

Congress of the United States
House of Representatives
Washington, DC 20515-2308

December 19, 2023

The Honorable Denis McDonough
Secretary
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Dear Secretary McDonough,

We, the undersigned members of the United States Congress, are writing to express our deep concern regarding the recent removal of mileage reimbursement kiosks from several Veterans Affairs (VA) facilities, which have been replaced by the online Beneficiary Travel Self Service System (BTSSS). We have received numerous complaints and concerns from veterans residing in our respective districts, expressing their difficulties and frustrations with the new system. Many of these veterans are elderly and have limited access to the internet, making it exceedingly challenging for them to utilize the BTSSS effectively.

We understand the importance of modernizing systems and embracing technology to enhance efficiency and accessibility. However, it is imperative to consider the unique circumstances of our veteran population, particularly those who face limitations in utilizing online services. The removal of mileage reimbursement kiosks has created significant barriers for these veterans, hindering their ability to access the benefits they deserve and earned through their service to our nation.

In light of the concerns raised by our constituents, we kindly request your assistance in addressing the following questions to provide clarity on the decision to remove the mileage reimbursement kiosks and explore the feasibility of reinstating these systems:

1. What were the specific reasons for removing the mileage reimbursement kiosks from VA facilities and implementing the BTSSS?
2. Was there a comprehensive assessment conducted to evaluate the impact of this change on veterans, particularly those who are elderly and have limited internet access? If so, could you please provide details on the findings of this assessment?
3. Were there alternative solutions considered to accommodate veterans who may face challenges in using online services?
4. Can you provide details on the current workforce constraints within VA facilities that handle mileage reimbursement processing? What steps are being taken to address these staffing

challenges and improve in-person services for veterans who have limited internet access and are required to file in person?

5. Considering the feedback from veterans and their representatives in Congress, would the Department of Veterans Affairs be open to revisiting the decision and exploring the possibility of reintroducing mileage reimbursement kiosks in addition to the BTSSS, providing veterans with multiple options for accessing their benefits?

We appreciate your attention to this matter and look forward to your prompt response. Our veterans have sacrificed immensely for our country, and it is our responsibility to ensure that they receive the support and services they need without unnecessary obstacles. Thank you for your dedicated service to our nation's veterans, and we trust that you will take our concerns into serious consideration.

Sincerely,



Pete Stauber
Member of Congress



Ryan Zinke
Member of Congress



Bill Posey
Member of Congress



Harriet M. Hageman
Member of Congress



Daniel Webster
Member of Congress



Guy Reschenthaler
Member of Congress



Gus M. Bilirakis
Member of Congress



Byron Donalds
Member of Congress



August Pfluger
Member of Congress