

**NATIONAL EXECUTIVE COMMITTEE
OF
THE AMERICAN LEGION
May 5-6, 2021
Virtual**

**Resolution No. 14: Quality Assurance for Department of Veterans Affairs (VA)
Contracted Compensation and Pension (C&P) Examinations
Origin: Veterans Affairs & Rehabilitation Commission
Submitted by: Veterans Affairs & Rehabilitation Commission**

WHEREAS, Veteran-friendly and high-quality Compensation and Pension (C&P) examinations are a crucial element in the Department of Veterans Affairs' (VA) disability claims process for veterans; and

WHEREAS, In the past, veterans have not been properly notified by VA contractors to schedule C&P exams; and

WHEREAS, Veterans have been pressured not to reschedule exams and have been told their claims will be denied if they miss an appointment; and

WHEREAS, Many veterans who chose not to attend their C&P exams for good cause during the pandemic have been reported as "no shows," which jeopardizes the granting of their disability benefits; and

WHEREAS, According to a 2018 Government Accountability Office (GAO) report, the Veterans Benefits Administration (VBA) has not fully resolved issues in collecting information on contractor's quality and timeliness, which continues to hinder its ability to oversee contractor performance; and

WHEREAS, The VBA created the Medical Disability Examination (MDE) program to monitor and track C&P exams performed by contractors; and

WHEREAS, The MDE program continues to suffer from inefficiencies identified by GAO, including an inability to measure the quality of C&P exams provided by VA-contracted vendors; and

WHEREAS, Since VBA has contracted 100 percent of its C&P exams to private vendors, quality assurance is even more important for such areas as training and licensing requirements, performance of exams, scheduling of appointments and penalties for inadequate procedures; now, therefore, be it

RESOLVED, By the National Executive Committee of The American Legion in regular meeting assembled virtually on May 5-6, 2021, That The American Legion call upon the Veterans Benefits Administration's Medical Disability Examination office to uphold its mission to improve the quality of outsourced Compensation and Pension (C&P) examinations; and, be it finally

RESOLVED, That The American Legion urges Congress to pass legislation that will ensure the quality and timeliness of C&P examinations performed by Department of Veterans Affairs contractors, and ensure that they provide veterans with professional, high-quality service.