

Department of Veterans Affairs

Memorandum

Date: 27 January, 2014

From: Assistant Inspector General for Audits and Evaluations (52)

Subj: Request Close-out, Hotline Referral (2013-04639-HL-1223), Lost Claims at VARO Indianapolis, IN

To: For the Record

Request the close-out of the subject hotline referral. The Office of Audits and Evaluations (OAE) was unable to substantiate the allegations. On 17 September, 2013, OAE accepted the subject referral and assigned it to our San Diego Inspections Division. OAE staff contacted the complainant, (b) (3) IG ACT, who reiterated her allegations as previously stated and provided the names of two witnesses to corroborate her statement.

The complainant alleged VARO management had been manipulating claim processing data that would incorrectly show the VARO performance measures for claims processing timeliness and completion were better than they should have been, by instructing staff to "hold" completed claims from being processed until the end of the FY 13. In doing so, she alleged that some claims had been lost and that the loss had not been reported.

(b) (3) IG ACT

The two witnesses to these allegations, (b) (6), were unable to corroborate her allegations. On about, 19 September 2013, OAE staff contacted the witnesses and individually interviewed them. Both witnesses believed, at the time the allegations were made, that management was holding claims, which delayed them from being processed in a timely manner.

However, during the interviews, both witnesses admitted they later learned this was not the case. They could not attest that management directed folders to be held from being processed. In addition, the folders that were allegedly lost were later found.

OAE did not find data or testimonial support to give credence to the allegations.

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