

Union Calendar No. 496

119TH CONGRESS
2^D SESSION

H. R. 3482

[Report No. 119-576]

To amend title 38, United States Code, to establish an online program through which an employee of the Department of Veterans Affairs may schedule an appointment for a covered veteran with a non-Department health care provider under the Veterans Community Care Program, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

MAY 19, 2025

Mr. BARRETT introduced the following bill; which was referred to the
Committee on Veterans' Affairs

MARCH 30, 2026

Additional sponsor: Ms. BUDZINSKI

MARCH 30, 2026

Reported with an amendment, committed to the Committee of the Whole
House on the State of the Union, and ordered to be printed

[Strike out all after the enacting clause and insert the part printed in italic]

[For text of introduced bill, see copy of bill as introduced on May 19, 2025]

A BILL

To amend title 38, United States Code, to establish an online program through which an employee of the Department of Veterans Affairs may schedule an appointment for a covered veteran with a non-Department health care provider under the Veterans Community Care Program, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 *This Act may be cited as the “Veterans Community*
5 *Care Scheduling Improvement Act”.*

6 **SEC. 2. SCHEDULING OF APPOINTMENTS UNDER THE VET-**
7 **ERANS COMMUNITY CARE PROGRAM.**

8 *(a) ELECTRONIC PROCESS.—Subsection (d) of section*
9 *3101 of the Johnny Isakson and David P. Roe, M.D. Vet-*
10 *erans Health Care and Benefits Improvement Act of 2020*
11 *(Public Law 116–315; 38 U.S.C. 1701 note) is amended to*
12 *read as follows:*

13 *“(d) ELECTRONIC PROCESS.—(1) The Secretary shall*
14 *implement an electronic process through which a scheduler*
15 *of the Department, using an information technology system,*
16 *may schedule an appointment for health care furnished by*
17 *the Department or through the Veterans Community Care*
18 *Program, under section 1703 of this title, by a non-Depart-*
19 *ment health care provider.*

20 *“(2) The electronic process under this subsection shall*
21 *allow a scheduler, with regards to appointments described*
22 *in—*

23 *“(A) either clause of subparagraph (A) of sub-*
24 *section (a)(1), to view, search, and sort such appoint-*
25 *ments by type of care, location, and date; and*

1 “(B) clause (ii) of such subparagraph—

2 “(i) to schedule such an appointment;

3 “(ii) to provide referral and authorization
4 documents directly to a non-Department pro-
5 vider; and

6 “(iii) to perform any other function the
7 Secretary determines necessary.

8 “(3) The Secretary shall ensure that the electronic
9 process allows a scheduler to schedule an appointment for
10 health care furnished by the Secretary through a health care
11 provider of the Department.

12 “(4) The Secretary shall implement the electronic proc-
13 ess through an existing agreement if practicable.

14 “(5) The Secretary shall submit to the Committees on
15 Veterans’ Affairs of the Senate and House of Representa-
16 tives the following regarding the electronic process:

17 “(A) Not later than 90 days after the Secretary
18 makes a determination under subparagraph (B)(iii)
19 of paragraph (2), a briefing regarding the functions
20 the Secretary has determined necessary.

21 “(B) Not later than six months after the date of
22 the enactment of Veterans Community Care Sched-
23 uling Improvement Act, and semiannually thereafter
24 during the following three years, a report regarding
25 operation of the electronic process during both the

1 *semiannual period preceding the date of the report*
2 *and the cumulative period since the date of the enact-*
3 *ment of such Act. Such a report shall include the fol-*
4 *lowing for each such period:*

5 “(i) *The number of non-Department health*
6 *care providers that participated in such elec-*
7 *tronic process, disaggregated by—*

8 “(I) *category of hospital care or med-*
9 *ical services provided; and*

10 “(II) *medical center of the Department;*

11 “(ii) *The number of appointments scheduled*
12 *pursuant to the electronic process, disaggregated*
13 *by—*

14 “(I) *category of hospital care or med-*
15 *ical services provided;*

16 “(II) *medical center of the Department;*

17 *and*

18 “(III) *month.*

19 “(iii) *A comparison of the average wait*
20 *time for appointments scheduled through the*
21 *electronic process and through non-electronic*
22 *methods, disaggregated by medical center of the*
23 *Department.*

1 “(iv) *The rates at which veterans cancelled*
2 *appointments scheduled through the electronic*
3 *process.*”

4 “(v) *The rates at which veterans did not*
5 *appear for appointments scheduled through the*
6 *electronic process.*”.

7 (b) *IMPLEMENTATION.—*

8 (1) *DATE.—The Secretary of Veterans Affairs*
9 *shall implement the electronic process under sub-*
10 *section (d) of section 1703H of such title, as added by*
11 *this section, not later than two years after the date*
12 *of the enactment of this Act.*

13 (2) *GUIDELINES.—Not later than 90 days after*
14 *the date of the enactment of this Act, the Secretary of*
15 *Veterans Affairs shall establish guidelines. Such*
16 *guidelines shall include the following:*

17 (A) *Procedures for schedulers and other em-*
18 *ployees of the Department involved in the sched-*
19 *uling of appointments described in such section.*

20 (B) *A directive that employees described in*
21 *subparagraph (A) use the electronic process to*
22 *the extent practicable.*

23 (C) *A directive that employees described in*
24 *subparagraph (A), when scheduling an appoint-*
25 *ment for a covered veteran (as such term is used*

1 *in section 1703 of such title) for health care fur-*
2 *nished by the Secretary, inform such covered vet-*
3 *eran of available appointments through providers*
4 *of the Department and through providers under*
5 *the Veterans Community Care Program when el-*
6 *igible.*

7 *(D) Procedures for engaging with non-De-*
8 *partment health care providers in specialized*
9 *cases.*

10 *(E) Standards regarding timeliness and ac-*
11 *curacy.*

12 *(F) Escalation protocols for scheduling fail-*
13 *ures or delays.*

14 *(3) TRAINING.—Not later than 180 days after*
15 *the date of the enactment of this Act, the Secretary*
16 *shall implement a mandatory training program for*
17 *employees described in paragraph (2) regarding the*
18 *guidelines under paragraph (2).*

19 *(4) EVALUATION.—Not later than 60 days after*
20 *the date of the enactment of this Act, the Secretary*
21 *shall prescribe performance benchmarks and outcome-*
22 *based metrics for the electronic process under such sec-*
23 *tion, including—*

24 *(A) time between a referral and a scheduled*
25 *appointment;*

1 (B) *patient satisfaction; and*

2 (C) *the percentage of appointments sched-*
3 *uled exclusively through the electronic process.*

4 (5) *OUTREACH.*—*Not later than 90 days after*
5 *the date of the enactment of this Act, the Secretary*
6 *shall plan and carry out an outreach strategy to en-*
7 *courage non-Department of Veterans Affairs health*
8 *care providers that participate in the Veterans Com-*
9 *munity Care Program to participate in the electronic*
10 *process under such subsection. Such outreach shall—*

11 (A) *include contacting each such provider*
12 *during such 90 days;*

13 (B) *include seeking to enter into an agree-*
14 *ment with each such provider under which the*
15 *provider shall participate in the electronic proc-*
16 *ess;*

17 (C) *include collaborating with State hos-*
18 *pital associations and rural health associations*
19 *to promote such participation;*

20 (D) *focus on providers in specialties or un-*
21 *derserved areas, as determined by the Secretary;*
22 *and*

23 (E) *include the publication, on a publicly*
24 *accessible website of the Department, of informa-*
25 *tion regarding—*

- 1 (i) details of the electronic process;
- 2 (ii) how a provider may elect to par-
- 3 ticipate in the electronic process; and
- 4 (iii) a point of contact in the Depart-
- 5 ment regarding the electronic process.

6 (6) *OVERSIGHT.*—The Secretary shall submit to

7 the Committees on Veterans’ Affairs of the Senate and

8 House of Representatives, with regards to the elec-

9 tronic process under such subsection, the following:

10 (A) Not later than 30 days after the Sec-

11 retary establishes guidelines under paragraph (2)

12 of this subsection, a copy of such guidelines.

13 (B) Not later than 30 days after the Sec-

14 retary formulates the plan under paragraph (5)

15 of this subsection, a briefing on the outreach

16 strategy under such paragraph.

17 (C) Not later than 180 days after the date

18 of the enactment of this Act, the benchmarks and

19 metrics prescribed under paragraph (4).

20 (c) *EXPANSION.*—Not later than 90 days after the date

21 of the enactment of this Act, the Secretary shall submit to

22 the Committees on Veterans’ Affairs of the Senate and

23 House of Representatives a plan to integrate the scheduling

24 of appointments for health care furnished through health

25 care providers of the Department of Veterans Affairs into

1 *the electronic process under subsection (d) of section 1703H*
2 *of such title. Such plan shall include the following elements:*

- 3 (1) *A timeline to implement such plan.*
4 (2) *Estimated costs to carry out such plan.*
5 (3) *Changes to policies and procedures of the De-*
6 *partment the Secretary determines necessary to im-*
7 *plement such plan.*

8 *(d) CODIFICATION.—*

9 (1) *IN GENERAL.—Section 3101 of such Act, as*
10 *amended by subsection (a), is transferred to sub-*
11 *chapter I of chapter 17 of title 38, United States*
12 *Code, inserted after section 1703G, and redesignated*
13 *as section 1703H.*

14 (2) *CONFORMING AMENDMENTS.—Section 1703H*
15 *of such title, as transferred and redesignated by this*
16 *subsection, is amended—*

17 (A) *by striking any heading that is not a*
18 *section heading or subsection heading and con-*
19 *forming the margins accordingly;*

20 (B) *by striking “of title 38, United States*
21 *Code” both places it appears and inserting “of*
22 *this title”;*

23 (C) *in subsection (b)(1), by striking “Not*
24 *later than one year after the date of the enact-*

1 *ment of this Act, the Secretary” and inserting*
2 *“The Secretary”;*

3 *(D) in subsection (c)—*

4 *(i) in paragraph (1), in the matter*
5 *preceding subparagraph (A), by striking*
6 *“Not later than 180 days after the date of*
7 *the enactment of this Act, the Secretary”*
8 *and inserting “The Secretary”; and*

9 *(ii) in paragraph (2), by striking sub-*
10 *paragraphs (A) and (B) and inserting “The*
11 *Secretary shall require each medical facility*
12 *of the Department to use the method or tool*
13 *described in paragraph (1).”;*

14 *(E) in the section enumerator, by striking*
15 *“SEC.” and inserting “§”; and*

16 *(F) in the section heading—*

17 *(i) by striking “**PROCESS AND RE-***
18 ***QUIREMENTS FOR SCHEDULING AP-***
19 ***POINTMENTS FOR HEALTH CARE FROM***
20 ***DEPARTMENT OF VETERANS AFFAIRS***
21 ***AND NON-DEPARTMENT HEALTH***
22 ***CARE.” and inserting “**SCHEDULING OF*****
23 ***APPOINTMENTS”;** and*

24 *(ii) by conforming the typeface and*
25 *typestyle, including capitalization, to the*

1 *typeface and typestyle used in the section*
2 *heading of section 1703G of such title.*

3 (3) *TABLE OF SECTIONS.—The table of sections*
4 *at the beginning of such chapter is amended by in-*
5 *serting, after the item relating to section 1703G, the*
6 *following new item:*

“1703H. Scheduling of appointments.”.

7 **SEC. 3. EXTENSION OF CERTAIN LIMITS ON PAYMENT OF**
8 **PENSION.**

9 *Section 5503(d)(7) of title 38, United States Code, is*
10 *amended by striking “January 31, 2033” and inserting*
11 *“June 30, 2033”.*

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