

Department of the Veterans Affairs Disability Benefits Combating Claim Sharks

(Predatory companies who have no accountability, no oversight, and no penalties)

H.R. 1139 Lead Rep. Pappas, Chris [D-NH-1] Governing Unaccredited Representatives Defrauding (GUARD) VA Benefits Act

140 Dems (five from Colorado) and 66 GOP (one from Colorado) Representatives have already signed on

The VFW is concerned that bad actors who we call "Claim Sharks" have been preying on veterans seeking to access their earned Department of Veterans Affairs (VA) benefits. H.R. 1139 will reinstate penalties for charging veterans and survivors unauthorized fees relating to claims for VA benefits.

A Claim Shark is an individual or company that "assists" or "consults" veterans with VA claims even though they are not accredited with VA. Many of these companies charge large fees for their services, sometimes totaling in the tens of thousands of dollars for services that veterans can receive for free. These companies have used the pandemic to their advantage, offering fully remote "assistance" and easy to access "one click away buttons" in order to capitalize on the reduced resources available due to VA closures.

Claim Sharks now have gained a foot hold and remain operating even though Accredited Service Officers and VA Benefit centers have reopened from the pandemic.

Several of these predatory companies have made statements that there is no avenue for them to seek VA accreditation, but this is *completely untrue*. There are no restrictions for these consultants to be accredited by VA, but they refuse to do so because they would no longer be able to charge exorbitant fees. They would also be subject to oversight by VA's OGC. Currently, these predatory companies have no accountability, no oversight, and no penalties. Companies that prey upon veterans and flagrantly disregard congressional oversight authority should be held accountable.

VA Benefit rules cap the amount a service provider may charge. Typically, the fee is 20% of the back pay from a benefit claim paid to a disabled veteran. That fee is paid directly to the service provider from the VA. If the percentage is larger than the disabled veteran will be paid by the VA and her or him will have to write a check to pay the service provider. Claim Sharks not only charge an exorbitant amount, but often take a percentage of the monthly disability check for the rest of his or her life, amounting in hundreds of thousands of dollars. Currently, these predatory companies have no accountability, no oversight, and no penalties. The VFW and other Veteran Service Organizations want Congress to amend title 38 to reinstate penalties for charging veteran's outrageous fees.



The Veterans of Foreign Wars strongly opposes the *Plus for Veterans Act of 2023*, which is proposed legislation that they believe would allow companies to charge high fees in exchange for claims assistance. The VFW firmly believes that veterans should not have to pay for the benefits they have earned through their service and is actively working to ensure that veterans receive the assistance they deserve without financial burden.

The Big Six Veteran Service Organizations (American Legion, Veterans of Foreign Wars, Paralyzed Veterans of America, Disabled American Veterans, American Veterans, and Vietnam Veterans of America) Veteran Service Officers are trained and accredited by the Veterans Affairs plus they never charge any fee and membership is not required or implied. Claim sharks need to be stopped.

Claim Sharks Q&A

Q: What makes these companies predatory?

A: The law prohibits anyone who assists veterans with the preparation, presentation, or prosecution of their Department of Veterans Affairs (VA) disability claims to charge fees for their services. Many of these companies use contracts that include a commitment by the veteran to pay them all or a portion of their increased benefits. If a veteran receives a disability percentage increase years later, these companies often return seeking more money. Furthermore, they routinely obtain medical opinions from affiliated medical providers, which raises ethical concerns.

Q: Some of these companies say they would seek VA accreditation but there currently is no path for them to do so. Shouldn't our focus be on reforming accreditation?

A: This claim is untrue. Anyone can seek VA accreditation, but then would be subject to oversight by VA's Office of General Counsel and would not be allowed to charge high fees for claims assistance. The VFW is open to discussions about how to improve the accreditation process, but that does not involve making it easier for Claim Sharks to take advantage of veterans.

Q: What does it mean when a claims representative or service officer is accredited? What is accreditation?

A: Accreditation by VA authorizes individuals or Veterans Service Organizations (VSOs) to represent veterans for their VA benefits claims. VA accreditation is for the sole and limited purpose of preparing, presenting, and prosecuting claims before VA. Accreditation requires passing extensive training and background checks. VSOs like the VFW have some of the most well-trained and professional claims representatives in the country.



Top Four Legislative Priorities (House)

Q: Organizations that offer claims assistance for free do not have enough people to serve all the veterans who need it. Aren't these companies filling a gap?

A: This claim is also untrue. The VFW alone has more than two thousand accredited representatives and they helped tens of thousands of veterans receive more than ten billion dollars in VA benefits last year. No private company that charges fees even comes close to those numbers.

Q: Why are penalties necessary?

A: Consultants who refuse to adhere to VA's well-established standards of accreditation and fee arrangements should be subject to penalties in the same manner as accredited representatives. This is a much-needed protection to deter bad actors and protect veterans' earned benefits.

Q: Why were penalties removed in the first place?

A: Penalties were removed to allow accredited attorneys and agents to charge certain fees for their services. The unintended consequence was that this opened the door to unaccredited, predatory consultants to operate illegally without penalty. We must reinstate these penalties.

Economic Opportunity's Role in Preventing Suicide

VA Benefits Data for Suicide Prevention

H.R.4157 Lead Rep. Connolly, Gerald E. [D-VA-11] Not Just a Number Act

Related companion bill S. 928 (*Not Just a Number Act,* introduced by Senators Tester (D-MT) and Boozman (R-AR))

78 Dems (four from Colorado) and 37 GOP (zero from Colorado) Representatives have already signed on

As the VFW has advocated for many years, the Department of Veterans Affairs (VA) must immediately incorporate Veterans Benefits Administration (VBA) data into its annual suicide prevention report, to include disability compensation, education and employment benefit use, home loan use and foreclosure assistance, and participation in housing and food insecurity programs. Currently, VHA tracks only how many veterans who die by suicide had interactions with VA through medical or mental health appointments. Short of this incorporation, economic opportunity benefits cannot be fully leveraged to successfully prevent suicide among veterans.

Education - A 2020 study of recently transitioned service members found those with fewer years of education had a higher hazard of suicide, with lack of education being a likely factor in difficulty finding post-military employment, potentially leading to financial instability.



Employment - Unemployment can be detrimental to mental health. It is even associated with an increased risk for suicide. However, the relationship between unemployment and suicide is a complex one. Providing benefits while veterans are unemployed and making sure they are swiftly reemployed can moderate mental health issues and potentially mitigate suicidal ideations.

Compensation – Some veterans may feel hopeless, unheard, or retriggered by their trauma during the benefit claims process. They may also be facing financial hardship to pay medical expenses until they can receive care at VA. A 2021 study in Military Behavioral Health showed that veterans with a service-connected disability designation who utilized services were less likely to attempt suicide.

Housing – Data from a study published in a 2021 issue of the Journal of Epidemiology & Community Health on veterans who self-reported housing instability between 2012 and 2016 indicated over half of these veterans accessed homeless services and associated this use of services to a significant reduction in suicide risk. This is a positive sign for the ability of these programs to perform upstream intervention.

Note: All these programs are administered by the Veterans Benefits Administration. However, none of them are incorporated into the VA annual suicide prevention report.

The VFW urges Congress to

- Direct VA to incorporate veteran benefit usage into its annual suicide prevention report. This would show the correlation between VA benefits and veterans who die by suicide.
- Analyze which benefits have a greater impact on upstream suicide prevention and focus on expanding those benefits in an effort to reduce the overall number of veteran suicides.
- Direct VA to provide utilization reports on community grants for suicide prevention.

Comparison of veteran suicide rates

- Veteran suicide rate in Colorado was significantly higher than the national veteran suicide rate
- Veteran suicide rate in Colorado was significantly higher than national general population suicide rate
- Where in Colorado through 2021, 248 veterans completed suicide, 59 of them were in El Paso County, 202 along the Front Range, and 20 on the Western Slope. Take a moment to formulate your own thoughts as to why... The VA has the data, yet?



Department of the Defense Department of Defense Transition Assistance Program

H.R. 3933 Lead Rep. Van Orden, Derrick [R-WI-3]
TAP Promotion Act

45 Dems (4 Colo) and 36 GOP Representatives have already signed on

Leaving service is often complicated by service-related ailments, family needs, loss of identity and support networks, and the required training to enter a new career. Sadly, the first year following discharge also has a higher suicide risk among new veterans, resulting in the need to ensure all transitioning service members are connected to post-service benefits and resources as quickly as possible.

One of the best resources to have during this period are accredited representatives who can help file Department of Veterans Affairs (VA) Benefits Delivery at Discharge (BDD) claims. Through BDD, service members can file expedited claims and complete medical evaluations before leaving service, enabling VA to provide disability ratings upon discharge. Receiving accelerated claims decisions means BDD participants are better able to minimize gaps in essential care like mental health counseling and medication management once they officially leave service.

Unfortunately, not all service members going through the Department of Defense Transition Assistance Program (TAP) have access to BDD accredited representatives, resulting in lost opportunities to receive timely care and benefits upon discharge. The VFW believes there is immense value in incorporating these accredited representatives into the TAP curriculum itself. Specifically, we would like to see these representatives physically present in TAP classrooms during VA briefings on resources that can be applied for prior to discharge. Accredited representatives would not only be able to highlight the BDD program, but also help transitioning service members file claims. Unfortunately, VA contract employees who largely teach the VA curriculum cannot legally assist with claims.

The VFW firmly believes the BDD program is an underutilized tool in the fight against veteran suicide. Directly connecting transitioning service members to accredited representatives in TAP classrooms has the potential to save lives.

CBO Score - Zero

The VFW urges Congress to:

Pass H.R. 3933, *TAP Promotion Act*, to require accredited representatives from national, state, and local organizations to be included in TAP classes.



Retirement And Military Personnel Concurrent Receipt

H.R. 1282 Lead Rep. Bilirakis, Gus M. [R-FL-12], (Sen. ver. S. 344)

197 Dems (five from Colorado) and 129 GOP (one from Colorado) Representatives have already signed on, 326 total

Major Richard Star Act

To amend title 10, United States Code, to expand eligibility to certain military retirees for concurrent receipt of Veteran's disability compensation and retired pay or combat-related special compensation, and for other purposes. The Veterans of Foreign Wars is urging Congress to pass the Major Richard Star Act to help put money back in the pockets of Veterans who were forced to retire early from military service because of battlefield injury or illness. Major Richard Star a fellow VFW member passed away February 2021 from lung cancer due to burn pit exposure

DoD retired pay and VA disability compensation are two different benefits established by Congress for two different reasons

These veterans are referred to as Chapter 61 retirees. As a result, some disability retirees are separated before becoming eligible for longevity retirement, while others have completed 20 or more years of service. These retirees are not authorized for concurrent receipt, which means receiving retirement pay from DoD for their service, while also receiving disability pay from the VA to compensate for injury.

As of 2022 there are approximately 575,476 Chapter 61 retirees — more than 50,000+ of whom have been medically discharged due to combat-related injuries, and unjustly denied the benefits they deserve. Of the 50,000+ there are $\sim 1,000$ in Colorado.

Colorado Chapter 61 Veterans earned this benefit, it is time to fully honor veterans who were medically retired as a result of injuries incurred in combat or combat-related training.

The bipartisan and bicameral support for H.R. 1282 / S. 344, known as the Major Richard Star Act, indicates a growing recognition among Members of Congress regarding the injustice caused by the retirement pay and disability compensation offset. This legislation has gained substantial backing, with 326 members of the House and 71 members of the Senate supporting it. The Major Richard Star Act aims to address the issue and potentially bring about changes to improve the situation for veterans affected by the offset.

The VFW Action Corps

The VFW Action Corps is our national grassroots advocacy network comprised of more than 300,000 VFW members, Legislative members and Staff, and patriotic supporters of veterans. This group stays up to date on the issues facing our veterans, our military and their families. The VFW Action Corps is free and open to all Americans who care about the military and veterans' communities. Subscribe now https://votervoice.net/VFW/register



Top Four Legislative Priorities (House)

VFW Opposed Bills

H.R. 1822: PLUS for Veterans Act of 2023 | 2023-2024 Regular Session (118th) | Lamborn is signed on

VFW Neither Support or Oppose Bills

VFW Supported Bills

H.R. 41: VA Same-Day Scheduling Act of 2023 | 2023-2024 Regular Session (118th) | Neguse and Boebert are signed on

H.R. 196: Expediting Temporary Ratings for Veterans Act | 2023-2024 Regular Session (118th) | Neguse is signed on

H.R. 234: Gerald's Law Act | 2023-2024 Regular Session (118th) | Neguse and Crow are signed on

H.R. 303: Retired Pay Restoration Act | 2023-2024 Regular Session (118th) | Neguse is signed on

H.R. 333: Disabled Veterans Tax Termination Act | 2023-2024 Regular Session (118th)

H.R. 491: Return Home to Housing Act | 2023-2024 Regular Session (118th) | Neguse is signed on

H.R. 522: Deliver for Veterans Act | 2023-2024 Regular Session (118th)

H.R. 542: Elizabeth Dole Home Care Act of 2023 | 2023-2024 Regular Session (118th) | Neguse, Crow, and Caraveo are signed on Passed House

H.R. 562: Improving Veterans Access to Congressional Services Act of 2023 | 2023-2024

Regular Session (118th) | Neguse, Crow, and Caraveo are signed on

H.R. 645: Healthy Foundations for Homeless Veterans Act | 2023-2024 Regular Session (118th)

| Neguse, Caraveo, and Pettersen are signed on

H.R. 693: VACANT Act | 2023-2024 Regular Session (118th)

H.R. 705: Veterans 2nd Amendment Protection Act | 2023-2024 Regular Session (118th) | Boebert and Lamborn are signed on

H.R. 728: To direct the Assistant Secretary of Labor for Veterans' Employment and Training to carry out a pilot program on short-term fellowship programs for veterans | 2023-2024 Regular Session (118th)

H.R. 733: Vet CENTERS for Mental Health Act of 2023 | 2023-2024 Regular Session (118th)

H.R. 746: Streamlining Aviation for Eligible Veterans Act | 2023-2024 Regular Session (118th) | Neguse is signed on

H.R. 808: Veterans Patient Advocacy Act | 2023-2024 Regular Session (118th) | Neguse and Caraveo are signed on

H.R. 984: Commitment to Veteran Support and Outreach Act | 2023-2024 Regular Session (118th) | Lamborn is signed on



Top Four Legislative Priorities (House)

H.R. 1045: Health Care Fairness for Military Families Act of 2023 | 2023-2024 Regular Session (118th) | DeGette, Neguse, Lamborn, and Caraveo are signed on

H.R. 1083: Caring for Survivors Act of 2023 | 2023-2024 Regular Session (118th)

<u>H.R. 1089: VA Medical Center Facility Transparency Act</u> | 2023-2024 Regular Session (118th)

VFW Leg Priority

H.R. 1139: GUARD VA Benefits Act | 2023-2024 Regular Session (118th) | DeGette, Neguse, Lamborn, Crow, Caraveo, and Pettersen are signed on

H.R. 1169: VA E-Notification Enhancement Act | 2023-2024 Regular Session (118th)

<u>H.R. 1182</u>: Veterans Serving Veterans Act of 2023 | 2023-2024 Regular Session (118th) **Neguse** is signed on

<u>H.R. 1191: Correcting Guam's History in the PACT Act</u> | 2023-2024 Regular Session (118th) | Caraveo and Neguse are signed on

H.R. 1267: Air Carrier Access Amendments Act of 2023 | 2023-2024 Regular Session (118th) | Neguse is signed on

H.R. 1278: DRIVE Act | 2023-2024 Regular Session (118th) Pettersen is signed on

VFW Leg Priority

H.R. 1282: Major Richard Star Act | 2023-2024 Regular Session (118th) | DeGette, Neguse, Lamborn, Crow, Caraveo, and Pettersen are signed on

H.R. 1329: To amend title 38, United States Code, to provide for an increase in the maximum number of judges who may be appointed to the United States Court of Appeals for Veterans Claims | 2023-2024 Regular Session (118th)

H.R. 1378: Veterans' Appeals Backlog Improvement Act | 2023-2024 Regular Session (118th) | Crow, Caraveo, and Neguse are signed on

H.R. 1529: Veterans' Compensation Cost-of-Living Adjustment Act of 2023 | 2023-2024 Regular Session (118th) | Caraveo is signed on

H.R. 1530: Veterans Benefits Improvement Act | 2023-2024 Regular Session (118th) Passed House

H.R. 1639: VA Zero Suicide Demonstration Project Act of 2023 | 2023-2024 Regular Session (118th) |

H.R. 1669: VET-TEC Authorization Act of 2023 | 2023-2024 Regular Session (118th) | Passed House

H.R. 1753: To ensure proper credit for certain members of female cultural support teams | 2023-2024 Regular Session (118th) | Neguse and Crow are signed on

H.R. 1763: Military Family Nutrition Act of 2023 | 2023-2024 Regular Session (118th) | Neguse, Crow, and Pettersen are signed on

H.R. 1767: To protect the educational assistance entitlement of certain individuals | 2023-2024 Regular Session (118th)

H.R. 1774: VA Emergency Transportation Act | 2023-2024 Regular Session (118th) | **Neguse** and Crow are signed on

H.R. 1786: GROW Act | 2023-2024 Regular Session (118th)

H.R. 1798: Protect Military Dependents Act | 2023-2024 Regular Session (118th)

H.R. 1799: EMPLOY VETS Act | 2023-2024 Regular Session (118th)

H.R. 1815: Expanding Veterans' Options for Long Term Care Act | 2023-2024 Regular Session (118th)

H.R. 2537: BAH Restoration Act | 2023-2024 Regular Session (118th) | Neguse, Crow, Caraveo, and Pettersen are signed on



Top Four Legislative Priorities (House)

- H.R. 2733: Department of Veterans Affairs Office of Inspector General Training Act of 2023 | 2023-2024 Regular Session (118th) |
- H.R. 2768: PFC Joseph P. Dwyer Peer Support Program Act | 2023-2024 Regular Session (118th) | Crow is signed on
- H.R. 2818: Autonomy for Disabled Veterans Act | 2023-2024 Regular Session (118th) | Neguse and Caraveo are signed on
- **H.R. 2830:** Veteran Improvement Commercial Driver License Act of 2023 | 2023-2024 Regular Session (118th)
- H.R. 3165: Military Housing Transparency and Accountability Act | 2023-2024 Regular Session (118th) | Crow and Caraveo are signed on
- H.R. 3504: VA Medical Center Security Report Act of 2023 | 2023-2024 Regular Session (118th)
- H.R. 3520: Veteran Care Improvement Act of 2023 | 2023-2024 Regular Session (118th) | Lamborn is signed on
- H.R. 3581: COPE Act | 2023-2024 Regular Session (118th) | Passed House
- H.R. 3601: Student Veteran Work Study Modernization Act | 2023-2024 Regular Session (118th) | Crow and Caraveo are signed on
- H.R. 3722: Daniel J. Harvey, Jr. and Adam Lambert Improving Servicemember Transition to Reduce Veteran Suicide Act | 2023-2024 Regular Session (118th)
- H.R. 3738: To amend title 38, United States Code, to establish in the Department of Veterans Affairs the Veterans Economic Opportunity and Transition Administration, and for other purposes | 2023-2024 Regular Session (118th) | Crow is signed on
- H.R. 3790: Justice for ALS Veterans Act of 2023 | 2023-2024 Regular Session (118th) Caraveo and Pettersen are signed on
- H.R. 3816: Veterans' Entry to Apprenticeship Act | 2023-2024 Regular Session (118th) | Crow is signed on
- **H.R. 3874:** Veterans Education Assistance Improvement Act | 2023-2024 Regular Session (118th)
- H.R. 3898: Transcript Assurance for Heroes Act | 2023-2024 Regular Session (118th)
- **H.R. 3900:** To establish certain rights for spouses of members of the uniformed services. | 2023-2024 Regular Session (118th)

VFW Leg Priority

- H.R. 3933: TAP Promotion Act | 2023-2024 Regular Session (118th) Crow, Neguse, Pettersen, and Caraveo are signed on
- H.R. 3956: Veterans Protection from Fraud Act | 2023-2024 Regular Session (118th)
- H.R. 4016: Veteran Fraud Reimbursement Act | 2023-2024 Regular Session (118th) Passed House
- H.R. 4190: Restoring Benefits to Defrauded Veterans Act | 2023-2024 Regular Session (118th)
- H.R. 4225: VA Acquisition Review Board Act of 2023 | 2023-2024 Regular Session (118th)
- H.R. 4278: Restore VA Accountability Act of 2023 | 2023-2024 Regular Session (118th) | Lamborn is signed on
- H.R. 4306: Michael Lecik Military Firefighters Protection Act | 2023-2024 Regular Session (118th) Neguse and Crow are signed on
- **H.R. 4461:** Modernizing Department of Veterans Affairs Disability Benefit Questionnaires Act | 2023-2024 Regular Session (118th)
- H.R. 4569: Veteran Service Recognition Act of 2023 | 2023-2024 Regular Session (118th) Neguse is signed on



Top Four Legislative Priorities (House)

H.R. 5190: Military Family Protection from Debt Act | 2023-2024 Regular Session (118th)

H.R. 5914: VETT Act | 2023-2024 Regular Session (118th) Passed House

H.R. 6193: VALOR Act | 2023-2024 Regular Session (118th)

H.R. 6225: Expanding Home Loans for Guard and Reservists Act | 2023-2024 Regular Session (118th)

H.R. 6656: Stuck On Hold Act | 2023-2024 Regular Session (118th)

H.R. 7100: Prioritizing Veterans' Survivors Act | 2023-2024 Regular Session (118th)

H.R. 7150: Survivor Benefits Delivery Improvement Act of 2024 | 2023-2024 Regular Session (118th)

H.R. 7323: Disapprove courses of education of public institutions of higher learning that do not charge in-State tuition rate to certain veterans | 2023-2024 Regular Session (118th)

H.R. 7543: Guard and Reserve GI Bill Parity Act of 2024 | 2023-2024 Regular Session (118th)

H.R. 7613: To limit amount of entitlement to educational assistance payable for flight training | 2023-2024 Regular Session (118th)

H.R. 7643: To authorize certain use of VA work-study allowance | 2023-2024 Regular Session (118th)

H.R. 7777: Veterans' Compensation Cost-of-Living Adjustment Act of 2024 | 2023-2024 Regular Session (118th)

H.R. 7793: Veterans Appeals Options Expansion Act of 2024 | 2023-2024 Regular Session (118th)

H.R. 7816: Clear Communication for Veterans Claims Act | 2023-2024 Regular Session (118th)

H.R. 7919: Veterans Claims Quality Improvement Act of 2024 | 2023-2024 Regular Session (118th)

H.R. 7920: AG VETS Act | 2023-2024 Regular Session (118th)

H.R. 8371: Senator Elizabeth Dole 21st Century Veterans Healthcare and Benefits Improvement Act | 2023-2024 Regular Session (118th)