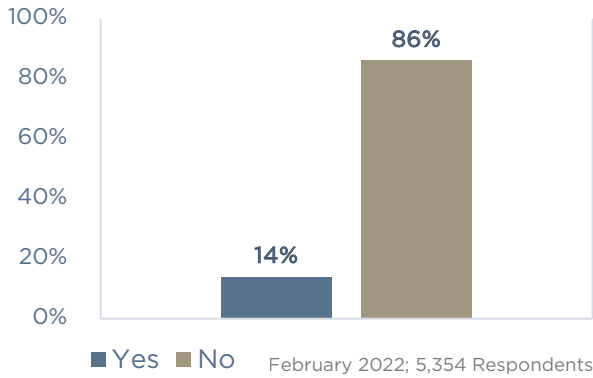
Should the VA be mandated in law to have requirements that make sure veterans can access care within a certain time and distance of their home?



Following a delay in extended services such as inpatient or outpatient mental health care, residential substance use treatment, or other specialty care at a VA facility, has your VA provider referred you for treatment in the community?

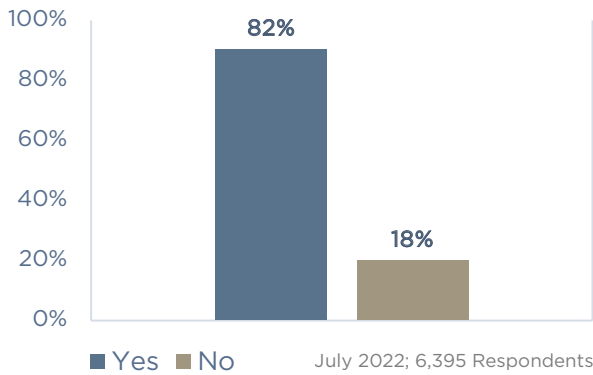
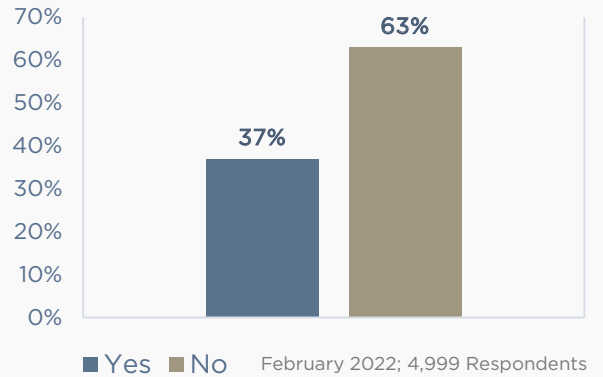
Have you experienced a problem scheduling community care services through VA, or getting denied authorization to use the community provider?





In the past year, has the VA referred you to healthcare providers in the community under best medical interest but your referral was later denied by administrative staff upon review?

In the past year, have you or a veteran you know experienced a delay or postponement of any healthcare at a VA medical center?



VA Secretary Denis McDonough recently testified that the cost of veterans seeking healthcare by private providers outside of the VA system now accounts for 33% of the VA's total healthcare budget. Because of this, the VA has said it may alter the rules for accessing community care, effectively making it harder for veterans to get the care they need in a timely fashion. Should Congress make the current rules permanent before the VA tries to make changes to access standards?

Mission Roll Call believes that Veterans deserve the best care possible and that includes better access to community care. In line with this belief, we strongly support Congress' efforts to strengthen community care access through legislation.

For further information on this subject please email **Mike Desmond** at mdesmond@missionrollcall.org

