



March 28, 2017

The Honorable John Thune
United States Senate
511 Dirksen Senate Office Building
Washington, D.C. 20515

On behalf of the Association of the United States Navy, we would like to pledge our support for S. 663, the Veterans Choice Program Resolution Act. This bill amends the Veterans Access, Choice, and Accountability Act of 2014 to direct the Inspector General of the Department of Veterans Affairs (VA) to select from among employees of the Office of Inspector General a Choice Program Ombudsman to manage complaints about program hospital care and medical services.

Under this legislation, the newly appointed ombudsman would serve as the central collection point for complaints related to problems with:

- Scheduling veterans to obtain care from third-party providers
- Authorizing veteran care to be administered by a third-party provider
- Enrolling third-party providers
- Copays and third-party reimbursement
- Coordinating care between VA and third-party providers

The ombudsman, whose position would sunset after 10 years or when the Choice Act's authorization expires, would be required to provide quarterly reports to the House and Senate Committees on Veterans Affairs on his or her activity, including the total number of complaints received and complaints resolved and/or pending. He or she would also be required to provide recommendations for resolving the systemic problems with the Choice Act.

Thank you for taking an active role in such an important issue to the Military and Veteran community by working to improve the lives and careers of those who served our great nation. Please feel free to contact me with any questions or concerns at 703-548-5800 or at michael.little@ausn.org.

Sincerely,

A handwritten signature in blue ink that reads "Michael Joseph Little". To the right of the signature, there is a handwritten note in blue ink that says "ABH² (AW/Sea) USNR".

Michael J. Little
Director of Legislative Affairs