

## United States Senate

January 20, 2016

Billy Maynard  
President  
Health Net Federal Services, LLC  
2107 Wilson Blvd., Suite 900  
Arlington, VA 22201

Dear Mr. Maynard:

In 2014, Congress and the Department of Veterans' Affairs (VA) established the Veterans Choice Program intended to increase access to non-VA health care for veterans who face unacceptable wait times or live over 40 miles from a VA facility. I appreciate the work Health Net Federal Services has done to help implement the Choice Program. However, I am concerned by reports indicating Hoosier veterans are having trouble accessing services through phone lines administered by your company.

As you know, in order to schedule appointments through the Choice Program, veterans need to go through the vendor contracted by VA to help implement the Choice Program in their area. In Indiana, this service is provided by Health Net Federal Services. Recently, it has been reported that Hoosier veterans are experiencing long wait times and disconnected calls when they contact Health Net Federal Services to use their Choice Program benefits. Specifically, these reports detail veterans in Northwest Indiana needing to make multiple calls and spending up to 90 minutes on the phone with representatives in order to determine eligibility or schedule an appointment. In one case, a veteran reported spending four weeks calling trying to determine his eligibility and waited to months to get an appointment.

Congress created the Choice Program to reduce the wait times veterans face in seeking health care and help them access care closer to home. It is critical that implementation of the program reflect that intent, connecting veterans with care quickly and without an undue burden.

I understand Health Net Federal Services is working to overcome these issues. We share the goal of implementing an effective Choice Program, and I am committed to working with you to ensure that Hoosier veterans receive the timely and quality assistance they deserve. With that in mind, I request your feedback on the following questions:

- 1) What is the average time Hoosier veterans wait on hold when calling in to Health Net Federal Services to schedule a health care appointment through the Choice Program?
- 2) What is the average total call time for Hoosier veterans calling in?
- 3) What is Health Net Federal Services doing to reduce these times and ensure against disconnected calls?

Thank you for your service to our veterans and your efforts to provide them with the quality care they deserve. I appreciate your consideration of this inquiry, and I look forward to your response.

Sincerely,

A handwritten signature in blue ink that reads "Joe Donnelly". The signature is fluid and cursive, with the first name "Joe" and last name "Donnelly" clearly legible.

Joe Donnelly  
United States Senator