



Veterans Benefits: Better Assessments Needed to Guide Claims Processing Improvements: Hehs-95-25

By -

Bibliogov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 40 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed the Department of Veterans Affairs (VA) efforts to improve its claims processing operations, focusing on the effectiveness of planned changes to veterans affairs regional offices (VARO) claims processing structures and procedures. GAO found that: (1) VA has taken steps to ensure that VARO implement the changes necessary to improve overall service to veterans; (2) VA needs to implement the Blue Ribbon Panels recommendations to improve disability claims processing; (3) VA has developed several model claims processing structures designed to reorganize staff so that fewer resources are devoted to clerical functions; (4) the models will serve as a framework for implementing other initiatives such as improving claims folder management and the use of evidence received by telephone or fax; (5) VA is also developing regulations and training materials to encourage VARO to adopt these improvement initiatives; (6) VARO have been given significant flexibility to implement initiatives in ways they believe are appropriate; (7) VA may not have a sound basis for determining what additional changes need to be made for guiding future improvements because it...



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