

# United States Senate

COMMITTEE ON VETERANS' AFFAIRS  
WASHINGTON, DC 20510

January 9, 2024

The Honorable Denis R. McDonough  
Secretary of Veterans Affairs  
810 Vermont Ave. NW  
Washington, DC 20420

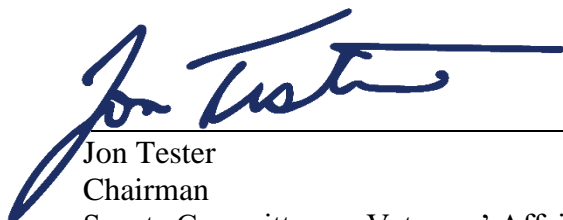
Dear Secretary McDonough,

I write today to express my concern with the high number of Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) providers who have been placed on "payment hold" status due to not enrolling in electronic funds transfer (EFT). Approximately 76,000 CHAMPVA providers, nearly half of whom are actively providing care to CHAMPVA beneficiaries, are on payment hold. The Department of Veterans Affairs (VA) must take further action to ensure these providers are aware of the requirement to enroll in EFT, so that CHAMPVA beneficiaries do not experience disruptions in care.

Though I understand VA has been conducting outreach to some of these affected providers, it is clear there is an enormous amount of work to be done until all active CHAMPVA providers are enrolled in EFT. I strongly encourage the Department to dedicate all resources necessary to ensure CHAMPVA providers enroll in EFT, thereby preventing CHAMPVA beneficiaries from experiencing any disruptions in their access to health care. Additionally, I request the Department provide me with the following information: a description of the Department's efforts to conduct outreach to CHAMPVA providers on payment hold, including any unique outreach being done to reach providers in rural areas; a description of the barriers preventing CHAMPVA providers from enrolling in EFT; a description of the impact the payment hold status of many CHAMPVA providers is having on beneficiaries' access to care; and an estimate for when VA expects to have all CHAMPVA providers enrolled in EFT.

Thank you for your attention to this matter. I look forward to hearing more about the Department's efforts to ensure CHAMPVA beneficiaries do not experience lapses in care due to this transition to EFT.

Sincerely,



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Jon Tester  
Chairman  
Senate Committee on Veterans' Affairs