

# DEPARTMENT OF VETERANS AFFAIRS SYSTEMS OF RECORDS 2001 GPO COMPILATION

*Links to Subsequent VA Federal Register Privacy Act Systems of Records Notices are complete through March 31, 2006. Amended and New Systems of Records are identified by red text in the Index. Links to new systems of records are associated with the listing of the new system of records in the Index immediately below. Links to the published Federal Register Notices of the amendments are associated with the text of the affected systems of records.*

NOTE: If a listed document is not [highlighted](#), it is not yet available through the Index

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## VA SYSTEMS OF RECORDS

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**01VA022**

**System name: Current and Former Accredited Representative, Claims Agent, and Representative and Claims Agent Applicant and Rejected Applicant Records—VA.**

**System location:**

Records are maintained in the Office of General Counsel (022), and in the Veterans Benefits Administration (213C), Department of Veterans Affairs Central Office, Washington, DC 20420. Records will also be maintained in the District Counsel Offices, and the security offices of the following components of the Veterans Benefits Administration: Regional Offices, and the Hines, Illinois and Philadelphia, Pennsylvania automated benefits records centers. Records also will be maintained in the Computer security office for the Integrated Data Communications Utility at the Department of Veterans Affairs Medical Center in Martinsburg, West Virginia. Address locations are listed in VA Appendix I as set forth in the Federal Register publication, "Privacy Act Issuances," 1993 Compilation.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by the system: (1) Individuals recommended by a recognized organization and accredited or previously accredited by VA to represent claimants for benefits; (2) claims agents (not attorneys) independent of a service organization who have applied for, and/or accredited or previously accredited by VA to represent claimants for benefits; (3) individuals whose names have been submitted to VA by service organizations for accreditation or who have applied to VA to become claims agents; and (4) attorneys who have applied for, currently hold, or previously held the privilege of remote access to Veterans Benefits Administration automated claims records.

**Categories of records in the system:**

Records (or information contained in records) in this system may include: (1) Name and other identifying information; (2) address; (3) service organization affiliations; (4) claims agent examination and grade; (5) correspondence concerning prospective, present, or former claims agents or accredited representatives including claims agent recommendations and evaluations from third parties; (6) VA Form 2-21 (Application for Accreditation as Service Organization Representative); (7) Application for Accreditation as Agent forms; (8) investigative reports, correspondence and other information concerning the fitness of a prospective, present, or former claims agent, accredited representative or attorney; (9) documents, decisions, correspondence and other information relating to or including the granting, denial, suspension or termination of accreditation of representatives or claims agents; (10) information concerning

an individuals' exercise of remote access privileges to the Veterans Benefits Administration automated claim records, including identification codes and codes used to access various VA automated communications systems and records systems, as well as security profiles and possible security violations; and (11) information, documents, correspondence, and decisions relating to the application for, and the grant, denial, suspension, or revocation of an individual's privilege of remote access to Veterans Benefits Administration automated claim records.

**Authority for maintenance of the system:**

Title 38, United States Code, Sections 501(a), 5902 and 5904.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

3. The name and address of a veteran which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation or order issued pursuant thereto, in response to its official request.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

5. The name, business address and service organization affiliation(s) of accredited representatives and claims agents may be disclosed to requesting service organizations, claimants for benefits and the general public in order to aid the requestor in verifying the identity and service organization affiliation of the accredited representative.

6. Listings containing the names, business addresses, and status of accreditation of present and former accredited representatives may be provided to recognized service organizations.

7. The name and address of a prospective, present, or former accredited representative, and any information concerning such accredited representative which is relevant to a refusal to grant accreditation, or a potential or past suspension or termination of accreditation of such representative, may be disclosed to the service organization(s) with whom the representative is affiliated.

8. The name and address of a prospective, present, or former accredited representative, and any information which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal, or regulatory in nature and whether arising by general or program statute or by regulation, rule, or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, or order issued pursuant thereto.

9. Any information in this system may be disclosed to the Department of Justice (DoJ), including U.S. Attorneys, upon its official request, or by VA upon its own initiative, in order for the U.S. Government, VA, or any VA official acting in his/her official capacity to respond to pleadings, interrogatories, orders or inquiries from the DoJ, and to supply the DoJ with information, to enable the DoJ to represent the U.S. Government in any phase of litigation or in any case or controversy.

10. The name and address of an accredited representative, claims agent or attorney and any information concerning such individual relating to a suspension, revocation, or potential suspension or revocation of that individual's privilege of remote access to Veterans Benefits Administration automated claim records, may be disclosed to any recognized service organization with which the accredited representative is affiliated, and to any entity employing the individual to represent veterans on claims for veterans benefits.

11. The name and address of a former accredited representative, claims agent or attorney, and any information concerning such individual, except a veteran's name and home address, which is relevant to a revocation of remote access privileges to Veterans Benefits Administration automated claim records may be disclosed to an appropriate governmental licensing organization where VA determines that the individual's conduct which resulted in revocation merits reporting.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Active records are maintained in individual folders stored in file cabinets. File cards with name and business addresses of individuals covered by this system are maintained in file cabinets. Listings of accredited representatives and claim agents are maintained both on magnetic disk and in hard copy in file cabinets. Identification codes and codes used to access various VA automated communications systems and records systems, as well as security profiles and

possible security violations, are maintained on magnetic media in a secured environment within VA workspaces. Hard copies are maintained in locked containers.

**Retrievability:**

Records and file cards are maintained in alphabetical order by last name of the individuals covered by this system. Information concerning possible security violations associated with exercise or remote access privileges is retrieved by individual assignment numbers. Information concerning individual security profiles and codes assigned to an individual for that person to obtain access to various computer systems is retrieved by the individual's assignment number.

**Safeguards:**

1. Access to and use of these records are limited to those persons whose official duties require such access. Personnel screening is employed to prevent unauthorized disclosure.

2. Access to Automated Data Processing files is controlled at two levels: (1) Terminals, central processing units, and peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected; and (2) the system recognizes authorized users by means of an individually unique password entered in combination with an individually unique user identification code.

3. Access to automated records concerning identification codes and codes used to access various VA automated communications systems and records systems, as well as security profiles and possible security violations is limited to designated automated systems security personnel who need to know the information in order to maintain and monitor the security of the VA's automated communications and veterans' claim records systems. Access to these records in automated form is controlled by individually unique passwords/codes. Agency personnel may have access to the information on a need to know basis when necessary to advise agency security personnel or for use to suspend or revoke access privileges or to make disclosures authorized by a routine use.

4. Access to VA facilities where identification codes, passwords, security profiles and possible security violations are maintained is controlled at all hours by the Federal Protective Service, VA or other security personnel and security access control devices.

**Retention and disposal:**

Records are maintained as long as the individual is an active accredited representative or claims agent. Once the representative or agent becomes inactive, the inactive records are maintained by the Veterans Affairs Central Office, Records Management Section for 3 years and then destroyed. Rejected applications, investigative material, and related correspondence are permanently maintained in the Office of General Counsel for 10 years and then destroyed.

**System manager(s) and address:**

Assistant General Counsel (022), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Assistant General Counsel under his or her name or other personal

identifier, or wants to determine the contents of such records should submit a written request or apply in person to the Assistant General Counsel (022).

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name in this system may write or call or visit the Assistant General Counsel (022).

**Contesting record procedures:**

(See Records Access Procedures above.)

**Record source categories:**

Applications for accreditation of individuals, investigative material, and recommendations and correspondence from service organizations and third parties.

**02VA135**

**System name: Applicants for Employment under Title 38, USC-VA.**

**System location:**

VA health care facilities to which the applicant applied (address locations are listed in VA Appendix at the end of this document), except that, for physician, dentist, pharmacist, licensed physical therapist, and occupational therapist applicants, records may also be retained by the VA Delegated Examining Unit, 1201 Broad Rock Road, Richmond, Virginia 23224-0269. For Canteen Management Training Program applicants, records will be retained only at the Veterans Canteen Service (133A1), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Records resulting from drug testing may be retained by the VA (e.g., by the VA Medical Review Official) and/or by a contractor laboratory.

**Categories of individuals covered by the system:**

Applicants for appointments under authority of 38 U.S.C. Chapter 73 are covered by this system. This includes candidates such as physicians, dentists, podiatrists, optometrists, nurses, nurse anesthetists, physician assistants, expanded-function dental auxiliaries, pharmacists, certified respiratory therapy technicians, registered respiratory therapists, licensed physical therapists, occupational therapists, and licensed practical or vocational nurses. Applicants for appointment under 38 U.S.C. Chapter 75 in the Veterans Canteen Service are also covered.

**Categories of records in the system:** Records maintained in this system include: (1) Records of persons who have applied for Federal employment relating to their education and training; licensure, registration or certification by State licensing boards and/or national certifying bodies, including any finding of facts, evidence and any other related documents, relating to a disciplinary action; prior and/or current clinical privileges; employment history, appraisals of past performance; medical records; convictions of offenses against the law; appraisals of potential; honors, awards or fellowships; military service; veteran preference; birthplace; birth date; social security number; and home address. (2) Records resulting from the testing of the applicant for use of illegal drugs under Executive Order 12564. Such records may be retained by the VA (e.g., by the VA Medical Review Official) or by a contractor laboratory. This includes records of negative results, confirmed or unconfirmed positive test results, and lists of who have been tested, who failed to report for testing, and related documents.

**Authority for maintenance of the system:** Executive Order 12564; Urgent Relief for the Homeless Supplemental Appropriations Act of 1987; Pub. L. 100-71, section 503, 101 Stat. 468 (1987); and Title 38, United States Code, Chapter 3, section 210(c)(1); Chapter 73, section 4108 and Chapter 75, section 4202.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

Except for Routine Use 8, no other Routine Use for this system of records applies to records included in Item (2) in the Categories of Records in the System section of this notice. Drug test results may not be released under any other routine use.

1. In the event that a system of records maintained by this agency to carry out its function indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigation or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. A record from this system of records may be disclosed as a "routine use" to a Federal, State, or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other benefit.

3. A record from this system of records may be disclosed to a Federal, local or State agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

4. To provide statistical and other information in response to other legitimate and reasonable requests as approved by appropriate VA authorities, such as the release of information under the Freedom of Information Act.

5. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

6. Disclosure may be made to NARA (National Archives and Records Administration) and General Services Administration (GSA) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

7. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to a Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession or specialty, in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of

professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

8. To disclose the results of a drug test of a Title 38 applicant pursuant to an order of a court of competent jurisdiction where required by the United States Government to defend against any challenge against any adverse personnel action.

9. To disclose relevant information to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

10. To disclose information to officials of labor organizations recognized under 5 U.S.C. Chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

11. To disclose information to any source when necessary to obtain information relevant to a conflict-of-interest investigation or determination.

12. To disclose information to the Office of Management and Budget at any stage in the legislative coordination and clearance process in connection with private relief legislation as set forth in OMB Circular No. A-19.

13. To disclose information to another Federal agency, to a court, or a party in litigation before a court or in an administrative proceeding being conducted by a Federal agency, either when the Government is a party to a judicial proceeding or in order to comply with the issuance of a subpoena. Information is also made available pursuant to a court order directing production of personnel records.

14. To disclose information to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

15. To disclose information to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discrimination practices, examination of Federal affirmative employment programs, compliance with the Uniform Guidelines on Employee Selection Procedures, or other functions vested in the Commission by the President's Reorganization Plan No. 1 of 1978.

16. To disclose information to the Federal Labor Relations Authority (including its General Counsel) when requested in connection with investigation and resolution of allegations of unfair labor practices, in connection with the resolution of exceptions to arbitrator awards when a question of material fact is raised and matters before the Federal Service Impasses Panel.

17. To disclose information to a State or local government entity which has the legal authority to make decisions concerning the issuance, retention or

revocation of licenses, certifications or registrations required to practice a health care profession, when requested in writing by an investigator or supervisory official of the licensing entity for the purpose of making a decision concerning the issuance, retention or revocation of the license, certification or registration of a named health care professional.

18. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

19. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning:

(1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual;

(2) A final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or,

(3) The acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents.

**Retrievability:**

Records are indexed by name or by name within geographic location preference. Drug testing records are retrieved by name or social security number, or name or social security number by geographic location preference.

**Safeguards:**

Records are stored in locked file cabinets or locked rooms. Strict control measures are enforced to ensure that access to and disclosure from these records are limited to a "need-to-know basis." In VA Central Office and in the Delegated Examining Unit these records are maintained in staffed rooms during

working hours. During nonworking hours, there is limited access to the building with visitor control by security personnel. Drug testing records will be maintained in accordance with the Urgent Relief for the Homeless Supplemental Appropriations Act of 1987, Pub. L. 100-71, section 503, 101 Stat. 468 (1987), as well as any Governmentwide guidance concerning the protection of these records. Employee drug testing records will be maintained and used with the highest regard for employee privacy. Contractor laboratories are subject to the same restrictions as VA employees.

**Retention and disposal:**

Records are retained in accordance with records retention standards approved by the Archivist of the United States, the National Archives and Records Administration, and published in VA Records Control Schedules. Records arising in connection with employee drug testing under Executive Order 12564 are generally retained for up to 2 years. Records are destroyed by shredding or burning.

**System manager(s) and address:**

Director, Office of Personnel and Labor Relations (05), VA Central Office, 810 Vermont Avenue, NW., Washington DC 20420.

**Notification procedure:**

Individuals wishing to inquire whether this system of records contains records on them should contact the local facility to which they applied or the Physician and Dentist Placement Service. Individuals submitting requests should furnish identifying information as required by VA for their records to be located and identified: (1) Full name, (2) date of birth, (3) social security number, (4) name and location of VA facility or Physician and Dentist Placement Service where application was submitted, (5) date of application, and (6) signature.

**Record access procedures:**

(See Notification Procedures above.)

**Contesting record procedures:**

(See Notification Procedures above.)

**Record source categories:**

Records in this system are obtained from VA officials and from individuals and organizations regarding the individual's qualifications, credentials and suitability for employment, including prior employers, education providers, state licensing boards and/or national certifying bodies, law enforcement entities, and health care providers. Drug testing records may be obtained from the Medical Review Official.

**04VA115**

**System name: Blood Donor Information-VA.**

**System location:**

Blood Donor records are maintained at each of the Department of Veterans Affairs (VA) health care facilities. Addresses are listed in VA Appendix I of the biennial publication of Privacy Act Issuances.

**Categories of individuals covered by the system:**

Individuals who have donated blood to a Veterans Health Administration (VHA) health care facility, blood bank, government or private agencies to be issued for patient care under routine or emergency conditions.

**Categories of records in the system:**

Blood donor records contain sufficient information (i.e., donor name, social security number, date of donation, type of donation, type of components produced by the donation, mandated tests results, and disposition of the blood or blood component) to provide a mechanism to track a donated blood product from the time of donor registration through the final disposition of each component prepared from that donation. A record of the individual to whom the blood or blood component was transfused and the medical facility where the product was transfused and/or stored is maintained.

**Authority for maintenance of the system:**

1. Title 38, United States Code, sections 501(a) and 501(b). 2. Title 21, Code of Federal Regulations, parts 200-299 and parts 600-680. 3. Title 42, Code of Federal Regulations, Sec. 493.1107.

**Purpose(s):**

The information and records are used to track the donor medical history, donation interval(s), results of donor testing, report positive or abnormal test results, and blood and/or blood components produced from the donation.

**Routine uses of records maintained in the system, including**

**categories of users and the purposes of such uses:**

1. Disclosure may be made to answer requests for information from Federal, state, local, and tribal medical facilities regarding the source from which blood was received. Such requests may be initiated by a qualified medical practitioner in the event that a donor's or patient's medical condition warrants it.

2. Disclosure may be made of blood availability, location, quantity on hand, and blood type for use by the area donor collection coordinators to answer and fill requests from health care facilities in need of type-specific blood.

3. In the event that a system of records maintained by this component to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, state, local, or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

4. A record from a system of records maintained by this component may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. Disclosure from a system of records maintained by this component may be made to a Congressional office from the record of an individual in response to an inquiry from the Congressional office made at the request of that individual.

6. A record from a system of records maintained by this component may be disclosed as a routine use to the General Services Administration for the purpose of records management inspections conducted under authority of Title 44 United States Code.

7. A record from a system of records maintained by this component may be disclosed as a routine use to the National Archives and Records Administration for the purpose of records management inspections conducted under authority of Title 44 United States Code.

8. Disclosure of relevant information may be made to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor or subcontractor to perform the services of the contract or agreement.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents, magnetic tape, disk.

**Retrievability:**

1. All VA blood donor manual records are indexed by name and social security number of donor, cross-indexed by blood type.

2. Automated records are indexed by name, social security number, blood type, antibodies and date of last donation.

**Safeguards:**

1. Access to VA working space and medical record storage areas is restricted to VA employees on a "need to know" basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service. Employee file records and file records of public figures or otherwise sensitive medical record files are stored in separate locked files. Strict control measures are enforced to ensure that disclosure is limited to a "need to know" basis.

2. Strict control measures are enforced to ensure that access to and disclosure from all records including electronic files are limited to VA employees whose official duties warrant access to those files. The system recognizes authorized employees by a series of individually-unique passwords/codes, and the employees are limited to only that information in the file, which is needed in the performance of their official duties.

**Retention and disposal:**

Records are maintained and disposed of in accordance with the record disposition authority approved by the Archivist of the United States, National Archives and Records Administration.

**System manager(s) and address:**

Chief Consultant, Diagnostic Services SHG (115), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420.

**Notification procedure:**

Individuals seeking information concerning the existence and/or content of a blood donor information record pertaining to themselves must submit a written request or apply in person to the VA health care facility where the donation occurred. All inquiries must reasonably identify the portion of the blood donor information record desired and the approximate date(s) that service was provided. Additionally, inquiries should include the individual's full name, social security number, and home address at the time of medical service, if known.

**Record access procedures:**

Blood donors, patients of VA medical care facilities or duly authorized representatives seeking information regarding access to or who are contesting VA health facility records may write, call or visit the VHA facility where medical service was provided or volunteered.

**Contesting record procedures:**

(See Record Access Procedures above)

**Record source categories:**

1. The blood donor.
2. Private hospitals and local blood banks.
3. Private physicians.
4. Non-VA Laboratories.

**05VA026**

**System name: Individual Correspondence Records-VA.**

**System location:**

Records are maintained at the Office of the General Counsel (026), VA Central Office, Washington, DC 20420 and at the Offices of the District Counsels, addresses for which may be obtained from the above-mentioned General Counsel office address.

**Categories of individuals covered by the system:**

The following categories of individuals are covered by this system: (1) Veterans; (2) nonveterans; (3) attorneys; (4) employees; and (5) members of Congress who have made inquiries or sent correspondence to the VA and regarding whom some action was taken by the Office of General Counsel or an office of one or more District Counsels regarding the inquiries.

**Categories of records in the system:**

Records (or information contained in records) may contain: (1) Name of individual; (2) inquiries or correspondence sent to the VA by an individual; (3) information pertinent to a legal opinion or response given by the Office of General Counsel or the District Counsel; and (4) the legal opinion or response.

**Authority for maintenance of the system:**

Title 38, United States Code, 210©.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by

general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

5. Any information in this system from correspondence or inquiries sent to the VA may be disclosed to State or Federal agencies at the request of the correspondent or inquirer in order for those agencies to help the correspondent with his or her problem. The information disclosed may include the name and address of the correspondent or inquirer and detail concerning the nature of the problem specified in the correspondence.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

In the Office of the General Counsel and District Counsel offices, all inquiries and correspondence are placed in individual folders on storage shelves or place in file cabinets.

**Retrievability:**

Records are maintained in alphabetical order by last name of the individual covered by the system.

**Safeguards:**

Records are maintained in a manned room during working hours. During nonworking hours, there is a limited access to the building with visitor control by security personnel, and the room where the records are kept is locked. Access to the records is only authorized to VA personnel on a "need to know" basis.

**Retention and disposal:**

In the Office of the General Counsel, correspondence records prior to 1975, relating to a veteran, which result in a legal opinion have been placed on microfiche, and the paper records are currently stored in the Washington National Records Center. Reference copies on microfiche are available for use in the Law Library. In the future, as these records are microfiched, no paper records will be retained. All other system records concerning veterans are kept for two years in the Office of General Counsel. Thereafter, these records are maintained for 3 years by the VACO Record Management Section and then destroyed. All other records that deal with matter of legal opinions and precedent are maintained permanently. Records in District Counsel Offices are maintained for a period of 2 years and thereafter destroyed.

**System manager(s) and address:**

Assistant General Counsel (026), Office of General Counsel, VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Assistant General Counsel (026) under his or her name or other personal identifier or wants to determine the contents of such records should submit a written request or apply in person to the Assistant General Counsel (026).

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name or other personal identifier may write or call or visit the Assistant General Counsel (026).

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Individuals (veterans, nonveterans), attorneys, employees, members of Congress, VA officials requesting legal opinions and VA records.

**06VA026**

**System name: Claimant Private Relief Legislative Files-VA.**

**System location:**

Records are maintained in the Office of General Counsel (026), VA Central Office, Washington, DC 20420.

**Categories of individuals covered by the system:**

The following categories of individuals are covered by this system: (1) Veterans; and (2) their beneficiaries and dependents, on behalf of whom private relief bills are introduced, or proposed for introduction, in Congress.

**Categories of records in the system:**

Records (or information contained in records) may include information pertinent to private relief bills such as: (1) The bill for relief (which contains name, other identifying information, personal data and the claim for a particular type of legislative relief); (2) other Federal agency reports; (3) VA reports pertaining to the private relief bill; (4) Congressional committee reports and (5) the Congressional Record.

**Authority for maintenance of the system:**

Title 38, United States Code, 210(c).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or

instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

5. Records pertinent to consideration of private relief bills such as VA and other Federal agency reports may be disclosed to Congressional members in their elected represented capacity and to other Federal agencies upon their official request to enable them to aid or to comment on whether the petitioning veteran should obtain the requested relief and to facilitate the preparation and release of reports by other Federal agencies regarding the matter.

**Policies and practices for storing, retrieving, accessing,**

**retaining, and disposing of records in the system:**

**Storage:**

Active records are maintained in individual file folders and synopsis on file cards, both of which are kept in metal storage cabinets.

**Retrievability:**

Records and file cards are indexed by last name and bill number of the individuals covered by this system.

**Safeguards:**

Records and file cards are maintained in a manned room during working hours. During nonworking hours, the file area is locked, and the building is protected by the Federal Protective Service. Access to the records is only authorized to VA personnel on a "need to know" basis.

**Retention and disposal:**

Index cards and record files which result in legislation are maintained permanently in the Office of General Counsel. The other record files and cards are maintained for a period of 10 years and then destroyed.

**System manager(s) and address:**

Assistant General Counsel (026), Professional Staff Group VI, Office of General Counsel, VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Assistant General Counsel (026) under his or her name or other personal identifier or wishes to determine the contents of such records should submit a written request or apply in person to the Assistant General Counsel (026).

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name or other personal identifier may write, call or visit the Assistant General Counsel (026).

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Courts, veterans, litigants and their attorneys, Federal agencies, insurance carriers, witnesses, or other interested participants to the proceedings and VA records.

**07VA138**

**System name: Department of Medicine and Surgery Engineering  
Employee Management Information Records-VA.**

**System location:**

Records are maintained at the Veterans Administration Data Processing Centers Washington, DC, Hines, Illinois, Austin, Texas, St. Paul, Minnesota, Los Angeles, California, and Philadelphia, Pennsylvania, and at all VA health care facilities. Address locations are listed in VA Appendix I at the end of this document.

**Categories of individuals covered by the system:**

Veterans Administration Engineering employees with the Department of Medicine and Surgery.

**Categories of records in the system:**

Personal identification information; data on cost center, hourly wage rate, and work location.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, Subchapter II, Section 219.

**Routine uses of records maintained in the system, including  
categories of users and the purposes of such uses:**

1. To provide statistical and other information in response to other legitimate and reasonable requests as approved by appropriate VA authorities, such as the release of information under the Freedom of Information Act.

2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

3. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefits.

4. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

6. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Punched cards.

**Retrievability:**

Indexed by employee identification number.

**Safeguards:**

Physical Security: Access to VA working and storage areas is restricted to VA employees on a 'need to know' basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service. Strict control measures are enforced to ensure that disclosure is limited to a 'need to know' basis.

**Retention and disposal:** Records are retained until termination of employment. Destruction of records is accomplished by shredding or incineration.

**System manager(s) and address:**

Director Engineering Service (138), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual seeking information concerning the existence and contents of a record pertaining to himself should submit a written request or apply in person to the nearest VA health care facility. All inquiries must reasonably identify the system of records involved. Inquiries should include the individual's full name, employee identification number, approximate date(s) of employment, and location of the health care facility where employed.

**Record access procedures:**

Veterans, beneficiaries, service personnel or duly authorized representatives seeking information regarding access to and contesting of Department of Medicine and Surgery Engineering Employee Management Information Records-VA records may contact the Engineering Officer at the nearest VA health care facility.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Employee and supervisory personnel.

## 08VA05

### **System name: Employee Medical File System Records (Title 38)-VA.**

#### **System location:**

For current employees, records are located in VA medical, personnel, dispensary, health, safety or other designated offices at Central Office and field facilities (see Appendix 1); with another agency providing such services for the VA; or with private sector contractors. For former employees, most records will be located in an Employee Medical Folder (EMF) stored in Federal records centers operated by the National Archives and Records Administration (NARA). Paper record abstract information is stored in automated storage media records that are maintained at the health care facilities.

#### **Categories of individuals covered by the system:**

The following categories of individuals are covered by this system: current or former VA employees appointed under 38 U.S.C. Chapter 73 to the occupations identified in 38 U.S.C. 4103, 4104(1), and 4104(3); individuals in those occupations who are appointed under 38 U.S.C. 4114; and residents appointed under 38 U.S.C. 4114(b). This includes employees such as non-physician facility Directors, physicians, dentists, podiatrists, optometrists, nurses, nurse anesthetists, physician assistants, expanded-function dental auxiliaries, certified respiratory therapy technicians, registered respiratory therapists, licensed physical therapists, and licensed practical or vocational nurses. Current and former employees appointed under 38 U.S.C. Chapter 75 in the Veterans Canteen Service are also covered.

#### **Categories of records in the system:**

Records maintained in this system include: (1) Medical records, forms, and reports completed or obtained when an individual applies for a Federal job and is subsequently employed; (2) Medical records, forms, and reports completed during employment as a condition of employment, either by the VA or by another agency, State or local government entity, or a private sector entity under contract to the VA; (3) Records resulting from the testing of the employee for use of illegal drugs under Executive Order 12564. Such records may be retained by the VA (e.g., by the VA Medical Review Official) or by a contractor laboratory. This includes records of negative results, confirmed or unconfirmed positive test results, and lists of who has been tested, who failed to report for testing, and related documents. Records maintained by a VA dispensary are included in the system only when they are the result of a condition of employment or related to an on-the-job occurrence. (4) Files containing reports of on-the-job injuries and medical records, forms, and reports generated as a result of the filing of a claim for Workers' Compensation, whether the claim is accepted or not. (The official compensation claim file, maintained by the Department of Labor's Office of Workers' Compensation Program (OWCP) is part of that agency's system of records and not covered by this notice.) (5) All other medical records, forms, and reports created on an employee during his or her period of employment, including records retained on a short term/ temporary basis (i.e., those

designated to be retained only while the employee is with the VA) and records designated for long-term retention (i.e., those retained for the employee's duration of Federal service and for some period of time thereafter).

**Authority for maintenance of the system:**

Executive Order 12564; Urgent Relief for the Homeless Supplemental Appropriations Act of 1987, Pub. L. No. 100-71, Section 503, 101 Stat. 468 (1987); and Title 38, United States Code, Chapter 3, Section 210(c)(1); Chapter 73, Section 4108 and Chapter 75, Section 4202.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

Except for Routine Use 7, no other Routine Use for this system of records applies to records included in Item (3) in the Categories of Records in the System section of this notice. Drug test results may not be released under any other routine use.

1. In the event that a system of records maintained by this agency to carry out its function indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigation or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. To assess physical capability of employees and to provide data for periodic reports of the health services program to the Civil Service Commission.

3. Information may be disclosed from this system of records to a Federal, State, or local agency to the extent necessary to comply with laws governing reporting of communicable diseases.

4. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

5. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

5. To disclose information to the Department of Labor, Social Security Administration, or a national, State, or local social security type agency, when necessary to adjudicate a claim (filed by or on behalf of the individual) under a retirement, insurance, or health benefit program.

6. To disclose information to another Federal agency, to a court, or a party in litigation before a court or in an administrative proceeding being conducted by a Federal agency, either when the Government is a party to a judicial proceeding or to comply with the issuance of a subpoena.

7. To disclose the results of a drug test of a Title 38 employee pursuant to an order of a court of competent jurisdiction where required by the United States Government to defend against any challenge against any adverse personnel action.

8. To disclose information to the Department of Justice, or in a proceeding before a court, adjudicative body, or other administrative body before which the VA is authorized to appear, when: (a) The VA, or any component thereof; or (b) any VA employee in his or her official capacity; or (c) any VA employee in his or her individual capacity where the Department of Justice or the VA has agreed to represent the employee; or (d) the United States, where the VA determines that litigation is likely to affect the VA or any of its components, is a party to litigation or has an interest in such litigation, and the use of such records by the Department of Justice or the VA is deemed by the VA to be relevant and necessary to the litigation, provided, however, that in each case it has been determined that the disclosure is compatible with the purpose for which the records were collected.

9. To disclose in response to a request for discovery or for appearance of a witness, information that is relevant to the subject matter involved in a pending judicial or administrative proceeding.

10. To disclose pertinent information to the appropriate Federal, State or local agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation, or order when the disclosing agency becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation.

11. To disclose information to the Office of Management and Budget (OMB) at any stage in the legislative coordination and clearance process in connection with private relief legislation as set forth in OMB Circular No. A-19.

12. To disclose information to officials of the Merit Systems Protection Board including the Office of Special Counsel, the Federal Labor Relations Authority and its general counsel, the Equal Employment Opportunity Commission, arbitrators, and hearing examiners to the extent necessary to carry out their authorized duties.

13. To disclose information to survey team members from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) when requested in connection with an accreditation review, but only to the extent that the information is relevant and necessary to meet JCAHO standards.

14. To disclose to health insurance carriers contracting with the Office of Personnel Management to provide a health benefits plan under the Federal Employee Health Benefits Program, information necessary to verify eligibility for payment of a claim for health benefits or to carry out the coordination of audit of benefit provisions of such contracts.

15. To locate individuals for health research or survey response and in the production of summary descriptive statistics and analytical studies (e.g., epidemiological studies) in support of the function for which the records are collected and maintained. While published statistics and studies do not contain individual identifiers, in some instances the selection of elements of data included in the study might be structured in such a way as to make the data individually identifiable by inference.

16. To disclose information to the Office of Federal Employees Group Life Insurance that is relevant and necessary to verify election, declination, or waiver

of regular and/or optional life insurance coverage or eligibility for payment of a claim for life insurance.

17. To disclose information, when an individual to whom a record pertains is mentally incompetent or under other legal disability, to any person who is responsible for the care of the individual, to the extent necessary.

18. To disclose to the agency-appointed representative of an employee all notices, determinations, decisions, or other written communications issued to the employee, in connection with an examination ordered by the agency under: (a) Medical evaluation (formerly Fitness for Duty) examinations procedures, or (b) agency-filed disability retirement procedures.

19. To disclose to a requesting agency, organization, or individual the home address and other information concerning those individuals who it is reasonably believed might have contracted an illness or been exposed to or suffered from a health hazard while employed in the Federal work force.

20. To disclose information to a Federal agency, in response to its request or at the initiation of the VA, in connection with the retention of an employee, the issuance of a security clearance, the conducting of a suitability or security investigation of an individual, the letting of a contract, or the issuance of a license, grant, or other benefit by the other agency, or the lawful statutory, administrative or investigative purpose of the agency to the extent that the information is relevant and necessary to the other agency's decision on the matter.

21. To disclose to any Federal, State, or local government agency, in response to its request or at the initiation of the VA, information relevant and necessary to the lawful, statutory, administrative, or investigatory purpose as it relates to the conduct of job related epidemiological research or the assurance of compliance with Federal, State, or local government laws on health and safety in the work environment.

22. To disclose to officials of labor organizations recognized under 5 U.S.C. Chapter 71, analyses using exposure or medical records and employee exposure records, in accordance with the record access rules of the OSHA, Department of Labor, and subject to the limitations of 29 CFR 1910.20(e)(2)(iii)(B).

23. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession or specialty, in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another

Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

24. Information in this system of records may be disclosed to a State or local government entity which has the legal authority to make decisions concerning the issuance, retention or revocation of licenses, certifications or registrations required to practice a health care profession, when requested in writing by an investigator or supervisory official of the licensing entity for the purpose of making a decision concerning the issuance, retention or revocation of the license, certification or registration of a named health care professional.

25. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

26. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are stored in paper folders, microfiche, magnetic discs, magnetic tape, and on file cards, X-rays, or other medical reports and forms. These records are stored in VA medical, personnel, dispensary, health, safety or other designated offices at Central Office and field facilities. Information in the Decentralized Hospital Computer Program (DHCP) system is stored at health care facilities.

**Retrievability:**

Records are retrieved by the employee's name, date of birth, social security number, or any combination of those identifiers.

**Safeguards:**

Records are stored in locked file cabinets or locked rooms. Generally, file areas are locked after normal duty hours. Automated records are protected by restricted access procedures and audit trails. Access to Employee Medical File System records is strictly limited to VA or contractor officials with a bona fide need for access to the records. Strict control measures are enforced to ensure that access to and disclosure from these records are limited to a "need-to-know basis." In VA Central Office these records are maintained in staffed rooms during working hours. During nonworking hours, there is limited access to the building with visitor control by security personnel. Access to the DHCP computer rooms within the health care facilities is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. Automated data processing peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected. Information in the DHCP system may be accessed by authorized VA employees. Access to file information is controlled at two levels; the system recognizes authorized employees by a series of individually unique passwords/codes as a part of each data message, and the employees are limited to only that information in the file which is needed in the performance of their official duties. Drug testing records will be maintained in accordance with the Urgent Relief for the Homeless Supplemental Appropriations Act of 1987, Pub. L. No. 100-71, Section 503, 101 Stat. 468 (1987). Contractor laboratories are subject to the same restrictions as VA employees.

**Retention and disposal:**

Records are retained in accordance with records retention standards approved by the Archivist of the United States, the National Archives and Records Administration, and published in Agency Records Control Schedules. Records arising in connection with employee drug testing under Executive Order 12564 are generally retained for up to 2 years. Records are destroyed by shredding, burning, or by erasing the magnetic media. Automated storage media is retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Office of Personnel and Labor Relations (05), VA Central Office, 810 Vermont Avenue NW, Washington, DC 20420.

**Notification procedure:**

Individuals wishing to inquire whether this system of records contains records on them should follow the appropriate procedure listed below.

a. Current employees. Current employees should contact the local facility at which they are employed. Individuals must furnish such identifying information as required by VA for their records to be located and identified.

b. Former employees. Former employees should contact the local facility at which they were employed. Individuals submitting requests must submit the following information for their records to be located and identified: (1) Full name, (2) date of birth, (3) social security number, (4) name and location of VA facility where last employed and dates of employment, and (5) signature.

**Record access procedures:**

Individuals requesting access to and contesting the contents of records must submit the following information for their records to be located and identified: (1) Full name, (2) date of birth, (3) social security number, (4) name and location of VA facility where last employed and dates of employment, and (5) signature.

**Contesting record procedures:**

(See Record Access Procedures above).

**Record source categories:**

Records in this system are obtained from: The individual to whom the records pertain, VA employee health unit staff, Federal and private sector medical practitioners and treatment facilities, supervisors/managers and other VA officials, testimony of witness, and other VA records.

**09VA05**

**System name: Employee Unfair Labor Practice Charges and Complaints, Negotiated Agreement Grievances and Arbitrations-VA.**

**System location:**

VA station personnel offices, whose address locations are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

VA employees or labor union representatives who have filed, in the name of VA employees, unfair labor practice charges or complaints and negotiated agreement grievances.

**Categories of records in the system:**

Various material, considered pertinent by parties to proceedings, needed for processing charges, complaints, grievances and arbitrations.

**Authority for maintenance of the system:**

Executive Order 11491 as amended.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. In the event that a system of records maintained by this agency to carry out its function indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigation or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. Files may be released to arbitrators for processing arbitrations and to authorized Department of Labor officers for processing unfair labor practice complaints.

3. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

4. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

5. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty, in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care

practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

6. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

7. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents in files.

**Retrievability:**

Alphabetically by name at some VA stations. Some stations do not maintain records retrievable by name or other personal identifier.

**Safeguards:**

Access to files is restricted to authorized VA employees in the Personnel Office and to operating officials.

**Retention and disposal:**

Records are retained indefinitely.

**System manager(s) and address:**

Officials maintaining the system-VA Personnel Officers where records are maintained. (See VA Appendix 1 for local addresses.) Official responsible for

policies and procedures-Assistant Administrator for Personnel (05), VA Central Office, Washington, DC 20420.

**Notification procedure:**

VA station Personnel Officer. Individual should provide full name, social security number and date and nature of proceeding involved.

**Record access procedures:**

Individuals or representatives designated in writing may contact their servicing Personnel Office for gaining access to their records and contesting the contents thereof.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

VA officials, employees, and labor organization officials.

10VA31

**System name: Employee Reporting System for Project Administration and Control (Office of Data Management and Telecommunications)-VA.**

**System location:**

Records are located at VA Central Office and at the VA Data Processing Centers (Address locations are listed in Appendix 1).

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by this system: All Office of Data Management and Telecommunications employees.

**Categories of records in the system:**

Detailed record of Project Assignments and related task assignments;  
Resource record for reporting time, in hours, individual spends on administrative overhead tasks.

**Authority for maintenance of the system:**

Title 5, United States Code 301.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. All of the information contained in this system of records is used for official purposes of the Veterans Administration; all such uses of the information are compatible with the purpose for which the information was collected.

2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

3. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

4. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are stored on paper documents, magnetic disc and tape.

**Retrievability:**

Records are retrievable by a coded employee identifier.

**Safeguards:**

Physical security requires that employees wear identification badges. Special identification badges are required to enter the computer site.

**Retention and disposal:**

Once the information on the source (paper) documents is stored on a magnetic disc or tape, and the information is verified for accuracy, the source documents are destroyed. Generally, source documents are destroyed within one week of verification. Magnetic disc and tape records are updated weekly and retained for various periods from 3 months up to 2 years after which time they are destroyed.

**System manager(s) and address:**

Chief, Project Management Division (313), Office of Data Management and Telecommunications, VA Central Office, Washington, DC 20420.

**Notification procedures:**

An individual seeking information concerning the existence and contents of a record pertaining to himself or herself should submit a written request or apply in person to the Director of Data Processing where either previously or currently employed. VA Central Office personnel should submit a written request or apply in person to their Service or Staff Office Director where previously or currently employed. Inquiries should include the individual's full name and TRIMS identification, if known, and approximate dates of employment.

**Record access procedures:**

Individuals or their authorized representatives seeking information regarding access to and contesting of their TRIMS Record may contact the Director of the ODM&T Central Office, Service/Staff Office of VA Data Processing Center where the individual is (was) employed.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Project budget and project objective by supervisor/individual, individual workload data by individual.

[VA Amended this System of Records at 70 Fed. Reg. 76498 \(December 27, 2005\)](#)

11VA51

**System name: Investigation Reports of Persons Allegedly Involved in Irregularities Concerning VA Laws, Regulations, Etc.—VA (11VA51).**

**System location:**

Inspector General, Office of Investigations (51), Washington, DC 20420.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by the system: (1) Employees, (2) veterans and, (3) third parties such as contractors, who conduct official business with the VA.

**Categories of records in the system:**

Records (or information contained in records) in this system include reports of investigation of the Office of Inspector General. These reports may include (1) a narrative summary or synopsis; (2) exhibits; (3) internal documentation and memoranda, and (4) affidavits. The name of the subject of an investigation, station at which an investigation took place, Inspector General's investigation number, time period investigation took place, and the Inspector General's recommended action are maintained on a file card. A summary of the report of investigation is also maintained.

**Authority for maintenance of the system:**

Title 38, U.S.C. 210(c)(1); title 5, U.S.C., Appendix 1, section 7(a).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the records on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by the agency; provided, that if the information pertains to a veteran, the name and address of the veteran will

not be disclosed unless the name and address is provided first by the requesting State or local agency.

4. Any information in this system, except the name and address of a veteran may be disclosed to a Federal, State or local agency maintaining civil or criminal violation records, or other pertinent information such as prior employment history, prior Federal employment background investigations, and/or personal or educational background in order for the VA to obtain information relevant to the hiring, transfer or retention of an employee, the letting of a contract, the granting of a security clearance, or the issuance of a grant or other benefit. The name and address of a veteran may be disclosed to a Federal agency under this routine use if this information has been requested by the Federal agency in order to respond to the VA inquiry.

5. Any information in this system, except the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto.

6. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

7. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

8. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

9. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that

any disclosure of claimant information concerning a veteran-claimant made under this routine use must comply with the provisions of 38 CFR 1.511.

10. Any information in this system may be disclosed to the Office of Special Counsel, upon its official request, when required for the Special Counsel's review of the complainant's allegations of prohibited personnel practices.

11. The name, address, and other identifying data, including title, date and place of birth, Social Security number, and summary information concerning an individual who, for fraudulent or deceitful conduct either as an employee or while conducting or seeking to conduct business with the Agency, has been convicted of violating Federal or State law or has been debarred or suspended from doing business with the VA, may be furnished to other Federal agencies to assist such agencies in preventing and detecting possible fraud or abuse by such individual in their operations and programs. This routine use applies to all information in this System of Records which can be retrieved by name or by some identifier assigned to an individual, regardless of whether the information concerns the individual in a personal or in an entrepreneurial capacity.

12. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

13. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

14. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that

payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained in individual file folders and on file cards.

**Retrievability:**

File cards may be indexed by the last name of the subject(s) of an investigation. File folders containing reports of investigation and summaries of the reports are individually retrievable by means of a cross indexing with the file cards.

**Safeguards:**

Access to the file folders and file cards (which are kept in cabinets) is restricted to authorized personnel on a need-to-know basis. The file room and cabinets are locked after duty hours, and the building is protected from unauthorized access by a protective service.

**Retention and disposal:**

Investigation reports are maintained by the Office of Inspector General until final action is taken. Once final action has been taken, the report is to the VACO Records Management Section where it is maintained for 5 years. It is then forwarded to the Federal Records Center where it is maintained for 25 years and then destroyed by shredding. File cards and summaries of all investigations are maintained by the Office of Inspector General for 30 years and then destroyed by shredding.

**System manager(s) and address:**

Assistant Inspector General for Investigations (51), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Assistant Inspector General for Investigations under his or her name in this system or wishes to determine the contents of such records should submit a written request or apply in person to the Assistant Inspector General for Investigations (51). However, a majority of records in this system are exempt from the notification requirement under 5 U.S.C. 552a (j) and (k). To the extent that records in this system of records are not subject to exemption, they are subject to notification. A determination as to whether an exemption applies shall be made at the time a request for notification is received.

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name in this system may write, call or visit the Assistant Inspector General for Investigations (51). However, a majority of records in this system are exempt from the record access and contesting requirements under 5 U.S.C. 552a (j) and (k). To the extent that records in this system of records are not subject to exemption, they are subject to access and contest. A determination as to whether an exemption applies shall be made at the time a request for access or contest is received.

**Contesting record procedures:**

(See Record access procedures above.)

**Record source categories:**

Information is obtained from third-party organizations such as schools and financial institutions, VA employees, veterans and VA records.

**Systems exempted from certain provisions of the act:**

Under 5 U.S.C. 552a(j)(2), the head of any agency may exempt any system of records within the agency from certain provisions of the Privacy Act, if the agency or component that maintains the system performs as its principal function any activities pertaining to the enforcement of criminal laws. The Inspector General Act of 1978, Pub. L. 95-452, mandates the Inspector General to recommend policies for, and to conduct, supervise and coordinate activities in the Veterans Administration and between the Veterans Administration and other Federal, State and local governmental agencies with respect to all matters relating to the prevention and detection of fraud programs and operations administered or financed by the Veterans Administration and to the identification and prosecution of participants in such fraud. Under the Act, whenever the Inspector General has reasonable grounds to believe there has been a violation of Federal criminal law, the Inspector General must report the matter expeditiously to the Attorney General.

This system of records has been created in major part to support the criminal law-related activities assigned by the Inspector General to the Office of Investigations. These activities constitute the principal function of this staff.

In addition to principal functions pertaining to the enforcement of criminal laws, the Inspector General may receive and investigate complaints or information from various sources concerning the possible existence of activities constituting noncriminal violations of law, rules or regulations, or mismanagement, gross waste of funds, abuses of authority or substantial and specific danger to the public and safety. This system of records also exists to support inquiries by the Assistant Inspector General for Investigations into these noncriminal violation types of activities.

Based upon the foregoing, the Administrator of Veterans Affairs has exempted this system of records, to the extent that it encompasses information pertaining to criminal law-related activities, from the following provisions of the Privacy Act of 1974, as permitted by 5 U.S.C. 552a(j)(2):

- 5 U.S.C. 552a(c)(3) and (4);
- 5 U.S.C. 552a(d);
- 5 U.S.C. 552a(e)(1), (2) and (3);

5 U.S.C. 552a(e)(4)(G), (H) and (I);  
5 U.S.C. 552a(e)(5) and (8);  
5 U.S.C. 552a(f);  
5 U.S.C. 552a(g).

The Administrator of Veterans Affairs has exempted this system of records, to the extent that it does not encompass information pertaining to criminal law-related activities under 5 U.S.C. 552a(j)(2), from the following provisions of the Privacy Act of 1974, as permitted by 5 U.S.C. 552a(k)(2):

5 U.S.C. 552a(c)(3);  
5 U.S.C. 552a(d);  
5 U.S.C. 552a(e)(1);  
5 U.S.C. 552a(e)(4)(G), (H) and (I);  
5 U.S.C. 552a(f).

Reasons for exemptions: The exemption of information and material in this system of records is necessary in order to accomplish the law enforcement functions of the Office of Inspector General, to prevent subjects of investigations from frustrating the investigatory process, to prevent the disclosure of investigative techniques, to fulfill commitments made to protect the confidentiality of sources, to maintain access to sources of information and to avoid endangering these sources and law enforcement personnel.

12VA01

**System name: Individual Requests for Information from Appellate Records—VA.**

**System location:**

Board of Veterans Appeals, Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

**Categories of individuals covered by the system:**

Persons requesting information under the Freedom of Information Act and the Privacy Act.

**Categories of records in the system:**

Requests for information, responses to requests, and loose-leaf log book.

**Authority for maintenance of the system:**

5 U.S.C. 552, 552a; 38 CFR 1.556.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

3. Disclosure may be made to NARA (National Archives and Records Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

File folders and loose-leaf log book.

**Retrievability:**

By name.

**Safeguards:**

Files are under the control of the Freedom of Information Act Officer. They are stored in a secured area. Access to the area is limited to the officers and employees of the Board who have a need for the records in the system in the performance of their duties.

**Retention and disposal:**

Records are retained in accordance with records retention standards approved by the Archivist of the United States, the National Archives and

Records Administration, and published in Agency Records Control Schedules. Records are destroyed by shredding or burning.

**System manager(s) and address:**

Privacy Act Officer/Freedom of Information Act Officer (01C1), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

An individual desiring to know whether this system of records contains a record pertaining to him or her, how he or she may gain access to such a record, and how he or she may contest the content of such a record may write to the following address: Privacy Act Officer/Freedom of Information Act Officer (01C1), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420. The following information should be furnished in order to identify the record: His or her name and the Department of Veterans Affairs claim number, or other file number, if applicable.

**Record access procedures:**

Individuals seeking information regarding access to information contained in this system of records may write, call or visit the Board of Veterans Appeals Privacy Act Officer/Freedom of Information Act Officer whose address and telephone number are as follows:

Privacy Act Officer/Freedom of Information Act Officer (01C1), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 233-3365.

**Contesting record procedures:**

(See notification procedures above.)

**Record source categories:**

Data furnished by persons requesting information, records in the custody of the Board, and data furnished by Board employees.

13VA047

**System name: Individuals Submitting Invoices/Vouchers For Payment-VA.**

**System location:**

VA Data Processing Center, Austin, Texas and the fiscal offices of Central Office and other field stations where the fiscal transactions are processed.

**Categories of individuals covered by the system:**

Contractors, vendors, non-salaried employees, consultants, attendings, fee basis physicians and dentists, and patients.

**Categories of records in the system:**

Vendor identification listings, invoices and payment records.

**Authority for maintenance of the system:**

Budget and Accounting Act of 1950 and General Accounting Office Title 8, Chapter 3.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

To the extent that records contained in the system include information protected by 38 U.S.C. 4132, i.e., medical treatment information related to drug abuse, alcoholism or alcohol abuse, sickle cell anemia or infection with the human immunodeficiency virus, that information cannot be disclosed under a Routine Use unless there is also specific statutory authority permitting disclosure.

1. Transfer payment information necessary to complete payment of claims and to furnish income data Form 1099 to the Treasury Department in order to effect payment of claims to vendors and to furnish income information.
2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.
3. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency or to a non-governmental organization maintaining civil, criminal or other relevant information, such as current licenses, registration or certification, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the use of an individual as a consultant, attending or to provide fee basis health care, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other benefits. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.
4. A record from this system of records may be disclosed to a Federal, State or local agency, in response to its request, in connection with the hiring or

retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. Relevant information from this system of records, including the nature and amount of financial obligation, may be disclosed as a routine use, in order to assist the Veterans Administration in the collection of unpaid financial obligations owed the VA, to a debtor's employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or commanding officer. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

6. Relevant information from this system of records, including available identifying data regarding the debtor, such as name of debtor, last known address of debtor, name of debtor's spouse, social security account number of debtor, VA insurance number, VA loan number, VA claim number, place of birth and date of birth of debtor, name and address of debtor's employer or firm and dates of employment, may be disclosed to other Federal agencies, State probate courts, State drivers license bureaus, and State automobile title and license bureaus as a routine use in order to obtain current address, locator and credit report assistance in the collection of unpaid financial obligations owed the U.S. This purpose is consistent with the Federal Claims Collection Act of 1966 (Pub.L. 89-508, 31 U.S.C. 951-953) and 4 CFR parts 101-105.

7. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

8. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

9. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty, in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

10. Relevant information (excluding medical treatment information related to drug or alcohol abuse, infection with the human immunodeficiency virus or sickle

cell anemia) may be disclosed to the Department of Health and Human Services (HHS) for the purpose of identifying improper duplicate payments made by Medicare fiscal intermediaries where VA authorized and was responsible for payment for medical services obtained at non-VA health care facilities. The purpose of the review is for HHS to identify duplicate payments and initiate recovery of identified overpayments and, where warranted, initiate fraud investigations, or, to seek reimbursement from VA for those services which were authorized by VA and for which no payment, or partial payment, was made by VA. HHS will provide information to identify the patient to include the patient name, address, Social Security number, date of birth, and information related to the period of medical treatment for which payment was made by Medicare to include the name and address of the hospital, the admission and discharge dates, the services for which payment was made, and the dates and amounts of payment. Information disclosed from this system of records will be limited to that information that is necessary to confirm or disprove an inappropriate payment by Medicare. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

11. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

12. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents, microfiche, magnetic tape.

**Retrievability:**

Alphabetically by name and numerically by identification number.

**Safeguards:**

Access to the records is restricted to VA Finance employees. These records are protected from outside access by Federal Protective Service.

**Retention and disposal:**

Governed by General Accounting Office Regulations which require retention for records created prior to July 2, 1975: 10 years and 3 months after the period of the account; records created on and after July 2, 1975: 6 years and 3 months after the period of the account. Records are normally retired to Federal Record Centers within 1 or 2 years after payment and audit.

**System manager(s) and address:**

Director, Office of Budget and Finance (Controller)(04), VA Central Office, Washington, DC 20420. Notification procedure: Individuals seeking information concerning the existence of a record pertaining to themselves may submit a written request to the VA office to which the invoice/voucher was submitted. All inquiries must reasonably identify the invoice/voucher involved. Inquiries should include name and return address.

**Record access procedures:**

Individuals or authorized representatives seeking information regarding access to and contesting of records may write, call or visit the VA office to which the invoice/voucher was submitted.

**Contesting record procedures:**

(see Record Access Procedures above)

**Record source categories:**

These payment records are compiled from documentation from the vendor, contractor, and employee; Dun and Bradstreet (identifying numbers); and procurement and authorization documentation generated by the Veterans Administration.

14VA135

**System name: Individuals Serving on a Fee Basis or Without Compensation (Consultants, Attendings, Others) Personnel Records-VA.**

**System location:**

VA station Personnel Offices, whose address locations are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

Physicians, dentists and nurses; student trainees; research personnel; other scientific and technical personnel.

**Categories of records in the system:**

Copies of application, appointment letters, other documents and papers maintained in connection with these appointments.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 73.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. All of the information contained in this system of records is used for official purposes of the Veterans Administration; all such uses of the information are compatible with the purpose for which the information was collected.

2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant hereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

3. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other benefits.

4. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

6. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

7. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

8. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

9. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents in file system.

**Retrievability:**

Alphabetically by name.

**Safeguards:**

Physical Security: Access to files is restricted to authorized Personnel Office and operating officials. Records are maintained in locked files.

**Retention and disposal:**

Records are maintained for a period of one year from the expiration of appointment. They are then destroyed.

**System manager(s) and address:**

Officials maintaining the system-Personnel Officers (135) where this system is utilized. (See VA Appendix 1 for local addresses.) Official responsible for policies and procedures-Assistant Administrator for Personnel (05), VA Central Office, Washington, DC 20420.

**Notification procedure:**

VA station Personnel Officer. Individual should provide full name, social security number, position and period of service involved.

**Record access procedures:**

Individuals or representatives designated in writing may contact their servicing personnel office for gaining access to their personnel record and contesting the contents.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Application for employment, authorization forms or letters and related documents.

16VA026

**System name: Litigant, Tort Claimant, EEO Complaint and Third Party Recovery Files-VA.**

**System location:**

Litigant, tort claimant and third party recovery files are maintained at the Office of General Counsel (026), VA Central Office, Washington, D.C. 20420, and Offices of the District Counsels. Addresses for District Counsel offices may be obtained by contacting the above-mentioned Office of General Counsel address. Equal Employment Opportunity (EEO) complaint files are maintained in the Office of General Counsel only.

**Categories of individuals covered by the system:**

The following categories of individuals are covered by this system: (1) Litigants; (2) claimants under the Federal Tort Claims Act, EEO complainants; and (3) veterans involved in third party recovery cases brought by or against the Government and affecting the VA.

**Categories of records in the system:**

Records (or information contained in records) may include: (1) Pleadings; (2) opinions; (3) briefs; (4) decisions; and (5) evidentiary and nonevidentiary matter relating to a case or controversy in an administrative or litigation proceeding (e.g., witness statements, agency reports, EEO Counselor's reports, recommending findings by the EEO Commission, and other supporting material).

**Authority for maintenance of the system:**

Title 38, United States Code, 210(c), 29 CFR 1613.222 (EEO cases commenced under 42 U.S.C. 2000e-16).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member or staff person requesting the record on behalf of and at the request of that individual.

2. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency of instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

5. Pleadings, opinions, briefs, decisions and evidentiary and nonevidentiary matters may be disclosed to a Federal agency upon its official request to enable that agency to properly prepare a particular case or controversy regarding an administrative claim filed under the Federal Tort Claims Act or a debt collection proceeding under the Federal Medical Care Recovery Act.

6. Pleadings, opinions, briefs, decisions and evidentiary and nonevidentiary matter may be disclosed to a Federal agency to enable the VA to obtain records necessary for the VA to properly prepare a particular case or controversy under the Federal Tort Claims Act or a proceeding under the Federal Medical Care Recovery Act.

7. Pleadings, opinions, briefs, decisions and evidentiary and nonevidentiary matter may be disclosed to a Federal or a State court to enable the VA to file pleadings, comply with rules and procedures of the court, or to respond to a request from the court in any case or controversy.

8. Pleadings, opinions, briefs, decisions and matters of evidentiary and nonevidentiary matter may be disclosed to a Federal, State, local, or foreign agency, insurance carriers, other individuals from whom the VA is seeking reimbursement and other parties litigant or having an interest in administrative, prelitigation, litigation and post-litigation phases of a case or controversy, provided, that the name and address of a veteran can only be disclosed under this routine use if the release is for a VA debt collection proceeding, or if the name and address has been provided to the VA by the party seeking the information.

9. EEO complaint records, including the identities of the complainant and the witnesses, the complaints, investigation reports, General Counsel decisions, recommended findings by the EEOC, agency (VA) comments and other supporting material, may be disclosed to representatives of the complainant, and to Department of Justice and to other Federal agencies in order to inform them of the matters in the complaint and to apprise the parties if the identities of the complainant and witnesses.

10. Any information in this system may be disclosed to the Department of Justice (DOJ) including U.S. Attorneys upon its official request in order for the VA to respond to pleadings, interrogatories, orders or inquiries from the Department of Justice, and to supply the DOJ with information, to enable the DOJ to represent the U.S. Government in any phase of litigation or in any case or controversy involving the VA.

11. Any information in this system may be disclosed to a Federal grand jury. A Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

12. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a state or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

13. Any information in this system may be disclosed in connection with any proceeding for the collection of an amount owned to the United States by virtue of a person's participation in any benefit program administered by the Veterans Administration when in the judgment of the Administrator, or an official generally delegated such authority under standard agency delegation of authority rules (38 CFR 2.6), such disclosure is deemed necessary and proper, in accordance with 38 U.S.C. 3301(b)(6).

14. The name and address of a veteran, and other information as is reasonably necessary to identify such veteran, may be disclosed to a consumer reporting agency for the purpose of locating the veteran, or, obtaining a consumer report to determine the ability of the veteran to repay an indebtedness to the United States arising by virtue of the veteran's participation in a benefits program administered by the VA, provided that the requirements of 38 U.S.C. 3301 (g)(2) have been met.

15. The name and address of a veteran, other information as is reasonably necessary to identify such veteran, and any information concerning the veteran's indebtedness to the United States by virtue of the person's participation in a benefits program administered by the VA may be disclosed to a consumer reporting agency for purposes of assisting in the collection of such indebtedness, provided that the provision of 38 U.S.C. 3301(g)(4) have been met.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Retrievability:**

Records are maintained in alphabetical order by last name of an individual covered by the system.

**Safeguards:**

Records are maintained in a manned room during working hours. During nonworking hours, the file area is locked, and the building is protected by the Federal Protective Service. Access to the records is only authorized to VA personnel on a "need to know" basis.

**Retention and disposal:**

Upon completion of a case, except for precedent-setting cases (which are maintained permanently), records are treated as follows:

In Central Office, litigation, tort claimant and third-party recovery files are maintained in the Office of General Counsel for two years, retired to the

Washington National Federal Records Center for five years and then destroyed. EEO complainant records are maintained in the Office of General Counsel until the close of the complaint, sent to the VACO Records Management Section for four years, then destroyed.

In District Counsel Offices, civil litigation and third-party recovery files are maintained in the affected District Counsel Office for two years, then destroyed. Tort claimant files are maintained in the affected District Counsel Office for one year, retired to the appropriate Federal Records Center for five years, then destroyed. Criminal litigation prosecution files are maintained in the affected District Counsel Office for three years, then destroyed.

**System manager(s) and address:**

Assistant General Counsel (026), Professional Staff Group VI, Office of General Counsel, VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Assistant General Counsel (026), under his or her name or other personal identifier or wants to determine the contents of such records should submit a written request or apply in person to the Assistant General Counsel (026).

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name or other personal identifier may write, call or visit the Assistant General Counsel (026).

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Courts, claimants, litigants, complainants and their representatives or attorneys, other Federal agencies, insurance carriers, witnesses and other interested participants to the proceedings and VA records.

[VA amended this system of records to include a new routine use at 69 Fed. Reg. 44569, \(July 26, 2004\).](#)

17VA26

**System name: Loan Guaranty Fee Personnel and Program Participant Records—VA.**

**System location:**

Records on nonsuspended fee personnel and program participants are maintained at VA regional offices, medical and regional office centers, VA offices and VA centers having loan guaranty activities. Records of nonsupervised lenders and subsidiaries of supervised lenders having authority to process VA loans automatically are maintained in VA Central Office. National Control List of suspended program participants and fee personnel are maintained at VA regional offices, medical and regional office centers, VA offices and VA centers having loan guaranty activities. A Master Control list is maintained only at VA Central Office. Address locations are listed in Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by this system: (1) Fee personnel who may be paid by the VA or by someone other than the VA (i.e., appraisers, compliance inspectors, management brokers, loan closing and fee attorneys who are not VA employees but are paid for actual case work performed), and (2) program participants (i.e., property management brokers and agents, real estate sales brokers and agents, participating lenders and their employees, title companies whose fees are paid by someone other than the VA, and manufactured home dealers, manufacturers, and manufactured home park or subdivision owners).

**Categories of records in the system:**

Records (or information contained in records) may include: (1) Applications by individuals to become VA-approved fee basis appraisers, compliance inspector, fee attorneys, or management brokers. These applications include information concerning applicant's name, address, business phone numbers, social security numbers or taxpayer identification number, and professional qualifications; (2) applications by non-supervised lenders for approval to close guaranteed loans without the prior approval of VA (automatically); (3) applications by lenders supervised by Federal or State agencies for designation as supervised automatic lenders in order that they may close loans without the prior approval (automatically) of the VA; applications for automatic approval or designation (i.e., (2) and (3)) contain information concerning the corporate structure of the lender, professional qualifications of the lender's officers or employees, financial data such as profit and loss statements and balance sheets to insure the firm's financial integrity; (4) identifying information such as names, business names (if applicable), addresses, phone numbers and professional resumes of corporate officials or employees; (5) corporate structure information

on prior approval lenders, participating real estate sales brokers or agents, developers, builders, investors, closing attorneys or other program participants as necessary to carry out the functions of the Loan Guaranty Program; (6) records of performance concerning appraisers, compliance inspectors, management brokers, or fee attorneys on both firms and individual employees; (7) records of performance including disciplinary proceedings, concerning program participants; e.g., lenders, investors, real estate brokers, builders, fee appraisers, compliance inspectors and developers both as to the firm and to individual employees maintained on an as-needed basis to carry out the functions of the Loan Guaranty program; (8) National Control Lists which identify suspended real estate brokers and agents, lenders and their employees, investors, manufactured home dealers and manufacturers, and builders or developers; and (9) a master record of the National Control List (i.e., Master Control List) which includes information regarding parties previously suspended but currently reinstated to participation in the Loan Guaranty program in addition to all parties currently suspended.

**Authority for maintenance of the system:**

Title 38, United States Code, chapter 3, section 210(c)(1); title 38, United States, Code, chapters 21 and 37.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal, State or local agency, upon its official request, to the extent the agency has demonstrated that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee; the issuance of a security clearance; the letting of a contract; or the issuance or continuance of a license, grant or other benefit by that agency.

3. Any information in this system may be disclosed to a Federal, State or local agency maintaining civil or criminal violation records, or other pertinent information such as prior employment history, prior Federal employment background investigations, and personal or educational background in order for the VA to obtain information from that agency relevant to the hiring, transfer or retention of an employee, the letting of a contract, the granting of a security clearance, or the issuance of a grant or other benefit.

4. Any information in this system which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

5. Identifying information and the reasons for the suspension of builders, developers, lenders, lender employees, real estate sales brokers and agents, manufactured home dealers, manufacturers, or other program participants suspended from participation in the Loan Guaranty Program may be disclosed to the Department of Housing and Urban Development (HUD), and the Federal Housing Administration (FHA), United States Department of Agriculture (USDA), Farmers Home Administration (FHA) or other Federal, State or local agencies to enable that agency to consider imposing similar restrictions on these suspended persons and/or firms.

6. Identifying information and the performance records of qualified fee appraisers and compliance inspectors, including any information regarding their termination, non-redesignation, temporary suspension or resignation from participation in the Loan Guaranty Program, including the records of any disciplinary proceedings, may be disclosed to Federal, State or local, or non-government agencies, businesses, and professional organizations, to permit these entities to employ, continues to employ or contract for the services of qualified fee personnel, monitor the performance of such personnel, and take any appropriate disciplinary action.

7. Identifying information as well as other information such as educational background and former business associations may be disclosed to business and professional organizations in order for the VA to obtain these organizations' recommendations concerning the performance, character, professional activities and other qualifications relating to participation in the VA Loan Guaranty Program.

8. Identifying information and information concerning amounts paid to contractors, fee personnel and other contractors, fee personnel and other program participants may be released to the Department of the Treasury, Internal Revenue Service, where required by law.

9. Any information in this system may be disclosed to a Federal Grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

10. Any information in this system may be disclosed to a State or municipal Grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

11. Identifying information and the reasons for suspension of individuals and/or firms suspended from the VA Loan Guaranty Program may be disclosed to other participants in the Loan Guaranty Program in order that they may decide whether or not to employ, or continue to employ or contract with a suspended individual or firm.

12. Identifying information and information concerning the performance of contractors, fee personnel and other program participants may be released to

consumer reporting agencies in order that the VA may obtain information on their prior dealings with other Government agencies and so that other Government agencies may have the benefit of VA's experience with such parties.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records on fee personnel and program participants are kept on paper documents and maintained in file folders. The National Control List of suspended program participants is also maintained on magnetic disk at Central Office.

**Retrievability:**

All records are indexed or cross-indexed by the name of the individual or the firm.

**Safeguards:**

Access to VA working spaces and record file storage areas is restricted to VA employees on a "need to know" basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service or other VA security personnel. Sensitive files involving pending suspension or a legal action are stored in separate locked files.

**Retention and disposal:**

File cards and paper documents on suspended fee personnel and program participants are maintained until there has been a notification that the suspension has been terminated and the party reinstated into the VA Loan Guaranty Program, at which time these records are destroyed by VA regional offices or centers. The Master Control List records are retained indefinitely. Records on fee personnel and program participants are retained for various periods extending up to two years after all loans have been liquidated. Destruction of all the above records is accomplished by either shredding or burning.

**System manager(s) and address:**

Director, Loan Guaranty Service (26), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier or wants to determine the contents of such record should submit a written request or apply in person to the nearest Veterans Administration regional office or center. Address locations are listed in VA Appendix 1 at the end of this document. All inquiries must reasonably identify the relationship of the individual with the VA loan program. Inquiries should include the individual's name, address, firm represented, if any, and capacity in which the individual participates or participated in the VA loan program. However, some of the records in this system are exempt from the notification requirement under 5 U.S.C. 552a(k). To the extent that records in this system of records are not subject to exemption, they are subject to notification. A determination as to whether an exemption applies shall be made at the time a request for notification is received.

**Record access procedures:**

An individual seeks access to or wishes to contest records maintained under his or her name on this system may write, call or visit the nearest Veterans Administration regional office or center. Address locations are listed in VA Appendix 1 at the end of this document. However, some of the records in this system are exempt from the record access and contesting requirements under 5 U.S.C. 552a(k). To the extent that records in this system of records are not subject to exemption, they are subject to access and contest. A determination as to whether an exemption applies shall be made at the time a request for access or contest is received.

**Contesting record procedures:**

(See Records access procedures above.)

**Record source categories:**

The information and the records in this system are obtained from the applicant, lenders, brokers and builder/sellers, credit and financial reporting agencies, an applicant's credit sources, depository institutions and employers, independent auditors and accountants, hazard insurance companies, taxing authorities, title companies, fee personnel, business and professional organizations, other VA records, other Federal, State and local agencies, and other parties of interest involving VA-guaranteed, insured, vendee or direct loans or specially adapted housing.

**Systems exempted from certain provisions of the act:**

The Administrator of Veterans Affairs has exempted this system of records from the following provisions of the Privacy Act of 1974, as permitted by 5 U.S.C. 552a(k)(2) and (5).

5 U.S.C. 552a(c)(3)

5 U.S.C. 552a(d)

5 U.S.C. 552a(e)(1)

5 U.S.C. 552a(e)(4)(G), (H) and (I)

5 U.S.C. 552a(f)

Reasons for exemptions: The exemption of information and material in this system of records is necessary in order to accomplish the law enforcement functions of the Loan Guaranty Service to prevent subjects of internal audit investigations for potential fraud and abuse in the VA Loan Guaranty Program from frustrating the investigatory process, to fulfill commitments made to protect the confidentiality of sources, to maintain access to sources of information and to avoid endangering these sources. This information is also being exempted to maintain the confidentiality and integrity of material compiled solely for the purpose of determining the suitability, eligibility or the qualifications of prospective VA program participants.

**18VA05**

**System name: Centralized Staffing System-VA**

**System location:**

Active records are located at the Veterans Administration (VA) Central Office, 810 Vermont Avenue, NW, Washington, DC 20420. Inactive records will be stored at the same address. Information from these records is also maintained in automated files at the VA Central Office. Duplicate copies of certain manual and automated files are maintained only by the VA Central Office. No other VA facility has access to the Centralized Staffing System automated data.

**Categories of individuals covered by the system:**

Employees in specified occupations and at specified grade levels leading to centralized managerial or executive positions.

**Categories of records in the system:**

All categories of records may include names of individuals, social security numbers, dates of birth, inquiries or correspondence sent to the VA by individuals, information pertinent to decisions or responses given by the Administrator, Department Heads, Associate Deputy Administrators, and Staff Office Directors, and copies of the decisions or responses of the Administrator, Department Heads, Associate Deputy Administrators, and Staff Office Directors. The records will also include:

- a. Records reflecting work experience, educational level, and specialized training obtained outside of the Federal service.
- b. Records reflecting Federal service and documenting work experience and specialized education or training received while employed. Such records contain information about: Past and present positions held including grades, salaries, and duty station locations.
- c. Records pertaining to annual performance evaluation and supervisory assessment of performance in response to specific knowledge, skills, abilities and other characteristics.
- d. Records relating to incentive awards received while employed within or outside of the agency.
- e. Records reflecting ratings assigned by a promotion panel to individuals participating in the system.
- f. Records reflecting geographic mobility and mobility statements.
- g. Records reflecting qualification determinations made on individuals participating in the system.

**Authority for maintenance of the system:**

Title 5, United States Code, Sections 301 and 302.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. In the event that a system of records maintained by this agency to carry out its function indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto,

the relevant records in the system of records may be referred, as a routine use to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigation or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. To provide statistical and other information in response to other legitimate and reasonable requests as approved by appropriate VA authorities, such as the release of information under the Freedom of Information Act.

3. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

4. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:** Paper documents, magnetic tape and disks. Retrievability: Folder files are filed by name, automated records are indexed by social security number within station.

**Safeguards:**

1. Physical Security. The VA Central Office is protected from outside access by the Federal Protective Service. All file areas are restricted to authorized personnel on a need-to-know basis. Hard copy records pertaining to employees, or other sensitive records are stored in locked cabinets. Access to the VA Central Office computer rooms is restricted to authorized operating personnel through electronic locking devices. All other persons gaining access to the computer room are escorted by an individual with authorized access.

2. System Security: Access to computer programs is controlled at three levels: Programming, auditing, and operations. The CSS provides automated recognition of authorized users and their respective access restrictions through passwords. Passwords are changed periodically and are restricted to authorized individuals on a need-to-know basis for system access or security purposes. In addition to passwords, there are other levels of security assigned to system personnel only.

These levels are strictly monitored by the Systems Manager. The VA Central Office Systems Security Officer is assigned responsibility for privacy-security measures, including review of violation logs and local control and distribution of passwords.

**Retention and disposal:** Folder files are destroyed immediately upon separation from VA. Folders are retained two years if employee withdraws from system and subsequently destroyed. Automated records are stored on disks for a period of ten years. Automated records in excess of ten years are then stored on remote disks separate from active disks. Other records are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Office of Personnel, (054), VA Central Office, Washington, DC 20420.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name, or who has a routine inquiry concerning the status of his or her application under this system may contact the Director, Recruitment and Placement Service, Office of Personnel and Labor Relations, VA Central Office, Washington, DC 20420. Requests concerning the specific content of a record must be in writing or in person. Employee should provide full name, social security number, employing station and position title.

**Record access procedures:**

Employee or representative designated in writing may contact their servicing personnel office in person or in writing for information on procedures for gaining access to his/her record.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Employee, Supervisory officials (appraisals), Personnel and Accounting Pay System.

**19VA53**

**System name: Missing Veterans File—VA.**

**System location:**

Inspector General, Office of Policy, Planning and Resources (53)  
Washington, DC 20420.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by the system: Veterans (not including dependents) who cannot be located after a reasonable effort by the VA, but whose status must be determined in order for dependents to receive benefits.

**Categories of records in the system:**

Records (or information contained in records) in this system may include: (1) The standard missing veteran letter, issued monthly by the Inspector General's office to all VA facilities, which contains the name of a veteran who cannot be located by a Regional Office; (2) correspondence between the Regional Office and the Inspector General regarding Federal Bureau of Investigation (FBI) and U.S. Passport Office information concerning the status (alive or dead) and location of the veteran; (3) similar correspondence between the Inspector General and the FBI and U.S. Passport Office. Information in these records may include the veteran's name, birth date, claims folder number, social security number and last known address. Identifying information and a history of the case are maintained on a file card.

**Authority for maintenance of the system:**

Title 38, U.S.C. 210(c)(1).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee; the issuance of a security clearance, the letting of a contract, or issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by that agency; provided, that if the information pertains to a veteran, the name and address of the veteran will

not be disclosed unless the name and address is provided first by the requesting State or local agency.

4. Any information in this system, except the name and address of a veteran which is relevant to a suspected violation or reasonably imminent violation of law whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

5. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

6. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

7. Identifying information of a missing veteran may be disclosed to the FBI and U.S. Passport Office, upon their official request, as necessary to obtain status (alive or dead) and location to assist in the VA's decision concerning benefits for dependents.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:** Records (or information from those records) are maintained in individual file folders and on file cards.

**Retrievability:**

Records are indexed by the veteran's last name.

**Safeguards:**

Access to the records and file cards is restricted to authorized personnel on a need-to-know basis. The file room and cabinets are locked after duty hours and the building is protected from unauthorized access by a protective Service.

**Retention and disposal:**

File folders are maintained by the Office of the Inspector General for six months after the veteran is located or declared dead. Folders for those veterans declared missing for seven or more years are maintained for one year following such a declaration. The folders are then forwarded to the VACO Records Management Section where they are maintained for five years and then

destroyed by shredding. File cards are maintained by the Inspector General for 15 years.

**System manager(s) and address:**

Assistant Inspector General for Policy, Planning and Resources (53) VA  
Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Assistant Inspector General for Policy, Planning and Resources (53) under his or her name in the system or wishes to determine the contents of such records should submit written request or apply in person to the Assistant Inspector General for Policy, Planning and Resources (53).

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name in his system may write, call or visit the Assistant Inspector General for Policy, Planning and Resources (53).

**Contesting record procedures:**

(See Records access procedures above.)

**Record source categories:**

Information is obtained from the Federal Bureau of Investigation, U.S. Passport Office, and VA records.

**20VA138**

**System name: Motor Vehicle Operator Accident Records-VA.**

**System location:**

Records are maintained at each VA Health Care Facility, where the authorization to operate a Government-owned vehicle was issued, or at the facility where an accident occurred. Address locations are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

VA employees authorized to operate a Government-owned vehicle.

Individuals involved in a motor vehicle accident at a VA facility.

**Categories of records in the system:**

Driving tests, road tests, accident reports, physical fitness reports. Reports and records documenting the facts, circumstances and evidence surrounding a motor vehicle accident.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, Section 210(c)(1); Title 38, United States Code, Chapter 57, Section 3311.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. To issue or remove a permit to operate a Governmental vehicle by the General Service Administration to insure against the operation of a GSA vehicle by a driver who is not qualified or who is a poor risk.

2. Transfer of required information to attorneys representing parties involved in litigation of motor vehicle accidents to assist attorneys in representing their clients.

3. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

4. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the

issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefits.

6. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

7. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

(a) Paper documents. (b) Photographs.

**Retrievability:**

(a) The operator permits are filed alphabetically by name of operator.

**Safeguards:**

Physical Security: Access to VA working space and medical record storage areas is restricted to VA employees on a 'need to know' basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service. Employee file records and file records of public figures or otherwise sensitive medical record files are stored in separate locked files. Strict control measures are enforced to ensure that disclosure is limited to a 'need to know' basis.

**Retention and disposal:**

(a) The operators permit file is disposed of three (3) years after separation or three (3) years after cancellation of authorization to operate, whichever is earlier.

(b) The accident files are disposed of two (2) years after last activity.

(c) Destruction of records is accomplished by burning or shredding.

**System manager(s) and address:**

Director, Engineering Service (138), VA Central Office, Washington, DC 20420.

**Notification procedure:**

Individuals seeking information concerning the existence or content of a record pertaining to themselves must submit a written request or apply in person to the VA facility where the permit was issued or the accident occurred. All inquiries must reasonably identify the portion of the record system desired, i.e., Driver permit, or accident report. Inquiries should include the individual's full name, dates of employment or approximate date of accident, vehicle license number, description of the vehicles involved in the accident.

**Record access procedures:**

Individuals or duly authorized representatives seeking information regarding access to and contesting of these records may write, call or visit the VA facility where the permit was issued or accident occurred.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

1. Employee, 2. Private citizens involved in accidents, 3. Federal, State and local law enforcement agencies, and 4. Private insurance companies.

[VA amended this system of records at 67 Fed. Reg. 61206 \(September 27, 2002\)](#)

23VA136

**System name: Patient and Employee Infectious Disease—VA.**

**System location:**

Paper records are maintained at VA health care facilities and Federal record centers. Information is stored also in automated storage media records that are maintained at: The health care facilities (in most cases, back-up computer tape information is stored also at off-site locations); VA Central Office, Washington, DC; the VA Boston Development Center, Braintree, MA; the VA Information Systems Centers; the Regional Directors and Division Offices; and the VA Data Processing Center located in Austin, Texas. Address locations for VA facilities are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

1. Veterans who have applied for health care services under title 38, United States Code, Chapter 17.
2. Beneficiaries of other Federal agencies.
3. Pensioned members of allied forces who are provided health care services under Title 38, United States Code, Chapter 1.
4. Non-VA health care providers who provide fee basis services to veterans.

**Categories of records in the system:**

The records include information concerning patients who are authorized to obtain medical care and services from non-VA health care institutions and providers and the institutions and/or providers (e.g., individuals, pharmacies, clinics or group practices, hospitals, nursing homes, physicians, psychologists, podiatrists, optometrists, nurses, and others) who furnish the authorized medical treatment, services, medications, or supplies. The patient information may include name, address social security and VA claim numbers, medical conditions authorized for treatment, eligibility information related to such treatment, the date authorization for the services was issued and the period of validity, the amounts paid for travel benefits, the amounts reimbursed for services paid for by the patient, and information that pertains to the medical care. Information that is maintained concerning the health care institutions and providers may include name, address, social security or employer's taxpayer identification numbers, services rendered, fees charged and amounts paid for services rendered, and earnings for performing such services.

**Purpose(s):**

The records or information may be used for such purposes as reporting health care provider earnings to the Internal Revenue Service; producing various management and patient follow-up reports; responding to patient and other inquiries; for statistical analysis; for resource allocation and planning; to provide clinical and administrative support to patient medical care and payments for

medical care; determining entitlement and eligibility for VA benefits; processing and adjudicating benefit claims by VBA (Veterans Benefits Administration) RO (Regional Office) staff; for audits, reviews and investigations conducted by staff of the health care facility, the Regional Directors and Division Offices, VA Central Office, and the VA Office of Inspector General (OIG); law enforcement investigations; and, quality assurance audits, reviews and investigations.

**Authority for maintenance of the system:**

Title 38, United States Code, chapter 1, section 111 and chapter 17, sections 1703, 1710, 1712, 1720 and 1728 (formerly sections 603, 610, 612, 620 and 628, respectively).

**Routine uses of records maintained in the system including**

**categories of users and the purposes of such uses:**

To the extent that records contained in the system include information protected by 38 U.S.C. 7332 (formerly section 4132), i.e., medical treatment information related to drug abuse, alcoholism or alcohol abuse, sickle cell anemia or infection with the human immunodeficiency virus, that information cannot be disclosed under a Routine Use unless there is also specific statutory authority permitting disclosure.

1. To provide statistical and other information in response to other legitimate and reasonable requests as approved by appropriate VA authorities, such as the release of information under the Freedom of Information Act.

2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal, or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule, or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local, or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation, or order issued pursuant thereto.

3. A record from this system of records may be disclosed as a 'routine use' to a Federal, State, or local government agency, or to a non-governmental organization maintaining civil, criminal or other relevant information, such as current licenses, registration or certification, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the use of an individual as a consultant, attending or to provide fee basis health care, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefits. Any information in this system also may be disclosed to any of the above-listed governmental organizations as part of a series of ongoing computer matches to determine if VA health care practitioners and private practitioners used by the VA hold current, unrestricted licenses, or are currently registered in a State, and are board certified in their specialty, if any. These computer matches are performed pursuant to the VA Inspector General's authority under Pub. L. 95-452, section 4(a), to detect and prevent fraud and abuse.

4. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. To the Treasury Department to facilitate payments to physicians, clinics, and pharmacies for reimbursement of services rendered.

6. To the Treasury Department to facilitate payments to veterans for reimbursements of travel expenses.

7. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

8. Disclosure may be made to NARA (National Archives and Records Administration), GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

9. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

10. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

11. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that

payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

12. Relevant identifying and medical treatment information (excluding medical treatment information related to drug or alcohol abuse, infection with the human immunodeficiency virus or sickle cell anemia) may be disclosed to a Federal agency or non-VA health care provider or institution when VA refers a patient for treatment or medical services or authorizes a patient to obtain non-VA medical services and the information is needed by the Federal agency or non-VA institution or provider to perform the services or for VA to obtain sufficient information in order to make payment for the services, to evaluate the services rendered, or to determine the need for additional services.

13. Information maintained in this system concerning non-VA health care institutions and providers, including name, address, social security or employer's taxpayer identification numbers, may be disclosed to the Treasury Department, Internal Revenue Service, to report calendar year earnings of \$600 or more for income tax reporting purposes.

14. In order to prevent or identify duplicate payments by Medicare intermediaries, relevant information (excluding medical treatment information related to drug or alcohol abuse, infection with the human immunodeficiency virus or sickle cell anemia) may be disclosed to the Department of Health and Human Services (HHS) for the purpose of identifying individuals who are authorized by VA to obtain non-VA health care services at VA expense and those for whom payments have been made. The information to be disclosed to HHS includes identifying information (patient and provider names, addresses, social security and taxpayer identification numbers, and date of birth of patient), treatment information (dates and diagnostic, surgical, and services provided codes) and payment information (payee, amounts and dates).

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on paper documents at the health care facilities. Paper payment vouchers are maintained at the health care facility or VA Data Processing Center at Austin, Texas. Information on automated storage media (e.g., microfilm, microfiche, magnetic tape and magnetic disks and laser optical media) is stored at the health care facilities (includes record information stored in the Integrated Hospital System (IHS) at selected medical facilities and at other facilities in the Decentralized Hospital Computer Program (DHCP) system, and, in most cases, copies of back-up computer files maintained at off-site locations),

VA Central Office, the VA Boston Development Center, the Regional Directors and Division Offices, the Information Systems Centers and the Austin VA Data Processing Center. Reports generated from these records are maintained on paper and microfiche at the health care facilities, VA Central Office, the Regional Directors and Division Offices, and the Data Processing Center.

**Retrievability:**

Information is retrieved by the patient's name and/or social security number and/or the name or social security or taxpayer identification numbers of the non-VA health care institution or provider.

**Safeguards:**

1. Access to working spaces and record storage areas in VA health care facilities is restricted to VA employees on a "need-to-know" basis. Generally, file areas are locked after normal duty hours and the health care facilities are protected from outside access by the Federal Protective Service or other security personnel. Access to the records is restricted to VA employees who have a need for the information in the performance of their official duties. Employee records or records of public figures or otherwise sensitive records are generally stored in separate locked files. Strict control measures are enforced to ensure that access to and disclosures from these records are limited to a "need-to-know" basis.

2. Access to the DHCP and IHS computer rooms at health care facilities is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. ADP peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected. Information in the DHCP and IHS systems may be accessed by authorized VA employees. Access to file information is controlled at two levels:

the system recognizes authorized employees by a series of individually unique passwords/codes as a part of each data message, and the employees are limited to only that information in the file which is needed in the performance of their official duties. Information that is downloaded from the Austin Data Processing Center and DHCP and IHS files and maintained on personal computers is afforded similar storage and access protections as the data that is maintained in the original files. Remote access to file information by staff of the Information Systems Centers, the Veterans Benefits Administration Regional Offices, and access by OIG staff conducting an audit or investigation at the health care facility or an OIG office location remote from the health care facility is controlled in the same manner.

3. Access to the Austin VA Data Processing Center is generally restricted to Center employees, custodial personnel, Federal Protective Service and other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to computer rooms are escorted. Information stored in the computer may be accessed by authorized VA employees at remote locations including VA health care facilities, Information Systems Centers, VA Central Office, Regional Directors and Division Offices, and OIG headquarters and field staff. Access is controlled by individually unique passwords/codes which must be changed periodically by the employee.

4. Access to records maintained at VA Central Office, the VA Boston Development Center, the Information Systems Centers and the Regional Directors and Division Offices is restricted to VA employees who have a need for the information in the performance of their official duties. Access to information stored on automated storage media is controlled by individually unique passwords/codes. Information stored on computers at the Information Systems Centers may be accessed by authorized VA employees at remote locations including VA health care facilities and Regional Directors and Division Offices. Access is controlled by individually unique passwords/codes. Records are maintained in manned rooms during nonworking hours. The facilities are protected from outside access during working hours by the Federal Protective Service or other security personnel.

5. Information downloaded from DHCP and IHS and VA Data Processing Center files and maintained by the OIG headquarters and field offices on automated storage media is secured in storage areas or facilities to which only OIG staff have access. Paper documents are similarly secured. Access to paper documents and information on automated storage media is limited to OIG employees who have a need for the information in the performance of their official duties. Access to information stored on automated storage media is controlled by individually unique passwords/codes.

**Retention and disposal:**

Paper documents at the health care facility related to authorizing the fee basis care and the services authorized, billed and paid for are maintained in the Patient Medical Records-VA (24VA136). These records are retained at health care facilities for a minimum of three (3) years after the last episode of care. After the third year of inactivity the paper record is screened and vital documents are removed and retained for an additional seventy-two (72) years at the facility as a perpetual medical record. The remaining portion of the record is transferred to the nearest Federal Record Center for seventy-two (72) more years of storage. Automated storage media and other paper documents that are included in this system of records and not maintained in the Patient Medical Records-VA (24VA136) are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Medical Administration Service (161B), VA Central Office, Washington, DC 20420.

**Notification procedures:**

An individual who wishes to determine whether a record is being maintained in this system under the individual's name or other personal identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the last VA health care facility where care was authorized or rendered. Addresses of VA health care facilities may be found in VA Appendix 1 at end of this document. All inquiries must reasonably identify the portion of the fee basis record involved and the place and approximate date that medical care was provided. Inquiries should include the patient's full name, social security number and return address.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA fee basis records may write, call or visit the last VA facility where medical care was authorized or provided. Contesting record procedures: (See Record Access Procedures above.)

**Record source categories:**

The patient, family members or accredited representative, and friends, employers or other third parties when otherwise unobtainable from the patient or family; military service departments; private medical facilities and health care professionals; Patient Medical Records-VA (24VA136); other Federal agencies; VA regional offices; VA automated record systems including Individuals Submitting Invoices/ Vouchers for Payment-VA (13VA047), Veterans and Beneficiaries Identification and Records Location Subsystem-VA (38VA23) and the Compensation, Pension, Education and Rehabilitation Records-VA (58VA21/22); and, various automated systems providing clinical and managerial support at VA health care facilities.

[VA amended this system of records at 69 Fed. Reg. 18428 \(April 7, 2004\)](#)

24VA19

**System name: Patient Medical Records—VA.**

**System location:**

Paper records are maintained at VA health care facilities and Federal record centers. Address locations for VA facilities are listed in VA Appendix 1 at the end of this document. Paper record abstract information is stored in automated storage media records that are maintained at the health facilities (in most cases, back-up computer tape information is stored at off-site locations); VA Central Office, Washington, DC; VA Central Office files maintained at the National Institutes of Health Computer Center, Bethesda, MD; the VA Boston Development Center, Braintree, MA; the Information Systems Centers; the Regional Directors and Division Offices; and the VA Data Processing Center, Austin, TX. Active paper records are generally maintained by the last health care facility where care was rendered. In some cases, copies of paper records, or copies of parts of these records, may be maintained at VA Central Office and/or Regional Directors and Division Offices. The Regional Directors are located at: Eastern Region, Baltimore, MD, with Regional Division Offices at Albany, NY, Baltimore, MD, Bedford, MA, and Pittsburgh, PA; Central Region, Ann Arbor, MI, with Regional Division Offices at Ann Arbor, MI, Indianapolis, IN, Minnesota, MN, and St. Louis, MO; Southern Region, Jackson, MS, with Regional Division Offices at Atlanta, GA, Dallas, TX, Jackson, MS, and Tampa Bay, FL; and the Western Region, San Francisco, CA, with Regional Division Offices at Palo Alto, CA, Phoenix, AZ, Portland, OR, and Salt Lake City, UT.

**Categories of individuals covered by the system:**

1. Veterans who have applied for health care services under title 38, United States Code, chapter 17, and in certain cases members of their immediate families.
2. Spouse, surviving spouse, and children of certain veterans who have applied for health care services under title 38, United States Code, chapter 17.
3. Beneficiaries of other Federal agencies.
4. Individuals examined or treated under contract or resource sharing agreements.
5. Individuals examined or treated for research or donor purposes.
6. Individuals who have applied for title 38 benefits but who do not meet the requirements under title 38 to receive such benefits.
7. Individuals who were provided medical care under emergency conditions for humanitarian reasons.
8. Pensioned members of allied forces who are provided health care services under Title 38, United States Code, Chapter I.

**Categories of records in the system:**

The patient medical record is a consolidated health record (CHR) which may include an administrative record folder (e.g., medical benefit application and eligibility information including information obtained from Veterans Benefits Administration automated records such as the Veterans and Beneficiaries Identification and Records Location Subsystem-VA (38VA23) and the Compensation, Pension, Education and Rehabilitation Records-VA (58VA21/22), correspondence about the individual), medical record folder (a cumulative account of sociological, diagnostic, counseling, rehabilitation, drug and alcohol, dietetic, medical, surgical, dental, psychological, and/or psychiatric information compiled by VA professional staff and non-VA health care providers), and subsidiary record information (e.g., tumor registry, dental, prosthetic, pharmacy, nuclear medicine, dietetic, social work, clinical laboratory, radiology, patient scheduling information, information related to funds that are deposited at the health care facility for safekeeping). The consolidated health record may include identifying information (e.g., name, address, date of birth, VA claim number, social security number), military service information (e.g., dates, branch and character of service, service number, medical information), family information (e.g., next of kind and person to notify in emergency address information, name, social security number and date of birth for veteran's spouse and dependents, family medical history information), employment information (e.g., occupation, employer name and address), financial information (e.g., family income, assets, expenses, debts, amount and source of income for veteran, spouse and dependents), third-party health plan contract information (e.g., health insurance carrier name and address, policy number, amounts billed and paid), and information pertaining to the individual's medical, surgical, psychiatric, dental, and/or psychological examination, evaluation, and/or treatment (e.g., information related to the chief complaint and history of present illness and information related to physical, diagnostic, therapeutic, and special examinations, clinical laboratory, pathology and x-ray findings, operations, medical history, medications prescribed and dispensed, treatment plan and progress, consultations, photographs taken for identification and medical treatment, education and research purposes, facility locations where treatment is provided, observations and clinical impressions of health care providers (and identity of providers) to include, as appropriate, the present state of the patient's health, an assessment of the patient's emotional, behavioral, and social status, as well as an assessment of the patient's rehabilitation potential and nursing care needs). Patient medical record abstract information is maintained in auxiliary paper and automated records (e.g., Patient Treatment File (PTF) (data from inpatient episodes of care), Agent Orange Registry (veterans examined for Agent Orange exposure), Former Prisoner of War Tracking System (former POW's who have received a medical evaluation), outpatient visit file (OPC) (data relating to outpatient visits of patients and collaterals), Annual Patient Census File (data on a cross-section of patients in VA health care facilities, cardiac pacemaker registry (patients implanted with a cardiac pacemaker), Hospital Based Home Care Program (patients provided medical services at home), Spinal Cord Injury (SCI) registry (SCI patients who have been examined or treated), AIDS (Acquired

Immunodeficiency Syndrome) registry (patients examined or treated for AIDS or AIDS Related Complex)).

A perpetual medical record is established and maintained at the health care facility when a consolidated health record is transferred to a Federal record center for storage. The perpetual medical record consists of the application(s) for medical benefits, hospital summary(ies), operation report(s), and tissue examination(s) for all episodes of care, and if applicable, autopsy report and certain Freedom of Information and Privacy Acts related records. Records related to ionizing radiation and agent orange claimants include ionizing radiation registry and agent orange registry code sheets, progress notes, laboratory reports, and follow-up letters.

**Purpose(s):**

The paper and automated records may be used for such purposes as:

Producing various management and patient follow-up reports; responding to patient and other inquiries; for epidemiological research and other health care related studies; statistical analysis, resource allocation and planning; providing clinical and administrative support to patient medical care; determining entitlement and eligibility for VA benefits; processing and adjudicating benefit claims by VBA (Veterans Benefits Administration) RO (Regional Office) staff; for audits, reviews and investigations conducted by staff of the health care facility, the Regional Directors and Division Offices, VA Central Office, and the VA OIG (Office of Inspector General); law enforcement investigations; quality assurance audits, reviews and investigations; personnel management and evaluation; employee ratings and performance evaluations, and employee disciplinary or other adverse action, including discharge; advising health care professional licensing or monitoring bodies or similar entities of activities of VA and former VA health care personnel; accreditation of a facility by an entity such as the Joint Commission on Accreditation of Healthcare Organizations; and, notifying medical schools of medical students' performance.

**Authority for maintenance of the system:**

Title 38, United States Code, chapter 3, section 210(c)(1) and chapter 73, section 4115.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

To the extent that records contained in the system include information protected by 38 U.S.C. 4132, i.e., medical treatment information related to drug abuse, alcoholism or alcohol abuse, sickle cell anemia or infection with the human immunodeficiency virus, that information cannot be disclosed under a Routine Use unless there is also specific statutory authority permitting disclosure.

1. Disclosure of medical record data as deemed necessary and proper to Federal, State and local government agencies and national health organizations in order to assist in the development of programs that will be beneficial to claimants and to protect their rights under law and assure that they are receiving all benefits to which they are entitled.

2. Disclosure of medical care furnished and the period of care, as deemed necessary and proper to accredited service organization representatives and

other approved agents, attorneys, and insurance companies to aid claimants in the preparation, presentation and prosecution of claims under laws administered by the VA, State or local agencies.

3. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

4. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefit.

6. Disclosure of information from this system of records may be made by appropriate VA personnel to the extent necessary and on a need-to-know basis consistent with good medical-ethical practices to the next of kin and/or the person(s) with whom the patient has a meaningful relationship.

7. In response to an inquiry about a named individual from a member of the general public, disclosure of information may be made from this system of records to establish the patient's presence (and location when needed for visitation purposes) in a medical facility, to report the patient's general condition while hospitalized (e.g., satisfactory, seriously ill), or to report the amount of monthly VA monetary benefits being received by the patient.

8. Relevant information from this system of records may be disclosed as a routine use: In the course of presenting evidence to a court, magistrate or administrative tribunal, in matters of guardianship, inquests and commitments; to private attorneys representing veterans rated incompetent in conjunction with issuance of Certificates of Incompetency; and to probation and parole officers in connection with Court required duties.

9. Relevant information from this system of records, including the nature and amount of a financial obligation, may be disclosed as a routine use, in order to assist the Veterans Administration in the collection of unpaid financial obligations owed the VA, to a debtor's employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or

commanding officer. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

10. Release of information to a guardian ad litem in relation to his or her representation of a claimant in any legal proceeding.

11. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

12. A record containing the name(s) and address(es) of present or former members of the armed services and/or their dependents may be released from this system of records under certain circumstances: (1) To any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under Title 38, and (2) to any criminal or civil law enforcement governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name(s) or address(es) be provided for a purpose authorized by law; provided, further, that the record(s) will not be used for any purpose other than that stated in the request and that organization, agency or instrumentality is aware of the penalty provision of 38 U.S.C. 3301(f).

13. For the purpose of justifying emergency leave, disclosure to the Red Cross of the nature of the patient's illness, probable prognosis, estimated life expectancy and need for the presence of the related service member.

14. Any relevant information may be disclosed to attorney's, insurance companies, employers, third parties liable or potentially liable under health plan contracts, and to courts, boards, or commissions; such disclosures may be made only to the extent necessary to aid the Veterans Administration in preparation, presentation, and prosecution of claims authorized under Federal, State, or local laws, and regulations promulgated thereunder.

15. Disclosure of medical record data, excluding name and address, (unless name and address is furnished by the requester) for research purposes determined to be necessary and proper, to epidemiological and other research facilities approved by the Chief Medical Director.

16. In order to conduct Federal research necessary to accomplish a statutory purpose of an agency, at the written request of the head of the agency, or designee of the head of that agency, the name(s) and address(s) of present or former personnel of the Armed Services and/or their dependents may be disclosed (a) to a Federal department or agency or (b) directly to a contractor of a Federal department or agency. When a disclosure of this information is to be made directly to the contractor, the VA may impose applicable conditions on the department, agency and/or contractor to insure the appropriateness of the disclosure to the contractor.

17. Any relevant information may be disclosed to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

18. Disclosure of information from the record of an individual may be made by the examining VA physician to a non-VA physician, when that non-VA physician has referred the individual to the VA for medical care.

19. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

20. Any medical data concerning a nonjudicially declared incompetent patient may be disclosed by appropriate VA personnel to a third party upon the written authorization of the patient's next of kin in order for the patient, or, consistent with the best interest of the patient, a member of the patient's family, to receive a benefit to which the patient or family member is entitled, or, to arrange for the patient's discharge from a VA medical facility. Sufficient data to make an informed determination will be made available to such next of kin by appropriate VA personnel. If the patient's next of kin are not reasonably accessible, disclosure of medical data for these purposes may be made by the Chief of Staff, Director, or designee of the VA medical facility where the records are maintained.

21. Any information in this system of records, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed for the purposes identified below to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of an amount owed to the United States by virtue of a person's participation in any benefit program administered by the Veterans Administration. Information may be disclosed under this routine use only to the extent that it is reasonably necessary for the following purposes: (a) To assist the VA in collection of title 38 overpayments, overdue indebtedness, and/or costs of services provided individuals not entitled to such services; and (b) to initiate civil or criminal legal actions for collecting amounts owed to the United States and/or for prosecuting individuals who willfully or fraudulently obtain title 38 benefits without entitlement. This disclosure is consistent with 38 U.S.C. 3301(b)(6).

22. The name and address of a veteran, other information as is reasonably necessary to identify such veteran, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the veteran's indebtedness to the United States by virtue of the person's participation in a benefits program administered by the VA may be disclosed to a consumer reporting agency for purposes of assisting in the collection of such indebtedness, provided that the provisions of 38 U.S.C. 3301(g)(4) have been met.

23. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

24. Any information in this system may be disclosed to as State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond

to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

25. The individual's name, address, social security number and amount (excluding interest) of any indebtedness in an amount of 600 dollars or more which is waived under 38 U.S.C. 3102, compromised under 4 CFR Part 103, otherwise forgiven, or for which the applicable statute of limitations for enforcing collection has expired, may be disclosed to the Treasury Department, Internal Revenue Service, as a report of income under 26 U.S.C. 61(a)(12).

26. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

27. In the case of any record which is maintained in connection with the performance of any program or activity relating to infection with the Human Immunodeficiency Virus (HIV), information may be disclosed to a Federal, State, or local public health authority that is charged under Federal or State law with the protection of the public health, and to which Federal or State law requires disclosure of such record, if a qualified representative of such authority has made a written request that such record be provided as required pursuant to such law for a purpose authorized by such law. The person to whom information is disclosed should be advised that they may not redisclose or use such information for a purpose other than that for which the disclosure was made (38 U.S.C. 4132(b)(2)(C)). The disclosure of patient name and address under this routine use must comply with the provisions of 38 U.S.C. 3301(f)(2).

28. Information indicating that a patient or subject is infected with the Human Immunodeficiency Virus (HIV) may be disclosed by a physician or professional counselor to the spouse of the patient or subject or to an individual whom the patient or subject has, during the process of professional counseling or of testing to determine whether the patient or subject is infected with the virus, identified as being a sexual partner of the patient or subject. Disclosures may be made only if the physician or counselor, after making reasonable efforts to counsel and encourage the patient or subject to provide the information to the spouse or sexual partner and that the disclosure is necessary to protect the health of the spouse or sexual partner. Such disclosures should, to the extent feasible, be

made by the patient's or subject's treating physician or professional counselor. Before any patient or subject gives consent to being tested for the HIV, as part of pre-testing counseling, the patient or subject must be informed fully about these notification procedures.

29. The name of a veteran, or other beneficiary, other information as is reasonably necessary to identify such individual, and any information concerning the individual's indebtedness by virtue of a person's participation in a medical care and treatment program administered by VA, may be disclosed to the Treasury Department, Internal Revenue Service, for the collection of indebtedness arising from such program by the withholding of all or a portion of the person's Federal income tax refund. These records may be disclosed as part of a computer matching program to accomplish these purposes.

30. Relevant information (excluding medical treatment information related to drug or alcohol abuse, infection with the human immunodeficiency virus or sickle cell anemia) may be disclosed to the Department of Health and Human Services (HHS) for the purpose of identifying improper duplicate payments made by Medicare fiscal intermediaries where VA authorized and was responsible for payment for medical services obtained at non-VA health care facilities. The purpose of the review is for HHS to identify duplicate payments and initiate recovery of identified overpayments and, where warranted, initiate fraud investigations, or, to seek reimbursement from VA for those services which were authorized by VA and for which no payment, or partial payment, was made by VA. The information to be disclosed to HHS for those patients authorized by VA to obtain medical services from non-VA health care facilities includes patient identifying information to include name, address, Social Security number, and date of birth, and dates of admission and discharge, diagnostic, surgical and procedures codes, and state and county of residence and zip code. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

31. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

32. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which

relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

33. Relevant medical record treatment information (excluding medical treatment information related to drug or alcohol abuse, infection with the human immunodeficiency virus or sickle cell anemia) may be disclosed to a State veterans home for the purpose of medical treatment and/or follow-up at the State home when VA makes payment of a per diem rate to the State home for the patient receiving care at such home and the patient receives VA medical care.

34. Relevant medical record treatment information (excluding medical treatment information related to drug or alcohol abuse, infection with the human immunodeficiency virus or sickle cell anemia) may be disclosed to (1) a Federal agency or non-VA health care provider or institution when VA refers a patient for hospital or nursing home care or medical services or authorizes a patient to obtain non-VA medical services and the information is needed by the Federal agency or non-VA institution on provider to perform the services; or (2) a Federal agency or to a non-VA hospital (Federal, State and local public or private) or other medical installation having hospital facilities, organ banks, blood banks, or similar institutions, medical schools or clinics, or other groups or individuals that have contracted or agreed to provide medical services or share the use of medical resources under the provisions of 38 U.S.C. 213, 4117, 5011, or 5053, when treatment is rendered by VA under the terms of such contract or agreement or the issuance of an authorization and the information is needed for purposes of medical treatment and/or follow-up, determining entitlement to a benefit, or, for VA to effect recovery of the costs of the medical care.

35. For program review purposes and the seeking of accreditation and/or certification, record information may be disclosed to survey teams of the Joint Commission on Accreditation of Healthcare Organizations, College of American Pathologists, American Association of Blood Banks, and similar national accreditation agencies or boards with who VA has a contract or agreement to conduct such reviews, but only to the extent that the information is necessary and relevant to the review.

36. Relevant medical record information (excluding medical treatment information related to drug or alcohol abuse, infection with the human immunodeficiency virus or sickle cell anemia) concerning a patient being considered for outplacement by VA may be disclosed to a non-VA nursing home facility that is considering the patient for admission when information concerning the individual's medical care is needed for the purpose of preadmission screening under 42 CFR 483.20(f) for the purpose of identifying patients who are mentally ill or mentally retarded so they can be evaluated for appropriate placement.

37. Information from a named patient's VA medical record which relates to the performance of a health care student or provider may be disclosed to a medical or nursing school or other health care related training institution on other facility with which there is an affiliation, sharing agreement, contract, or similar arrangement when the student or provider is enrolled at or employed by the school or training institution or other facility and the information is needed for personnel management, rating and/or evaluation purposes.

38. Relevant patient medical record information may be disclosed to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor to perform the services of the contract or agreement.

39. Identifying information, including social security number, concerning veterans, spouse(s) of veterans, and the dependents of veterans, may be disclosed to other Federal agencies for purposes of conducting computer matches to obtain information to determine or verify eligibility of certain veterans who are receiving VA medical care under Title 38, U.S.C..

40. The name and social security number of a veteran, spouse and dependent, and other identifying information as is reasonably necessary may be disclosed to the Social Security Administration, Department of Health and Human Services, for the purpose of conducting a computer match to obtain information to validate the social security numbers maintained in VA records.

41. The patient name and relevant medical record treatment information concerning an adverse drug reaction of a patient may be disclosed to the Food and Drug Administration, Department of Health and Human Services for purposes of quality of care management including detection, treatment, monitoring, reporting, analysis and follow-up actions relating to adverse drug reactions

42. Patient identifying information may be disclosed from this system of records to Federal agencies such as the Department of Defense, Office of Personnel Management and Department of Health and Human Services and VA and government-wide third-party insurers responsible for payment of the cost of medical care for the identified patients in order for VA to seek recovery of the medical care costs. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

43. Pursuant to 38 U.S.C. 7464 and notwithstanding sections 5701 and 7332, when requested by a VA employee or former VA employee (or a representative of the employee) whose case is under consideration by VA Disciplinary Appeals Board, in connection with the considerations of the Board, records or information may be reviewed by or disclosed to the employee or former employee (or representative) to the extent the Board considers appropriate for purposes of the proceedings of the Board in that case, when authorized by the chairperson of the Board.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

Records (or information in records) are maintained on paper documents in the consolidated health record at the last VA health care facility where care was rendered and at Federal records centers. Subsidiary record information is maintained at the various respective services within the health care facility (e.g., Pharmacy, Fiscal, Dietetic, Clinical Laboratory, Radiology, Social Work, Psychology, etc.) and by individuals, organizations, and/or agencies with whom VA has a contract or agreement to perform such services as VA may deem practicable. All or portions of the consolidated health record is stored or maintained on-line in VISTA or DHCP (Veterans Information Systems Technology Architecture or Decentralized Hospital Computer Program) computer systems in each VA health care facility and back-up computer files maintained at off-site locations, and may also be stored, in part, at VA Central Office, the National Institutes of Health, the VA Boston Development Center, Chief Information Officer Field Offices (CIOFOs), VA regional offices (VAROs), and the Austin Automation Center (AAC), Austin, Texas.

**Retrievability:**

Patient medical record folders are indexed by name and social security number and maintained in terminal digit order. Automated records are indexed by name and social security number.

**Safeguards:**

1. Access to working spaces and patient medical record storage areas in VA health care facilities is restricted to VA employees on a “need-to-know” basis. Generally, file areas are locked after normal duty hours and the health care facilities are protected from outside access by the Federal Protective Service or other security personnel. Access to patient medical records is restricted to VA employees who have a need for the information in the performance of their official duties. Employee patient medical records and records of public figures or otherwise sensitive patient medical records are generally stored in separate locked files. Strict control measures are enforced to ensure that access to and disclosures from these patient medical records are limited to a “need-to-know” basis.

2. Access to the VISTA or/and DHCP computer rooms within the health care facilities is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. ADP peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected. Information in DHCP and VISTA systems may be accessed only by authorized VA employees. Access to file information is controlled at two levels: The system recognizes authorized employees by a series of individually unique passwords/codes as a part of each data message, and the employees are limited to only that information in the file which is needed in the performance of their official duties. Information that is downloaded from PTF, OPC, DHCP and VISTA files and maintained on personal computers must be afforded similar storage and access protections as the data that is maintained in the original files.

3. Authorized Veterans Benefits Administration (VBA) regional office personnel are provided direct, on-line remote access to VHA patient treatment

records maintained on DHCP or VISTA systems at VA health care facilities for the purposes of reading and downloading veterans' medical record relevant to the development and adjudication of the veterans' claims. To the extent that medical treatment records do not exist in electronic format, VBA will continue to access treatment records via AMIE (Automated Medical Information Exchange) software.

4. Access to the Austin Automation Center (AAC) is generally restricted to AAC employees, custodial personnel, Federal Protective Service and other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to computer rooms are escorted. Information stored in the AAC databases may be accessed by authorized VA employees at remote locations including VA health care facilities, VA Central Office, VISN (Veterans Integrated Service Network) Offices, and OIG headquarters and field staff. Access is controlled by individually unique passwords/codes which must be changed periodically by the employee.

5. Access to records maintained at VA Central Office, the VA Boston Development Center, the CIOFOs, and the VISN Offices is restricted to VA employees who have a need for the information in the performance of their official duties. Access to information stored in electronic format is controlled by individually unique passwords/ codes. Records are maintained in manned rooms during working hours. The facilities are protected from outside access during non-working hours by the Federal Protective Service or other security personnel.

6. Information stored on computers at the CIOFOs may be accessed by authorized VA employees at remote locations including VA health care facilities and VISN Offices. Access to electronically stored information is controlled by individually unique passwords/codes. Records are maintained in manned rooms during working hours. The facilities are protected from outside access during non-working hours by the Federal Protective Service or other security personnel.

7. Access to PTF information stored by VA Central Office at the National Institutes of Health Computer Center is limited to quality assurance program staff at VA Central Office and the VISN Offices. VA Central Office staff may access the nationwide data and staff of the VISN Offices may access data for their network area. Access to file information is controlled by individually unique passwords/codes.

8. Information downloaded from OPC, PTF and VISTA/DHCP files and maintained by the OIG headquarters and field offices on automated storage media is secured in storage areas or facilities to which only OIG staff have access. Paper documents are similarly secured. Access to paper documents and information on automated storage media is limited to OIG employees who have a need for the information in the performance of their official duties. Access to information stored electronically is controlled by individually unique passwords/codes.

**Retention and disposal:**

Consolidated health records are retained at health care facilities for a minimum of 3 years after the last episode of care. After the third year of inactivity

the paper record is transferred to the nearest Federal record center for 72 more years of storage. Information stored on electronic storage media is retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Medical Administration Service (161B), VA Central Office,  
Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the last VA health care facility where care was rendered. Addresses of VA health care facilities may be found in VA Appendix 1 at the end of this document. All inquiries must reasonably identify the portion of the medical record involved and the place and approximate date that medical care was provided. Inquiries should include the patient's full name, social security number and return address.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA medical records may write, call or visit the last VA facility where medical care was provided.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

The patient, family members or accredited representative, and friends, employers or other third parties when otherwise unobtainable from the patient or family; military service departments; health insurance carriers; private medical facilities and health care professionals; State and local agencies; other Federal agencies; VA regional offices, Veterans Benefits Administration automated record systems (including Veterans and Beneficiaries Identification and Records Location Subsystem-VA (38VA23) and the Compensation, Pension, Education and Rehabilitation Records-VA (58VA21/22); and, various automated systems providing clinical and managerial support at VA health care facilities.

[VA amended this system of records at 67 Fed. Reg. 61209 \(September 27, 2002\)](#)

**27VA047**

**System name: Personnel and Accounting Pay System-VA.**

**System location:**

VA Data Processing Center, Austin, Texas; the field stations where the employee is on duty. Categories of individuals covered by the system: All VA employees (including Consultants and Attendings).

**Categories of records in the system:**

PAID Master Records, Record of Salary Payments, Time and Attendance Report File, Earnings and Leave Statement, Individual Retirement Record, Payroll Folder Files, Personnel Action Records and Basic Authorizations, Training and Incentive Awards Record, Carpool and Ridesharing Program Records (i.e., name, address, office location at the facility).

**Authority for maintenance of the system:**

Statutory provisions, Executive Order 12191 (45 FR 7997 (Feb. 6, 1980)) and other Executive Orders of the President, and rules and regulations of certain Federal regulatory departments and agencies.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. To produce and maintain the personnel and payroll records, including reports and statistical data, of VA employees for use by Federal, State and local agencies and organizations authorized by law or regulation to have access to such information.
2. Transfer payroll information to complete payroll checks, bond deductions and withholding taxes to the Treasury Department in order to effect delivery of payroll checks and saving bonds to VA employees.
3. Transfer payroll information to the Social Security Administration in order to credit quarterly posting for social security.
4. Transfer withholding tax information to State and/or city governments to effect payment of taxes to city and/or State governments and to create W-2's.
5. Transfer retirement record information to the Office of Personnel Management (OPM) in order to provide a history of service and retirement deductions.
6. Transfer employee Payroll Folder File, Record of Salary Payments, and Time and Attendance Reports to the National Archives and Records Administration in order to provide a history of all salaries, deductions and time and leave.
7. Transfer unemployment compensation information to State agencies to compile unemployment compensation data.
8. Transfer personnel data to the Office of Personnel Management

(OPM) in order to provide the OPM with a readily accessible major data source for meeting work force information needs of OPM, national planning agencies, the Congress, the White House and the public.

9. The Department of Veterans Affairs, on its own initiative, may disclose any information in this system, except veterans' names and addresses, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal, or regulatory in nature and whether arising by general or program statute or by regulation, rule, or order issued pursuant thereto, to any Federal, foreign, State, or local government agency charged with the responsibility of investigative or prosecuting such violations, or charged with enforcing or implementing the statute, rule, regulation, or order issued pursuant thereto.

10. A record from this system of records may be disclosed as a "routine use" to a Federal, State or local agency, or to a non-governmental organization maintaining civil, criminal or other relevant information, such as current licenses, registration or certification, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the use of an individual as a consultant, attending or to provide fee basis health care, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other benefits. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

11. A record from this system of records may be disclosed to a Federal, State or local agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

12. Relevant information from this system of records, including the nature and amount of a financial obligation, may be disclosed as a routine use, in order assist VA in the collection of unpaid financial obligations owed to VA, to a debtor's employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or commanding officer. This purpose is consistent with the Federal Claims Collection Act (31 U.S.C. chapter 37, subchapters I and II) 4 CFR parts 101-105, and 38 CFR 1.900-1.954.

13. To provide State and local taxing authorities employee names, home addresses, social security numbers, gross compensation paid for a given period, taxes withheld for the benefit of the recipient jurisdiction or other jurisdictions, according to the provisions of State and/or local law.

14. Relevant information from this system of records, including available identifying data regarding the debtor, such as name of debtor, last known address of debtor, name of debtor's spouse, social security account number of debtor, VA insurance number, VA loan number, VA claims number, place and date of birth of debtor, name and address of debtor's employer or firm, and dates of employment, may be disclosed to other Federal agencies, State probate courts, State drivers' license bureaus, and State automobile title and license bureaus as a routine use in order to obtain current address, locator and credit

report assistance in the collection of unpaid financial obligations owed to the U.S. This purpose is consistent with the Federal Claims Collection Act (31 U.S.C. chapter 37, subchapters I and II) 4 CFR parts 101-105, and 38 CFR 1.900-1.954.

15. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

16. Information and records in this system may be disclosed to the National Archives and Records Administration and the General Services Administration in records management inspections conducted under the authority of 44 U.S.C. 2904 and 2906 and the implementing regulations.

17. The name and general geographic location where an employee resides (not specific home address) may be disclosed by the facility Employee Transportation Coordinator to other employees in order to promote the car/vanpooling and ridesharing program established in accordance with Executive Order 12191 and to enable the VA to verify membership in car and vanpools.

18. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

19. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena.

20. The name of the employee, social security number, beginning and ending pay period dates, the number of hours worked during a given pay period, the gross salary and duty station information may be disclosed to the Department of Labor (DOL) Inspector General's office (IG) in order for the DOL IG to conduct a computer match of these records with various state unemployment benefit files. The purpose of this computer matching program will be to determine if Federal employees have been properly drawing state unemployment benefit payments. These payments are ultimately reimbursed to the state by the Federal Government.

21. Relevant information from this system of records concerning full time VA physicians and dentists, including name, social security number, and date of birth, may be disclosed to Federal, State and local agencies, and to independent insurance carriers (processors or medical claims), for the purpose of conducting computer matches to determine if their outside professional income is accurately reported and obtained only from sanctioned professional activities.

22. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty, in order for the

Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

23. Any information in this system of records may be disclosed to any State, local, or foreign civil or criminal law enforcement governmental agency or instrumentality charged under applicable law with the protection of the public health or safety for the purpose of protecting public health or safety if qualified representative of such agency or instrumentality has made a written request that such information be provided in order to meet a statutory reporting requirement.

24. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

25. Any information in this system may be disclosed to the Department of Treasury, Internal Revenue Service (IRS), where required by law or regulation to report withholding information and to effect payment of taxes withheld to IRS and to create W-2's.

26. Relevant information from this system of records, including social security number, date of birth, home address, and the amount of contributions, interfund transfers, or other financial information may be disclosed to the Federal Retirement Thrift Investment Board in order to effect employee participation in the Thrift Savings Plan.

27. Relevant information from this system of records concerning residents and interns employed at VA Medical Centers, including names, social security numbers, occupational titles, and dates of service, may be disclosed to the Health Care Financing Administration (HCFA) as part of an ongoing computer

matching program. The purpose of this computer matching program is to help assure that no intern or resident is counted as more than one full-time equivalent in accordance with program regulations governing Medicare education costs.

28. Information from this system of records may be disclosed in response to legal processes, including interrogatories, served on the Agency in connection with garnishment proceedings against current or former VA employees under 5 U.S.C. 5520a.

29. Relevant information from this system of records may be disclosed to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor to perform the services of the contract or agreement. In accordance with the provisions of the contract or agreement, the contractor may disclose relevant information from this system of records to a third party. This includes the situation where relevant information may be disclosed to a third party upon the presentation or submission to the contractor by that third party of specific authorization or access data (e.g., an authorization code or number), which is obtained from VA or the VA contractor only by the individual employee to whom the information pertains. The employee's release of the specific authorization or access data to a third party indicates the employee's authorization for the disclosure of such information to that third party.

30. The names, social security numbers, home addresses, dates of birth, dates of hire, quarterly earnings, employer identifying information, and State of hire of employees may be disclosed to the Office of Child Support Enforcement, Administration for Children and Families, Department of Health and Human Services Federal Parent Locator System (FPLS) for the purpose of locating individuals to establish paternity, establishing and modifying orders of child support, identifying sources of income, and for other child support enforcement actions as required by the Personal Responsibility and Work Opportunity Reconciliation Act (Welfare Reform Law, Pub. L. 104-193).

31. Information from this system of records may be released to the Social Security Administration for verifying social security numbers in connection with the operation of the Federal Parent Locator System (FPLS) by the Office of Child Support Enforcement.

32. Information from this system of records may be released to the Department of the Treasury for purposes of administering the Earned Income Tax Credit Program (Section 32, Internal Revenue Code of 1986) and verifying a claim with respect to employment in a tax return.

33. To disclose information to the Federal Labor Relations

Authority (including its General Counsel when requested in connection with the investigation and resolution of allegations of unfair labor practices, in connection with the resolution of exceptions to arbitrator awards when a question of material fact is raised, in connection with matters before the Federal Service Impasses Panel, and to investigate representation petitions and conduct or supervise representation elections.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents, microfiche, magnetic media.

**Retrievability:**

VA personnel records are filed by name. Automated data processing records are indexed by social security number within station.

**Safeguards:**

Physical Security: Access to Payroll Folder Files is restricted to fiscal officers and employees of the Payroll Section. Access to Official Personnel Folder Files is restricted to personnel officers and employees authorized access under Federal Personnel Manual and VA Manual, MP-5, Personnel Policy. Personnel and Fiscal offices are locked after working hours and are protected from outside access by the Federal Protective Service and other security officers. Access to data by means of on-line (query) data base or down-loading with a Decentralizing Hospital Computer Program (DHCP) is restricted to authorized employees by means of unique user identification and passwords. User identifications and passwords will be seven (7) characters in length. These codes are to be mailed in a sealed envelope to an employee's business address and will be opened only by the addressed employee. No user identification or password will be given to an employee except those authorized access under Federal Personnel Manual and VA Manual, MP-5, Personnel Policy.

**Retention and disposal:**

Payroll Folder File - Retired to the National Personnel Records Center three years after close of calendar year following transfer or separation of employee and after audit clearance of related pay records - disposed of 56 years after date of last entry on card. Official Personnel Service Folder File - Retired to the National Personnel Records Center 30 days after separation - disposed of 75 years after birth of employee.

**System manager(s) and address:**

Deputy Assistant Secretary for Financial Management (047), DVA Central Office, Washington, DC 20420.

**Notification procedure:**

Individuals seeking information concerning the existence of a record pertaining to themselves must submit a written request to the VA station of employment. Addresses of stations may be found in VA Appendix 1 at the end of this document. Inquiries should include the employee's full name, social security number, office and return address.

**Record access procedures:**

Employees or representatives designated in writing seeking information regarding access to and contesting of VA records may write, call or visit the VA office of employment.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Personnel records information received from employees, VA officials, other Government and State Agencies.

**28VA119**

**System name: Personnel Registration under Controlled Substance Act-VA.**

**System location:**

Records are maintained at each of the Veterans Administration health care facilities. Address locations are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

Health practitioners authorized to prescribe drugs under the Controlled Substance Act.

**Categories of records in the system:**

Registration Card Record containing the information necessary for verification of employee control under the Controlled Substance Act. The employee's name, social security number, signature and his Drug Enforcement Agency control number, assigned by either the State or the Veterans Administration, depending on local policy as required by the Act.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, Section 210(c)(1), Pub. L. 91-513, Controlled Substance Act of 1970.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued thereto.

2. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefits.

3. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

4. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

5. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

6. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

7. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

8. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents.

**Retrievability:**

All registration records under the Controlled Substance Act are indexed by employee's name, social security number or Drug Enforcement Agency's Control Number.

**Safeguards:**

Physical Security: Access to VA working space and medical record storage areas is restricted to VA employees on a 'need to know' basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service. Employee file records and file records of public figures or otherwise sensitive medical record files are stored in separate locked files. Strict control measures are enforced to ensure that disclosure is limited to a 'need to know' basis.

**Retention and disposal:**

This record is retained in Pharmacy while the individual is employed at a Veterans Administration health care facility. When the employee terminates his position in a particular VA health care facility his record is combined with his personnel folder and transferred to the next facility or forwarded to the Civilian Personnel Records Center, St. Louis, for retention.

**System manager(s) and address:**

Director Pharmacy Service (119), VA Central Office, Washington, DC 20420.

**Notification procedure:**

Individuals seeking information concerning the existence and content of a record pertaining to themselves must submit a written request or apply in person to the VA health care facility, where record is maintained. All inquiries must reasonably identify the record involved and the approximate date it was maintained. Inquiries should include employee's name, social security number, and Drug Enforcement Agency's Control Number.

**Record access procedures:**

Employees or duly authorized representatives seeking information regarding access to and contesting of VA records may write, call, or visit the Veterans Administration facility where employee's record was maintained.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

(1) The employee. (2) Drug Enforcement Agency or VA health care facility.

**29VA11**

**System name: Physician, Dentist and Supervisory Nurse  
Professional Standards Board Action File-VA.**

**System location:**

Department of Medicine and Surgery (11B), Veterans Administration Central Office, Washington, DC 20420.

**Categories of individuals covered by the system:**

Physicians, dentists, supervisory nurses and physician's assistants, appointed under 38 USC, chapter 73, currently or formerly employed at a VA health care facility.

**Categories of records in the system:**

Personnel forms and correspondence pertaining to promotions, reassignments, transfers, proficiency ratings physical examinations, etc., all of which are duplicated in the employee's official personnel folder. This system also contains board action folders for former employees who cannot be re-employed without approval of the Chief Medical Director.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 73, Section 4108.

**Routine uses of records maintained in the system, including  
categories of users and the purposes of such uses:**

1. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

3. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefits.

4. All of the information contained in this system of records is used for official purposes of the Veterans Administration; all such uses of the information are compatible with the purpose for which the information was collected.

5. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

6. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

7. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty, in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

9. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

9. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank or to a State or local government licensing board which maintains records concerning the issuance, retention or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession or specialty when under the following circumstances, through a peer review process that is undertaken pursuant to VA policy, negligence, professional incompetence, responsibility for improper care, and/or professional misconduct

has been assigned to a physician or licensed or certified health care practitioner: (1) On any payment in settlement (or partial settlement) of, or in satisfaction of a judgment in, a medical malpractice action or claim; or, (2) on any final decision that adversely affects the clinical privileges of a physician or practitioner for a period of more than 30 days. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents.

**Retrievability:**

Alphabetically by name.

**Safeguards:**

Physical Security: Access to VA working space and medical record storage areas is restricted to VA employees on a 'need to know' basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service. Employee file records and file records of public figures or otherwise sensitive medical record files are stored in separate locked files. Strict control measures are enforced to ensure that disclosure is limited to a 'need to know' basis.

**Retention and disposal:**

Disposed of three years after date of last service with the VA. Board action folders of former employees who cannot be re-employed without approval of the Chief Medical Director are reviewed periodically. Those folders no longer requiring approval of the Chief Medical Director are interfiled with the regular board actions folders. Destruction of records accomplished by either shredding or burning.

**System manager(s) and address:**

Chairman Special Boards, Department of Medicine and Surgery (11B), Veterans Administration Central Office, Washington, DC 20420.

**Notification procedure:**

Physicians, dentists and supervisory nurses seeking information concerning the existence and content of a board action folder pertaining to themselves must submit a written request or apply in person to the system manager.

**Record access procedures:**

Physicians, dentists and supervisory nurses seeking information regarding access to and contesting of VA Board Action Folders may write, call or visit the system manager.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

VA health care facilities official personnel folders.

## 32VA00

### **System name: Veteran, Employee and Citizen Health Care Facility Investigation Records-VA.**

#### **System location:**

Records are maintained at each of the VA health care facilities. Address locations are listed in VA Appendix 1 at the end of this document.

#### **Categories of individuals covered by the system:**

1. Veterans, employees and private citizens who have been injured as a result of accident or assault.
2. Veterans who have died as a result of violence or accident, such as, suicide, homicide, reaction to anesthesia or drugs, assault, transfusion accident, blood incompatibility, error in treatment, neglect of patient, fire, firearms, explosion, etc.
3. Employees and private citizens who have died as a result of violence or accident.
4. Veterans who have left the health care facility without authorization.
5. Veterans, employees and private citizens who have alleged the loss of personal property, funds or valuables.
6. Veterans and private citizens who have alleged abuse by members of the health care facility staff.
7. Employees who have alleged discrimination, abuse or threats of violence by other employees, veterans and private citizens.
8. Veterans, employees and visitors who have assaulted other individuals.
9. Veterans, employees or private citizens who have been involved in the sale of illegal drugs or alcohol within the health care facility.
10. Veterans, employees and private citizens who have been accused of stealing from other individuals or from the VA health care facility.
11. Employees who have been accused of improper and unethical conduct.
12. Veterans, employees and private citizens who have willfully or accidentally destroyed or damaged Federal property.

#### **Categories of records in the system:**

Copies of reports of investigations, findings, and follow-up concerning employees, patients and private citizens, injuries, property damage, accidents, thefts, assaults, discrimination, complaints, elopements, unethical conduct, etc.

#### **Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, Section 210(c)(1), and Title 38, United States Code, Chapter 57, Section 3311.

#### **Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Transfer of required information to private insurance companies to determine whether payments of benefits are appropriate and determine liability.
2. Transfer of required information to local and State unemployment agencies to determine whether payments of benefits are appropriate.
3. Transfer of required information to the Office of Workers

Compensation Program to determine whether payments of benefits are appropriate.

4. Transfer of required information to attorneys representing employees, veterans or private citizens accused of unethical conduct to assist attorneys in representing their clients.

5. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

6. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

7. A record from this system of records may be disclosed as a 'routine use' to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefit.

8. Relevant information from this system of records, including the nature and amount of a financial obligation, may be disclosed as a routine use, in order to assist the Veterans Administration in the collection of unpaid financial obligations owed the VA, to a debtor's employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or commanding officer. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

9. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

10. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

11. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the

Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

12. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

13. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes. Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:

**Storage:**

Paper documents and Photographs.

**Retrievability:**

Alphabetically by name.

**Safeguards:**

Physical Security: Access to VA working space and medical record storage areas are restricted to VA employees on a 'need to know' basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service. Employee file records and file records of public figures or otherwise sensitive medical record files are stored in separate

locked files. Strict control measures are enforced to ensure that disclosure is limited to a 'need to know' basis. Retention and disposal: Disposed of two years after case is closed. System manager(s) and address: Medical Inspector, Office of the Medical Inspector (10A6), VA Central Office, Washington, DC 20420. Notification procedure: Individuals seeking information concerning the existence and content of a record pertaining to themselves must submit a written request or apply in person to the appropriate VA health care facility. All inquiries must reasonably identify the incident involved and date of the incident. Inquiries should include the individual's full name and return address.

Record access procedures: Veterans, employees and private citizens or duly authorized representatives seeking information regarding access to and contesting of VA records may write, call or visit the appropriate VA health care facility.

Contesting record procedures: (See Record Access Procedures above.)

Record source categories: 1. Veterans. 2. Employees of a VA health care facility. 3. Other VA health care facilities, private physicians and dentists, or private hospitals and clinics. 4. Private citizens involved in the incident. 5. Federal, State, local and foreign law enforcement agencies. 6. Private insurance companies.

[VA amended this system of records at 70 Fed. Reg. 3980 \(January 27, 2005\)](#)

**33VA113**

**System name: National Prosthetic Patient Database (NPPD)-VA.**

**System location:**

Records are maintained at Department of Veterans Affairs (VA) Medical Centers' databases. Extracts are maintained at the Austin Automation Center (AAC), Austin, Texas, and Hines Information Service Center, Hines, Illinois. VA health care facility address locations are listed in VA Appendix I of the Biennial Privacy Act Issuances publication.

**Categories of individuals covered by the system:**

Contracted fabricators of prosthetic and orthotic appliances; vendors and manufacturers of durable medical equipment and sensory-neural aids; medical supply companies; VA beneficiaries; and VA employees.

**Categories of records in the system:**

VA field facility ordering the orthotic device; Patient Identification Number; Health Care Financing Administration Common Procedure Coding System (HCPCS); item purchased/issued to patient; cost; quantity; type of issue (initial/replace/repair/spare); patient eligibility category (service-connected, prisoner of war, aid and attendance); responsible VA procurement officer or representative; order creation date; order close/delivery date; calculated processing days; transaction/purchase order number; type of form used to purchase item (VAF 2421, PC2421, VAF 2529, VAF 2914, etc.); and vendor/contractor name. All other patient information, i.e., name, address, telephone number, can be retrieved by prosthetic program officials in VA Headquarters by using the unique Patient Identification Number assigned to the patient in NPPD.

**Authority for maintenance of the system:**

Title 38, United States Code, Section 527.

**Purpose(s):**

The records or information in this system will be used to furnish administrative and clinical statistical procurement and prescription information, including total cost and summary of activity, including equipment usage, data to the VA and other health care providers, both Federal and non-Federal, to aid in furthering the improvement of health care, research and education.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred at VA's initiative, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such

violation or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto. However, names and addresses of veterans and their dependents will be released only to Federal entities.

2. To furnish administrative and clinical statistical procurement and prescription information, including total cost and summary of activity, including equipment usage, data to VA and other health care providers, both Federal and non-Federal, to aid in furthering the improvement of health care, research and education.

3. To provide statistical and other information in response to legitimate and reasonable requests as approved by appropriate VA authorities.

4. Disclosure may be made to a Congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

5. Disclosure may be made to National Archives and Records Administration (NARA) and General Services Administration (GSA) in records management inspections conducted under authority of Title 44 United States Code.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Compact and magnetic disk.

**Retrievability:**

Indexed by Patient Identification Number for VA prosthetic personnel.

**Safeguards:**

1. Access to VA working and storage areas is restricted to VA employees on a "need to know" basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service. Strict control measures are enforced to ensure that disclosure is limited to a "need to know" basis. Physical access to the AAC is generally restricted to AAC staff, VA Headquarters employees, custodial personnel, Federal Protective Service and authorized operational personnel through electronic locking devices. All other persons gaining access to the computer rooms are escorted.

2. Access to computer rooms at health care facilities is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. ADP peripheral devices are placed in secure areas (areas that are locked or have limited access) or are otherwise protected. Information in the Veterans Health Information System and Technology Architecture (VistA) may be accessed by authorized VA employees. Access to file information is controlled at two levels; the systems recognize authorized employees by a series of individually-unique passwords/codes as a part of each data message, and the employees are limited to only that information in the file which is needed in the performance of their official duties. Access to information stored on automated storage media at other VA locations is controlled by individually-unique passwords/ codes.

**Retention and disposal:**

Records are retained until special release by the Prosthetic and Sensory Aids Service Strategic Healthcare Group, VA Central Office, 810 Vermont Ave., NW, Washington, DC 20420.

**System manager(s) and address:**

Chief Consultant, Prosthetic and Sensory Aids Service Strategic Healthcare Group (113), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Individuals seeking information concerning the existence and content of a record pertaining to themselves must submit a written request or apply in person to the VA health care facility where they received the orthotic/prosthetic device/appliance/equipment. All inquiries must reasonably identify the records involved and the approximate date that medical care was provided. Inquiries should include the individual's full name, and identifying characteristics.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of a VA Prosthetic-related record may write, call, or visit the VA facility where medical care was provided.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

VistA (79VA19), Patient Medical Records (24VA136), and veterans' records.

## 34VA12

### **System name: Veteran, Patient, Employee, and Volunteer Research and Development Project Records—VA.**

#### **System location:**

Records are maintained at each VA health care facility where the research project was conducted and at VA Central Office (VACO). Address locations are listed in VA Appendix 1 of the biennial Privacy Act Issuance publication. In addition, records are maintained at contractor and fieldwork sites as studies are developed, data collected and reports written. A list of locations where individually identifiable data are currently located is available from the System Manager.

#### **Categories of individuals covered by the system:**

The following categories of individuals will be covered by this system: (1) Veterans; (2) patients; (3) employees; or, (4) volunteers who have indicated their willingness to be a participant in medical research projects being performed by VA, by a VA contractor or by another Federal agency in conjunction with VA; and (5) research and development investigators.

#### **Categories of records in the system:**

Records, or information contained in records, vary according to the specific medical research involved and may include: (1) Research on biomedical, prosthetic and health care services; (2) research stressing spinal cord injuries and diseases and other disabilities that tend to result in paralysis of the lower extremities; and (3) morbidity and mortality studies on former prisoners of war. VACO records contain (4) a merit review of the project; and (5) a review and evaluation of the research and development investigators and of the participants in the program. The review and evaluation information concerning the research and development investigators may include personal and educational background information as well as specific information concerning the type of research conducted. Invention records contain: a certification page, describing the place, time, research support related to the invention and co-inventors; Technology Transfer Program Invention Evaluation Sheet Internal or External Invention Assessment reports; Research and Development Information System (RDIS) reports on research support related to the invention; Correspondence; and the Office of General Counsel Letter of Determination.

#### **Authority for maintenance of the system:**

Title 38, United States Code, Section 7301.

#### **Purpose(s):**

The records and information may be used to determine eligibility for research funding, to determine handling of intellectual properties, and to manage proposed and/or approved research endeavors.

#### **Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Transfer of statistical and other data to Federal, State, and local government agencies and national health organizations to assist in the development of programs.

2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or rule, regulation or order issued pursuant thereto.

3. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

4. Disclosure may be made to National Archives and Records Administration (NARA), General Services Administration (GSA) in records management inspections conducted under authority of 44 United States Code.

5. Disclosure of medical record data, excluding name and address (unless name and address is furnished by the requester) for research purposes determined to be necessary and proper, to epidemiological and other research facilities approved by the Under Secretary for Health.

6. In order to conduct Federal research necessary to accomplish a statutory purpose of an agency, at the written request of the head of the agency, or designee of the head of that agency, the name(s) and address(es) of present or former personnel of the Armed Services and/ or their dependents may be disclosed (a) to a Federal department or agency or (b) directly to a contractor of a Federal department or agency. When a disclosure of this information is to be made directly to the contractor, VA may impose applicable conditions on the department, agency and/or contractor to ensure the appropriateness of the disclosure to the contractor.

7. Upon request for research project data, the following information will be released to the general public, including governmental and non-governmental agencies and commercial organizations: Project title and number; name and educational degree of principal investigator; Veterans Health Administration (VHA) medical center location; type (initial, progress, or final) and date of last report; name and educational degree of associate investigators; and project summary. In addition, upon specific request, keywords and indexing codes will be included for each project.

8. Upon request for information regarding VA employees conducting research, the following information will be released to the general public, including governmental agencies and commercial organizations: Name and educational degree of investigator; VHA title; academic affiliation and title; hospital service; primary and secondary specialty areas and subspecialty.

9. Records from this system of records may be disclosed to a

Federal agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty, in order for the agency to obtain information relevant to an agency decision concerning the hiring, retention or termination of an employee or to inform a Federal agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

10. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

11. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (a) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice of an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (b) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, © the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

12. Information concerning individuals who have submitted research program proposals for funding, including the investigator's name, social security number, research qualifications and the investigator's research proposal, may be disclosed to qualified reviewers for their opinion and evaluation of the applicants and their proposals as part of the application review process.

13. Any information in this system may be disclosed to the Department of Justice (DOJ), including U.S. Attorneys, upon its official request in order for VA to

respond to pleadings, interrogatories, orders or inquiries from DOJ and to supply DOJ with information to enable DOJ to represent the U.S. Government in any phase of litigation or in any case or controversy involving VA.

14. Any invention information in this system may be disclosed to affiliated intellectual property partners to aid in the possible use, interest in, or ownership rights in VA intellectual property.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

(1) Paper documents. (2) Microscope slides. (3) Magnetic tape or disk. (4) Photographs. (5) Microfilm.

**Retrievability:**

Records are retrieved by individual identifiers and indexed by a specific project site or location, project number, or under the name of the research or development investigator.

**Safeguards:**

Physical Security: Access to VA working space and medical record storage areas is restricted to VA employees on a "need to know" basis. Generally, VA file areas are locked after normal duty hours and protected from outside access by the Federal Protective Service. Employee file records and file records of public figures or otherwise sensitive medical record files are stored in separate locked files. Strict control measures are enforced to ensure that disclosure is limited to a "need to know" basis. Access to a contractor's records and their system of computers used with the particular project are available to authorized personnel only. Records on investigators stored on automated storage media are accessible by authorized VACO personnel via terminals which are dedicated to this research and development information system.

**Retention and disposal:**

The project records are held five (5) years after completion of the research project and/or publication of a final report unless they become part of the patient's individual medical history file in which case the record would remain 75 years after the last activity of care. At the end of a study, records maintained by a contractor are returned to VA for appropriate disposition.

**System manager(s) and address:**

Director of Operations, Research and Development (12C), Department of Veterans Affairs, 810 Vermont Ave, NW., Washington, DC 20420.

**Notification procedure:**

Interested persons should write to: Director of Operations, Research and Development (12C), Department of Veterans Affairs, 810 Vermont Ave, NW., Washington, DC 20420. All inquiries must reasonably identify the project and site location; date of project and team leader.

**Record access procedures:**

Interested persons desiring access to and contesting of research records should write to the address in Notification Procedure above.

**Contesting record procedures:**

(See Notification Procedure above.)

**Record source categories:**

(1) Patients and patient records; (2) employees and volunteers;  
(3) other Federal agencies; (4) National Institutes of Health; (5)  
Centers for Disease Control (Atlanta, Georgia); (6) individual veterans; (7)  
other VA systems of records; and, (8) research and development investigators.

**36VA00**

**System name: Veterans and Armed Forces Personnel United States  
Government Life Insurance Records-VA.**

**System location:**

Active records are located at the VA Regional Office and Insurance Centers in Philadelphia, Pennsylvania, and St. Paul, Minnesota. Inactive records are stored at various servicing Federal Archives and Records Centers and at the VA Records Processing Center in St. Louis, Missouri. Information from these files is also maintained in automated files at the VA Benefit Delivery Center in Philadelphia, Pennsylvania. Information from the automated files in Philadelphia is available to all VA Regional Offices, except Manila, Philippines, through the ITS (Insurance Terminal System) which provides direct access to the records via video display terminals. Duplicate copies of certain manual and automated files are maintained at other locations in accordance with Federal and VA policy on security and vital records. Address locations of VA facilities are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

Veterans (not including dependents) who have been issued life insurance under one of the following: Title 38, United States Code, Chapter 19, Government Life Insurance programs; U.S. Government Life Insurance and National Service Life Insurance (includes Reopened Insurance under section 725, Service Disabled Veterans Insurance under section 722, and Veterans Special Life Insurance under section 723).

**Categories of records in the system:**

Life insurance records (or information contained in records) may include: (1) Applications for insurance (applications may contain the name and address of the veteran applicant, date of birth, social security number, military service number and dates of service, VA file number, plan of insurance, disability rating, medical information regarding disability, method of payment, amount of insurance requested); (2) beneficiary and option designation information (e.g., names and addresses of principal and contingent beneficiaries, share to each and option of payment, designated estates and trustee); (3) insurance contract information (e.g., authorization of allotment payment, authorization for deduction from VA benefit payments; authorization for deduction from employee payroll; paid dividend information); (4) cash value and policy loan and lien information; (5) a listing of lapsed actions; (6) records of premium payments; (7) reinstatement information; (8) premium status and retired status of policy; (9) total disability life insurance applications (these applications include medical history of insured);

(10) court-martial orders; (11) copies of personal papers of insured (e.g., birth certificate, marriage license, naturalization papers);

(12) correspondence to and from the veteran; and (13) employment information.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 5, section 501, and Chapter 19.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee; the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by that agency; provided, that if the information pertains to a veteran, the name and/or address of the veteran will not be disclosed unless the name and address is provided first by the requesting State or local agency.

4. Any information in this system may be disclosed to a Federal, State or local agency maintaining civil or criminal violation records, or other pertinent information such as prior employment history, prior Federal employment background investigations, and personal or educational background at the request of the veteran in order for the VA to obtain information relevant to the hiring, transfer or retention of an employee, the letting of a contract, the granting of a security clearance, or the issuance of a grant or other benefit.

5. Any information in this system may be disclosed to a Federal agency, except for the name and address of a veteran, in order for the VA to obtain information relevant to the issuance of a benefit under title 38 U.S.C. The name and address of a veteran may be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

6. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

7. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or

regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

8. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or other issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

9. Except for beneficiary and option designations, any information in this system including the name and address of a veteran may be disclosed to any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under title 38 (such disclosures include computerized lists of names and addresses).

10. Except for medical information and beneficiary and option designations, insurance contract information (e.g., name, address, status of the account, dividends paid, cash value, and policy loans) may be disclosed at the request of a veteran to an attorney acting under a declaration of representation, a VA-approved claims agent, an insurance agency, a trust officer, or to employees or members of an accredited service organization, or the to Red Cross so that these individuals or organizations can aid veterans in the preparation, presentation, prosecution of claims under the laws administered by the VA. The name and address of a veteran will not, however, be disclosed to these individuals under this routine use if the veteran has requested the assistance of an accredited service organization, claims agent, trust officer, the Red Cross or an attorney.

11. The name and address of an insured veteran and the amount of payment may be disclosed to the Treasury Department, upon its official request, in order for the Treasury Department to make payment of dividends, policy loans, cash surrenders, maturing endowments and insurance refunds.

12. The name and address of an insured veteran, date and amount of payments made to the VA including specific status of each policy (e.g., premiums paid in, dividends paid out, cash and loan values) may be disclosed to the Internal Revenue Service (IRS), upon its official request, in order for the IRS to collect tax liens by withholding insurance payments to satisfy unpaid taxes. This purpose is consistent with title 26, United States Code, section 7602.

13. Any information in this system may be disclosed to the Department of Justice, upon its official request, in defense or prosecution of litigation involving the United States Government.

14. The name and address of an insured veteran, the discharge date from the military, and medical information concerning grounds for total disability of an insured veteran may be disclosed to the Office of Serviceman's Group Life

Insurance (OSGLI) at the request of the veteran in order to aid OSGLI in the verification of a discharge date, the issuance and maintenance of insurance policies to veterans and retired reservists participating in the Veterans Group Life Insurance and Serviceman's Group Life Insurance Program and to pay death benefits on these claims.

15. The name, address and other identifying information such as a social security number or a military service number may be disclosed to the Department of Defense (Army, Air Force, Navy, Marine Corps); the Department of Transportation (Coast Guard); the U.S. Public Health Service, Commissioned Officers Corps; and the Department of Commerce, NOAA (National Oceanic and Atmospheric Administration); upon their official request, for use in order for these departments to establish and maintain allotments from active and retired service pay for VA insurance premiums and loan repayments.

16. The face amount and cash and/or loan value of an insurance policy, verification of an existing insurance policy, and the name and address of an insured veteran may be disclosed at the request of the veteran to a Federal, State or local agency, in order for these agencies to assist veterans applying for Medicaid, Medicare, nursing home admittance or welfare benefits to the extent that the information is relevant and necessary to the agency's decision regarding these benefits.

17. The name and address of a veteran and military service information (e.g., dates of service, branch of service) may be disclosed to the Armed Forces Institute of Pathology (AFIP), upon its official request, in order for the AFIP to conduct research for specified official purposes.

18. The name(s) and address(es) of a veteran may be disclosed to another Federal agency or to a contractor of that agency, at the written request of the head of that agency or designee of the head of that agency for the purpose of conducting government research necessary to accomplish a statutory purpose of that agency.

19. Any information in this system including the nature and amount of a financial obligation, may be disclosed to a debtor's employing agency or commanding officer, upon its official request, in order to assist the VA in the collection of unpaid financial obligations owed the VA so that the debtor-employee may be counseled by his or her Federal employer or commanding officer. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

20. Any information in this system, including available identifying data regarding the debtor, such as the name of the debtor, last known address of the debtor, name of the debtor's spouse, social security account number of the debtor, VA insurance number, VA loan number, VA file number, place of birth and date of birth of the debtor, name and address of the debtor's employer or firm and dates of employment, may be disclosed to other Federal agencies, State probate courts, State drivers license bureaus, and State automobile title and license bureaus in order to obtain current address, locator and credit report assistance in the collection of unpaid financial obligations owed the United States. This purpose is consistent with the Federal Claims Collection Act of 1966

(Pub. L. 89-508, 31 United States Codes 3701-3718) and 4 CFR parts 101-105 and with 38 U.S.C. 3701(b)(6).

21. Any information concerning the veteran's indebtedness to the United States by virtue of a person's participation in a benefits program administered by the VA, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of an amount owed to the United States by virtue of a person's participation in any benefit program administered by the VA. Purposes of these disclosures may be to (a) assist VA in collection of title 38 benefit overpayments, overdue indebtedness, and or costs of services provided individuals not entitled to such services, and (b) initiate legal actions for prosecuting individuals who willfully or fraudulently obtain title 38 benefits without entitlement. This disclosure is consistent with 38 U.S.C. 3701(b)(6).

22. The name and address of a veteran, other information as is reasonably necessary to identify such veteran, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the veteran's indebtedness to the United States by virtue of the person's participation in a benefits program administered by VA may be disclosed to a consumer reporting agency for purposes of assisting in the collection of such indebtedness, provided that the provisions of 38 U.S.C. 3701(g)(4) have been met.

23. Any information in this system such as notice of renewal, reinstatement, premium due, lapse actions, miscellaneous insurance instructions, disposition of dividends, policy loans and transfer of records may be disclosed to VA Federal fiduciaries of incompetent veterans in order to advise the fiduciaries of current actions to be taken in connection with ownership of U.S. Government life insurance policies and to enable them to properly perform their duties as fiduciaries.

24. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

25. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

26. Identifying information, except for the name and address of a veteran, may be disclosed to a Federal, State, County or Municipal agency for the purpose of conducting computer matches to obtain information to validate the entitlement of a veteran who is receiving or has received veterans insurance benefits under Title 38, United States Code. The name and address of a veteran

may also be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are stored on magnetic tape, microfilm, microfiche, disks, and paper documents including computer lists and punched cards.

**Retrievability:**

All manual and automated insurance records are retrievable by the insurance file number, using name, social security number, VA file number, and date of birth as additional identifying information.

**Safeguards:**

1. Physical security. a. All VA facilities are protected by the Federal Protective Service or other security personnel. All file areas are restricted to authorized personnel on a need-to-know basis. Areas containing paper records are protected by a sprinkler system. Paper records pertaining to employees and public figures, or otherwise sensitive files, are stored in locked files. Microfilm records are stored in a locked, fireproof, humidity-controlled vault. Automated records which are not in use at the Benefit Delivery Center are stored in secured, locked vault areas.

b. Access to VA Benefits Delivery Center is restricted to Center employees, custodial personnel, and Federal Protective Service or other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to computer rooms are escorted by an individual with authorized access.

c. At Regional Offices and at Regional Office and Insurance Centers, the video display terminals are protected by password access. Electronic keyboard locks are activated on security errors. A security officer at each facility is assigned responsibility for privacy-security measures, including review of violations logs and local control and distribution of passwords.

2. System Security. a. At the Benefits Delivery Center, identification of magnetic tapes and disks containing data is rigidly enforced using manual and automated labeling techniques. Access to computer programs is controlled at three levels: Programming, auditing, and operations. b. The ITS (Insurance Terminal System) uses the VA data telecommunications terminal system known as the Benefits Delivery Network (BDN) which provides computerized access control for security purposes. This system provides automated recognition of authorized users and their respective access levels and restrictions through passwords. Passwords are changed periodically and are restricted to authorized individuals on a need-to-know basis for system access or security purposes.

**Retention and disposal:**

Records are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States. The primary record, the insurance folder, is retained at the VA Regional Office and Insurance Center until it has been inactive for 36 months; at which time it is retired to a servicing Federal Archives and Records Center for 50 years retention and destroyed.

**System manager(s) and address:**

Director (00), VA Regional Office and Insurance Center, 5000 Wissahickon Avenue, Philadelphia, Pennsylvania 19101.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or who has a routine inquiry concerning the status of his or her insurance under this system may contact the nearest VA Regional Office. Requests concerning the specific content of a record must be in writing or in person to the VA Regional Office and Insurance Center at Philadelphia, Pennsylvania, or St. Paul, Minnesota, where the insurance folder is maintained. The inquirer should provide full name of the veteran, insurance file number, and date of birth. If insurance file number is not available, the social security number, service number, VA claim number, and/or location of insurance records. Address locations of VA facilities are listed in VA Appendix 1 at the end of this document.

**Record access procedures:**

Individuals desiring access to, and contesting of, VA records should write to the VA Regional Office and Insurance Center at Philadelphia, Pennsylvania, or St. Paul, Minnesota.

**Contesting record procedures:**

(See Records access procedures above.)

**Record source categories:**

The veteran or someone acting on the behalf of the veteran; other Federal agencies, State and local agencies, VA records; VA and private physicians, VA and private medical facilities, accredited service organization representatives, VA-claims agents, and the Red Cross, VA Federal fiduciaries; financial institutions, beneficiaries; the Retail Credit Corporation, commercial insurance companies, undertakers and the general public.

37VA27

**System name: VA Supervised Fiduciary/Beneficiary and General Investigative Records—VA.**

**System location:**

Records are maintained at VA regional offices, VA medical and regional office centers, VA regional office and insurance centers, and at the Austin Data Processing Center. These records are generally maintained by the regional office activity having jurisdiction over the geographical area in which the VA beneficiary resides. Addresses of VA field stations and the Data Processing Center are listed in VA Appendix 1.

**Categories of individuals covered by the system:**

The following categories of individuals are covered by this system: (1) A VA beneficiary (i.e., a veteran or a non-veteran adult who receives VA monetary benefits, lacks the mental capacity to manage his or her own financial affairs regarding disbursement of funds without limitation, and is either rated incompetent by VA or adjudged to be under legal disability by a court of competent jurisdiction; or a child who has not reached majority under State law and receives VA monetary benefits); (2) a VA supervised fiduciary (i.e., a VA Federal fiduciary to include legal custodians, spouse payees, superintendents of Indian reservations and custodians-in-fact appointed by VA to serve as payee of VA monetary benefits for an incompetent VA beneficiary; or a person or legal entity appointed by a State or foreign court to supervise the person and/or estate of a VA beneficiary adjudged to be under a legal disability. The statutory title of a court-appointed fiduciary may vary from State to State);

(3) a chief officer of a hospital treatment, domiciliary, institutional or nursing home care facility wherein a veteran, rated incompetent by VA, is receiving care and who has contracted to use the veteran's VA funds in a specific manner; (4) a SDP (supervised direct payment) beneficiary (i.e., an incompetent adult who receives VA monetary benefits, or other individual for whom an investigation of other than a fiduciary or guardianship matter is conducted for the purpose of developing evidence to enable a VA organizational element to make administrative decisions on benefits eligibility and other issues; or, to develop evidence for further investigations of potential criminal issues.

**Categories of records in the system:**

The records in the Principal Guardianship Folder (PGF) are the primary records in this system. SSA derived records, as needed, are also contained in this system. These records as well as secondary files called veterans files and correspondence files may contain the following types of information: (1) Field examination reports (i.e., VA Form 27-4716a or 27-3190, Field Examination Request and Report, which contains a VA beneficiary's name, address, social security number, VA file number, an assessment of the VA beneficiary's ability to handle VA and non-BA funds, description of family relationships, economic and social adjustment data, information regarding activities, and name, address, and assessment of the performance of a VA-supervised fiduciary); (2)

correspondence from and to a VA beneficiary, a VA-supervised fiduciary, and other interested third parties; (3) medical records (i.e., medical and social work service reports generated in VA, State, local, and private medical treatment facilities and private physicians' offices indicating the medical history of the VA beneficiary including diagnosis, treatment and nature of physical or mental disability); (4) financial records (e.g., accountings of a fiduciary's management of a VA beneficiary's income and estate, amount of monthly benefits received, amounts claimed for commissions by the VA-supervised fiduciary, certificates of balance on accounts from financial institutions, and withdrawal agreements between VA, financial institutions, and VA-supervised fiduciary); (5) court documents (e.g., petitions, court orders, letters of fiduciaryship, inventories of assets, and depositions); (6) contractual agreements to serve as a VA Federal Fiduciary; (7) photographs of people (incompetent beneficiaries, fiduciaries, and other persons who are the subject of a VA investigation), places, and things; (8) fingerprint records; and (9) Social Security Administration records containing information about the type and amount of SSA benefits paid to beneficiaries who are eligible to receive benefits under both VA and SSA eligibility criteria, records containing information developed by SSA about SSA beneficiaries who are in need of representative payees, accountings to SSA, and records containing information about SSA representative payees. Also contained in this system are copies of nonfiduciary program investigation records. These records are reports of field examinations or investigations performed at the request of any organizational element of VA about any subject under the jurisdiction of VA other than a fiduciary issue. In addition to copies of the reports, records may include copies of exhibits or attachments such as photographs of people places and things; sworn statements; legal documents involving loan guaranty transactions; bankruptcy; and debts owned to VA; accident reports; birth, death, and divorce records; certification of search for vital statistics documents; and beneficiary's financial statements and tax records; immigration information; and newspaper clippings.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, section 501(a), (b); title 38, United States Code, Chapter 55.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged

with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto, at the initiative of VA.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request, when that information is for law enforcement investigation purposes, and such request is in writing and otherwise complies with subsection (b)(7) of the Privacy Act.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety, if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law, and, if the information is sought for law enforcement investigation purposes, and the request otherwise complies with subsection (b)(7) of the Privacy Act.

5. The name and address of a veteran may be disclosed to any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under title 38 (such disclosures include computerized lists of names and addresses).

6. Any information in this system, including name, address, social security number, VA file number, medical records, financial records and field examination reports of a VA beneficiary, and the name, address and information regarding the activities of a VA-supervised fiduciary or beneficiary may be disclosed at the request of a VA beneficiary or fiduciary to a Federal, State, or local agency in order for VA to obtain information relevant to a VA decision concerning the payment and usage of funds payable by VA on behalf of a beneficiary, or to enable VA to assist a beneficiary or VA-supervised fiduciary in obtaining the maximum amount of benefits for a VA beneficiary from a Federal, State, or local agency.

7. Any information in this system, including name, address, social security number, VA file number, medical records, financial records and field examination reports of a VA beneficiary who is in receipt of VA and Social Security Administration (SSA) benefits concurrently, and the name, address and information regarding the activities of a VA-supervised fiduciary may be disclosed to a representative of the Social Security Administration to the extent necessary for the operation of a VA program, or to the extent needed as indicated by such representative.

8. The name and address of a VA beneficiary, VA rating of incompetency, and the field examination report may be disclosed to a Federal agency, upon its

official request, in order for that agency to make decisions on such matters as competency and dependency in connection with eligibility for that agency's benefits. This information may also be disclosed to a State or local agency, upon its official request in order for that agency to make decisions on such matters as competency and dependency in connection with eligibility for that agency's benefits, if the information pertains to a VA beneficiary who is not a veteran, or if the name and address of the veteran is provided beforehand.

9. Any information in this system, including medical records, financial records, field examination reports, correspondence and court documents may be disclosed in the course of presenting evidence to a court, magistrate or administrative tribunal in matters of guardianship, inquests and commitments, and to probation and parole officers in connection with court required duties.

10. Only so much information, including information in VA records obtained from Social Security Administration, and the name and address of a VA beneficiary, fiduciary, or other person under investigation, as is necessary to obtain a coherent and informed response may be released to a third party who may have information bearing on an issue under VA investigation.

11. Any information in this system may be disclosed to a VA or court-appointed fiduciary in order for that fiduciary to perform his or her duties, provided this information will only be released when the disclosure is for the benefit of the beneficiary. Any information in this system may also be disclosed to a proposed fiduciary in order for the fiduciary to make an informed decision with regard to accepting fiduciary responsibility for a VA beneficiary.

12. Any information in this system, including medical records, correspondence records, financial records, field examination reports and court documents may be disclosed to an attorney employed by the beneficiary, or to a spouse, relative, next friend or to a guardian ad litem representing the interests of the beneficiary, provided the name and address of the beneficiary is given beforehand and the disclosure is for the benefit of the beneficiary, and the release is authorized by 38 U.S.C. 7332, if applicable. Records subject to 38 U.S.C. 7332 contain information on medical treatment for drug abuse, alcoholism, sickle cell anemia, and HIV.

13. Any information in this system may be disclosed to the Department of Justice and to U.S. Attorneys in defense of prosecution of litigation involving the United States and to Federal agencies upon their official request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672, as well as other claims.

14. Any information in this system including available identifying information regarding the debtor, such as the name of the debtor, last known address of the debtor, name of debtor's spouse, social security account number, VA insurance number, VA file number, place of birth and date of birth of debtor, name and address of debtor's employer or firm and dates of employment, may be disclosed to other Federal agencies, State probate courts, State drivers license bureaus, State automobile title and license bureaus and the General Accounting Office in order to obtain current address, locator and credit report assistance in the collection of unpaid financial obligations owed the United States. The purpose is

consistent with the Federal Claims Collection Act of 1966 and 38 U.S.C. 5701(b)(6).

15. Any information in this system relating to the adjudication of incompetency of a VA beneficiary either by the court of competent jurisdiction or by VA may be disclosed to a lender or prospective lender participating in the VA Loan Guaranty Program who is extending credit or proposing to extend credit on behalf of a veteran in order for VA to protect incompetent veterans from entering into unsound financial transactions which might deplete the resources of the veteran and to protect the interest of the Government giving credit assistance to a veteran.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Fiduciary Program beneficiary and fiduciary information contained in the PGF, veterans' files, and correspondence files are maintained on paper documents in case folders and/or in the Fiduciary Beneficiary System (e.g., magnetic tapes, magnetic disks, and computer lists) and are stored at the regional offices (includes record information stored in the Fiduciary Beneficiary System), VA Central Office, and VA Data Processing Center at Austin, Texas. Copies of nonfiduciary program investigations and related information contained in veteran's files and correspondence files are maintained on paper documents and are stored at the regional offices and at VA Central Office.

**Retrievability:**

Paper documents and automated storage media are indexed by name and file number of VA beneficiary or other individual.

**Safeguards:**

1. The individual case folder and computer lists are generally kept in steel cabinets when not in use. The cabinets are located in areas which are locked after work hours. Access to these records is restricted to authorized VA personnel on a "need to know" basis. Magnetic tapes and disks, when not in use, are maintained under lock and key in areas accessed by authorized VA personnel on a "need to know" basis.

2. Access to the computer rooms within the regional office is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. ADP peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected. Information in the Fiduciary Beneficiary System may be accessed by authorized VA employees. Access to file information is controlled at two levels; the system recognizes authorized employees by a series of individually unique passwords/codes and the employees are limited to only the information in the file which is needed in the performance of their official duties.

3. Access to the VA data processing center is generally restricted to center employees, custodial personnel, Federal Protective Service and other security personnel. Access to the computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to the computer rooms are escorted.

4. Access to records in VA Central Office is only authorized to VA personnel on a "need to know" basis. Records are maintained in manned rooms during working hours. During non-working hours, there is limited access to the building with visitor control by security personnel.

**Retention and disposal:**

Paper documents and computer lists are destroyed anywhere from 60 days after receipt to 2 years after VA supervision has ceased, depending on the type of record or document. Correspondence files are destroyed after 1 year, veteran files after 2 years, PGFs 2 years after the case becomes inactive. Investigations data and information obtained from SSA is destroyed according to the time standards established in the two preceding sentences. Information contained in the Fiduciary Beneficiary System is automatically purged two years after the case becomes inactive. A record is determined inactive when it comes under the provision of the Veterans Services Division General Operations Manual, M27-1, part 3, section 1, chapter 8, paragraphs 8.23-8.42.

**System manager(s) and address:**

Director, Veterans Assistance Service (27), VA Central Office, Washington, DC 20420.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the content of such records should submit a written request or apply in person to the nearest VA regional office or center. Addresses for VA regional offices and centers may be found in VA Appendix 1. All inquiries must reasonably identify the type of records involved, e.g., guardianship file. Inquiries should include the individual's full name, VA file number and return address. If a VA file number is not available, then as much of the following information as possible should be forwarded:

Full name, branch of service, dates of service, service numbers, social security number, and date of birth.

**Record access procedures:**

Individuals seeking information regarding access to or contesting VA records in this system may write, call or visit the nearest VA regional office or center.

**Contesting record procedures:**

See records access procedures above.

**Record source categories:**

VA beneficiary, VA beneficiary's dependents, VA-supervised fiduciaries, field examiners, estate analysts, third parties, other Federal, State, and local agencies, and VA records.

**38VA21**

**System name: Veterans and Beneficiaries Identification Records  
Location Subsystem—VA.**

**System location:**

Records are maintained at the VA Data Processing Center, 1615 East Woodward Street, Austin, TX, 78722; VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420; VA Records Processing Center, PO Box 5020, St. Louis, MO 63115 and at Neosho, MO.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by the system: (1) Veterans who applied for VA benefits (e.g., compensation, pension,, rehabilitation and education, U.S. Government life insurance, National Service life insurance, and medical and dental care); (2) veterans discharged from military service since March 1973; (3) veterans because of whose military service benefits have been sought by others (e.g., beneficiaries (spouse, children or parents) who have applied for or who are receiving or have received VA benefits (i.e., insurance awards, education, burial benefits));

(4) Medal of Honor recipients; and (5) service members who have established accounts from which future applications for VA educational benefits under title 38, United States Code, Chapter 32 may be used.

**Categories of records in the system:**

The record, or information contained in the record may include

(1) identifying information, (2) military discharge information, (3) date of death, (4) VA claims and insurance file numbers, (5) records location and (6) cross-references to beneficiaries of a veteran and to other names used by the veteran. Identifying information may include the following concerning the veteran: Full name, social security number, service number, date of birth, entry and release from active duty, character of service, and branch of service. Military discharge information may include sex, total amount of active service, the dollar amount of readjustment or severance pay, number of nonpaydays, pay grade, narrative reason for separation and information on whether the veteran was discharged with a disability, served during the Vietnam Conflict, reenlisted in the military service, or received a Purple Heart award.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, section 210(c)(1)

**Routine uses of records maintained in the system, including  
categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee; the

issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by that agency; provided, that if the information pertains to a veteran, the name of the veteran will not be disclosed unless the name is provided first by the requesting State or local agency.

4. Any information in this system, except for the name of a veteran, may be disclosed to a Federal agency in order for the VA to obtain information relevant to the issuance of a benefit under title 38, United States Code. The name of a veteran may be disclosed to a Federal agency under this routine use if the name is required by the Federal agency to respond to the VA inquiry.

5. Any information in this system, except for the name of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

6. The name of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

7. The name of a veteran, which is relevant to a suspected violation, or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that the name be provided for a purpose authorized by law.

8. Any information, including the name of a veteran, may be disclosed to any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under title 38 U.S.C. (such disclosures include computerized lists of names).

9. The file number and folder location may be disclosed to the Railroad Retirement Board (RRB) pursuant to its standing request. This information is

used by the RRB to obtain information from VA compensation, pension, or education records in accordance with the Railroad Retirement Act of 1937, section 228.1(i).

10. Any information in this system may be disclosed to components of the Armed Forces such as the National Personnel Record Center (NPRC) and the U.S. Army Reserve Components Personnel and Administration Center (RCPAC) in accordance with its standing request. This information is used to aid in rebuilding lost military service records and to upgrade the character of discharge or to correct or complete military records.

11. Identifying information, the claims file number and folder location may be disclosed to the National Research Council, National Academy of Sciences, in accordance with its standing request. This information is used in medical studies for the VA or another Federal agency as approved by the Chief Medical Director.

12. Identifying information, the claims file number and folder location may be disclosed to the U.S. Treasury upon its official request. This information is used to obtain the necessary information to return U.S. savings bonds to veterans which are currently in the safekeeping of the U.S. Treasury.

13. A veteran's claims or insurance file number and folder location may be disclosed to accredited service organization representatives, VA-approved claims agents and attorneys acting under a declaration of representation so that these individuals can aid veterans in the preparation, presentation, and prosecution of claims under the laws administered by the VA.

14. Identifying information, the claims file number and folder location may be disclosed to research facilities provided the name of the veteran is furnished by the requestor. The purpose of this disclosure is for such research facilities to obtain information necessary to assist in the medical studies of the veterans. These studies must be approved by the VA Chief Medical Director.

15. Identifying information, the claims file number and folder location may be disclosed to the Federal Parent Locator Service (PLS) of the Department of Health and Human Services upon its official request in accordance with Pub. L. 93-647, which requires disclosure of this information in order to locate missing parents.

16. The claims file number and the folder location may be disclosed to a third party requestor who is seeking the current address of the veteran, in order to refer the requestor to the VA regional office where the veteran's folder is located and to assist the regional office in conducting a blind mailing in accordance with 38 CFR 1.518©. The file number and folder location may be disclosed to a third party requestor who is seeking the current address of or information about a veteran, in order to (1) refer the requestor to the VA regional office or insurance center where the veteran's folder is located to assist such office or center in conducting a blind mailing in accordance with 38 CFR 1.1518© or (2) aid in the efficient Agency records maintenance functions of associating and collating correspondence with existing records.

17. Identifying information, except for the name of a veteran, may be disclosed to a Federal, State, County or Municipal agency for the purpose of conducting computer matches to obtain information to validate the entitlement of

a veteran who is receiving or has received veterans insurance benefits under Title 38, United States Code. The name of a veteran may also be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

18. The name and address of a prospective, present, or former accredited representative, claims agent or attorney and any information concerning such individual relating to a suspension, revocation, or potential suspension or revocation of that individual's privilege of remote access to Veterans Benefits Administration automated claim records, may be disclosed to any recognized service organization with which the accredited representative is affiliated, and to any entity employing the individual to represent veterans on claims for veterans benefits.

19. The name and address of a former accredited representative, claim agent or attorney, and any information concerning such individual, except a veterans' name and home address, which is relevant to a revocation of remote access privileges to Veterans Benefits Administration automated claim records may be disclosed to an appropriate governmental licensing organization where VA determines that the individual's conduct which resulted in revocation merits reporting.

20. the power of attorney of a claimant for the VA benefits or the information that a power of attorney has not been appointed by the claimant may be disclosed from the Benefits Delivery Network to any recognized veterans service organization even though the service organization does not hold a current power of attorney for the claimant.

Any information in this system of records may be disclosed to a Federal agency for the purpose of conducting a computer matching program (as defined in 5 U.S.C. 552a(a)(8)) in accordance with the provision of 552a.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

The basic file is on automated storage media (e.g., magnetic tapes and disks), with backup copies of the information on magnetic tape. Such information may be accessed through a data telecommunication terminal system designated the Benefits Delivery Network (BDN). BDN terminal locations include VA Central Office, VA regional offices, VBA Debt Management Center, VA health care facilities, Department of Defense Finance and Accounting Service Centers and the U.S. Coast Guard Pay and Personnel Center. An adjunct file (at the Records Processing Center (RPC) in St. Louis, MO) contains microfilm and paper documents of former manual Central Index claims numbers registers, partial files of pensioners with service prior to 1930, personnel with service between 1940 and 1948 with VA insurance, and partial lists of other Armed Forces personnel indexed by service number. A duplicate of the microfilm is also located at VA Central Office.

Remote on-line access is also made available to authorize representatives of claimants and to attorneys of record for claimants. A VA claimant must execute a prior written consent or a power of attorney authorizing access to his or her

claims records before VA will allow the representative or attorney to have access to the claimant's automated claims records. Access by representatives and attorneys of record is to be used solely for the purpose of assisting an individual claimant whose records are accessed in a claim for benefits administered by VA.

**Retrievability:**

Information is retrievable by the use of name only, name and one or more numbers (service, social security, VA claims file and VA insurance file), name and one or more criteria (e.g., dates of birth, death and service), number only, or initials or first five letters of the last name with incorrect file number.

**Safeguards:**

Access to the basic file in the Austin DPC (Data Processing Center) is restricted to authorized VA employees and vendors. Accredited service organization representatives, VA-approved claims agents and attorneys acting under a declaration of representation so that these individuals can aid veterans in the preparation, presentation, and prosecution of claims under the laws administered by VA are provided read-only access.

Access to BDN data telecommunications network is by authorization controlled by the site security officer who is responsible for authorizing access to the BDN by a claimant's representative or attorney approved for access in accordance with VA regulations. The site security officer is responsible for ensuring that the hardware, software and security practices of a representative or attorney satisfy VA security requirements before granting access. The security requirements applicable to access to automated claims files by VA employees also apply to access to automated claims files by claimants' representatives or attorneys. The security officer is assigned responsibility for privacy-security measures, especially for review of violation logs, information logs and control of password distribution, including password distribution for claimants' representatives.

Access to the computer room where the basic file is maintained within the DPC is further restricted to authorized VA employees and vendor personnel on a "need to know" basis and is protected from unauthorized access by an alarm system, the Federal Protective Service, and VA security personnel. As to access to Target terminals, see Safeguards, Compensation, Pension, Education, and Rehabilitation Records--58VA21/22. Authorized terminals with access to the VBA Benefits Delivery Network are located only at VA regional offices, VA medical facilities, VA Central Office, VBA Debt Management Center, National Cemetery System facilities, Railroad Retirement Board through the Chicago Regional Office, the National Personnel Records Center, the U.S. Army Reserve Components Personnel and Administration Center at St. Louis, MO, and at remote sites nationwide. The adjunct file is accessible for official use only by personnel assigned to Systems Development Service (20M4), VA Central Office, Washington, DC, and the Administrative Division at VA Records Processing Center, St. Louis, MO.

**Retention and disposal:**

Records are maintained on magnetic tape, disks, microfilm or paper documents and are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Compensation and Pension Service (21), VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record should submit a written request or apply in person to the nearest VA regional office or center. Addresses for these offices may be found in VA Appendix 1. Inquiries should include the individual's full name and VA claims file number. If the VA claims file number is not available, then as much of the following information concerning the service person as possible should be furnished: Social security number, service number, branch of service, dates of service, date of birth or date of death.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA records in this system may write, call or visit the nearest VA regional office.

**Contesting record procedures:**

(See Record access procedures above.)

**Record source categories:**

Information contained in the records is obtained from veterans' military separation documents, veterans, VA records, the Railroad Retirement Board and other Federal agencies.

**39VA047**

**System name: Veterans and Dependents Inactive Award Account  
Records-VA.**

**System location:**

VA regional offices and centers, finance division.

**Categories of individuals covered by the system:**

Veterans and/or dependents.

**Categories of records in the system:**

A record of all payments made to or on behalf of an individual veteran and/or dependents.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapters 11, 13, 15, 19, 23, 31, 34, 35 & 36.

**Routine uses of records maintained in the system, including  
categories of users and the purposes of such uses:**

1. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. A record from this system of records may be disclosed as a "routine use to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other benefits.

3. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

4. To clarify disputed accounts, overpayment cases, furnishing abstract of payments, data on months of education entitlement used, and verification of payments made.

5. Relevant information from this system of records, including the nature and amount of a financial obligation, may be disclosed as a routine use, in order to assist the Veterans Administration in the collection of unpaid financial obligations owed the VA, to a debtor's employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or

commanding officer. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

6. Relevant information from this system of records, including available identifying data regarding the debtor, such as name of debtor, last known address of debtor, name of debtor's spouse, social security account number of debtor, VA insurance number, VA loan number, VA claim number, place of birth and date of birth of debtor, name and address of debtor's employer or firm and dates of employment, may be disclosed to other Federal agencies, State probate courts, State drivers license bureaus, and State automobile title and license bureaus as a routine use in order to obtain current address, locator and credit report assistance in the collection of unpaid financial obligations owed the U.S. This purpose is consistent with the Federal Claims Collection Act of 1966 (Pub.L. 89-508, 31 U.S.C. 951-953) and 4 CFR parts 101-105.

7. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

8. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Microfilm.

**Retrievability:**

Name and claim number.

**Safeguards:**

Access to microfilm files is restricted to VA employees. The records are protected from outside access by the Federal Protective Service.

**Retention and disposal:**

Microfilm records are retained indefinitely.

**System manager(s) and address:**

Controller (047), Veterans Administration Central Office, Washington, DC 20420.

**Notification procedure:**

Individuals seeking information concerning existence of a record pertaining to themselves must submit a written request or apply in person to the nearest VA regional office or center. Addresses for VA regional offices and centers may be found in VA Appendix 1 at the end of this document.

Individuals must reasonably identify the benefit payment or system of records involved, i.e., Education, Compensation and Pension, Insurance. Inquiries should include the individual's full name, VA file number and return address.

**Record access procedures:**

Veterans, beneficiaries or duly authorized representatives seeking information regarding access to and contesting of VA records may write, call or visit the nearest VA regional office or center.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

VA Benefit Payment Records.

**40VA42**

**System name: Veterans and Dependents (Living and Deceased)  
National Cemetery System, Correspondence and Inquiry File-VA.**

**System location:**

VA Central Office and the National Cemetery where veteran or his dependent is interred. Address locations are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

Veterans and their dependents both living and deceased.

**Categories of records in the system:**

Military service data, inquiries as to burial location, details on issuance of headstone or marker; data on gravesite reservation and other miscellaneous inquiries relating to the burial of the deceased.

**Authority for maintenance of the system:**

Pub. L. 93-43 dated June 18, 1973 "National Cemeteries Act of 1973."

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. A record from this system of records may be disclosed as a "routine use" to a foreign government allied with the U.S. during war, or a Federal, State or local agency maintaining civil, criminal or other pertinent information or military service data, if necessary to obtain information relevant to an agency decision concerning eligibility for burial or a reservation in a National Cemetery or the issuance of a Government headstone to mark a grave.

2. A record from this system of records may be disclosed to a Federal agency in response to its request in connection with the granting of a benefit to a veteran (including active duty personnel) or a dependent by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

3. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

4. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

5. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents.

**Retrievability:**

Alphabetically by name.

**Safeguards:**

Released only to the person concerned or the next-of-kin upon receipt of proper identification.

**Retention and disposal:**

Retire to Federal Records Center after 2 years, destroy 25 years thereafter.

**System manager(s) and address:**

Director (42), National Cemetery System, VA Central Office, Washington, DC 20420.

**Notification procedure:**

(See System Manager above.)

**Record access procedures:**

(See System Manager above.)

**Contesting record procedures:**

(See System Manager above.)

**Record source categories:**

Family members of the deceased, official military records and VA claim files.

**41VA41**

**System name: Veterans and Dependents National Cemetery Gravesite Reservation Records-VA.**

**System location:**

Veterans Administration Central Office and the National Cemetery where reservation is made. Address locations are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

Veterans and their dependents.

**Categories of records in the system:**

Military service data, name and address of individual; data on gravesite reservation.

**Authority for maintenance of the system:**

Pub. L. 93-43 dated June 18, 1973 "National Cemeteries Act of 1973".

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. A record from this system of records may be disclosed as a "routine use" to a foreign government allied with the U.S. during war, or a Federal, State or local agency maintaining civil, criminal or other pertinent information or military service data, if necessary to obtain information relevant to an agency decision concerning eligibility for burial or a reservation in a National Cemetery or the issuance of a Government headstone to mark a grave.

2. A record from this system of records may be disclosed to a Federal agency in response to its request in connection with the granting of a benefit to a veteran (including active duty personnel) or a dependent by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

3. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

4. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

5. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents and magnetic tape.

**Retrievability:**

Alphabetically by name and reservation survey date.

**Safeguards:**

Released only to the person concerned or the next-of-kin upon receipt of proper identification.

**Retention and disposal:**

Paper records are destroyed after interment; automated record is erased after reservation is used or cancelled.

**System manager(s) and address:**

Director (41), National Cemetery System, Veterans Administration Central Office, Washington, DC 20420.

**Notification procedure:**

Same as System Manager.

**Record access procedures:**

Same as System Manager.

**Contesting record procedures:**

(See System Manager above.)

**Record source categories:**

Reservist involved and official military records.

**42VA41**

**System name: Veterans and Dependents National Cemetery Interment Records-VA.**

**System location:**

VA Central Office, and the National Cemetery where veteran or his dependent is interred. Address locations are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

Deceased veterans and their dependents.

**Categories of records in the system:**

Military service data, name and address of next-of-kin, burial location and cemetery burial services data.

**Authority for maintenance of the system:**

Pub. L. 93-43 dated June 18, 1973 "National Cemeteries Act of 1973".

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. A record from this system of records may be disclosed as a "routine use" to a foreign government allied with the U.S. during war, or a Federal, State or local agency maintaining civil, criminal or other pertinent information or military service data, if necessary to obtain information relevant to an agency decision concerning eligibility for burial or a reservation in a National Cemetery or the issuance of a government headstone to mark a grave.
2. A record from this system of records may be disclosed to a Federal agency in response to its request in connection with the granting of a benefit to a veteran (including active duty personnel) or a dependent by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.
3. To reply to inquiries, written and verbal, from family members and friends.
4. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.
5. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.
6. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents and microfilm.

**Retrievability:**

Alphabetically by name.

**Safeguards:**

Released only to the person concerned or the next-of-kin upon receipt of proper identification.

**Retention and disposal:**

Retained permanently.

**System manager(s) and address:**

Director (41), National Cemetery System, VA Central Office, Washington, DC 20420.

**Notification procedure:**

(See System Manager above.)

**Record access procedures:**

(See System Manager above.)

**Contesting record procedures:**

(See System Manager above.)

**Record source categories:**

The veteran, family members of the deceased, official military records, and VA claims records.

**43VA008**

**System name: Veterans, Dependents of Veterans, and VA Beneficiary Survey Records.**

**System location:**

Computerized records will be maintained at the following computer site locations: VA Austin Automation Center, 1615 Woodward Street, Austin, Texas 78722; VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420; or with private contractors acting as agents of VA. Paper records are stored at the Washington National Records Center (WNRC) or with private contractors acting as agents of VA.

**Categories of individuals covered by the system:**

The following categories of individuals are covered by this system:

1. Veterans,
2. Dependents of veterans, and
3. Other VA Beneficiaries.

**Categories of records in the system:**

The categories of records in the system may include:

1. Personal identifiers (respondents' names, addresses, phone numbers, social security numbers, employer identification numbers);
2. Demographic and socioeconomic characteristics (e.g., date of birth, sex, race/ethnicity, education, marital status, employment and earnings, financial information, business ownership information);
3. Military service information;
4. Health status information (diagnostic, health care utilization cost, and third-party health plan information); and
5. VA benefit information (VA medical and other benefit eligibility and use, data on access and barriers to VA benefits of services, data about satisfaction with VA benefits or services).

The records may also include information about DoD military personnel from two categories of DoD files:

1. Utilization files that contain inpatient and outpatient records, and
2. Eligibility files from DEERS which includes data about all military personnel including those discharged from the armed services since 1972.

The records may include information on Medicare beneficiaries from HCFA databases:

1. Denominator file (identifies the population being studied);
2. Standard Analytical files (inpatient, outpatient, physician supplier, nursing home, hospice, home care, durable medical equipment); and
3. Group Health Plan.

**Authority for maintenance of the system:**

Under section 527 of Title 38 U.S.C. and the Government Performance and Results Act of 1993, Public Law 103-62.

**Purpose(s):**

The purpose of this system of records is to collect data about the characteristics of America's veteran population through surveys that may be augmented with information from several existing VA systems of records and with information from non-VA sources to:

1. Conduct statistical studies and analyses relevant to VA programs and services for America's veterans.
  2. Plan and improve services provided to America's veterans;
  3. Decide about VA policies, programs, and services for veterans;
  4. Study VA's role in the use of VA and non-VA benefits and services by America's veterans; and
  5. Study the relationship between the use of VA benefits and services by veterans and their use of related benefits and services from non-VA sources.
- These types of studies are needed for VA to forecast future demand for VA benefits and services.

**Routine uses of records maintained in the system, including categories of users and the Purpose of Such Uses:**

Information from this system of records may be disclosed in accordance with the following routine uses:

1. Disclosure of identifying information such as names, social security numbers, and demographic and utilization data may be made to Federal agencies such as the DoD, DOC, and HHS to augment or validate survey data for use in statistical studies such as describing VA's role in total benefit coverage and forecasting future demand for VA benefits or services.
2. Disclosure of identifying information such as the employer identification number may be made to the DOC to receive summary business data to study the growth of veteran-owned businesses by area and industry.
3. Disclosure may be made to the NARA and the GSA for records management inspections conducted under the authority of 44 U.S.C. 2904 and 2906.
4. Disclosure may be made to individuals, organizations, private or public agencies, etc. with whom VA has a contract or agreement for the contractor or subcontractor to perform the services of the contract or agreement.

**Policies and practices for storing, retrieving, accessing, Retaining and Disposing of Records in the System.**

**Storage:**

Electronic data are maintained on magnetic tape, disk, or laser optical media. Records may also be stored on paper documents.

**Retrievability:**

Records may be retrieved by name, address, social security number, date of birth, or a combination of identifiers that are unique when used in combination.

**Safeguards:**

1. Access to and use of these records are limited to those persons whose official duties require such access. Personnel screening is employed to prevent unauthorized disclosure.

2. Access to Automated Data Processing (ADP) files is controlled by using an individual unique password entered in combination with an individually unique user identification code.

3. Access to automated records containing identification codes and codes used to access various VA automatic communications systems and records systems, as well as security profiles and possible security violations, is limited to designated automated systems security personnel who need to know the information in order to maintain and monitor the security of VA's automated communications and veteran's claim records systems. Access to these records in automated form is controlled by individually unique passwords/codes. Agency personnel have access to the information on a need to know basis when necessary to advise agency security personnel, to suspend or revoke access privileges, or to make disclosures authorized by a routine use.

4. Access to VA facilities where identification codes, passwords, security profiles and possible security violations are maintained is controlled at all hours by the Federal Protective Service, VA, or other security personnel and security access control devices.

5. Public use files prepared for purposes of research and analysis are purged of personal identifiers.

6. Paper records, when they exist, are maintained in a locked room at the WNRC. The Federal Protective Service protects paper records from unauthorized access.

7. Both paper and electronic data maintained by contractors are held in equally secure conditions.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with the records disposal authority approved by the Archivist of the United States and the NARA and published in Agency Records Control Schedules.

**System manager(s) and address:**

Director, Department of Veterans Affairs, Program Analysis Service (008A1), 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

An individual who wants to determine whether the Director, Program Analysis Service (008A1) is maintaining a record under the individual's name or other personal identifier or wants to determine the content of such records must submit a written request to the Director, Program Analysis Service (008A1). The individual seeking this information must prove his or her identity and provide the name of the survey in question, approximate date of the survey, social security number, full name, and date of birth

**Record access procedures:**

An individual who seeks access to records maintained under his or her name or other personal identifier may write the System Manager named above and specify the information being requested or contested.

**Contesting record procedures:**

(See Records Access Procedures.)

**Record source categories:**

Information in this system of records is obtained from survey questionnaire data provided by veterans, dependents, or VA beneficiaries in a survey sample and from veterans, dependents, or beneficiaries on specific VA benefit rolls. Information may also be obtained from the Patient Medical Records System (24VA136), the Patient Fee Basis Medical and Pharmacy Records (23VA136); Veterans and Beneficiaries Identification and Records Location Subsystem (38VA23); Compensation, Pension, Education, and Rehabilitation Records (58VA21/22); Health Care Eligibility Center Records (89VA19); DoD utilization files and DEERS files; and HCFA Denominator file, Standard Analytical files (inpatient, outpatient, physician supplier, nursing home, hospice, home care, durable medical equipment) and Group Health Plan.

[VA amended this system of records at 70 Fed. Reg. 6079 \(February 4, 2005\)](#)

**44VA01**

**System name: Veterans Appellate Records System—VA.**

**System location:**

Board of Veterans' Appeals, Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC, 20420, and its contractor, Promisel & Korn, Inc., 7012 West Greenvale Parkway, Chevy Chase, MD 20815

**Categories of individuals covered by the system:**

Veterans and other appellants and their representatives, Members of Congress, witnesses, Board Members, Board staff attorneys, and Board staff paralegals.

**Categories of records in the system:**

Brieffaces (VA Forms 1-4030), copies of Board Veterans Appeals decisions, copies of correspondence concerning appeals, verbatim recordings of hearings, computerized VA records folder and briefface locator tracking system, microfiche decision locator table, decision index, and employee productivity information.

**Authority for maintenance of the system:**

38 U.S.C. 7101(a), 7104; 5 U.S.C. 552.

**Purpose(s):**

Initial decisions on claims for Federal veterans' benefits are made at VA field offices throughout the nation. Claimants may appeal those decisions to the Board of Veterans' Appeals. See 38 U.S.C. Chapter 71. The Board gathers, or creates, these records in carrying out its appellate functions.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Disclosure to law enforcement personnel and security guards in order to alert them to the presence of dangerous persons.
2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, VA may refer the relevant records in the system of records, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto. Name and home addresses of veterans and their dependents will be released on VA's initiative under this routine use only to Federal entities.
3. A record from this system of records may be disclosed to a veteran claimant or a third party claimant (e.g., a veteran's survivors or dependents) to the extent necessary for the development of that claimant's claim for VA benefits.

4. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

5. Disclosure may be made to NARA (National Archives and Records Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

6. A record from this system (other than the address of the beneficiary) may be disclosed to a former representative of a beneficiary to the extent necessary to develop and adjudicate a claim for payment of attorney fees to such representative from past-due benefits under 38 U.S.C. 5904(d) or to review a fee agreement between such representative and the beneficiary for reasonableness under 38 U.S.C. 5904(c)(2).

When VA determines that there is good cause to question the legality or ethical propriety of the conduct of a person or organization representing a person in a matter before VA, a record from this system may be disclosed, on VA's initiative, to any or all of the following: (1) Applicable civil or criminal law enforcement authorities and (2) a person or entity responsible for the licensing, supervision, or professional discipline of the person or organization acting as representative. Names and home addresses of veterans and their dependents will be released on VA's initiative under this routine use only to Federal entities.

Note: Any record maintained in this system of records which may include information relating to drug abuse, alcoholism or alcohol abuse, infection with the human immunodeficiency virus or sickle cell anemia will be disclosed pursuant to an applicable routine use for the system only when permitted by 38 U.S.C. 7332.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are stored in filing folders, filing cabinets, microfiche, computer disks, and computer tape.

**Retrievability:**

By veteran's name, VA file number, or BVA archive citation number.

**Safeguards:**

Files are under custody of designated employees with access limited to employees of Board of Veterans Appeals and its contractor who have a need to know the contents of the system of records in order to perform their duties. Personal identifiers are removed for all archived BVA decisions and other records in this system before they are made available to the public by VA. Files kept by the contractor are in a locked safe in locked rooms in a secured building.

**Retention and disposal:**

Records are retained in accordance with records retention standards approved by the Archivist of the United States, the National Archives and Records Administration, and published in Agency Records Control Schedules. Records are destroyed by shredding, burning, or by erasing the magnetic media. Automated storage media is retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Chairman (01), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

An individual desiring to know whether this system of records contains a record pertaining to him or her, how he or she may gain access to such a record, and how he or she may contest the content of such a record may write to the following address: Privacy Act Officer (01C1), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420. The following information, or as much as is available, should be furnished in order to identify the record: Name of veteran, name of appellant other than the veteran (if any), and Department of Veterans Affairs file number. For information about hearing transcripts or tape recordings, also furnish the date, or the approximate date, of the hearing.

**Record access procedure:**

Individuals seeking information regarding access to information contained in this system of records may write, call or visit the Board of Veterans Appeals Freedom of Information Act Officer whose address and telephone number are as follows: Freedom of Information Act Officer (01C1), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 565-9252.

**Contesting record procedures:**

(See notification procedures above.)

**Record source categories:**

VA Claims, insurance, loan guaranty, vocational rehabilitation, education, hospital records, and outpatient clinic records folders and associated folders; Board of Veterans Appeals records; data presented by appellants and their representatives at hearings and in briefs and correspondence; and data furnished by Board of Veterans Appeals employees.

**45VA21**

**System name: Veterans Assistance Discharge System-VA.**

**System location:**

Records are maintained at the VA Data Processing Center, 1615 East Woodward Street, Austin, Texas 78772.

**Categories of individuals covered by the system:**

Individuals (veterans only) released from active military service from March, 1973, for whom separation documents (i.e., DD Form 214, 215) were received in the Data Processing Center, Austin, Texas.

**Categories of records in the system:**

The record, or information contained in the record may include identifying information and military discharge information. Identifying information may include the following concerning the veteran: Full name, social security number, service number, dates of birth. Military discharge information generally includes the primary military occupational specialty number, entry and release from active duty, character of service, branch of service, and mailing address at the time of discharge, amount of education (e.g., high school graduate or equivalent or not high school graduate or equivalent), sex, total amount of active service, the dollar amount of readjustment or severance pay, number of nonpaydays, pay grade, narrative reason for separation and whether the veteran was discharged with a disability, served in the Vietnam Conflict, reenlisted in the military service or received a military decoration such as a Purple Heart.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, section 210(c).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee; the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by that agency; provided, that if the information pertains to a veteran, the name and address of the veteran will

not be disclosed unless the name and address is provided first by the requesting State or local agency.

4. Any information in this system may be disclosed to a Federal agency, except for the name and address of a veteran, in order for the VA to obtain information relevant to the issuance of a benefit under title 38 U.S.C. The name and address of a veteran may be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

5. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

6. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

7. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

8. Any information, including name and address of a veteran, may be disclosed to any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under title 38 U.S.C. (such disclosures include computerized lists of names and addresses).

9. A listing of names and addresses of educationally disadvantaged veterans residing in a specific geographic area may be disclosed to VA-approved nonprofit educational facilities in order to aid these facilities in VA outreach programs by permitting direct contact with the educationally disadvantaged veteran.

10. Identifying information may be disclosed at the request of the veteran to accredited service organization representatives, VA-approved claims agents and attorneys acting under a declaration of representation so that these individuals can aid veterans in the preparation, presentation, and prosecution of claims under the laws administered by the VA. The name and address of a veteran will

not, however, be disclosed to these individuals if the veteran has not requested the assistance of an accredited service organization, claims agent or an attorney.

11. The names and addresses and military discharge information (e.g., job-related information regarding veterans with a certain primary occupational specialty number) may be disclosed upon official request to the Departments of Justice, Labor and to the Department of Health and Human Services, Operation MEDIHC (Military Experience Directed Into Health Careers) State coordinators. These disclosures help veterans who were trained in health and other skills while in the military to learn of career opportunities.

12. Any information in this system of records may be disclosed to the Department of Defense Manpower Data Center, upon its official request, for statistical compilation of information contained on the separation documents issued by the Department of Defense. Veterans' addresses which are contained in this system of records may be disclosed to the Department of Defense Manpower Data Center, upon its official request, for military recruiting command needs. Department of Defense civilian personnel offices' mobilization studies and mobilization information, debt collection, and Individual Ready Reserve (IRR) Units' locator services.

13. The name, address, date of birth and other identifying data, including social security numbers, of a male veteran covered by this system may be released to the Selective Service System for the purpose of identifying men who served on active military duty, but failed to register with the Selective Service System upon separation or discharge from the service; providing the current addresses of veterans; correcting or supplementing the data which the Selective Service System receives from Department of Defense separation points; and ensuring the proper classification of veterans for induction purposes in the event of a return to the draft. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes .

14. Identifying information from this system of records, including name, mailing address, service discharge date, social security number, date of birth, service branch, gender, disability status, pay grade, educational level, date of enlistment and the amount of Servicemen's Group Life Insurance coverage carried at the time of discharge may be disclosed to the Office of Servicemen's Group Life Insurance for the purposes of soliciting applications for life insurance coverage under the Veteran's Group Life Insurance program.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on magnetic tape.

**Retrievability:**

Records are retrievable by use of the social security number and the first five letters of the last name.

**Safeguards:**

Access to the basic file in the Austin DPC (Data Processing Center) is restricted to authorized VA employees and vendors. Access to the computer room where the magnetic tape is located within the DPC is further restricted to

specifically authorized employees and is protected by an alarm system, the Federal Protective Service, and other VA security personnel.

**Retention and disposal:**

Records are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Compensation and Pension Service (21), VA Central Office, 810 Vermont Avenue NW, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the Director, Administrative Service (23), VA Central Office, 810 Vermont Avenue NW, Washington, DC 20420. Inquiries should include the individual's full name and social security number.

**Record access procedures:**

Interested persons seeking information regarding access to and contesting of VA records may write, call or visit the Director, Administrative Service (23), VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Contesting record procedures:**

See Record access procedures above.

**Record source categories:**

The Department of Defense which provides copies to VA of DD Form 214, Certificate of Release or Discharge from Active Duty, DD Form 215, Correction to DD Form 214, U.S. Public Health Service which provides copies to the VA of PHS-1867, Statement of Service—

Verification of Status of Commissioned Officers of the U.S. PHS, and the National Oceanic and Atmospheric Administration which provides the VA with copies of ESSA Form 56-16, report of separation, discharge.

**46VA00**

**System name: Veterans, Beneficiaries and Attorneys United States Government Insurance Award Records-VA.**

**System location:**

Active records are located at the VA Regional Office and Insurance Centers in Philadelphia, Pennsylvania, and St. Paul, Minnesota. Inactive records are stored at various servicing Federal Archives and Records Centers and at the VA Records Processing Center in St. Louis, Missouri. Some pre-1968 records pertaining to beneficiaries of deceased veterans may be maintained in regional offices. Information from these files is also maintained in automated files at the VA Data Processing Centers in Philadelphia, Pennsylvania, and St. Paul, Minnesota. Information from the automated files in Philadelphia is available to all VA Regional Offices, except Manila, Philippines, through the ITS (Insurance Terminal System) which provides direct access to the records via video display terminals. Duplicate copies of certain manual and automated files are maintained at other locations in accordance with Federal and VA policy on security and vital records. Address locations of VA facilities are listed in VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

The following categories of individuals are covered by this system: (1) Veterans (not including dependents) drawing VA disability insurance payments; (2) beneficiaries of VA insurance drawing insurance proceeds; (3) attorneys drawing fees for aiding settlement of VA insurance cases; and (4) veterans (not including dependents) drawing proceeds on matured VA insurance contracts (e.g., endowment policies).

**Categories of records in the system:**

The life insurance records (or information contained in records) may include: (1) The name and address of the veteran and beneficiary; (2) VA file number; (3) social security number; (4) type of VA insurance; (5) payment amounts; (6) payment vouchers; (7) claims records for disability payments; (8) claim records for death claim payment; (9) beneficiary signature cards; (10) returned check information; (11) records of sums held as credit for veterans for disability payment; (12) records of unpaid insurance proceeds; (13) indebtedness to be withheld from insurance proceeds; (14) records of checks withheld from delivery to certain foreign countries; (15) index of payees; (16) correspondence to and from the payee; and (17) employment information.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, Section 210(c); Title 38, United States Code, Chapter 19.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when

the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee; the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance or continuance of a license, grant or other benefit by that agency: Provided, that if the information pertains to a veteran, the name and address of the veteran will not be disclosed unless the name and address is provided first by the requesting State or local agency.

4. Any information in this system may be disclosed to a Federal agency, except for the name and address of a veteran, in order for the VA to obtain information relevant to the issuance of a benefit under title 38 U.S.C. The name and address of a veteran may be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

5. The name and address of a veteran, beneficiary or an attorney and the amount of payment may be disclosed to the Treasury Department, in order for the Treasury Department to issue checks to the veteran, beneficiary or attorneys and estates of deceased veterans and beneficiaries.

6. Any information in this system, including the nature and amount of a financial obligation, may be disclosed as a routine use in order to assist the Veterans Administration in the collection of unpaid financial obligations owed the VA, to a debtor's employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or commanding officer. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469) and 38 U.S.C. 3301(b)(6).

7. Any information in this system, including available identifying data regarding the debtor, such as name of debtor, last known address of debtor, name of debtor's spouse, social security account number of debtor, VA insurance number, VA loan number, VA file number, place of birth and date of birth of debtor, name and address of debtor's employer or firm and dates of employment, may be disclosed to other Federal agencies, State probate courts, State drivers license bureaus, and State automobile title and license bureaus as a routine use in order to obtain current address, locator and credit report assistance in the collection of unpaid financial obligations owed the United States. This purpose is consistent with the Federal Claims Collection Act of 1966 (Pub. L. 89-508, 31

United States Code, 951-953) and 4 CFR parts 101-105 and 38 U.S.C. 3301(b)(6).

8. Any information concerning the veteran's indebtedness to the United States by virtue of a person's participation in a benefits program administered by the VA, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of an amount owed to the United States by virtue of a person's participation in any benefit program administered by the Veterans Administration. Purposes of these disclosures may be to (a) assist the VA in collection of title 38 benefit overpayments, overdue indebtedness, and or costs of services provided individuals not entitled to such services, and (b) initiate legal actions for prosecuting individuals who willfully or fraudulently obtain title 38 benefits without entitlement. This disclosure is consistent with 38 U.S.C. 3301(b)(6).

9. The name and address of a veteran, other information as is reasonably necessary to identify such veteran, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the veteran's indebtedness to the United States by virtue of the person's participation in a benefits program administered by the VA may be disclosed to a consumer reporting agency for purposes of assisting in the collection of such indebtedness, provided that the provisions of 38 U.S.C. 3301(g)(4) have been met.

10. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

11. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

12. Identifying information, except for the name and address of a veteran, may be disclosed to a Federal, State, County or Municipal agency for the purpose of conducting computer matches to obtain information to validate the entitlement of a veteran who is receiving or has received veterans insurance benefits under Title 38, United States Code. The name and address of a veteran may also be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are stored on magnetic tape, microfilm, disks, index cards, and paper documents in file folders.

**Retrievability:**

All insurance awards records are retrievable by the insurance file number. The index cards are filed in alphabetical order.

**Safeguards:**

1. Physical Security: a. All VA facilities are protected outside access by the Federal Protective Service or other security personnel. All file areas are restricted to authorized personnel on a need-to-know basis. Areas containing paper records are protected by a sprinkler system. Paper records pertaining to employees and public figures, or otherwise sensitive files, are stored in locked files. Microfilm records are stored in a locked fireproof, humidity-controlled vault. Automated records which are not in use at the data processing centers are stored in secured, locked vault areas.

b. Access to VA data processing centers is restricted to center employees, custodial personnel, and Federal Protective Service or other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to computer rooms are escorted by an individual with authorized access.

c. At Regional Offices and the Regional Office and Insurance Centers the video display terminals on the ITS (Insurance Terminal System) are protected by key locks, magnetic access card readers, and audible alarms. Electronic keyboard locks are activated on security errors. A security officer at each facility is assigned responsibility for privacy-security measures, including review of violations logs and local control and distribution of passwords and magnetic access cards.

2. System Security. a. At the data processing centers, identification of magnetic tapes and disks containing data is rigidly enforced using manual and automated labeling techniques. Access to computer programs is controlled at three levels: Programming, auditing, and operations. b. The ITS (Insurance Terminal System) uses the VA data telecommunications terminal system known as the Target System which provides computerized access control for security purposes. This system provides automated recognition of authorized users and their respective access levels/restrictions through passwords and magnetic access cards. Passwords are changed periodically and are restricted to authorized individuals on a need-to-know basis for system access or security purposes.

**Retention and disposal:**

Records are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States. The primary record, the insurance folder, is retained at the VA Regional Office and Insurance Center until it has been inactive for 36 months; at which time it is retired to a servicing Federal Archives and Records Center for 50 years retention and destroyed.

**System manager(s) and address:**

Director (00), VA Regional Office and Insurance Center, 5000 Wissahickon Avenue, Philadelphia, Pennsylvania 19101.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or who has a routine inquiry concerning the status of his or her insurance under this system may contact the nearest VA Regional Office. Requests concerning the specific content of a record must be in writing or in person to the VA Regional Office and Insurance Center at Philadelphia, Pennsylvania, or St. Paul, Minnesota, where the insurance folder is maintained. The inquirer should provide full name of the veteran, insurance file number, and date of birth. If insurance file number is not available, the social security number, service number, VA claim number, and/or location of insurance records will aid VA personnel in locating official insurance records. Address locations of VA facilities are listed in VA Appendix 1 at the end of this document.

**Record access procedures:**

Individuals desiring access to and contesting of VA records should write to the VA Regional Office and Insurance Center at Philadelphia, Pennsylvania or St. Paul, Minnesota.

**Contesting record procedures:**

See Record access procedures above.

**Record source categories:**

Information in the records is obtained from veterans, beneficiaries, attorneys, financial institutions and executors of estates, undertakers, other Federal agencies, VA medical facilities and civilian hospitals, and VA records.

## 48VA40B

**System name: Veterans (Deceased) Headstone or Marker Records-VA.**

**System location:**

Veterans Administration Central Office, Washington, DC 20420.

**Categories of individuals covered by the system:**

Deceased veterans.

**Categories of records in the system:**

Military Service data, applicant's name and address, place of burial, data on headstone or marker, and consignee's name, address and phone number.

**Authority for maintenance of the system:**

Pub. L. 93-43 dated June 18, 1973 "National Cemeteries Act of 1973."

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. For use in connection with the issuance of a government headstone or marker in a National Cemetery or a private cemetery.
2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.
3. A record from this system of records may be disclosed as a "routine use" to a foreign government allied with the U.S. during war, or a Federal, State or local agency maintaining civil, criminal or other pertinent information or military service data, if necessary to obtain information relevant to an agency decision concerning eligibility for burial or a reservation in a national cemetery or the issuance of a government headstone to mark a grave.
4. A record from this system of records may be disclosed to a Federal agency, in response to its request, in connection with the granting of a benefit to a veteran (including active duty personnel) or a dependent by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.
5. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.
6. Disclosure may be made to NARA (National Archives and Records Administration) GSA (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents.

**Retrievability:**

Alphabetically by name.

**Safeguards:**

Released only to the person concerned (consignee) or family members upon receipt of proper identification.

**Retention and disposal:**

Retained indefinitely.

**System manager(s) and address:**

Director (40B), National Cemetery System, Veterans Administration Central Office, Washington, DC 20420.

**Notification procedure:** Same as System Manager.

**Record access procedures:** Same as System Manager.

**Contesting record procedures:** See System Manager above.

**Record source categories:** Family members of the deceased, official military records and VA claims records.

**53VA00**

**System name: Veterans Mortgage Life Insurance-VA.**

**System location:**

Records (i.e., applications, VA special grant cards, correspondence, records of premium and interest payments and records on death cases) are maintained at the VA Regional Office and Insurance Center, St. Paul Minnesota, and the Benefits Delivery Center, Hines, Illinois, Address locations of VA facilities are listed at VA Appendix 1 at the end of this document.

**Categories of individuals covered by the system:**

Veterans (not including dependents) who have been granted a specially adapted housing grant under title 38, United States Code, Chapter 21.

**Categories of records in the system:**

Records (or information contained in records) include: (1) Applications for veterans mortgage life insurance (applications contain the following information: Veteran's name, address, social security number, VA file number, date of birth, address of mortgaged property, name and address of mortgagor, mortgage account number, rate of interest, original amount of mortgage, and current amount of mortgage, monthly payment amount, mortgage payment period); (2) VA Special Grant Cards (cards contain name, address, dates of military service, branch of service, method of separation, whether veteran has VMLI (Veterans Mortgage Life Insurance), name and address of lender, legal description and property address and improvements to such properties, date applied for disability compensation, date initial application submitted, and grant information, amount of grant approved or whether the grant was canceled); (3) payment premium records; (4) interest payment records; and (5) correspondence to and from the veteran.

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 3, section 210(c)(1); Title 38, United States Code, Chapter 21.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulations, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

5. The name and other identifying information and the amount of monthly premium payments to be deducted from VA benefits or to be paid by the veteran for a veteran's mortgage life insurance policy may be disclosed at the request of the veteran to the Bankers Life Insurance Company of Nebraska, Lincoln, Nebraska, in order to assist Bankers Life Insurance Company in ascertaining and crediting the correct monthly payments for an insured veteran.

6. Except for medical information, insurance contract information (e.g., name, address, and status of the account), any information in this system may be disclosed at the request of a veteran to an attorney acting under a declaration of representation, a VA-approved claims agent, an insurance agent, a trust officer, or to employees or members of an accredited service organization, or to the Red Cross so that these individuals or organizations can aid veterans in the preparation, presentation, or prosecution of claims under the laws administered by the VA. The name and address of a veteran will not, however, be disclosed to these individuals under this routine use if the veteran has not requested the assistance of an accredited service organization, claims agent, trust officer, the Red Cross or an attorney.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are stored on automated computer files and on paper documents in manual account folders.

**Retrievability:**

All mortgage life insurance records are maintained by VA file number, date of birth and name as additional identifying data.

**Safeguards:**

All manual records at the VA Regional Office and Insurance Center are maintained in steel file cabinets, and access to the files is limited to authorized personnel only. Information in these records is restricted to those authorized

persons on a “need to know” basis. information on electronic media is protected by “password” and other system safeguards.

**Retention and disposal:**

Inactive mortgage life insurance records are placed in a closed file for seven years after the insured’s death or until his/her 77<sup>th</sup> birthday, whichever comes first. Annually, those closed files are reviewed and destroyed as applicable. A record is considered inactive when one of the following occurs: Mortgage paid in full, insured’s 70<sup>th</sup> birthday, termination of the veteran’s ownership of the property securing the loan, payment of premiums discontinued by veteran, entire contract or agreement discontinued, or failure to timely submit required statement.

**System manager(s) and address:**

Director (00), VA Regional Office and Insurance Center, 5000 Wissahickon Avenue, Philadelphia, Pennsylvania 19101.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record should submit a written request to the VA Regional Office and Insurance Center, St. Paul, Minnesota. The address for the VA Regional Office and Insurance Center may be found at Appendix 1. The inquirer should provide the veteran’s name, VA file number and social security number and reasonably identify the benefit or system of records involved, i.e., Veterans Mortgage Life Insurance Records. If this information is not available, information concerning the lending institution, mortgage number of name and address of veteran involved should be furnished.

**Record access procedures:**

Individuals desiring access to, and contesting of VA records should write to the VA Regional Office and Insurance Center, St. Paul, Minnesota.

**Contesting record procedures:**

See Record access procedures above.

**Record source categories:**

Records are obtained from the veteran, lending institutions holding a veteran’s mortgage, VA Loan Guaranty records, VA records, contractors remodeling or enlarging or adding construction to existing homes, relatives and other interested persons.

[VA amended this system of records at 68 Fed. Reg. 56379 \(September 30, 2003\).](#)

54VA17

**System name: Health Administration Center Civilian Health and Medical Program Records-VA.**

**System location:**

Records are maintained at the Health Administration Center, 300 South Jackson Street, Denver, Colorado 80209.

**Categories of individuals covered by the system:**

1. Individuals who seek health care under Title 38, United States Code, section 1713, including:

a. The spouse or child of a veteran who has a total disability, permanent in nature, resulting from a service-connected disability;

b. The surviving spouse or child of a veteran who died as a result of a service-connected disability or who at the time of death had a total disability, permanent in nature, resulting from a service-connected disability;

c. The surviving spouse or child of a person who died in the active military, naval, or air service in the line of duty and not due to such person's own misconduct; and who are not eligible for medical care under TRICARE or Medicare.

2. The veteran sponsor of the spouse or child.

3. Health care providers treating individuals who receive care under Title 38, United States Code, section 1713.

**Categories of records in the system:**

Records maintained in the system include medical benefit application and eligibility information concerning the spouse and/or dependent(s) and the veteran sponsor, other health insurance information correspondence concerning individuals and documents pertaining to claims for medical services, information related to claims processing and third party liability recovery actions taken by VA and/or TRICARE. The record may include the name, address and other identifying information concerning health care providers, services provided, amounts claimed and paid for health care services, medical records, and treatment and payment dates. Additional information may include veteran, spouse and/or dependent identifying information (e.g., name, address, social security number, VA claims file number, date of birth), and military service information concerning the veteran sponsor (e.g., dates, branch and character of service, medical information).

**Authority for maintenance of the system:**

Title 38, United States Code, Chapter 5, section 501(a) and 501(b), and Chapter 17, section 1713.

**Purpose(s):**

Records may be used for purposes of establishing and monitoring eligibility

to receive CHAMPVA benefits; and process medical claims for payment for eligible beneficiaries of certain veterans.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Eligibility and claim information from this system of records may be disclosed as a useful purpose in response to an inquiry made by the claimant, claimant's guardian, health care provider or trading partner or contractor. Purposes of these disclosures are to assist the provider or claimant in obtaining reimbursement for claimed medical services, facilitate billing processes, to verify beneficiary eligibility for requested services and to provide payment information regarding claimed services. Eligibility or entitlement information disclosed may include the name, CHAMPVA authorization number (social security number), effective dates of eligibility, the reasons for any period of ineligibility and other health insurance information of the named individual. Claim information disclosed may include payment information such as payment identification number, date of payment, date of service, amount billed, amount paid, name and address of payee or reasons for non-payment.

2. Transfer of statistical and other data to Federal, State, and local government agencies and national health organizations to assist in the development of programs that will be beneficial to health care recipients, to protect their rights under the law, and to assure that they are receiving all health benefits to which they are entitled.

3. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

4. A record from this system of records may be disclosed to a Federal agency, in the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision on the matter.

5. A record from this system of records may be disclosed as a "routine use" to a Federal, State or local agency maintaining civil, criminal or other relevant information, such as current licenses, if necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance of a license, grant or other health, educational or welfare benefit.

6. Relevant information from this system of records, including the nature and amount of a financial obligation, may be disclosed as a routine use, in order to assist VA in the collection of unpaid financial obligations owed to the VA, to a debtor's employing agency or commanding officer so that the debtor-employee

may be counseled by his or her Federal employer or commanding officer. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

7. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

8. Disclosure may be made to National Archives and Records Administration (NARA), General Services Administration (GSA) in records management inspections conducted under authority of 44 United States Code.

9. Any relevant information in this system of records may be disclosed to attorneys, insurance companies, employers, and to courts, boards, or commissions; such disclosures may be made only to the extent necessary to aid VA in preparation, presentation, and prosecution of claims authorized under Federal, State, or local laws, and regulations promulgated thereunder.

10. Any information in this system of records may be disclosed to the United States Department of Justice or United States Attorneys in order for the foregoing parties to prosecute or defend litigation involving or pertaining to the United States.

11. Any information in this system of records may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for VA to respond to and comply with the issuance of a Federal court order.

12. Any information in this system of records may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for VA to respond to and comply with issuance of a State court order; provided that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

13. Any information concerning the claimant's indebtedness to the United States by virtue of a person's participation in a benefits program administered by VA, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of any amount owed to the United States. Purposes of these disclosures may be to assist VA in collection of costs of services provided individuals not entitled to such services and to initiate legal actions for prosecuting individuals who willfully or fraudulently obtain Title 38 benefits without entitlement. This disclosure is consistent with 38 U.S.C. 5701(b)(6).

14. Any relevant information from this system of records may be disclosed to TRICARE, Department of Defense and the Defense Eligibility Enrollment Reporting System (DEERS) to the extent necessary to determine eligibility for CHAMPVA or TRICARE benefits, to develop and process CHAMPVA or TRICARE claims, and to develop cost recovery actions for claims involving individuals not eligible for the services or claims involving potential third party liability.

15. The name and address of a veteran or dependent, and other information as is reasonably necessary to identify such individual, may be disclosed to a consumer reporting agency for the purpose of locating the individual or obtaining a consumer report to determine the ability of the individual to repay an indebtedness to the United States by virtue of the individual's participation in a benefits program administered by VA, provided that the requirements of 38 U.S.C. 5701(g)(2) have been met.

16. the name and address of a veteran or dependent, and other information as is reasonably necessary to identify such individual, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the individual's indebtedness to the United States by virtue of the individual's participation in a benefits program administered by VA, may be disclosed to a consumer reporting agency for purposes of assisting in the collection of such indebtedness, provided that the requirements of 38 U.S.C. 5701(g)(4) have been met.

17. In response to an inquiry about a named individual from a member of the general public, disclosure of information may be made from this system of records to report the amount of VA monetary benefits being received by the individual. This disclosure is consistent with 38 U.S.C. 5701(c)(1).

18. The name and address of a veteran or dependent may be disclosed to another Federal agency or to a contractor of that agency, at the written request of the head of that agency or designee of the head of that agency for the purpose of conducting government research necessary to accomplish a statutory purpose of that agency.

19. Any information in this system of records relevant to a claim of a veteran or dependent, such as the name, address, the basis and nature of a claim, amount of benefit payment information, medical information and military service and active duty separation information may be disclosed at the request of the claimant to accredited service organizations, VA-approved claim agents and attorneys acting under a declaration of representation so that these individuals can aid claimants in the preparation, presentation and prosecution of claims under the laws administered by VA. The name and address of a claimant will not, however, be disclosed to these individuals under this routine use if the claimant has not requested the assistance of an accredited service organization, claims agent or an attorney.

20. Any information in this system including medical information, the basis and nature of claim, the amount of benefits and personal information may be disclosed to a VA Federal fiduciary or a guardian ad litem in relation to his or her representation of a claimant only to the extent necessary to fulfill the duties of the VA Federal fiduciary or the guardian ad litem.

21. The individual's name, address, social security number and the amount (excluding interest) of any indebtedness which is waived under 38 U.S.C. 3102, compromised under 4 CFR Part 103, otherwise forgiven, or for which the applicable statute of limitations for enforcing collection has expired, may be disclosed to the Treasury Department, Internal Revenue Service, as a report of income under 26 U.S.C. 61(a)(12).

22. The name of a veteran or dependent, other information as is reasonably necessary to identify such individual, and any other information concerning the individual's indebtedness by virtue of a person's participation in a benefits program administered by VA, may be disclosed to the Treasury Department, Internal Revenue Service, for the collection of Title 38, U.S.C. benefit overpayments, overdue indebtedness, and/or costs of services provided to an individual not entitled to such services, by the withholding of all or a portion of the person's Federal income tax refund.

23. The name, date of birth and social security number of a veteran, spouse or dependent, and other identifying information as is reasonably necessary may be disclosed to Social Security Administration and Health Care Financing Administration, Department of Health and Human Services, for the purpose of validating social security numbers and Medicare information.

24. The name and address of any health care provider in this system of records who has received payment for claimed services in behalf of a CHAMPVA beneficiary may be disclosed in response to an inquiry from a member of the general public.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are stored electronically, in paper folders, magnetic discs, and magnetic tape. Paper documents may be scanned/digitized and stored for viewing electronically.

**Retrievability:**

Paper records are retrieved by name or VA claims file number or social security number of the veteran sponsor. Computer records are retrieved by name or social security number of the veteran sponsor, spouse, and/or dependent, or VA claims file number of the veteran sponsor.

**Safeguards:**

Working spaces and record storage areas at HAC are secured during all business and non-business hours. All entrance doors require an electronic passcard for entry. The HAC Security Officer issues electronic passcards. HAC staff control visitor entry by door release and escort. The building is equipped with an intrusion alarm system monitored by HAC security staff during business hours and by a security service vendor during non-business hours. Records are stored in an electronic controlled storage filing area. Records in work areas are stored in locked file cabinets or locked rooms. Access to record storage areas is restricted to VA employees on a "need-to-know" basis. Access to the computer room is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. ADP peripheral devices are generally placed in secure areas or are otherwise protected. Authorized VA employees may access information in the computer system by a series of individually unique passwords/codes.

**Retention and disposal:**

Records are maintained and disposed of in accordance with record disposition authority approved by the Archivist of the United States. Paper

records that are scanned/digitized for viewing electronically are destroyed after they have been scanned onto optical disks.

**System manager(s) and address:**

Chief Financial Officer (17), Department of Veterans Affairs, Veterans Health Administration, VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

Official maintaining the system:

Director, Department of Veterans Affairs, Health Administration Center, PO Box 65020, Denver, CO 80206-9020.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request to Director, VA Health Administration Center, PO Box 65020, Denver, Colorado 80206-9020, or apply in person to the Director, VA Health Administration Center, 300 South Jackson Street, Denver, Colorado 80209. Inquiries should include the veteran sponsor's full name and social security and VA claims file numbers, and the spouse or department's name, social security number and return address.

**Record access procedures:**

An individual who seeks access to records maintained under his or her name in this system may write or visit the Director, VA Health Administration Center.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

The veteran sponsor, spouse and/or dependent, military service departments, private medical facilities and health care professionals, electronic trading partners, contractors, Department of Defense (DoD), TRICARE, DoD Defense Eligibility Enrollment Reporting System (DEERS), other Federal agencies, VA regional offices, Veterans Benefits Administration automated record systems.

[VA amended this system of records at 67 Fed. Reg. 72721 \(December 6, 2002\)](#)

55VA26

**System name: Loan Guaranty Home, Condominium and Manufactured Home Loan Applicant Records, Specially Adapted Housing Applicant Records, and Vendee Loan Applicant Records—VA.**

**System location:**

Records are maintained at the VA Central Office, the regional offices, medical and regional office centers, VA offices and VA data processing centers. These records generally will be maintained by the regional office, medical and regional office center or VA office having jurisdiction over the geographic area in which the property securing a VA guaranteed, insured or direct loan or on which a specially adapted housing grant has been issued is located and at the Servicing Data Processing Centers at Hines, Illinois; Austin, Texas; and St. Paul, Minnesota. Records may be temporarily transferred between fields stations or to VA Central Office for necessary appeals, reviews, or quality control reviews. Address locations are listed in VA Appendix I. Records provided to the Department of Housing and Urban Development (HUD) for inclusion on its Credit Alert Interactive Voice Response System (CAIVRS) are located at a data processing center under contract to HUD at Reston, Virginia.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by this system: (1) Disabled veterans who have applied for and received specially adapted housing assistance under title 38, United States Code, chapter 21; (2) veterans, their spouses or unmarried surviving spouses who have applied for and received VA housing credit assistance under title 38, United States Code, chapter 37; (3) person(s) applying to purchase VA owned properties (vendee loans); (4) transferee owners of properties encumbered by a VA-guaranteed, insured, direct or vendee loan (e.g., individuals who have assumed a VA-guaranteed loan and those who have purchased property directly from the VA); and (5) individuals other than those identified above who may have applied for loan guaranty benefits.

**Categories of records in the system:**

Records (or information contained in records) may include the following: (1) Military service information from a veteran's discharge certificate (DD Form 214, 215) which specifies name, service number, date of birth, rank, period of service, length of service, branch of service, pay grade, and other information relating to a veteran's military service (e.g., character of service, assigned separation reason code, whether a veteran is out of the service); (2) medical records containing specific information regarding a veteran's physical disability (e.g., blindness, paraplegic condition, loss of limbs) which is used to determine eligibility and need for specially adapted housing. Adjudication records relating to: (a) Medical determinations by the VA that a veteran is eligible and needs specially adapted

housing; or (b) VA determinations on whether a veteran who has received an other than honorable discharge should be eligible for VA credit assistance benefits; (3) applications for certificates of eligibility (these applications generally contain information from a veteran's military service records except for character of discharge); (4) applications for FHA veterans' low-down payment loans (these applications generally contain information from a veteran's military service records including whether or not a veteran is in the service); (5) applications for a guaranteed or direct loan, applications for release of liability, applications for substitutions of VA entitlement and applications for specially adapted housing (these applications generally contain information relating to employment, income, credit, personal data; e.g., social security number, marital status, number and identity of dependents; assets and liabilities at financial institutions, profitability data concerning business of self-employed individuals, information relating to an individual veteran's loan account and payment history on a VA-guaranteed, direct, or vendee loan on an acquired property, medical information when specially adapted housing is sought, and information regarding whether a veteran owes a debt to the United States) and may be accompanied by other supporting documents which contain the above information; (6) applications for the purchase of a VA acquired property (e.g., vendee loans—these applications generally contain personal and business information on a prospective purchaser such as social security number, credit, income, employment history, payment history, business references, personal information and other financial obligations and may be accompanied by other supporting documents which contain the above information); (7) loan instruments including deeds, notes, installment sales contracts, and mortgages; (8) property management information; e.g., condition and value of property, inspection reports, certificates of reasonable value, correspondence and other information regarding the condition of the property (occupied, vandalized), and a legal description of the property; (9) information regarding VA loan servicing activities regarding default, repossession and foreclosure procedures, assumability of loans, payment of taxes and insurance, filing of judgments (liens) with State or local authorities and other related matters in connection with active and/or foreclosed loans; and (10) information regarding the status of a loan (i.e., approved, pending or rejected by the VA).

**Authority for maintenance of the system:**

Title 38, United States Code, chapter 3, section 210(c)(1); title 38, United States Code, chapters 21 and 37.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant

thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local government agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

5. Any information in this system, such as the name and address of a veteran or the veteran's spouse, and the property address may be disclosed to credit reporting agencies, companies extending credit, depository institutions, utility companies, investors, insurance companies, governmental agencies, lenders, and employers to enable such parties to provide the VA with information regarding income, credit, assets and liabilities information on applicants, mortgagors, or obligors and to provide the VA with information regarding the status of obligations, payment records, employment histories, assets for closing fees and other assets and liabilities.

6. Information on the application for a guaranteed or direct loan, and on the certificate of reasonable value and information verifying an applicant's employment and/or amount of deposit in a financial institution, may be disclosed to a prospective mortgagee proposing to make a guaranteed loan on the veteran applicant's behalf.

7. Information regarding the status (i.e., approved, pending, or rejected) or an application for VA loan benefits or for a loan account and the reasons for rejection may be disclosed to a prospective lender. When the VA has rejected a loan application, the information disclosed may include information from another VA record such as a debt which the veteran owes to the United States or information from a claims file relating to a veteran's ability to discharge an obligation.

8. Only the fact that the loan has been approved, rejected, or is pending may be disclosed to a seller, a spouse of a seller, or the spouse of the veteran-applicant who is an actual party in interest to the guaranteed, insured or direct loan transaction in order to inform such party of the status of the loan application. However, a statement of the reason for rejection of the loan may also be

provided to the spouse of the veteran-applicant, if the spouse is a joint applicant for the loan or would be jointly liable on the loan.

9. Any information on the application for a VA-acquired property (vendee loan) concerning a prospective purchaser may be disclosed to a broker aiding in the sale of a VA-acquired property in order that the broker may assist the prospective purchaser in completing his or her application. Such information may include an explanation of specific loan document discrepancies or specific information on income or credit.

10. Information on the status (i.e., the payment record), of a guaranteed, insured, direct, or VA-acquired property (vendee) loan account(s) may be disclosed to persons or organizations extending credit or providing services or other benefits to the obligor, or persons or organizations considering the extension of credit, services or other benefits to the potential obligor provided the name, address, or other information necessary to identify the obligor is given beforehand by the requester.

11. The name and address of an obligor (e.g., an individual who has obtained a VA-guaranteed loan or purchased a VA property), and the account number (insurance, tax number) may be disclosed to hazard insurance companies and real estate taxing authorities to obtain billings and to authorize payments of such obligations as they become due from the direct and vendee (portfolio) loan escrow accounts.

12. Information as to the acceptability or nonacceptability of a prospective purchaser preparing to assume liability to VA under a mortgage contract or of a prospective purchaser preparing to substitute loan guaranty entitlement for the party presently obligated may be disclosed to parties presently liable on a VA loan, loan guaranty or loan insurance agreement. In addition, the acceptability or nonacceptability of a transferee owner may be disclosed to parties presently liable on a VA loan, loan guaranty or loan insurance agreement, for the purpose of releasing the original veteran borrower, or a veteran who substituted loan guaranty entitlement for the original veteran borrower, from liability. The reason(s) for nonacceptability of the prospective loan assumer or transferee or of a purchaser/transferee (e.g. poor credit history, insufficient income and/or debts owed the U.S.) may also be disclosed to parties presently liable on a VA loan, loan guaranty or loan insurance agreement in order to inform the parties presently liable of the reasons for the nonacceptability.

13. Information on the default status of a delinquent loan account (e.g., amount of payments in arrears, number of months in arrears, what efforts the VA has taken to service the loan, condition of the property, repayment schedule, and total amount of debt) may be disclosed to prior owners remaining contingently liable for indebtedness to permit prior owners to take necessary action(s) to protect their interest where loan liquidation is indicated and to prevent a possible debt to the Government which may be placed against the prior owner.

14. Any information in this system such as current obligor, prior obligors, debt outstanding, current credit reports containing an obligor's name and address and date(s) and cause of the default, and loan account information (e.g., loan account number, property condition, legal description, date loan issued, amount

of loan and amount in arrears) may be disclosed to the U.S. Department of Justice or United States Attorneys in order for the Department of Justice of U.S. Attorneys to liquidate a defaulted loan by judicial process, and take title on the foreclosed property in accordance with State law. Any information in this system may also be disclosed to the Department of Justice or U.S. Attorneys in order for the foregoing parties to prosecute or defend litigation involving or pertaining to the United States. Any relevant information in this system may also be disclosed to other Federal agencies upon their request in connection with review of administrative tort claims and potential tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672, the Military Claims Act, 10 U.S.C. 2733, and other similar claims statutes.

15. Loan account information (e.g., loan account number, property condition, legal description of property, date loan issued, amount of loan and amount in arrears), current credit reports containing name and address of an obligor and the cause and date(s) of default may be disclosed to the General Accounting Office (GAO) to enable the GAO to pursue necessary collection activities and obtain a judgment against the obligor(s).

16. Any information in a direct or vendee loan account record may be disclosed to active investors purchasing or considering the purchase of VA direct or vendee loans from VA or from a previous investor. Such information will be furnished to active prospective investors to provide a basis for their submitting an offer to purchase loans and to actual investors in order that they may establish loan accounts on purchased loans. Such information may also be disclosed to financial advisors to assist VA in developing strategies for marketing these loans, and to investment bankers, bond rating agencies, other government agencies, private mortgage insurance companies, bonding companies, master servicers, and others involved in the marketing or sale of vendee loans, including legal counsel, accountants and auditors for such entities.

17. Any information in this system, including the nature and amount of a financial obligation, may be disclosed to a debtor's Federal employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or commanding officer and to assist in the collection of unpaid financial obligations owed the U.S. This purpose is consistent with 5 U.S.C 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

18. Any information in this system may be disclosed to a guardian ad litem in relation to the guardian's representation of a veteran in any legal or administrative proceeding so long as the disclosure is for the benefit of the veteran.

19. Any information in this system such as available identifying information regarding the debtor(s), name of debtor(s) spouse, social security account number of debtor(s), VA insurance number(s), VA loan number(s), VA claim number(s), place(s) of birth and date(s) of birth of debtor(s), name(s) and address(es) of debtor(s) employer(s), and dates of employment may be disclosed to other Federal agencies, State probate courts, State drivers license bureaus, and State automobile title and license bureaus in order for the VA to

obtain current name, address, locator and credit report assistance in the collection of unpaid financial obligations owed to the United States. This purpose is consistent with the Federal Claims Collection Act of 1966 (Pub. L. 89-508, 31 U.S.C. 951-953 and 4 CFR parts 101-105), and the disclosure is authorized by 38 U.S.C. 3301(b)(6).

20. Any information in this system, such as a loan applicant's or a defaulted obligor's (i.e., a defaulted obligor is an individual that has not performed one or more of the required obligations under the terms of the loan instruments) name and address, property address, balance of debt, amount of debt owed per month, loan account number, credit reports and reasons for notice to quit, may be disclosed to fee attorneys, fee appraisers, management brokers, process servers, subordinate lien holders, title companies, and abstractors for the purposes of loan approval or loan termination of direct or vendee loans by judicial or nonjudicial means, to obtain possession of VA property in cases of default or Foreclosure to issue and post Demands for Possession or Notices to Quit, to file judgments (liens) in accordance with State and local law and to carry out all other necessary VA program responsibilities. VA fee attorneys may disclose record information contained therein to title insurance companies and title agents, for Trustee's sale advertisements, and to subordinate lien holders. This disclosure authority by VA fee attorneys is consistent with 38 U.S.C. 3301 (e) and (h).

21. An obligor's social security number and other information regarding the filing of judgments (liens) may be disclosed to appropriate State and local authorities in order to conform to State and local law requirements and to assist the VA and State and local authorities in identifying VA judgment debtors on State and local judgment records. This disclosure is consistent with 38 U.S.C. 3301(b)(6).

22. Any information in this system relating to the adjudication of incompetency of a veteran either by a court of competent jurisdiction or by the VA may be disclosed to a lender or prospective lender extending credit or proposing to extend credit on behalf of a veteran in order for the VA to protect incompetent veterans from entering into unsound financial transactions which might deplete the resources of the veteran and to protect the interests of the Government giving credit assistance to a veteran.

23. Any information in this system may be disclosed to a Federal Grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

24. Any information in this system may be disclosed to a State or municipal court or a party in litigation; or to a State or municipal grand jury, a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

25. Any information concerning the veteran's indebtedness to the United States by virtue of a person's participation in a benefits program administered by

the VA, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of any amount owed to the United States. Purposes of these disclosures may be (a) to assist the VA in collection of title 38 benefit overpayments, overdue indebtedness, and/or costs of services provided individuals not entitled to such services, and (b) to initiate legal actions for prosecuting individuals who willfully or fraudulently obtained title 38 benefits without entitlement. This disclosure is consistent with 38 U.S.C. 3301(b)(6).

26. The name and address of an obligor, other information as is reasonably necessary to identify such person, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning such person's delinquency or default on a loan made or guaranteed by the VA may be disclosed to a consumer reporting agency for purposes of reporting delinquencies, defaults and indebtedness and assisting in the collection of such indebtedness, provided that the provisions of 38 U.S.C. 3301(g)(4) have been met.

27. Any information in this system, except for the name and address of a veteran, may be disclosed to a Federal agency in order for the VA to obtain information relevant to the making, insuring, or guaranteeing of a loan under chapter 37 of title 38 U.S.C. The name and address of a veteran may be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

28. The name of a veteran, or other beneficiary, other information as is reasonably necessary to identify such individual, and any other information concerning the individual's indebtedness by virtue of a person's participation in a benefits program administered by the VA, may be disclosed to the Treasury Department, Internal Revenue Service, for the collection of Title 38, U.S.C. benefit overpayments, overdue indebtedness, and/or costs of services provided to an individual not entitled to such services, by the withholding of all or a portion of the person's Federal income tax refund.

29. Any information in the system may be disclosed to the Department of the Treasury, Internal Revenue Service, where required by law, including the borrower's name, address, social security or taxpayer identification number, amount of interest paid, and information relating to any abandonment or foreclosure of a property.

30. Any information on a property which has been acquired by VA such as loan number, property address, property survey, title limitations/policy, termite inspections, existing warranties, repairs made by VA and items still requiring repair, and dues payable to and services provided by homeowner or condominium associations may be disclosed to prospective purchasers and their representatives in order to assist VA in the timely disposal of its acquired properties. Such information may include the name of the purchaser and purchaser's sales agent, price and terms of the successful offeror's, along with the reason(s) for selecting such offer over any other competing offer.

31. Any information in the system may be disclosed to the lender or holder of a VA guaranteed loan, or their attorneys, in support of a decision by VA to reject a claim under guaranty, demand reimbursement for a claim previously paid, or in the course of settlement negotiations. When a demand for reimbursement will be made against a party other than the lender or holder, such as the real estate broker, fee appraiser or seller of the property, the information may be disclosed to the party and its attorneys.

32. The social security number and loan account number of all persons with VA-guaranteed and portfolio loans which fall under one of the following categories: (a) The accounts are not current; (b) there has been a foreclosure; or (c) the Department has paid a claim, may be provided to the Department of Housing and Urban Development for inclusion in its Credit Alert Interactive Voice Response System (CAIVRS). Information included in this system may be disclosed to all participating agencies and lenders who participate in the agencies' programs to enable them to verify information provided by new loan applicants and evaluate the creditworthiness of applicants. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

33. Relevant loan guaranty record information may be disclosed to any individual, organization, or other entity with whom VA has a contract or agreement under which that entity will perform services to assist VA in the administration of the Loan Guaranty Program. The information that may be disclosed under this routine use is limited to that which is necessary to permit the contractor to perform the services required under the contract or agreement.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

VA-guaranteed, insured, direct and vendee loan records are maintained in individual folders on paper documents and on automated storage media (i.e., microfilm, microfiche, magnetic tape and magnetic disks.)

**Retrievability:**

All VA loan applications and loan records are indexed by name and VA loan file number in the local VA office having jurisdiction over the geographic area in which the property is located. Automated records are indexed for statistical purposes by a file number, field station and county code number and lender identification number. However, an individual loan record in automated format may only be retrieved by name or loan number. Records in CAIVRS may only be retrieved by social security number.

**Safeguards:**

Access to VA working spaces and record file storage areas is restricted to VA employees on a "need to know" basis. Generally, VA file areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service or other VA security personnel. Loan and property security instruments are stored in separate fire resistant locked files. VA employee loan file records and other files which, in the opinion of VA, are, or may become, sensitive are stored in separate locked files.

Information in the system may be accessed from authorized terminals in the VA telecommunications network. Terminal locations include VA Central Office and regional offices. Access to terminals is by authorization controlled by the site security officer. The security officer is assigned responsibility for privacy-security measures, especially for review of violations logs, information logs and control of password and badge readers and audible alarms. Electronic keyboard locks are activated on security errors. Also, beginning in 1986, sensitive files were established using the social security numbers of the VA Veterans Benefits Administration employees and other prominent individuals to prevent indiscriminate access to their automated records.

At the data processing centers, identification of magnetic tape and disks containing data is rigidly enforced using labeling techniques. Automated storage media which are not in use are stored in tape libraries which are secured in locked rooms. Access to programs is controlled at three levels: Programming, auditing, and operations. Access to data processing centers is generally restricted to center employees, custodial personnel, Federal Protective Service and other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to computer rooms are escorted.

Access to the data processing center where HUD maintains CAIVRS is generally restricted to center employees, authorized HUD employees and authorized subcontractors. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to computer rooms are escorted.

Files in CAIVRS use social security numbers as identifiers. Access to information in files is restricted to authorized employees of participating agencies and authorized employees of lenders who participate in the agencies' programs. Access is controlled by agency distribution of passwords. Information in the system may be accessed by use of a touchtone telephone by authorized agency and lender employees on a "need to know" basis.

**Retention and disposal:**

Records in individualized case folder concerning active VA guaranteed or insured loans are retained at the VA servicing facility for up to three years and forwarded to the Federal Archives and Records Center (FARC) where they are retained up to thirty-three years and then destroyed. Active direct loan case folders are retained at the VA servicing facility until the case becomes inactive, e.g., existing loan balance is paid in full.

Inactive guaranteed and direct loan folders are forwarded to the FARC annually, retained for five years and then destroyed. Vendee loan records being maintained in case folders are kept at the VA servicing facility until five years after the case becomes inactive and are then destroyed. Specially adapted housing (SAH) records are maintained either at VA Central Office (VACO) and/or the VA servicing facility. Once SAH records are closed, SAH records at VACO are maintained for one year and then sent to the FARC where they are retained for thirty years and then destroyed. Closed SAH records maintained at regional offices are maintained for ten years and then destroyed. Generally, automated

records (e.g., computer lists, discs, and microfiche) are maintained for up to five years and then destroyed. Destruction of records is accomplished by shredding, burning, and/or erasure.

File information for CAIVRS is provided to HUD by VA on magnetic tape. After information from the tape has been read into the computer the tape is returned to VA for updating. HUD does not keep separate copies of the tape.

**System manager(s) and address:**

Director, Loan Guaranty Service (26), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier or wants to determine the contents of such record should submit a written request or apply in person to the nearest Veterans Administration regional office or center.

Addresses for VA regional offices and centers may be found in VA Appendix 1 at the end of this document. All inquiries must reasonably identify the benefit or system of records involved, i.e.; Loan Guaranty. Inquiries should include the individual's full name, VA file number or loan number. If the VA file or loan number is not available, then as much of the following information as possible should be forwarded: Address of the property secured by a VA-guaranteed, insured or portfolio loan, owner or former owners of the property, name of lender and lender's loan number, branch of service, service number or social security number. Some of the records in this system are exempt from the notification requirement under 5 U.S.C. 552a(k). To the extent that records in this system of records are not subject to exemption, they are subject to notification. A determination as to whether an exemption applies shall be made at the time a request for notification is received.

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name in this system may write, call or visit the nearest Veterans Administration regional office or center. Address locations are listed in VA Appendix 1 at the end of this document. However, some of the records in this system are exempt from the record access and contesting requirements under 5 U.S.C. 552a(k). To the extent that records in this system of records are not subject to exemption, they are subject to access and contest. A determination as to whether an exemption applies shall be made at the time a request for access or contest is received.

**Contesting record procedures:**

(See Record access procedures above.)

**Record source categories:**

The VA records in this system are obtained from the applicant, lenders, brokers and builder/sellers, an applicant's credit sources, depository institutions and employers, hazard insurance companies, taxing authorities, title companies, fee personnel, other VA records, other Federal, State and local agencies, and other parties of interest involving VA-guaranteed, insured, vendee or direct loans or specially adapted housing.

**Systems exempted from certain provisions of the act:**

The Administrator of Veterans Affairs has exempted this system of records from the following provisions of the Privacy Act of 1974, as permitted by 5 U.S.C. 552a(k)(2).

5 U.S.C. 552a(c)(3)

5 U.S.C. 552a(d)

5 U.S.C. 552a(e)(1)

5 U.S.C. 552a(e)(4)(G), (H) and (I)

5 U.S.C. 552a(f)

Reasons for exemptions: The exemption of information and material in this system of records is necessary in order to accomplish the law enforcement functions of the Loan Guaranty Service to prevent subjects of internal audit investigations for potential fraud and abuse in the VA Loan Guaranty Program from frustrating the investigatory process, to fulfill commitments made to protect the confidentiality of sources, to maintain access to sources of information and to avoid endangering these sources.

## 57VA10C2

**System name: Voluntary Service Records—VA.**

### **System location:**

Paper and electronic records are maintained at each of the VA health care facilities. Only electronic records are maintained at the Austin Automation Center (AAC), Austin, Texas. Active records are retained at the facility where the individual has volunteered to assist the administrative and professional personnel and at the AAC. Basic information for all inactive records is retained at the facility where the volunteer worked.

### **Categories of individuals covered by the system:**

All volunteers, regularly-scheduled and occasional, including non-affiliated and members of voluntary service organizations; and welfare, service, veterans, fraternal, religious, civic, industrial, labor, and social groups or clubs which voluntarily offer the services of their organizations and/or individuals to assist with the provision of care to patients, either directly or indirectly, through VA Voluntary Service under Title 38, United States Code, section 513.

### **Categories of records in the system:**

Administrative records containing personal information about the individual making application to become a volunteer in a VA health care facility, VA regional office, or VA cemetery. These minimum records include the volunteer's name, address, social security number, date of birth, telephone number, next-of-kin information, assignments worked, hours and years of service and last award received. Information relating to the individual membership in service organizations, qualifications, restrictions and preferences of duty and availability to schedule time of service. Medical and training records pertaining to the volunteer's service will also be maintained for all active volunteers at the facility where the volunteer works.

### **Authority for maintenance of the system:**

Title 38, United States Code, section 513.

### **Purpose(s):**

The records and information are used for tracking the number of Regularly Scheduled (RS) Volunteers, Occasional Volunteers, and student volunteers; to produce statistical and managerial reports on the number of hours and visits of all volunteers each month; and to present volunteers with certificates of appreciation for service.

### **Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Any information in this system, except the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with

enforcing or implementing the statute, regulation, rule or order issued pursuant thereto.

2. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

4. Volunteer records may be used to confirm volunteer service, duty schedule, and assignments to service organizations, Bureau of Unemployment, insurance firms, office of personnel of the individual's full-time employment; to assist in the development of VA history of the volunteer and his/her assignments; and to confirm voluntary hours for on-the-job accidents, and for recognition awards.

5. Disclosure may be made to a Congressional office from the record of an individual in response to an inquiry from the Congressional office made at the request of that individual.

6. Disclosure may be made to the National Archives and Records Service, General Services Administration, in records management inspections conducted under authority of Title 44 United States Code.

7. Relevant information may be disclosed to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

8. Relevant information may be disclosed to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor or subcontractor to perform the services of the contract or agreement. VA occasionally contracts out certain of its functions when this would contribute to effective and efficient operations.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Magnetic tapes of all active volunteers are maintained at the AAC in Austin, Texas. The AAC only maintains data on active volunteers. Paper documents for

all active volunteers are maintained at the individual VA facilities where the volunteer has donated time. Computer files containing such basic information as the volunteer's name, address, social security number, date of birth, telephone number, next-of-kin information, assignments worked, hours and years of service and last award received are retained for all volunteers, either active or inactive, at the VA facility where the individual currently volunteers or has volunteered.

**Retrievability:**

All volunteer records are retrieved by name, social security number (SSN) or pseudo SSN.

**Safeguards:**

Physical Security:

1. Access to VA working space areas and the AAC is restricted to VA employees on a "need to know" basis. Generally, VA file areas and computer rooms are locked after normal duty hours and are protected from outside access by the Federal Protective Service.
2. Strict control measures are enforced to ensure that access to and disclosure from all records including electronic files stored in the Volunteer Management System in VistA are limited to VAVS employees whose official duties warrant access to those files. The system recognizes authorized employees by a series of individually unique passwords/codes and the employees are limited to only that information in the file which is needed in the performance of their official duties.
3. Any sensitive information that may be downloaded or printed to hard copy format is provided the same level of security as the electronic records. All paper documents and informal notations containing sensitive data are shredded prior to disposal.
4. All new VAVS employees receive initial information security training, and refresher training is provided to all employees on an annual basis.
5. Access to the AAC is generally restricted to Center employees, custodial personnel, Federal Protective Service and other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons gaining access to computer rooms are escorted. Information stored in the computer may be accessed by authorized VA employees at remote locations including VA health care facilities, Information Systems Centers, VA Central Office, and Veterans Integrated Service Networks. Access is controlled by individually unique passwords/codes which must be changed periodically by the employee.

**Retention and disposal:**

The paper and electronic records will be maintained and disposed of in accordance with the records disposition authority approved by the National Archives and Records Administration (NARA).

**System manager(s) and address:**

Official responsible for policies and procedures: Director, Voluntary Service Office (10C2), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

Official maintaining the system: National Automated Information Systems Coordinator, VA Medical Center, 2907 Pleasant Valley Blvd., Altoona, Pennsylvania 16602-4377.

**Notification procedure:**

Individuals seeking information concerning the existence and content of their service records must submit a written request or apply in person to the VA health care facility where their voluntary service was accomplished. All inquiries must reasonably identify, to the VA facility, the portion of the volunteer's service record they want information about and the approximate dates of service, in order to receive that information. Inquiries should include the volunteer's name, social security number or pseudo SSN, organization represented, date of birth, and last address while serving as a volunteer to VA.

**Record access procedure:**

Volunteers, dependents, survivors or duly authorized representatives seeking information regarding access to and contesting of VAVS records may contact the Voluntary Service office at the VA health care facility where the individual was a volunteer worker.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Information in this system of records may be provided by the volunteer, the family of youth volunteers, civic and service organizations, and the VA health care facility.

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**System name: Compensation, Pension, Education and Rehabilitation Records-VA.**

**System location:**

Records are maintained at the VA regional offices, the VA Records Processing Center, St. Louis, Missouri and the Data Processing Center at Hines, Illinois, with subsidiary accounts receivable records located at the Data Processing Center at St. Paul, Minnesota. Active records are generally maintained by the regional offices having jurisdiction over the domicile of the claimant. Address locations are listed in the VA Appendix I. The automated individual employee productivity records are temporarily maintained at the VA data processing facility serving the office in which the employee is located. The paper record is maintained at the VA regional office having jurisdiction over the employee who processed the claim. Records provided to the Department of Housing and Urban Development (HUD) for inclusion on its Credit Alert Interactive Voice Response System (CAIVRS) are located at a data processing center under contract to HUD at Reston, Virginia.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by this system.

1. Veterans who have applied for compensation for service-connected disability under 38 U.S.C. Chapter 11.
2. Veterans who have applied for nonservice-connected disability under 38 U.S.C. chapter 23.
3. Veterans entitled to burial benefits under 38 U.S.C. chapter 15.
4. Surviving spouses and children who have claimed pension based on service-connected death of a veteran under 38 U.S.C. chapter 15.
5. Surviving spouses and children who have claimed pension based on service-connected death of a veteran under 38 U.S.C. chapter 11.
6. Surviving spouses and children who have claimed dependency and indemnity compensation for service-connected death of a veteran under 38 U.S.C. chapter 13.
7. Parents who have applied for death compensation based on service-connected death of a veteran under 38 U.S.C. chapter 11.
8. Parents who have applied for dependency and indemnity compensation for service-connected death of a veteran under 38 U.S.C. chapter 13.
9. Veterans who have applied for VA educational benefits under 38 U.S.C. chapters 31, 32, and 34.
10. Spouses, surviving spouses and children of veterans who have applied for VA educational benefits under 38 U.S.C. chapter 35.
11. Service members who have applied for educational benefits under 38 U.S.C. chapters 34 and 35.
12. Service members who have contributed money from their military pay to the Post-Vietnam Era Veterans Education Account under 38 U.S.C. chapter 32.

13. Individuals who have applied for title 38 benefits but who do not meet the requirements under 38 U.S.C. to receive such benefits.

14. Veterans, service members, spouses, surviving spouses and dependent children who have applied for benefits under the Educational Assistance Test program under sections 901 and 903 of Pub. L. 96-342.

15. Veterans who apply for training and employers who apply for approval of their programs under the provisions of the Emergency Veterans' Job Training Act of 1983, Pub. L. 98-77.

16. Veterans, service members and eligible reservists who apply for benefits under 38 U.S.C. chapter 30.

17. Eligible members of the Selected Reserve who apply for benefits under 10 U.S.C. chapter 106.

18. Any VA employee who generates or finalizes adjudicative actions using the TARGET computer processing.

19. Veterans who apply for training and employers who apply for approval of their programs under the provisions of the Service Members Occupational Conversion and Training Act of 1992, Pub. L. 102-484.

20. Representatives of individuals covered by the system.

**Categories of records in the system:**

The record, or information contained in the record, may include identifying information (e.g., name, address, social security number); military service and active duty separation information (e.g., name, service number, date of birth, rank, sex, total amount of active service, branch of service, character of service, pay grade, assigned separation reason, whether veteran was discharged with a disability, served in Vietnam Conflict, reenlisted, received a Purple Heart or other military decoration); payment information (e.g., veteran payee name, address, dollar amount of readjustment service pay, amount of disability or pension payments number of nonpaydays, any amount of indebtedness (accounts receivable) arising from title 38 U.S.C. benefits and which are owed to the VA); medical information (e.g., medical and dental treatment in the Armed Forces including type of service-connected disability, medical facilities or by VA health care personnel or received from private hospitals and health care personnel relating to a claim for VA disability benefits or medical or dental treatment); personal information (e.g., marital status, name and address of dependents, occupation, amount of education of a veteran or a dependent, dependent's relationship to veteran); education benefit information (e.g., information arising from utilization or training benefits such as a veteran trainee's induction, reentrance or dismissal from a program or progress and attendance in an education or training program); applications for compensation, pension, education and rehabilitation benefits and training which may contain identifying information, military service and active duty separation information, payment information, medical and dental information, personal and education benefit information relating to a veteran or beneficiary's incarceration in a penal institution (e.g., name of incarcerated veteran or beneficiary, claims file number, name and address of penal institution, date of commitment, type of offense, scheduled release date, veteran's date of birth, beneficiary relationship to

veteran and whether veteran or beneficiary is in a work release or half way house program, on parole or has been released from incarceration).

The VA employee's Target Access Card number, the number and kind of actions generated and/or finalized by each such employee, the compilation of cases returned for each employee.

**Authority for maintenance of the system:**

Title 38, United States Code, section 501(a) and Chapters 11, 13, 15, 18, 23,30, 31, 32, 34, 35, 36, 39, 51, 53, 55.

**Purpose(s):**

Veterans, and their survivors and dependents, file claims for a wide variety of Federal veteran's benefits administered by VA at VA facilities located throughout the nation. See the statutory provisions cited in "Authority for maintenance of the system. VA gathers, or creates, these records in order to enable it to administer these statutory benefits programs.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee; the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any written information in this system may be disclosed to a State or local agency, upon official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, retention or transfer of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by that agency; provided, that if the information pertains to a veteran, the name and address of the veteran will not be disclosed unless the name and address is provided first by the requesting State or local agency.

4. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

5. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or

regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigation or prosecuting such violation or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

6. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

7. The name, address, entitlement code (e.g., compensation or pension), period(s) of service, sex, and date(s) of discharge may be disclosed to any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under title 38 U.S.C. Disclosures may be in the form of a computerized list.

8. Any information in this system, except for the name and address of a veteran, may be disclosed to a Federal agency in order for the VA to obtain information relevant to the issuance of a benefit under title 38 U.S.C. The name and address of a veteran may be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

9. Any information in this system may be disclosed in connection with any proceeding for the collection of an amount owed to the United States by virtue of a person's participation in any benefit program administered by the Veterans Administration when in the judgment of the Administrator, or official generally delegated such authority under standard agency delegation of authority rules (38 CFR 2.6), such disclosure is deemed necessary and proper, in accordance with 38 U.S.C. 3301(b)(6).

10. The name and address of a veteran, and other information as is reasonably necessary to identify such veteran, may be disclosed to a consumer reporting agency for the purpose of locating the veteran, or, obtaining a consumer report to determine the ability of the veteran to repay an indebtedness to the United States arising by virtue of the veteran's participation in a benefits program administered by the VA, provided that the requirements of 38 U.S.C. 3301(g)(2) have been met.

11. The name and address of a veteran, other information as is reasonably necessary to identify such veteran, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the veteran's indebtedness to the United States by virtue of the person's participation in a benefits program administered by the VA may be disclosed to a consumer reporting agency for purposes of assisting in the

collection of such indebtedness, provided that the provision of 38 U.S.C. 3301(g)(4) have been met.

12. Any information in this system, including available identifying information regarding the debtor, such as name of debtor, last known address or debtor, VA insurance number, VA loan number, VA claim number, place of birth, date of birth of debtor, name and address of debtor's employer or firm and dates of employment may be disclosed, under this routine use, except to consumer reporting agencies, to a third party in order to obtain current name, address, locator, and credit report in connection with any proceeding for the collection of an amount owed to the United States by virtue of a person's participation in any VA benefit program when in the judgment of the Administrator such disclosure is deemed necessary and proper. This purpose is consistent with the Federal Claims Collection Act of 1966 (Pub. L. 89-508, 37 U.S.C. 951-953 and 4 CFR parts 101-105 and 38 U.S.C. 3301(b)(6).

13. Any information in this system, including the nature and amount of a financial obligation, may be disclosed to a debtor's employing agency or commanding officer so that the debtor-employee may be counseled by his or her Federal employer or commanding officer and to assist in the collection of unpaid financial obligations owed the VA. This purpose is consistent with 5 U.S.C. 5514, 4 CFR 102.5, and section 206 of Executive Order 11222 of May 8, 1965 (30 FR 6469).

14. Payment information may be disclosed to the Department of the Treasury, in accordance with its official request, to permit delivery of benefit checks to veteran-payees.

15. Military service and active duty separation information, and identifying information may be disclosed to a State unemployment compensation agency to the extent required to determine eligibility for its benefits, provided the name and address of the individual to whom the record pertains are provided by the State agency. The purpose for this disclosure is consistent with 5 U.S.C. 8523.

16. Medical information may be disclosed in response to a request from the superintendent of a State hospital for psychotic patients, a commissioner or head of a State department of mental hygiene, or a head of a State, county or city health department or any fee basis physician or sharing institution in direct connection with authorized treatment for a veteran provided the name of the individual to whom the record pertains is given and the information will be treated as confidential, as is customary in civilian professional medical practice.

17. The name, address, VA file number, effective date of compensation or pension, current and historical benefit pay amounts for compensation or pension, service information, date of birth, competency payment status, incarceration status, and social security number of veterans and their surviving spouses may be disclosed to the following agencies upon their official request: Department of Defense, Defense Manpower Data Center; Marine Corps; Department of Transportation (Coast Guard); PHS (Public Health Service), NOAA (National Oceanic and Atmospheric Administration), Commissioned Officer Corps in order for these departments and agencies and VA to reconcile the amount and/or waiver of service, department and retired pay. These records may also be

disclosed as a part of an ongoing computer matching program to accomplish these purposes. This purpose is consistent with 10 U.S.C. 684, 38 U.S.C. 3101, 38 U.S.C. 3104 and 38 U.S.C. 3301.

18. The amount of pension, compensation, dependency and indemnity compensation, educational assistance allowance, retirement pay and subsistence allowance of any veteran identified to the VA may be disclosed to any person who applies for such information.

19. Identifying, personal, payment and medical information may be disclosed to a Federal, State, or local government agency at the request of a veteran in order to assist the veteran and insure that all of the title 38 U.S.C. or other benefits to which the veteran is entitled are received. This information may also be disclosed without a request from the veteran, to a Federal agency, upon its official request or to a State or local agency provided the name and address of the veteran is given beforehand by the State or local agency in order to assist the veteran in obtaining a non-title 38 U.S.C. benefit to which the veteran is entitled.

20. Any information in this system which directly affects payment or potential payment of benefits to contesting claimants, including parties claiming an apportioned share of benefits, may be coequally disclosed to each affected claimant upon request from that claimant in conjunction with the claim for benefits sought or received.

21. Any information in this system such as identifying information, nature of a claim, amount of benefit payments, percentage of disability, income and medical expense information maintained by VA which is used to determine the amount payable to recipients of VA income dependent benefits and personal information, may be disclosed to the Social Security Administration, Bureau of Supplemental Security Income, upon its official request, in order for that agency to determine eligibility regarding amounts of social security benefits, or to verify other information with respect thereto. These records may also be disclosed as part of an ongoing computer matching program to accomplish this purpose.

22. Identifying information in this system may be disclosed at the request of a veteran to a third party having information relevant to a claim, such as an employer or school, in order to obtain information from the third party to the extent necessary to develop a veteran's claim for VA benefits.

23. Medical data (excluding the name and address of a veteran unless the name and address are furnished by the requestor) may be disclosed to epidemiological and other research facilities approved by the Chief Medical Director to obtain data from those facilities necessary to assist in medical studies on veterans for the Veterans Administration or for any research purposes determined to be necessary and proper by the Chief Medical Director.

24. The name(s) and address(es) of a veteran may be disclosed to another Federal agency or to a contractor of that agency, at the written request of the head of that agency or designee of the head of that agency for the purpose of conducting government research necessary to accomplish a statutory purpose of that agency.

25. Any information in this system relevant to a veteran's claim such as the name, address, the basis and nature of a claim, amount of benefit payment

information, medical information and military service and active duty separation information may be disclosed at the request of the veteran to accredited service organizations, VA-approved claims agents and attorneys acting under a declaration of representation so that these individuals can aid veterans in the preparation, presentation and prosecution of claims under the laws administered by the VA. The name and address of a veteran will not, however, be disclosed to these individuals under this routine use if the veteran has not requested the assistance of an accredited service organization, claims agent or an attorney.

26. Identifying and payment information may be disclosed, upon the request of a Federal agency, to a State or local government agency, to determine a beneficiary's eligibility under programs provided for under Federal legislation and for which the requesting Federal agency has responsibility. These records may also be disclosed as a part of an ongoing computer matching program to accomplish these purposes. This purpose is consistent with 38 U.S.C. 3301.

27. Any information in this system such as the amount of benefit or disability payments and medical information may be disclosed in the course of presenting evidence to a court, magistrate, or administrative authority, in matters of guardianship, inquests, and commitments, to private attorneys representing veterans rated incompetent in conjunction with issuance of Certificates of Incompetency, and to probation and parole officers in connection with court-required duties.

28. Any information in this system including medical information, the basis and nature of claim, the amount of benefits and personal information may be disclosed to a VA Federal fiduciary or a guardian ad litem in relation to his or her representation of a veteran only to the extent necessary to fulfill the duties of the VA Federal fiduciary or the guardian ad litem.

29. Any relevant information (including changes in disability ratings) may be disclosed to the Department of Justice and United States Attorneys in the defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims and potential tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672, the Military Claims Act, 10 U.S.C. 2733, and other similar claims statutes.

30. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

31. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

32. Any information in this system including the name, social security number, date of birth, delimiting date and remaining entitlement of VA educational benefits, may be disclosed to the ED (Department of Education),

upon its official request, or contractor thereof, for specific use by the ED to validate information regarding entitlement to VA benefits which is submitted by applicants who request educational assistance grants from the ED. Such information will not be used for any other purpose by the ED or contractor thereof.

33. VA educational forms and letters which contain identifying information about a veteran may be disclosed at the request of the veteran to a VA-approved education or training establishment to assist the veteran in the completion of claims forms or for the VA to obtain further information from the educational or training establishments as may be necessary for the VA to properly process the veteran trainee's claim or to monitor the trainee's progress.

34. Identifying and payment information may be disclosed to a VA-approved educational or training establishment at the request of the veteran in order for the VA to obtain sufficient information necessary to pay the veteran or the educational or training establishment the correct monetary amounts in an expeditious manner. However, this information will not be provided under this routine use to an educational or training establishment when the request is clearly an attempt by that establishment to seek assistance in collection attempts against the veteran.

35. Identifying information and information regarding the induction, reentrance and dismissal of a disabled veteran from a vocational rehabilitation program may be disclosed at the request of the veteran to a VA-approved vocational rehabilitation training establishment to insure that the trainee receives the maximum benefit from training.

36. Identifying information and information regarding the extent and nature of a veteran's disabilities with respect to any limitations to be imposed on the veteran's vocational programs may be disclosed at the request of the veteran to a VA-approved vocational rehabilitation training establishment to insure that the trainee receives the maximum benefit from training.

37. Information regarding the type and amount of training/ education received, and the name and address of a veteran, may be disclosed at the request of a veteran to local and State agencies and to prospective employers in order to assist the veteran in obtaining employment or further training.

38. The name, claims file number and any other information relating to a veteran's or beneficiary's incarceration in a penal institution and information regarding a dependent's right to a special apportionment of the incarcerated individual's VA benefit payment may be disclosed to those dependents who may be eligible for entitlement to such apportionment in accordance with 38 U.S.C. 504, 1682, 1780, and 3113.

39. The name, claims file number and any other information relating to a veteran or beneficiary who may be incarcerated in a penal institution may, pursuant to an arrangement, be disclosed to penal institutions or to correctional authorities in order to verify information concerning the veteran's or beneficiary's incarceration status. The disclosure of this information is necessary to determine that individual's continuing eligibility as authorized under 38 U.S.C. 504, 1682, 1780 and 3113.

40. Names and addresses, and other identifying data including the Social Security number, of surviving spouses, children and parents of deceased veterans may be released from this system of records to the Department of Defense (DOD) upon its official request in order for DOD to identify individuals eligible for health care benefits administered by the DOD, or to collect or verify information necessary for DOD facility planning, personnel studies, capitalization budgeting and post exchange, commissary and housing studies.

41. Identifying information including names and addresses, entitlement code, payee social security number, file number, payee number, regional office number, income for VA pension-determination purposes and pension net award may be released to the Department of Agriculture upon its official request for the purpose of a matching program designated USDA/OIG-6 for verification by the Department of Agriculture of applicants' eligibility for food stamps to reduce unauthorized payments in the food stamp program, and to collect debts owed to the United States Government. This anti-fraud matching program is being performed pursuant to the Department of Agriculture's Inspector General authority under Pub. L. 95-452, section 4(a), to detect and prevent fraud and abuse.

42. Any information concerning the veteran's indebtedness to the United States by virtue of a person's participation in a benefits program administered by the VA, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of any amount owed to the United States. Purposes of these disclosures may be to (a) assist the VA in collection of title 38 benefit overpayments overdue indebtedness, and/or costs of services provided individuals not entitled to such services, and (b) initiate legal actions for prosecuting individuals who willfully or fraudulently obtain title 38 benefits without entitlement. This disclosure is consistent with 38 U.S.C. 3301(b)(6).

43. Identifying information, except for the name and address of a veteran, may be disclosed to a State agency for the purpose of conducting a computer match to determine if income and employment data are being properly reported to the VA and to detect the unwarranted payment of benefits under title 38 U.S.C.

44. Identifying, disability, and award (type, amount and reasons for award) information may be released to the DOL (Department of Labor) in order for the DOL to conduct a computer matching program against the 'Office of Workers' Compensation Programs Federal Employees Compensation File, DOL/ESA-13,' published in 46 FR 12357 on February 13, 1981. This match will permit the DOL to verify a person's eligibility for DOL payments as well as to detect situations where recipients may be erroneously receiving concurrent multiple payments from the DOL and the VA, to identify areas where legislative and regulatory amendments directed toward preventing overpayments are needed, and to collect debts owned to the United States Government. This matching program is performed pursuant to the DOL Inspector General's authority under Pub. L. 95-452, section 4(a) to detect and prevent fraud and abuse. This disclosure is consistent with 38 U.S.C. 3301(b)(3).

45. The beneficiary's name, address, social security number and the amount (excluding interest) of any indebtedness waived under 38 U.S.C. 3102, or compromised under 4 CFR part 103 may be disclosed to the Treasury Department, Internal Revenue Service, as a report of income under 26 U.S.C. 61(a)(12).

46. Identifying information, including social security number, concerning veterans and the dependents of veterans, except for the name and address, may be disclosed to a Federal, State, County or Municipal agency for the purpose of conducting computer matches to obtain information to validate the entitlement of a veteran or a dependent of a disabled or deceased veteran, who is receiving or has received veterans benefits under Title 38, United States Code. The name and address of veterans may also be disclosed to a Federal agency under this routine use if required by the Federal agency in order to provide information.

47. Identifying information, including the initials and abbreviated surname, the social security number, the date of birth and coding indicating the category of the individual's records, the degree of disability, the benefit program under which benefits program under which benefits are being paid and the computed amount of VA benefits for a calendar year may be released to the Department of the Treasury, Internal Revenue Service (IRS) in order for IRS to conduct a computer matching program against the Internal Revenue Service's Forms 1040, Schedule R, Credit for the Elderly and the Permanently and Totally Disabled. This match will permit IRS to determine the eligibility for and the proper amount of Elderly and Disabled Credits claimed on IRS Form 1040, Schedule R. This matching program is performed pursuant to the provisions of Internal Revenue Code Section 7602. This disclosure is consistent with 38 U.S.C. 3301(b)(3).

48. Identifying information, such as name, social security number, VA claim number, date and place of birth, etc., in this system may be disclosed to an employer or school having information relevant to a claim in order to obtain information from the employer or school to the extent necessary to determine that eligibility for VA compensation or pension benefits continues to exist or to verify that there has been an overpayment of VA compensation or pension benefits. Any information in this system also may be disclosed to any of the above-entitled individuals or entities as part of ongoing computer matching programs to accomplish these purposes.

49. The name of a veteran, or other beneficiary, other information as is reasonably necessary to identify such individual, and any other information concerning the individual's indebtedness by virtue of a person's participation in a benefits program administered by the VA, may be disclosed to the Treasury Department, Internal Revenue Service, for the collection of Title 38, U.S.C. benefit overpayments, overdue indebtedness, and/or costs of services provided to an individual not entitled to such services, by the withholding of all or a portion of the person's Federal income tax refund.

50. Veterans' addresses which are contained in this system of records may be disclosed to the Department of Defense Manpower Data Center, upon its official request, for military recruiting command needs, Department of Defense

civilian personnel offices' mobilization studies and mobilization information, debt collection, and Individual Ready Reserve (IRR) Units' locator services.

51. The name, address, VA file number, date of birth, date of death, social security number, and service information may be disclosed to the Defense Manpower Data Center. The Department of Defense will use this information to identify retired veterans and dependent members of their families who have entitlement to Department of Defense benefits but who are not identified in the Department of Defense Enrollment Eligibility Reporting System (DEERS) program and to assist in determining eligibility for Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) benefits. This purpose is consistent with 38 U.S.C. 3301. These records may also be disclosed as part of an ongoing computer matching program to accomplish this purpose.

52. The name, address, VA file number, social security number, sex of veteran, date(s) of birth of the veteran and dependents, current benefit pay amounts for compensation or pension, pay status, check amount, aid and attendance status, veteran and spouse annual income amounts and type and combined degree of disability will be disclosed to the Department of Health and Human Services. The Social Security Administration will use the data in the administration of the supplemental security income (SSI) payment system as prescribed by Pub. L. 92-603. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes. This purpose is consistent with 38 U.S.C. 3301.

53. The names and current addresses of VA beneficiaries who are identified by finance centers of individual uniformed services of the Department of Defense and the Department of Transportation (Coast Guard) as responsible for the payment of Survivor Benefit Plan (SBP) premium payments to be released from this system of records to them upon their official written request for such information for their use in attempting to recover amounts owed for SBP premium payments.

54. This routine use authorizes VA to compile lists of the social security numbers and loan account numbers of all persons with VA-guaranteed and portfolio loans in default, or VA loans on which there has been a foreclosure and the Department paid a claim and provide these records to the Department of Housing and Urban Development for inclusion in its Credit Alert Interactive Voice Response System (CAIVRS). Information included in this system may be disclosed to all participating agencies and lenders who participate in the agencies' programs to enable them to verify information provided by new loan applicants and evaluate the creditworthiness of applicants. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

55. Identifying information including social security number, abbreviated surname, first and middle initial, date of birth, sex and claim number, and excluding the full name and address, may be disclosed to the Social Security Administration for the purpose of conducting a computer match to obtain information to validate the social security number maintained in VA records.

56. Any information contained in the files of veterans whose claims were referred to VA Central Office for an advisory opinion concerning their claims that their disabilities were incurred secondary to occupational radiation exposure may be disclosed to the Department of the Navy. The information to be furnished to the Navy would include the medical opinions, dose estimates, advisory opinions, and rating decisions including veterans' names, addresses, VA claim numbers, Social Security numbers and medical information. The requested information may be disclosed to the Department of the Navy upon receipt of their official written request for such information for their use in the review and assessment of their occupational radiation exposure controls and training.

57. A veteran's claims file number and folder location may be disclosed to a court of proper jurisdiction which has issued a garnishment order for that veteran under 42 U.S.C. 659 through 662.

59. The name and address of a prospective, present, or former accredited representative, claims agent or attorney and any information concerning such individual which is relevant to a refusal to grant access privileges to automated veterans claims records, or a potential or past suspension or termination of such access privileges may be disclosed to the entity employing the individual to represent veterans on claims for veterans benefits.

60. The name and address of a former accredited representative, claim agent or attorney, and any information concerning such individual, except a veteran's name and home address, which is relevant to a revocation of such access privileges may be disclosed to an appropriate governmental licensing organization where VA determines that the individual's conduct which resulted in revocation merits reporting.

61. A record from this system (other than the address of the beneficiary) may be disclosed to a former representative of a beneficiary to the extent necessary to develop and adjudicate a claim for payment of attorney fees to such representative from past-due benefits under 38 U.S.C. 5904(d) or to review a fee agreement between such representative and the beneficiary for reasonableness under 38 U.S.C. 5904(c)(2).

62. Disclosure of tax returns and return information received from the Internal Revenue Service may be made only as provided by 26 U.S.C. 6103 (an IRS confidentiality statute) also covering any IRS tax return information provided as part of an ongoing computer matching program.

63. Where VA determines that there is good cause to question the legality or ethical propriety of the conduct of a person or organization representing a person in a matter before VA, a record from this system may be disclosed, on VA's initiative, to any or all of the following: (1) Applicable civil or criminal law enforcement authorities and (2) a person or entity responsible for the licensing, supervision, or professional discipline of the person or organization acting as representative. Name and home addresses of veterans and their dependents will be released on VA's initiative under this routine use only to Federal entities.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records (or information contained in records) are maintained on paper documents in claims file folders (e.g., "C" file folders, educational file folders and vocational rehabilitation folders) and on automated storage media (e.g., microfilm, microfiche, magnetic tape and disks.) Such information may be accessed through a data telecommunication terminal system designated the Benefits Delivery Network (BDN). BDN terminal locations include VA Central Office, VA regional offices, VA health care facilities, VISN offices, Department of Defense Finance and Accounting Service Centers and the U.S. Coast Guard Pay and Personnel Center.

Remote on-line access is also made available to authorized representatives of claimants and to attorneys of record for claimants. A VA claimant must execute a prior written consent or a power of attorney authorizing access to his or her claims records before VA will allow the representative or attorney to have access to the claimant's automated claims records. Access by representatives and attorneys of record is to be used solely for the purpose of assisting an individual claimant whose records are accessed in a claim for benefits administered by VA.

Information relating to receivable accounts owed to VA, designated the Centralized Accounts Receivable System (CARS), is maintained on magnetic tape, microfiche and microfilm. CARS is accessed through a data telecommunications terminal system at St. Paul, Minnesota.

**Retrievability:**

Claims file folders are indexed by name of the veteran and VA file number. Automated records are indexed by name, VA file number, payee name and type of benefit. Automated Records of employee productivity cannot be accessed. At the conclusion of a monthly reporting period, the generated listing is indexed by employee TAC number. Records in CAIVRS may only be retrieved by social security number.

**Safeguards:**

1. Physical Security: (a) Access to working spaces and claims folder file storage areas in VA regional offices and centers is restricted to VA employees on a need-to-know basis. Generally, file areas are locked after normal duty hours and the offices and centers are protected from outside access by the Federal Protective Service or other security personnel. Employee claims file records and claims file records of public figures are stored in separate locked files. Strict control measures are enforced to ensure that access to and disclosure from these claims file records are limited to a need-to-know basis.

(b) Access to BDN data telecommunications network is by authorization controlled by the site security officer who is responsible for authorizing access to the BDN by a claimant's representative or attorney approved for access in accordance with VA regulations. The site security officer is responsible for ensuring that the hardware, software and security practices of a representative or attorney satisfy VA security requirements before granting access. The security requirements applicable to access to automated claims files by VA employees also apply to access to automated claims files by claimants' representatives or attorneys. The security officer is assigned responsibility for privacy-security

measures, especially for review of violation logs, information logs and control of password distribution, including password distribution for claimants' representatives.

(c) Access to data processing centers is generally restricted to center employees, custodial personnel, Federal Protective Service and other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other persons provided access to computer rooms are escorted.

(d) Employee production records are identified by the confidential BDN access number, not name, and are protected by management/supervisory personnel from unauthorized disclosure in the same manner as other confidential records maintained by supervisors.

2. BDN System Security: (a) Usage of the BDN system is protected by the usage of "logon" identification passwords and authorized function passwords. The passwords are changed periodically. These same protections apply to remote access users.

(b) At the data processing centers, identification of magnetic tapes and disks containing data is rigidly enforced using labeling techniques. Automated storage media which are not in use are stored in tape libraries which are secured in locked rooms. Access to programs is controlled at three levels: Programming, auditing and operations. Access to the data processing centers where HUD maintains CAIVRS is generally restricted to center employees and authorized subcontractors. Access to computer rooms is restricted to center employees and authorized operational personnel through electronic locking devices. All other persons granted access to computer rooms are escorted.

Files in CAIVRS use social security numbers as identifiers. Access to information files is restricted to authorized employees of participating agencies and authorized employees of lenders who participate in the agencies' programs. Access is controlled by agency distribution of passwords. Information in the system may be accessed by use of a touch-tone telephone by authorized agency and lender employees on a "need-to-know" basis.

**Retention and disposal:**

Individual claims file folders and the compensation, pension, rehabilitation and education claims records contained therein are retained at the servicing regional office for the life of the veteran. At the death of the veteran, these records are sent to the Federal Records Center (FRC), maintained by the FRC for 75 years and thereafter destroyed. Rehabilitation and education counseling records are maintained until the exhaustion of a veteran's maximum entitlement or upon the exceeding of a veteran's delimiting date of eligibility (generally, ten or twelve years from discharge or release from active duty), whichever occurs first, and then destroyed. Automated storage media containing temporary working information are retained until a claim is processed to determination. All other automated storage media are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States. Employee productivity records are maintained for two years after which they are destroyed by shredding or burning. File information for CAIVRS is provided to

HUD by VA on magnetic tape. After information from the tapes has been read into the computer the tapes are returned to VA for updating. HUD does not keep separate copies of the tapes.

**System manager(s) and address:**

Director: Compensation and Pension Service (21), Director, Vocational Rehabilitation and Counseling Service (22), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the nearest VA regional office or center. Address locations are listed in VA Appendix 1 at the end of this document. VA employees within to inquire whether the system of records contains employee productivity information about themselves should contact their supervisor at the regional office of employment.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA records may write, call or visit the nearest Veterans Administration regional office. Address locations are listed in VA Appendix 1.

**Contesting record procedures:**

(See Record access procedures above.)

**Record source categories:**

The veteran, dependents and other beneficiaries of the veteran, accredited service organizations, VA-supervised fiduciaries (i.e., VA Federal fiduciaries, court-appointed fiduciaries), military service departments, VA medical facilities and physicians, private medical facilities and physicians, education and rehabilitation training establishments, State and local agencies, other Federal agencies, State, local and county courts and clerks, Federal, State and local penal institutions and correctional facilities, other third parties and other VA records.

**60VA21**

**System name: Repatriated American Prisoners of War-VA.**

**System location:**

Records are maintained at the VA regional offices, VA Central Office, all health care facilities and the Data Processing Center at Austin, Texas. Address locations are listed in VA Appendix 1 at end of this document.

**Categories of individuals covered by the system:**

Individuals who are repatriated prisoners of war, including but not limited to those of World War II; Korean Conflict; Vietnam Era; Pueblo Crisis; the members of the group known as Civilian Employees, Pacific Naval Air Bases, who actively participated in the defense of Wake Island and were determined to be eligible for veterans' benefits under Pub. L. 95-202; and those determined by the VA to have been held as prisoners of war during peacetime.

**Categories of records in the system:**

Personal identification information related to the POW experience and identifying data, e.g., name, Social Security number, file number, service number, date of birth, date of death (if applicable), period of service, branch of service, entitlement code, aid and attendance or household status, number of service-connected disabilities, number of days internal as a POW, place of internment and hospital discharge data.

**Authority for maintenance of the system:**

Section 102, Pub. L. 96-22, June 13, 1979; 38 U.S.C. 612; Pub. L. 97-37, August 14, 1981; 38 U.S.C. 101. 221. 312. 610 and 612; and 38 U.S.C. 210(c)(1).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system relevant to a veteran's claim such as the name, military service information and the number of days interned as a POW may be disclosed at the request of the veteran to accredited service organizations, VA-approved claims agents and attorneys acting under a declaration of representation so that these individuals can aid veterans in the preparation, presentation and prosecution of claims under the laws administered by the VA. The name of a veteran will not, however, be disclosed to these individuals under this routine use if the veteran has not requested the assistance of an accredited service organization, claims agent or an attorney.

3. Any information in this system may be disclosed to the Office of the Secretary of Defense, International Security Affairs (POW/ MIA), upon their official request, in order to aid the Department in verifying the status of individuals who were prisoners of war or missing in action and/or in determining their most recent location.

4. Any information in this system may be disclosed to NARA (National Archives and Records Administration), upon their official request, in order that NARA may produce extracts to perform statistical analysis; reconstruct military personnel records information; and respond to inquiries from the general public.

5. Any information in this system (excluding the name of a veteran unless the name is furnished by the requestor) may be disclosed to epidemiological and other research facilities approved by the Chief Medical Director to obtain data from those facilities necessary to assist in medical studies on veterans for the Veterans Administration or for any research purposes determined to be necessary and proper by the Chief Medical Director.

6. The name(s) of a veteran may be disclosed to another Federal agency or to a contractor of that agency at the written request of the head of that agency for the purpose of conducting government research necessary to accomplish a statutory purpose of that agency.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on magnetic tape and microfiche.

**Retrievability:**

The magnetic tape is indexed by the veteran's service, VA file or Social Security number. The microfiche is indexed by the veteran's name with secondary verification by the veteran's service, VA file or Social Security number.

**Safeguards:**

1. Access to the basic file in the Austin DPC (Data Processing Center) is restricted to authorized VA employees and vendors. Access to the computer room where the magnetic tape is located within the DPC is further restricted to specifically authorized employees and is protected by an alarm system, the Federal Protective Service, and other VA security personnel.

2. Access to microfiche listing and readers is restricted to authorized VA employees on a "need to know" basis. The microfiche is stored in protected drawers and protected from outside use by the Federal Protective Service.

**Retention and disposal:**

Records are maintained on magnetic tape and microfiche and are retained and disposed of in accordance with disposition and authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Compensation and Pension Service (21), VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record should submit a written request or apply in person to the nearest VA regional office or medical center. Addresses for these offices may be found in VA Appendix 1 at the end of this document. Inquiries should include as much of the following information as possible: The veteran's full name, VA file number, service number and Social Security number.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA records in this system may write, call or visit the nearest VA regional office of medical center.

**Contesting record procedures:**

See Record access procedures above.

**Record source categories:**

The Department of Defense, National Archives and Records Administration, and VA records such as the Patient Treatment File, the Veterans and Beneficiary Identification and Records Locator Subsystem, and Veterans, Dependents and Beneficiaries Compensation Pension records.

**63VA05**

**System name: Grievance Records-VA.**

**System location:**

These records are located in personnel or designated offices in the Veterans Administration (VA) in which the grievances were filed.

**Categories of individuals covered by the system:**

Current or former VA employees who have submitted grievances with the agency in accordance with part 771 of OPM Regulations (5 CFR part 771); VA Personnel Manual MP-5, Part I, Chapter 771, and Part II, Chapter 8; or a negotiated procedure.

**Categories of records in the system:**

The system contains records relating to grievances filed by agency employees under Part 771 of OPM Regulations and VA Personnel Manual MP-5, Part I, Chapter 771, and Part II, Chapter 8. These case files contain all documents related to the grievance, including statements of witnesses, reports of interviews and hearings, examiner's findings and recommendations, a copy of the original and final decision, and related correspondence and exhibits. This system includes files and records of internal grievance and arbitration systems that may be established through negotiations with recognized labor organizations.

**Authority for maintenance of the system:**

5 U.S.C. 1302, 3301, 3302, E.O. 10577, 3 CFR 1954-1958 Comp. p218, E.O. 10987, 3 CFR 1959-1963 Comp. p519, 38 U.S.C. 4108 and 4115, agency employees, for personal relief in a matter of concern or dissatisfaction which is subject to the control of agency management.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

These records and information in these records may be used:

1. To disclose pertinent information to the appropriate Federal, State, or local agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation, or order, where the disclosing agency becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation.

2. To disclose information to any source from which additional information is requested in the course of processing a grievance, to the extent necessary to identify the individual, inform the source of the purpose(s) of the request and identify the type of information requested.

3. To disclose information to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the classifying of jobs, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to requesting the agency's decision on the matter.

4. To provide information to a congressional office from the record of an individual in response to an inquiry from that congressional office made at the request of that individual.

5. To disclose information to another Federal agency or to a court when the Government is party to a judicial proceeding before the court.

6. By the National Archives and Records Administration (General Services Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

7. By the agency maintaining the records or the OPM in the production of summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained, or for related work force studies. While published statistics and studies do not contain individual identifiers, in some instances, the selection of elements of data included in the study may be structured in such a way as to make the data individually identifiable by inference.

8. To disclose information to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, the Federal Labor Relations Authority and its General Counsel, or the Equal Employment Opportunity Commission when requested in performance of their authorized duties.

9. To disclose in response to a request for discovery or for appearance of a witness, information that is relevant to the subject matter involved in a pending judicial or administrative proceeding.

10. To provide information to officials of labor organizations reorganized under the Civil Service Reform Act when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting work conditions.

13. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

12. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify

such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA hiring, privileging/reprivileging, retention or termination of the applicant or employee.

13. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank or to a State or local government licensing board which maintains records concerning the issuance, retention or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession or specialty when under the following circumstances, through a peer review process that is undertaken pursuant to VA policy, negligence, professional incompetence, responsibility for improper care, and/or professional misconduct has been assigned to a physician or licensed or certified health care practitioner: (1) On any payment in settlement (or partial settlement) of, or in satisfaction of a judgment in, a medical malpractice action or claim; or, (2) on any final decision that adversely affects the clinical privileges of a physician or practitioner for a period of more than 30 days. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

These records are maintained in file folders.

**Retrievability:**

These records are retrieved by the names of the individuals on whom they are maintained.

**Safeguards:**

These records are maintained in lockable metal filing cabinets to which only authorized personnel have access.

**Retention and disposal:**

These records are disposed of three years after closing of the case. Disposal is by shredding or burning.

**System manager(s) and address:**

Officials maintaining the system—Personnel Officer at station where employed (see Appendix 1 for local addresses). Official responsible for policies and procedures—Assistant Administrator for Personnel (05), VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Record access procedures:**

It is required that individuals submitting grievances be provided a copy of the record under the grievance process. They may, however, contact the agency personnel or designated office where the action was processed regarding the existence of such records on them. They must furnish the following information for their records to be located and identified:

- a. Name.
- b. Date of birth.
- c. Approximate date of closing of the case and kind of action taken.
- d. Organizational component involved.

**Contesting record procedures:**

It is required that individuals submitting grievances be provided a copy of the record under the grievance process. However, after the action has been closed, an individual may request access to the official copy of the grievance file by contacting the agency personnel or designated office where the action was processed.

Individuals must provide the following information for their records to be located and identified:

- a. Name.
- b. Date of birth.
- c. Approximate date of closing of the case and kind of action taken.
- d. Organizational component involved.

Individuals requesting access must also follow the VA's Privacy Act regulations regarding access to records and verification of identity (38 CFR 1.577).

**Contesting record procedures:**

Review of requests from individuals seeking amendment of their records which have been the subject of a judicial or quasi-judicial action will be limited in scope. Review of amendment requests of these records will be restricted to determining if the record accurately documents the action of the agency ruling on the case, and will not include a review of the merits of the action, determination, or finding.

Individuals wishing to request amendment to their records to correct factual errors should contact the agency personnel or designated office where the grievance was processed. Individuals must furnish the following information for their records to be located and identified:

- a. Name.
- b. Date of birth.
- c. Approximate date of closing of the case and kind of action taken.
- d. Organizational component involved.

Individuals requesting amendment must also follow the VA Privacy Act regulations regarding amendment to records and verification of identity (38 CFR 1.577).

**Record source categories:**

Information in this system of records is provided: a. By the individual on whom the record is maintained. b. By testimony of witnesses. c. By agency officials. d. From related correspondence from organizations or persons.

64VA116

**System name: Vietnam Veterans Readjustment Counseling Program—VA.**

**System location:**

(a) Counseling Folder: Maintained at each individual center (called Vet Centers) and at VA medical centers providing readjustment counseling throughout the country. The locations of all Vet Centers and VA medical centers providing readjustment counseling are listed in VA Appendix 2 . Certain information extracted from the counseling folder is maintained at the St. Paul, Minnesota, VA Data Processing Center (DPC).

(b) Client Information File: Certain information extracted from the counseling folder is maintained at the St. Paul, Minnesota, VA Data Processing Center (DPC).

**Categories of individuals covered by the system:**

Individuals who request Vietnam veterans readjustment counseling, and/or receive readjustment counseling, including veterans, family members, or other counselees who are eligible.

**Categories of records in the system:**

(a) Counseling Folder: All written notes, forms, applications, and documentation deemed necessary to provide continuity of care by the counselors and/or program officials. This would include all information collected for the computerized data base.

(b) Client Information File: Unique veteran identification number, team or medical center number, marital status, birth date, service dates, branch of service, whether served in Vietnam, service connection, types of problems, severity of problems, actions to be taken, source of action, status of action, number of contacts that day, and other statistical information about services provided that veteran.

**Authority for maintenance of the system:**

Title 38, United States Code, Section 612A.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

None.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

(a) Counseling Folder: Paper documents stored in file folders.

(b) Client Information File: Stored on magnetic tapes.

**Retrievability:**

(a) Counseling Folder: Filed or indexed alphabetically by last name or unique Client Number.

(b) Client Information File: Indexed by Vet Center or Station Number in conjunction with unique Client Number.

**Safeguards:**

(a) Counseling Folder: Access to records at Vet Centers will be controlled by

Vet Center staff during working hours. During other hours, records will be maintained in locked file cabinets. In high crime areas, Vet Center offices are equipped with alarm systems. Access to readjustment counseling records at VA medical centers will be restricted to the Outreach counseling staff on a need-to-know basis.

(b) Client Information File: The file area at the DPC is locked after duty hours and the building is protected from unauthorized access by the Federal Protective Service.

**Retention and disposal:**

(a) Counseling Folder: The records will be retained at the Outreach Center or medical center of origin and VA Central Office for approximately three years after the date of last activity and/or after termination of the Outreach program, whichever is later. Destruction will be by shredding.

(b) Client Information File: Maintained for the duration of the program. Destruction will be by erasing the tapes.

**System manager(s) and address:**

Director, Readjustment Counseling Service (147), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Veterans Readjustment Program under his or her name or other person identifier or wishes to determine the contents of such records should submit a written request or apply in person to:

(1) The team leader of the Vet Center or the Readjustment counselor at the VA medical center with whom he or she had contact, or (2) Director, Readjustment Counseling Service (147), VA Central Office, Washington, DC 20420.

Inquiries should include the individual's full name and social security number.

**Record access procedures:**

An individual (or duly authorized representative of such individual) who seeks access to or wishes to contest records maintained under his or her name or other personal identifier may write, call or visit the above named individuals.

**Contesting record procedures:**

(See Record access procedures above.)

**Record source categories:**

(1) Relevant forms to be filled out by Vet Center team members on first contact and each contact thereafter; counseling sessions with veterans and other eligible counselees. (2) Other VA and Federal agency systems.

64VA15

**System name: Readjustment Counseling Service (RCS) Vet Center Program—VA.**

**System location:**

(a) Counseling Folder: Maintained at each individual Vet Center providing readjustment counseling throughout the country. The locations of all Vet Centers providing readjustment counseling are listed in VA Appendix 2 of the Biennial Privacy Act Issuances publication.

(b) Client Information File: Certain information extracted from the counseling folder is stored on stand-alone personal computers at each Vet Center, each of the seven RCS regional managers' offices, and the RCS national data coordinator's office.

**Categories of individuals covered by the system:**

Eligible veterans who request and/or are provided readjustment counseling, including veterans' family members and/or other persons of significant relationship to the veteran who are eligible. Eligibility for readjustment counseling at Vet Centers includes any veteran who served in the military in a theater of combat operations during any period of war, or in any area during a period in which armed hostilities occurred. Family members are also eligible for readjustment counseling to the extent necessary to assist the veteran.

**Categories of records in the system:**

(a) Counseling Folder: All written intake forms, applications, progress notes and demographic and clinical documentation deemed necessary to provide quality counseling and continuity of care by the counselors and/or program officials. This would include all information collected for the computerized database. (b) Client Information File: Unique veteran identification number; social security number; Vet Center team number; marital status; gender; birth date; service dates; branch of service; veteran eligibility information; theater of operation; service-connection; discharge; referral source; visit information and treatment; and other statistical information about services provided to that veteran.

**Authority for maintenance of the system:**

Title 38, United States Code, Section 1712A.

**Purpose(s):**

The purpose of this system of records is to collect and maintain all demographic and clinical information required to conduct a psychological assessment, to include a military history, and provide quality readjustment counseling to assist veterans resolve war trauma and improve their level of post-war functioning.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

None.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

(a) Counseling Folder: Paper documents stored in file folders. (b) Client Information File: Stored on stand-alone personal computer hard drives and any backup media.

**Retrievability:**

(a) Counseling Folder: Filed or indexed alphabetically by last name or unique Client Number.

(b) Client Information File: Indexed by Vet Center Number in conjunction with unique Client Number and social security number.

**Safeguards:**

(a) Counseling Folder: Access to records at Vet Centers will be controlled by Vet Center staff during working hours. During other hours, records will be maintained in locked file cabinets. In high crime areas, Vet Center offices are equipped with alarm systems. (b) Client Information File: The computerized file is in a stand-alone personal computer and access to records is for authorized Vet Center personnel. Access is achieved on a need-to-know basis with a password. Computer security is in compliance with RCS and VA computer security policy and protocol. All computers are password protected and stored inside the locked Vet Center.

**Retention and disposal:**

(a) Counseling Folder: The records will be retained at the Vet Center for 50 years after the date of last activity. Destruction of counseling folders will be by shredding.

(b) Client Information File: Maintained for the duration of the program. Destruction will be by deleting all information on all Vet Center, RCS regional manager's office, and the RCS national data coordinator's office stand-alone personal computers containing the program database.

**System manager(s) and address:**

Chief Readjustment Counseling Officer (15), VA Central Office, 810 Vermont Ave, NW., Washington, DC 20420.

**Notification procedure:**

A veteran who wishes to determine whether a record is being maintained by the Readjustment Counseling Service Vet Center Program under his or her name or other personal identifier or wishes to determine the contents of such records should submit a written request or apply in person to: (1) The Team Leader of the Vet Center, or the RCS Regional Manager having supervisory responsibility for the Vet Center, with whom he or she had contact, or (2) the Chief Readjustment Counseling Officer (15), VA Central Office, 810 Vermont Ave, NW, Washington, DC 20420. Inquiries should include the individual's full name and social security number.

**Record access procedures:**

An individual (or duly authorized representative of such individual) who seeks access to or wishes to contest records maintained under his or her name or other personal identifier may write, call or visit the above named individuals.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

(1) Relevant forms to be filled out by Vet Center team members on first contact and each contact thereafter; counseling sessions with veterans and other eligible counselees. (2) Other VA and Federal agency systems.

65VA122

**System name: Community Placement Program-VA.**

**System location:**

Records are maintained at each VA health care facility; the VA Data Processing Center (DPC), 1615 East Woodward Street, Austin, Texas 78772; and at VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420. Addresses for the VA health care system are listed in VA Appendix I at the end of this document.

**Categories of individuals covered by the system:**

Individuals who operate a Community Placement facility approved for placement of VA beneficiaries; VA beneficiaries in Community Placement facilities.

**Categories of records in the system:**

The record, or information contained in the record, may include personal identification information with data on the Community Placement facility, name of operator, address, phone number, name of veterans receiving care in these homes, a statement as to whether the veterans' medical conditions have been rated as service-connected or nonservice-connected, the veterans' social security numbers and the names, addresses and phone numbers of the veterans' next-of-kin; overall data regarding diagnoses of veterans in the facility, date the facility was last approved for participation, statement regarding whether or not the home is required to be licensed by the state and/ or local government, copies of correspondence exchange between the VA and the persons interested in applying for participation in the Community Placement Program.

**Authority for maintenance of the system:**

Title 38, U.S.C. 210(c), 610 and 4101.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member of staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding the hiring, retention or transfer of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans, will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on the hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or

continuance of a license, grant or other benefit by that agency; provided that, if the information requested pertains to a veteran, the name and/or address of the veteran will not be disclosed unless the name and/or address is provided first by the requesting State or local agency.

4. Any information in this system may be disclosed to a Federal, State or local governmental agency maintaining civil or criminal violation records, or other pertinent information such as prior employment history, prior Federal employment background investigations, and personal or educational background at the request of the veteran in order for the VA to obtain information relevant to the hiring, transfer or retention of an employee, the letting of a contract, the granting of a security clearance, or the issuance of a grant or other benefit.

5. Any information in this system, except for the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign governmental agency charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

6. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

7. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided or a purpose authorized by law.

8. Any information in this system including the name and address of a veteran may be disclosed to any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under Title 38 U.S.C. (such disclosures include computerized lists of names and addresses.)

9. Any information in this system may be disclosed to a Federal agency, except for the name and address of a veteran, in order for the VA to obtain information relevant to the issuance of a benefit under Title 38 U.S.C. The name and address of a veteran may be disclosed to a Federal agency under this routine use if they are required by the Federal agency to respond to the VA inquiry.

10. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

11. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on magnetic tapes which are stored at the Austin DPC, and paper documents (printouts) are maintained at VA Central Office and the health care facilities.

**Retrievability:**

Information can be retrieved by the use of veteran's name, social security number and by facility operator's name and location.

**Safeguards:**

Access to the basic file in the Austin DPC is restricted to authorized VA employees and vendors. Access to the computer room where the basic file is maintained within the DPC is further restricted to authorized VA employees and vendor personnel on a "need to know" basis and is protected from unauthorized access by an alarm system, the Federal Protective Service and VA security personnel. Access to paper documents at Central Office and VA health care facilities is restricted to authorized VA employees.

**Retention and disposal:**

Working magnetic tapes at the DPC are disposed of as soon as the purpose for which they were established has been served. Paper documents are to be retained and disposed of in accordance with authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Social Work Service (141A10), VA Central Office, Washington, DC 20420.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his/her or other personal identifier, or wants to determine the contents of such record should submit a written request or apply in person to the Chief, Social Work Service (122) at the appropriate VA health care facility. Addresses for these offices may be found in VA Appendix I at the end of this document. Inquiries should include the individual's full name and identification number (social security number).

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA records in this system may write, call or visit the nearest appropriate health care facility.

**Contesting record procedures:**

(See Record Access Procedures above).

**Record source categories:**

Information contained in the records is obtained from individuals requesting participation in the Community Placement Program; the patient, family members or accredited representative, and friends, employers or other third parties when otherwise unobtainable from the patient or his family; various automated clinical and managerial systems providing support at selected VA health care facilities; and the patient Consolidated Medical Records sections of the VA Medical Records System.

**66VA53**

**System name: Inspector General Complaint Center Records—VA.**

**System location:**

Veterans Administration, Office of Assistant Inspector General for Policy, Planning and Resources (53), Washington, DC 20420.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by the system: Subjects of complaints and complainants. Subjects and complainants may be employees or third parties (e.g., occasionally, a veteran, beneficiary or private citizen). Complainants are individuals who have reported the possible existence of an activity constituting a violation of law, rules or regulations, or mismanagement, gross waste of funds, abuse of authority or a substantial and specific danger to the public health and safety.

**Categories of records in the system:**

Records (or information continued in records) in this system may include: (1) The name, home and work address and phone number of the complainant; (2) name of the subject of the complaint; and (3) the location and nature of the alleged wrongdoing. The records may also include: (1) Documentation and evidence from the complainant, and (2) correspondence between the Assistant Inspector General for Policy, Planning and Resources (53) and other components of the Office of the Inspector General, agency departments, and the complainant.

**Authority for maintenance of the system:**

Title 38, United States Code, Section 210(c)(1); and Title 5, United States Code, Appendix 1, Section 7 (a) and (b)(The Inspector General Act of 1978, Pub. L. 95-452).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system, except the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, rule, regulation or order issued pursuant thereto.

3. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal

agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

4. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and/or address is provided for a purpose authorized by law.

5. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

6. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such an agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena;

Provided, That any disclosure of claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

7. Any information in this system may be disclosed to the Office of Special Counsel, upon its official request, when required for the Special Counsel's review of the complainant's allegations of prohibited personnel practices.

8. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

9. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain

information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

10. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained in numbered individual file folders, on computer disks, tapes and printouts.

**Retrievability:**

The file folders are numbered and are individually retrievable by means of the case numbers or indexed in the computer by the names of the complainants and subjects of the complaints.

**Safeguards:**

Access to the file folders and computerized information is restricted to authorized personnel on a need-to-know basis. The file room and cabinets are locked after duty hours and the building is protected by building guards and the Federal Protective Service. Computerized case tracking information will be maintained in a private library accessible only to authorized users. Access to the computerized information will be limited to VA employees on a "need-to-know" basis by means of passwords and authorized user identification codes. Computer system documentation will be maintained in a secure environment in the Office of Inspector General, VA Central Office. Physical access to printouts and data terminals will be limited to authorized personnel in Office of Inspector General.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with a records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Assistant Inspector General for Policy, Planning and Resources (53), Veterans Administration Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Assistant Inspector General for Policy, Planning and Resources, under his or her name in this system or wishes to determine the contents of such records should submit a written request to the Assistant Inspector General for Policy, Planning and Resources (53). However, a majority of records in this system are exempt from the notification requirements under 5 U.S.C. 552a (j) and (k). To the extent that records in this system or records are not subject to exemption, they are subject to notification. A determination as to whether an exemption applies shall be made at the time a request for notification is received.

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name in this system may write or call the Assistant Inspector General for Policy, Planning and Resources (53). However, a majority of records in this system are exempt from the records access and contesting requirements under 5 U.S.C. 552a (j) and (k). To the extent that records in this system of records are not subject to exemption, they are subject to access and contest. A determination as to whether an exemption applies shall be made at the time a request for access or contest is received.

**Contesting record procedures:**

(See records access procedures above.)

**Record source categories:**

Information is obtained from employees, third parties (e.g., on occasion a veteran, beneficiary or third party), the General Accounting Office, Veterans Administration records, congressional and federal offices.

**Systems exempted from certain provisions of the act:**

Under 5 U.S.C. 552a(j)(2), the head of any agency may exempt any system of records within the agency from certain provisions of the Privacy Act if the agency or component that maintains the system performs as its principal function any activities pertaining to the enforcement of criminal laws. The Inspector General Act of 1978, Pub. L. 95-452, mandates the Inspector General to recommend policies for and to conduct, supervise and coordinate activities in the Veterans Administration and between the Veterans Administration and other Federal, State and local governmental agencies with respect to: (1) The prevention and detection of fraud in programs and operations administered or financed by the Veterans Administration and (2) the identification and prosecution of participants in such fraud. Under the Act, whenever the Inspector General has reasonable grounds to believe there has been a violation of Federal criminal law, the Inspector General must report the matter expeditiously to the Attorney General.

This system of records has been created in major part to support the criminal law-related activities assigned by the Inspector General to the Assistant Inspector General for Investigations. These activities constitute a principal function of the Inspector General's Complaint Center staff.

In addition to principal functions pertaining to the enforcement of criminal laws, the Inspector General may receive and investigate complaints and

allegations from various sources concerning the possible existence of activities constituting noncriminal violations of law, rules or regulations; mismanagement; gross waste of funds; abuses of authority or substantial and specific danger to the public health and safety. This system of records also exists to support inquiries by the Assistant Inspectors General for Auditing and for Policy, Planning and Resources into these noncriminal violations.

Based upon the foregoing, the Administrator of Veterans Affairs has exempted this system of records, to the extent that it encompasses information pertaining to criminal law-related activities, from the following provisions of the Privacy Act of 1974, as permitted by 5 U.S.C. 552a(j)(2):

- 5 U.S.C. 552a(c)(3) and (4)
- 5 U.S.C. 552a(d)
- 5 U.S.C. 552a(e)(1), (2) and (3)
- 5 U.S.C. 552a(e)(4)(G), and (H) and (I)
- 5 U.S.C. 552a(e)(5) and (8)
- 5 U.S.C. 552a(f)
- 5 U.S.C. 552a(g)

The Administrator of Veterans Affairs has also exempted this system of records to the extent that it does not encompass information pertaining to criminal law-related activities under 5 U.S.C. 552a(j)(2) from the following provisions of the Privacy Act of 1974, as permitted by 5 U.S.C. 552a(k)(2):

- 5 U.S.C. 552a(c)(3)
- 5 U.S.C. 552a(d)
- 5 U.S.C. 552a(e)(1)
- 5 U.S.C. 552a(e)(4)(G), (H) and (I)
- 5 U.S.C. 552a(f)

Reasons for exemptions: The exemption of information and material in this system of records is necessary in order to accomplish the law enforcement functions of the Office of Inspector General; e.g., to prevent subjects of investigations from frustrating the investigatory process by discovering the scope and progress of an investigation, to prevent the disclosure of investigative techniques, to fulfill commitments made to protect the confidentiality of sources, to maintain access to sources of information and to avoid endangering these sources and law enforcement personnel.

67VA30

**System name: PROS/KEYS User Permissions Data Base-VA.**

**System location:**

Hard copy records are maintained in the Office of Information Systems and Telecommunications, Directorate for Operations Management, ADP Support Staff, Interactive Support Division (32C), VA Central Office, Washington, DC 20420. Magnetic records are maintained by the Veterans Administration Data Processing Center, 1615 East Woodward Street, Austin, Texas 78772.

**Categories of individuals covered by the system:**

Veterans Administration employees and authorized vendors who have requested and been granted access to the resources of the VA Data Processing Center, Austin, Texas.

**Categories of records in the system:**

Records (or information contained in the records) may include: (1) Names of individuals who have requested and been granted access to the resources of the VA Data Processing Center, Austin, Texas; (2) the individuals' job title and Veterans Administration employee number or Social Security numbers; (3) the individual's office address and phone number; (4) information relating to data file and computer system access permissions.

**Authority for maintenance of the system:**

Title 38, United States Code, 210(c).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. To disclose pertinent information to the appropriate Federal, State, or local agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation, or order, where the disclosing agency becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation.

2. To disclose information to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the classifying of jobs, the letting of a contract, or the issuance of a license, grant, or other benefit by the requesting agency, to the extent that the information is relevant and necessary to requesting the agency's decision on the matter.

3. To provide information to a congressional office from the record of an individual in response to an inquiry from that congressional office made at the request of that individual.

4. To disclose information to another Federal agency or to a court when the Government is party to a judicial proceeding before the court.

5. By the National Archives and Records Administration in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

6. To disclose information to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, the Federal Labor Relations Authority

and its General Counsel, or the Equal Employment Opportunity Commission when requested in performance of their authorized duties.

7. To disclose in response to a request for discovery or for appearance of a witness, information that is relevant to the subject matter involved in a pending judicial or administrative proceeding.

8. Any information in this system may be disclosed to a Federal grand jury, Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for the VA to respond to and comply with the issuance of a Federal subpoena.

9. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such an agency, in order for the VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure of information made under this routine use must comply with the provisions of 38 CFR 1.511.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

The Office of Information Systems and Telecommunications, Directorate for Operations Management, ADP Support Staff, Interactive Support Division (32C), VA, VA Central Office, Washington, DC 20420 retains original signed copies of requests for system and data file permissions. These documents are retained in a locked filing cabinet with a one hour burn rating. Data files supporting the automated system are stored in a secured area located at the Veterans Administration Data Processing Center, 1615 East Woodward Street, Austin, Texas 78772. Data files are stored on magnetic disk and, for archival purposes, on magnetic tape.

**Retrievability:**

Paper records are maintained in alphabetical order by the last name of the requester. Access to the automated system is via computer terminal. Standard security precautions are used to prohibit access to only authorized personnel.

**Safeguards:**

Paper records are maintained in a manned room during working hours. During non-working hours, there is limited access to the building with visitor control by security personnel; the room where the paper records are kept is locked, and the filing cabinets is secured with a built-in combination lock. Access to the records is on a need-to-know basis only. The automated system is protected by a generalized system security facility and by specific security techniques used within the application that accesses the data file. Access to the system is controlled by both the Interactive Support Division (32C) and the Austin Data Processing Center staff responsible for remote user support (200/40).

**Retention and disposal:**

Records will be maintained and disposed of in accordance with the records disposal authority approved by the Archivist of the United States.

**System manager(s) and address:**

Office of the Director (30), Office of Information Systems and Telecommunications, VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Office of Information Systems and Telecommunications under his or her name or other personal identifier or who wants to determine the contents of such records should submit a written request or apply in person to the Office of the Director (30).

**Record access procedures:**

An individual who seeks access or wishes to contest records maintained under his or her name or other personal identifier may write or call or visit the Office of the Director.

**Contesting record procedures:**

See Record Access Procedures above.

**Record source categories:**

Individuals who have applied for and been granted access permissions to the resources of the Austin Data Processing Center.

**68VA05**

**System name: VA Employee Counseling Services Program Record-VA.**

**System location:**

These records are located at VA facilities (See Appendix 1) and at other Federal, State, or local government or private sector agencies or institutions which have agreements with the VA to provide counseling to VA employees or family members with alcohol, drug or emotional or personal health problems.

**Categories of individuals covered by the system:**

Categories of individuals who may be covered by the system include current or former VA employees or immediate family members of VA employees who have been counseled or otherwise treated regarding alcohol or drug abuse or for personal or emotional health problems.

**Categories of records in the system:**

The records (or information contained in records) may include records and documents related to employee visits to counselors, diagnosis, recommended treatment, prognosis, results of treatment, and other notes or records of discussions held by a program counselor with the employee, employee's family members or supervisors. Records in this system may also contain documentation of treatment at a Federal, State, local government, private agencies, or institutions which have agreements with the VA to provide counseling to VA employees or family members with alcohol, drug or personal or emotional health problems.

**Authority for maintenance of the system:**

5 U.S.C. 7901, 21 U.S.C. 1101, 42 U.S.C. 4541 and 4561 and 44 U.S.C. 3101.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Any information in this system may be disclosed to approved third parties for the purpose of conducting scientific research, management audits, financial audits, or program evaluations; however, such third parties may not identify, directly or indirectly, any individual patient or subject in any report of such research, audit or evaluation, or otherwise disclose patient or subject identities in any manner.

2. Any information in this system may be disclosed to the Department of Justice, or, when appropriate, to other Federal agencies, in order for the VA or another Federal agency to defend any claims against the United States arising from the treatment or counseling of an employee or family member with alcohol, drug, emotional or personal health problems.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

These records are maintained on paper documents in file folders.

**Retrievability:**

These records are retrieved by the names of the individuals on whom they are maintained.

**Safeguards:**

These records are maintained in locked file cabinets with access limited to the program Counselor or Coordinator.

**Retention and disposal:**

Records are maintained for three years after the employee's last contact with the Counselor, or for three years after the employee's separation or transfer, whichever comes first. Records are destroyed by shredding or burning.

**System manager(s) and address:**

Assistant Deputy Administrator for Personnel & Labor Relations (05), 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

VA employees or family members wishing to inquire whether this system of records contains information about them should contact the VA Employee Alcoholism and Drug Abuse or Counseling Services Program Counselor or Coordinator who arranged for counseling or treatment. Individuals must furnish their name and date of birth for their records to be located and identified.

**Record access procedures:**

VA employees or family members wishing to request access to records pertaining to them should contact the VA Employee Alcoholism and Drug Abuse or Counseling Services Program Counselor or Coordinator who arranged for counseling or treatment. Individuals must furnish their name and date of birth for their records to be located and identified.

An individual must also follow the VA's Privacy Act regulations and procedures regarding verification of identity and amendment of records.

**Contesting record procedures:**

VA employees or family members wishing to request amendment to these records should contact the Program Counselor or Coordinator who arranged for counseling or treatment. Individuals must furnish their name and date of birth for their records to be located and identified.

An individual must also follow the VA's Privacy Act regulations and procedures regarding verification of identity and amendment of records.

**Record source categories:**

Information in this system of records comes from the individual to whom it applies, the supervisor of the employee, if the employee was referred by a supervisor for counseling, the Program Counselors or Coordinators who recorded counseling sessions, and therapists or institutions providing treatment.

[VA amended this system of records at 68 Fed. Reg. 75028 \(December 29, 2003\)](#)

69VA131

**System name: Ionizing Radiation Registry-VA.**

**System location:**

Character-based data from Ionizing Radiation Code Sheets are maintained in a registry data set at the Austin Automation Center, 1615 Woodward Street, Austin, Texas 78772. Since the data set at the Austin Automation Center (AAC) is not all-inclusive, i.e., narratives, signatures, etc., noted on the code sheets are not entered into this system, images of the code sheets are maintained at the Department of Veterans Affairs, Environmental Agents Service (131), 810 Vermont Avenue, NW, Washington, DC 20420. These are electronic images of paper records, i.e., code sheets, medical records, questionnaires and correspondence that are stored on optical disks.

**Categories of individuals Covered by this System:**

Veterans who may have been exposed to ionizing radiation while on active military duty and have had an Ionizing Radiation Registry (IRR) examination at a Department of Veterans Affairs (VA) medical facility under conditions described in Title 38 United States Code (U.S.C.) section 1710(e)(1)(B) and section 1710(e)(1)(B) and section 1720E. These conditions include:

1. On-site participation in a test involving the atmospheric detonation of a nuclear device (between 1945 and 1962), at a nuclear device testing site—the Pacific Island, e.g., Bikini, New Mexico, Nevada, etc. (whether or not the testing nation was the United States);
2. participation in the occupation of Hiroshima or Nagasaki, Japan, from August 6, 1945, through July 1, 1946;
3. internment as a POW in Japan during World War II which the Secretary of Veterans Affairs determines resulted in an opportunity for exposure to ionizing radiation comparable to that of veterans involved in the occupation of Hiroshima or Nagasaki, Japan; and
  - (a) Veterans who apply for hospital or nursing home care under Title 38 United States Code, Chapter 17;
  - (b) Files a claim for compensation under Title 38 United States Code, Chapter 11; or
  - (c) Dies and is survived by a spouse, child, or parent who files a claim for dependency and indemnity compensation under Title 38 United States Code, Chapter 3;
4. Treatment with nasopharyngeal (NP) radium irradiation while in the active military, naval or air service.

**Categories of records in the system:**

These records consist of: Code sheet records containing VA facility code identifier where veteran was examined or treated; veteran's name; address; social security number; military service serial number; claim number; date of

birth; telephone number; sex; report of birth defects among veteran's children or grandchildren; dates of medical examinations; consultations; radiogenic related diseases; and name and signature of examiner/physician coordinator.

In addition, there may be medical records with information relating to the examination and/or treatment, including laboratory findings on vision, hearing, blood tests, electrocardiograms, chest x-rays, urinalysis, laboratory report displays, medical certificates to support diagnosis; progress notes; military unit assignments; questionnaires; and correspondence relating to veteran's exposure history; personal history, e.g., education, marital status, occupational history, family history, complaints/symptoms; personal medical history, habits, recreation, reproductive and family history, physical measurements; military discharge records; and VA claims for compensation.

**Authority for maintenance of the system:**

Title 38, United States Code (U.S.C.) sec. 1710(e)(1)(B) and sec. 1710(e)(1)(B) and sec. 1720E.

**Purpose(s):**

The records will be used for the purpose of providing information about veterans who have had an IRR examination at a VA facility; assisting in generating hypotheses for research studies; providing management with the capability to track patient demographics, reported birth defects among veterans' children or grandchildren and radiogenic related diseases; and planning and delivery of health care services and associated costs.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of, and at the written request of, that individual.
2. Disclosure of records covered by this system, as deemed necessary and proper to named individuals serving as accredited service organization representatives and other individuals named as approved agents or attorneys for a documented purposes and period of time, to aid beneficiaries in the preparation and presentation of their cases during the verification and/or due process procedures and in the presentation and prosecution of claims under laws administered by the Department of Veterans Affairs.
3. A record containing the name(s) and address(es) of present or former members of the armed services and/or their dependents may be released from this system of records under certain circumstances:
  - (a) To any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under Title 38, and
  - (b) To any criminal or civil law enforcement governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a standing written request that such name(s) or address(es) be provided for a purpose authorized by law; provided, further, that the record(s) will not be used for any purpose other than that stated in the

request and that the organization, agency or instrumentality is aware of the penalty provision of 38 U.S.C. 3301(f).

4. Disclosure may be made to the National Archives and Records Administration (NARA) in records management inspections conducted under authority of Title 44 U.S.C.

5. Disclosure of information, excluding name and address (unless name and address is furnished by the requestor) for research purposes determined to be necessary and proper, to epidemiological and other research facilities approved by the Under Secretary for Health.

6. In order to conduct Federal research necessary to accomplish a statutory purpose of an agency, at the written request of the head of the agency, or designee of the head of that agency, the name(s) and address(es) of present or former personnel or the Armed Services and/ or their dependents may be disclosed.

(a) To a Federal department or agency or

(b) Directly to a contractor of a Federal department or agency.

When a disclosure of this information is to be made directly to the contractor, VA may impose applicable conditions on the department, agency, and/or contractor to insure the appropriateness of the disclosure to the contractor.

7. Any information in this system may be disclosed to a Federal grand jury, a Federal court or a party in litigation, or a Federal agency or party to an administrative proceeding being conducted by a Federal agency, in order for VA to respond to and comply with the issuance of a Federal subpoena.

8. Any information in this system may be disclosed to a State or municipal grand jury, a State or municipal court or a party in a litigation, or to a State or municipal administrative agency functioning in a quasi-judicial capacity or a party to a proceeding being conducted by such agency, in order for VA to respond to and comply with the issuance of a State or municipal subpoena; provided, that any disclosure or claimant information made under this routine use must comply with the provisions of 38 CFR 1.511.

9. In the event that a record maintained by VA to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, information may be disclosed to the appropriate agency whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or rule, regulation or order issued pursuant thereto.

10. For program review purposes and the seeking of accreditation and/or certification, disclosure may be made to survey teams of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), College of American Pathologists, American Association of Blood Banks, and similar national accreditation agencies or boards with whom VA has a contract or agreement to conduct such reviews but only to the extent that the information is necessary and relevant to the review.

## **Policies and practices for storing, retrieving, accessing, Retaining and Disposing of records in the system:**

### **Storage:**

Electronic data are maintained on Direct Access Storage Devices at the AAC, Austin, Texas, and on optical disks at VA Headquarters, Washington, DC. AAC stores registry tapes for disaster back up at an off-site location. VA Headquarters also have back-up optical disks stored off-site. In addition to electronic data, registry reports are maintained on paper documents and microfiche. Records will be maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

### **Retrievability:**

Documents are retrieved by name of veteran, social security number and service serial number.

### **Safeguards:**

Access to records at VA Headquarters is only authorized to VA personnel on a "need to know" basis. Records are maintained in manned rooms during working hours. During non-working hours, there is limited access to the building with visitor control by security personnel. Registry data maintained at the AAC can only be updated by authorized AAC personnel. Read access to the data is granted through a telecommunications network to authorized VA Headquarters personnel. AAC reports are also accessible through a telecommunications network on a read-only basis to the owner (VA facility) of the data. Access is limited to authorized employees by individually unique access codes which are changed periodically. Physical access to the AAC is generally restricted to AAC staff, VA Headquarters employees, custodial personnel, Federal Protective Service and authorized operational personnel through electronic locking devices. All other persons gaining access to the computer rooms are escorted. Backup records stored off-site for both the AAC and VA Headquarters are safeguarded in secured storage areas.

### **Retention and disposal:**

Records will be maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

### **System manager(s) and address:**

Program Chief for Clinical Matters, Office of Public Health and Environmental Hazards (13) (for clinical issues) and Management/ Program Analyst, Environmental Agents Service (131) (for administrative issues,) VA Headquarters, 810 Vermont Avenue, NW, Washington, DC 20420.

### **Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the last VA facility where medical care was provided or submit a written request to the Program Chief for Clinical Matters, Office of Public Health and Environmental Hazards (13) or the Management/Program Analyst, Environmental Agents Service (131), VA Headquarters, 810 Vermont Avenue,

NW, Washington, DC 20420. Inquiries should include the veteran's name, social security number, service serial number, and return address.

**Record access procedures:**

An individual who seeks access to records maintained under his or her name may write or visit the nearest VA facility or write to the Program Chief for Clinical Matters, Office of Public Health and Environmental Hazards (13) or the Management/Program Analyst, Environmental Agents Service (131), VA Headquarters, 810 Vermont Avenue, NW., Washington, DC 20420.

**Contesting records Procedures:**

Refer to previous item "Record Access Procedures."

**Record source categories:**

VA patient medical records, various automated record systems providing clinical and managerial support to VA health care facilities, the veteran, family members, and records from Veterans Benefits Administration, Department of Defense, Department of the Army, Department of the Air Force, Department of the Navy and other Federal agencies.

71VA53

**System name: Office of Inspector General Management Information System-VA.**

**System location:**

Office of Inspector General (53D), Management Information Staff, Veterans Administration, 810 Vermont Avenue, NW, Washington, DC 20420, and the Computer Sciences Corporation Infonet Timesharing System, Beltsville, Maryland.

**Categories of individuals covered by the system:**

The following category of individuals will be covered by the system: All personnel assigned to Office of Inspector General including auditors, investigators and administrative support staff.

**Categories of records in the system:**

Records (or information contained in records) may include: (1) Individual's name; (2) social security number; (3) date of birth; (4) service computation date; (5) career status; (6) assigned station; (7) job series; (8) education; (9) grade; (10) evaluation due date; (11) assignments; (12) travel; (13) experience; (14) training; and (15) audit and investigation case tracking data (e.g., case number, budgeted and actual staff days, target and completion dates, findings and results).

**Authority for maintenance of the system:**

Title 38, U.S.C., Section 210 and Pub. L. 95-452, sections 4, 5, and 6.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

None.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Active records are stored on magnetic disk, with backup active records and inactive records maintained on magnetic tape. Records are also stored on computer printouts.

**Retrievability:**

Records are retrieved by social security number or name.

**Safeguards:**

Records will be maintained in a private library accessible only to authorized users. Access to records will be limited to VA employees on a "need-to-know" basis by control of passwords and authorized user identification codes. Computer system documentation will be maintained in a secure environment in the Office of Inspector General, VA Central Office. Physical access to printouts and data terminals will be limited to authorized personnel in both Office of Inspector General, VA Central Office and field offices.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Chief, Management Information Staff (53D), Office of Inspector General, VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Individuals seeking information concerning the existence of records or the contents of records on him or her must furnish a written request or apply in person to the Assistant Inspector General for Policy, Planning and Resources, VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Record access procedures:**

(See Notification procedure).

**Contesting record procedures:**

(See Notification procedure).

**Record source categories:**

Official personnel folder; other personnel documents; activity supervisors; individual applications and forms; audit, investigation, and report standard forms.

73VA14

**System name: Health Professional Scholarship Program—VA.**

**System location:**

Active records will be maintained at the Office of Academic Affairs (O/AA), Department of Medicine and Surgery, Veterans Administration Central Office (VACO), 810 Vermont Avenue, NW, Washington, DC 20420, and the Data Processing Center, Veterans Administration, 1615 East Woodward Street, Austin, TX 78772. Complete records will be maintained only at the VACO address.

**Categories of individuals covered by the system:**

Individuals who apply for and are awarded scholarships under the provisions of the Veterans Administration Health Professional Scholarship Program in the fields of medicine, osteopathy and nursing.

**Categories of records in the system:**

Records (or information contained in records) in this system may include: Personal identification information related to the application material, to award processes, to employment, and to obligated service, such as (1) name, (2) address, (3) telephone number, (4) social security number, (5) award amounts, (6) obligated service incurred; and payment information such as name and address of the educational institution or any amount of indebtedness (accounts receivable) arising from the scholarship and owed to the VA.

**Authority for maintenance of the system:**

Title 38, U.S.C. 210(c), 4141-4146 and 4118.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal, State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by that agency.

3. Any information in this system may be disclosed to a Federal, State or local agency maintaining civil or criminal violation records, or other pertinent information such as prior employment history, prior Federal employment background investigations, and personal or educational background in order for the VA to obtain information relevant to the hiring, transfer or retention of an employee, the letting of a contract, the granting of a security clearance, or the issuance of a grant or other benefit.

4. Any information in this system may be disclosed to a Federal agency in order to determine if an applicant has an obligation for service under another

Federal program, thus rendering the applicant ineligible for a VA scholarship. (38 U.S.C. 4142(a)(4)).

5. Any information in this system pertaining to individuals eligible for scholarships may be disclosed to educational institutions in order to assist in the administration of this program.

6. Award payment information may be disclosed to the Treasury Department to permit delivery of scholarship-related checks to students and to educational institutions.

7. Any information in this system, including available identifying information regarding the debtor, such as name, place of birth, and date of birth of the debtor may be disclosed under this routine use to Federal, State or consumer reporting agencies in order to obtain current name, address, locator and credit report in connection with any proceeding for the collection of an amount owed to the United States by virtue of an individual's participation in the VA Health Professional Scholarship Program.

8. Any information in this system may be disclosed to the Department of Justice (DOJ), including U.S. Attorneys, in order for the VA to respond to pleadings, interrogatories, orders or inquiries from the DOJ, and to supply the DOJ with information in any phase of litigation or in any case or controversy involving the VA.

9. Any information in this system may be disclosed to educational institutions, previous employers or individuals providing references to verify the authenticity of the application.

10. Records from this system of records may be disclosed to a Federal Agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar nongovernment entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty , in order for the Agency to obtain information relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform a Federal Agency or licensing boards or the appropriate nongovernment entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another Federal Agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

11. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention or termination of the applicant or employee.

12. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (1) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (2) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (3) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on magnetic tape and computer printouts at the VA Data Processing Center, and in file folders, computer printouts and word processor software at VACO.

**Retrievability:**

Records are retrievable by use of the award number, social security number and the name of the individual.

**Safeguards:**

Access to the basic file in the Austin Data Processing Center (DPC) is restricted to authorized VA employees and vendors. Access to the computer room where the magnetic tape is located within the DPC is further restricted to specifically authorized employees and is protected by an alarm system, the Federal Protective Service and other VA security personnel. Records at VA Central Office will be kept in locked files and made available only to authorized personnel on a need-to-know basis. During non-working hours the file is locked and the building is protected by the Federal Protective Service.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Assistant Chief Medical Director for Academic Affairs (14), Department of Medicine and Surgery, VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Any individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or

wants to determine the contents of such records should submit a written request or apply in person to the Assistant Chief Medical Director for Academic Affairs (14), Department of Medicine and Surgery, VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA records in this system may write, call or visit the Assistant Chief Medical Director for Academic Affairs (14), Department of Medicine and Surgery, VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Contesting record procedures:**

See Records access procedures above.

**Record source categories:**

Information contained in the records is obtained from the individual, references given in application material, educational institutions, VA medical facilities, the VA DPC, other Federal agencies, State agencies and consumer reporting agencies.

**75VA001B**

**System name: Administrator's Official Correspondence Records-VA .**

**System location:**

Records are maintained in the Office of the Secretary, Executive Secretariat (001B), VA Central Office, Washington, DC 20420 with copies located in various other offices throughout Department of Veterans Affairs (VA) Central Office and field stations. (Address locations are listed in VA Appendix 1 at the end of this document). The Office of Administration, Safety and Office Support Services (03) keeps records on magnetic media.

**Categories of individuals covered by the system:**

Individual citizens (veteran and nonveteran), VA employees, organizations, agencies of Federal, state and local governments, and public officials who have sent correspondence to VA.

**Categories of records in the system:**

Records (or information contained in records) may include: (1) Names of individuals (e.g. private citizens, veterans, public officials, organizations); (2) writers' Social Security number and/or veterans' claim number (3) inquiries or correspondence sent to the Secretary of Veterans Affairs by individuals; (4) information pertinent to decisions or responses given by the Secretary, administration heads or staff office directors; and (5) copies of the decisions or responses of the Secretary, administration heads or staff office directors.

**Authority for maintenance of the system:**

Title 38, United States Code, 210(c).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The records of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the request of that individual.

2. Any information in this system from correspondence or inquiries sent to the Secretary of Veterans Affairs may be disclosed to Federal or state agencies at the request of the correspondent or inquirer in order for those agencies to help the correspondent with his or her problem. The information disclosed may include the name and address of the correspondent or inquirer and details concerning the nature of the problem specified in the correspondence.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records of inquiries and correspondence are maintained on paper documents in individual file folders in the Office of the Secretary. Data files supporting the automated system are stored in a secured area on magnetic disk and tape.

**Retrievability:**

Records are maintained in alphabetical order by last name of the individual

correspondent. When appropriate, records are also filed alphabetically by name of member of Congress representing the correspondent. Access to the automated system is via terminals located in the secured area referred in SAFEGUARDS. Standard security precautions are used to prohibit access to only authorized personnel.

**Safeguards:**

Records are maintained in a manned room during working hours. During nonworking hours, there is limited access to the building with visitor control by security personnel, and the room where the records are kept is locked. Access to the records is only authorized to VA personnel on a "need-to-know" basis.

**Retention and disposal:**

In the Office of the Secretary, records retrieved by last name of members of Congress are retained in the Secretary's Office for one current year then retired to inactive storage in VA and Federal Archives and Records Center for ten years. All other records in this system are retained in VA for five years then retired to the Washington National Records Center where they are retained for 20 years. Thereafter, they are offered to National Archives for accessioning. After five years automated files are maintained indefinitely on a history file in the correspondence tracking system.

**System manager(s) and address:**

Office of the Secretary, Executive Secretariat (001B), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Office of the Secretary (001B) under his or her name or other personal identifier or wants to determine the contents of such records should submit a written request or apply in person to Executive Secretariat (001B).

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name or other personal identifier may write or call or visit the Executive Secretariat.

**Contesting record procedures:**

(See Records Access Procedures above.)

**Record source categories:**

Individuals (veterans, nonveterans,) attorneys, employees, members of Congress, local and state officials and various private and public organizations.

**76VA05**

**System name: General Personnel Records (Title 38)-VA.**

**System location:**

Active records are maintained at the Department of Veterans Affairs (VA) Central Office, 810 Vermont Avenue, NW., Washington, DC 20420; VA field facilities; VA Austin Automation Center, 1615 East Woodward Street, Austin, Texas 78772; VA Shared Service Center, 3401 SW 21<sup>st</sup> Street, Topeka, Kansas 66604; and offices of contractors or subcontractors who may maintain these records. When VA determines that portions of these records need to be maintained at different locations or that copies of these records need to be maintained at more than one location, e.g., at the Shared Service Center and administrative offices closer to where employees actually work, such records are covered by this system. Inactive records are retired to the National Personnel Records Center, 111 Winnebago Street, St. Louis, Missouri 63118. Records not considered long-term records, but which may be retained in this system or elsewhere during employment, and which are also included in this system, may be retained for a period of time after the employee leaves service. However, such records will be disposed of in accordance with the procedures for retention and disposal outlined below. The phrase “long-term” record describes records that are filed on the right side of the Merged Records Personnel Folder (MRPF) (Standard Form 66-C).

Note 1: It is not VA’s intent to limit this system of records to those records physically within the MRPF. Records may be filed in other folders located in offices other than where the MRPF is located, e.g., working files that supervisors or other agency officials use that are derived from 76VA05 may be kept in a more convenient location.

**Categories of individuals covered by the system:**

Current and former employees appointed under 38 U.S.C. 7306, 7401(1), 7401(3), and 38 U.S.C. 7405 except those appointed on a fee or without compensation basis, and residents appointed under 38 U.S.C. 7406 whose stipends and fringe benefits are not centrally administered under the provisions of 38 U.S.C. 7406©. This includes employees such as physicians, dentists, podiatrists, optometrists, nurses, nurse anesthetists, physician assistants, expanded-function dental auxiliaries, certified respiratory therapy technicians, registered respiratory therapists, licensed physical therapists, licensed practical or vocational nurses, occupational therapists, and pharmacists. Current and former employees appointed under 38 U.S.C. Chapter 78 to positions in the Veterans Canteen Service are covered by this system.

**Categories of records in the system:**

All categories of records may include identifying information, such as names(s), date of birth, home address, mailing address, Social Security number, and telephone number(s). Records in this system are:

a. Records reflecting work experience, licensure, credentials, educational level achieved, and specialized education or training occurring outside of Federal service.

b. Records reflecting Federal service and documenting work experience, education, training, and/or awards received while employed. Such records contain information about past and present positions held; grades; salaries; duty station locations; and notices of all personnel actions, such as appointments, transfers, reassignments, details, promotions, demotions, staffing adjustments or reductions-in-force, resignations, separations, suspensions, removals, retirements, and approval of disability retirement applications.

c. Records relating to an Intergovernmental Personnel Act assignment or Federal-private sector exchange program.

d. Records regarding Government-sponsored training or participation in employee development programs designed to broaden an employee's work experiences or for the purposes of advancement.

e. Printouts of information from automated personnel systems, e.g., information from the Personnel and Accounting Pay System-VA (27VA047).

f. Records reflecting enrollment or declination of enrollment in the Federal Employees' Group Life Insurance Program and Federal Employees' Health Benefits Program as well as forms showing designations of beneficiary.

g. Elections to participate in the Thrift Savings Plan, Notices that Thrift Savings Plan Contributions cannot be made because a financial hardship withdrawal has been issued and transcripts of Thrift Savings Plan changes approved for use by the Federal Retirement Thrift Investment Board.

h. Records relating to designations for lump-sum leave benefits.

i. Records relating to access to classified information and other nondisclosure agreements.

j. Records related to certification of outside professional activities prior to enactment of the Veterans Health Care Eligibility Reform Act of 1996, Pub. L. 104-262, dated October 9, 1996.

**Authority for maintenance of the system:**

38 U.S.C. 501(a), 7304, 7406(c)(1), and 7802.

**Purposes(s):**

The personnel records in these files are the official repository of the records, reports of personnel actions and the documents and papers associated with these actions. The personnel action reports and other documents give legal force and effect to personnel transactions and establish employee rights and benefits under pertinent laws and regulations governing Federal employment. They provide the basic source of factual data about a person's Federal employment while in the service and after his or her separation. Records in this system have various uses, including screening qualifications of employees; determining status, eligibility, and rights and benefits under pertinent laws and regulations governing Federal employment; computing length of service; and other information needed to provide personnel services.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. To disclose information to Government training facilities (Federal, State, and local) and to non-Government training facilities (private vendors of training courses or programs, private schools, etc.) for training purposes.

2. To disclose information to educational institutions about the appointment of their recent graduates to VA positions. These disclosures are made to enhance recruiting relationships between VA and these institutions.

3. To provide college and university officials with information about students who are working at VA to receive academic credit for the experience.

4. To disclose to the following agencies information needed to adjudicate retirement, insurance or health benefits claims:

Department of Labor, Social Security Administration, Department of Defense, Federal agencies having special civilian employee retirement programs, and state, county, municipal, or other publicly recognized charitable or income security administration agencies (e.g., State unemployment compensation agencies), when necessary to adjudicate a claim under the retirement, insurance or health benefits programs of the Office of Personnel Management or an agency cited above. Information may also be disclosed to agencies to conduct an analytical study or audit of benefits being paid under such programs.

5. To disclose to the Office of Federal Employees' Group Life Insurance information necessary to verify election, declination, or waiver of regular and/or optional life insurance coverage or eligibility for payment of a claim for life insurance.

6. To disclose to health insurance carriers contracting with the Office of Personnel Management to provide a health benefits plan under the Federal Health Benefits Program, information necessary to identify enrollment in a plan, to verify eligibility for payment of a claim for health benefits, or to carry out the coordination or audit of benefits provisions of such contracts.

7. To disclose information to a Federal, State, or local agency for determination of an individual's entitlement to benefits in connection with Federal Housing Administration programs.

8. To disclose relevant information to third parties considering VA employees for awards or recognition and to publicize information about such awards or recognition. This may include disclosures to public and private organizations, including news media, which grant or publicize employee awards or honors.

9. To disclose information about incentive awards and other awards or honors granted by VA. This may include disclosure to public and private organizations, including news media, which publicize such recognition.

10. To disclose the information listed in 5 U.S.C. 7114(b)(4) to officials of labor organizations recognized under 5 U.S.C. Chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

11. VA may, on its own initiative, disclose relevant information to a Federal agency (including Offices of the Inspector General), State, or local agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation if there is reason to believe that a violation may have occurred. This routine use does not authorize disclosures in response to requests for information for civil or criminal law enforcement activity purposes, nor does it authorize disclosure of information in response to court orders. Such requests must meet the requirements of 5 U.S.C. 552a(b)(7) or (b)(11), as applicable.

12. To disclose pertinent information to any source when necessary to obtain information relevant to a conflict-of-interest investigation or determination.

13. To disclose information to any source from which additional information is requested (to the extent necessary to identify the individual, inform the source of the purposes(s) of the request, and to identify the type of information requested), when necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, or the issuance of a license, grant, or other benefit.

14. To disclose to an agency in the executive, legislative, or judicial branch, or the District of Columbia's Government in response to its request, or at the initiation of VA, information in connection with the hiring of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, the issuance of a license, grant or other benefit by the requesting agency, or the lawful statutory or administrative purpose of the agency to the extent that the information is relevant and necessary to the requesting agency's decision.

15. To disclose relevant information to Federal and non-Federal agencies (i.e., State or local governments), and private sector organizations, boards, bureaus, or commissions (e.g., the Joint Commission on Accreditation of Healthcare Organizations) when such disclosures are required to obtain accreditation or other approval ratings.

16. To disclose information to the Office of Management and Budget at any stage in the legislative coordination and clearance process in connection with private relief legislation as set forth in OMB Circular No. A-19.

17. To provide information to a congressional office from the records of an individual in response to an inquiry from the congressional office made at the request of the individual.

18. VA may, on its own initiative, disclose information to another Federal agency, court, or party in litigation before a court or other administrative proceeding conducted by a Federal agency, if VA is a party to the proceeding and VA needs to disclose such information to protect its interests.

19. To disclose information to the National Archives and Records Administration (NARA) for records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

20. To disclose to persons engaged in research and survey projects information necessary to locate individuals for personnel research or survey response, and to produce summary descriptive statistics and analytical studies in

support of the function for which the records are collected and maintained, or for related workforce studies. While published statistics and studies do not contain individual identifiers, in some instances, the selection of elements of data included in the study may be structured in such a way as to make the data individually identifiable by inference.

21. To provide an official of another Federal agency information needed in the performance of official duties related to reconciling or reconstructing data files in support of the functions for which the records were collected and maintained.

22. When an individual to whom records pertain is mentally incompetent or under other legal disability, information in the individual's records may be disclosed to any person or entity responsible for managing the individual finances to the extent necessary to ensure payment of benefits to which the individual is entitled.

23. To disclose to the Department of Defense specific civil service employment information required under law on individuals identified as members of the Ready Reserve, to ensure continuous mobilization readiness of Ready Reserve units and members, and to identify characteristics of civil service retirees for national mobilization purposes.

24. To disclose information to officials of the Department of Defense, National Oceanic and Atmospheric Administration, U.S. Public Health Service, and the U.S. Coast Guard needed to effect any adjustments in retired or retainer pay required by the dual compensation provisions of 5 U.S.C. 5532.

25. To disclose information to officials of the Merit Systems Protection Board, or the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

26. To disclose information to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discriminatory practices, examination of Federal affirmative employment programs, or for other functions of the Commission as authorized by law or regulation.

27. To disclose to the Federal Labor Relations Authority (including its General Counsel) information related to the establishment of jurisdiction, the investigation and resolution of allegations of unfair labor practices, or information in connection with the resolution of exceptions to arbitration awards when a question of material fact is raised; to disclose information in matters properly before the Federal Services Impasses Panel, and to investigate representation petitions and conduct or supervise representation elections.

28. To disclose to prospective non-Federal employers, the following information about a specifically identified current or former employee: Tenure of employment; civil service status; length of service in VA and the Government; and when separated, the date and nature of action as shown on the Notification of Personnel Action-Standard Form 50 (or authorized exception).

29. Records from this system of records may be disclosed to a Federal, State, or local government agency or licensing board and/or to the Federation of State Medical Boards or a similar non-government entity. These entities maintain records concerning an individual's employment or practice histories or concerning the issuance, retention or revocation of licenses or registration necessary to practice an occupation, profession or specialty. Disclosures may be made for the Agency to obtain information determined relevant to an Agency's decision concerning the hiring, retention, or termination of an employee. Disclosures may also be made to inform licensing boards or the appropriate non-governmental entities about the health care practices of a terminated, resigned, or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional practice as to raise reasonable concern for the health and safety of patients.

30. To disclose relevant information to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

31. To disclose hiring, performance, or other personnel-related information to any facility with which there is, or there is proposed to be, an affiliation, sharing agreement, contract, or similar arrangement, for purposes of establishing, maintaining, or expanding any such relationship.

32. Identifying information in this system, including name, address, Social Security number, and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention, or termination of the applicant or employee.

33. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank or to a State or local government licensing board which maintains records concerning the issuance, retention, or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession or specialty when under the following circumstances, through peer review process that is undertaken pursuant to VA policy, negligence, professional incompetence, responsibility for improper care, and/or professional misconduct has been assigned to a physician or licensed or certified health care practitioner: (1) On any payment in settlement (or partial settlement of, or in satisfaction of a judgment) in a medical malpractice action or claim; or, (2) on any final decision that adversely affects the clinical privileges of a physician or practitioner for a period of more than 30 days.

34. Relevant information from this system of records concerning the departure of a former VA employee, who is subject to garnishment pursuant to a legal process as defined in 5 U.S.C. 5520a, as well as the name and address of the designated agent for the new employing agency or the name and address of any new private employer, may be disclosed to the garnishing party (garnisher).

Information from this system of records may be disclosed in response to legal processes, including interrogatories, served on the agency in connection with garnishment proceedings against current or former VA employees under 5 U.S.C. 5520a.

35. To disclose information to contractors, subcontractors, grantees, or others performing or working on a contract, grant or cooperative agreement for the Federal government, provided disclosure is in the interest of the Government and the information to be disclosed is relevant and necessary for accomplishing the intended uses of the information and necessary to perform services under the contract, grant or cooperative agreement.

36. To disclose to a spouse or dependent child (or court-appointed guardian thereof) of a VA employee enrolled in the Federal Employees Health Benefits Program, upon request, whether the employee has changed from a self-and-family to a self-only health benefits enrollment.

37. To disclose to the Federal Retirement Thrift Investment Board information concerning an employee's election to participate in the Thrift Savings Plan, the employee's ineligibility to make contributions to the Thrift Savings Plan because a financial hardship in-service withdrawal has been issued, or information from a transcript of thrift savings plan changes that has been approved by the Federal Retirement Thrift Investment Board.

38. Information from this system of records will be disclosed to the Healthcare Integrity and Protection Data Base as required by section 1122E of the Social Security Act (as added by Sec. 221(a) of Pub. L. 104-191) and the associated implementing regulations issued by the Department of Health and Human Services, 45 CFR Part 61. For example, VA is required to report adjudicated adverse personnel actions based on acts or omissions that either affected or could have affected the delivery of health care services.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

These records may be maintained in file folders, on lists and forms, on microfilm or microfiche, and in computer processable storage media.

**Retrievability:**

These records may be retrieved using various combinations of name, birth date, Social Security number, or identification number of the individual on whom they are maintained.

**Safeguards:**

Access to areas where these records are maintained is restricted to VA employees, contractors, or subcontractors on a "need to know" basis; strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. File areas are locked after normal duty hours and are protected from outside access by the Federal Protective Service or other types of alarm systems.

Access to the VA Austin Automation Center and VA Shared Service Center are restricted to authorized VA employees and authorized representatives of

vendors. Access to computer rooms within these facilities is further restricted to especially authorized VA personnel and vendor personnel.

Access to computerized records is limited through the use of access codes and entry logs. Additional protection is provided by electronic locking devices, alarm systems, and guard services.

Electronic data is made available to VA field facilities via VA's Intranet. Strict control measures are enforced to ensure that disclosure is limited to the individual on whom the record is being maintained or on a "need to know" basis. Security devices (e.g. passwords, firewalls) are used to control access by VA users to Internet services, and to shield VA networks and systems from outside the firewall.

**Retention and disposal:**

The Merged Personnel Records Folder (MPRF) is maintained for the period of the employee's service in VA and is then transferred to the National Personnel Records Center (NPRC) for storage, or, as appropriate, to the next employing Federal agency. Other records are either retained at VA for various lengths of time in accordance with the National Archives and Records Administration records schedules or destroyed when they have served their purpose or the employee leaves VA.

a. VA maintains the MPRF as long as VA employs the individual.

Within 90 days after the individual separates from VA's employment, the MPRF is sent to the NPRC for long-term storage. The MPRF of a retired employee or an employee who dies in service is sent to the Records Center within 120 days of the retirement or death.

b. Records in this system must be maintained and disposed of in accordance with General Records Schedule 1, and VA Records Control Schedule 10-1, the Office of Personnel Management Guide to Federal Recordkeeping, and the Memorandum of Understanding concerning this subject between VA, the Office of Personnel Management, and the National Archives and Records Administration.

**System manager(s) and address:**

Deputy Assistant Secretary for Human Resources Management (05), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Individuals wishing to inquire whether this system of records contains information about them should contact the appropriate office as follows:

a. Federal employees should contact the responsible official (as designated by their agency) regarding records in this system.

b. Former Federal employees should contact the National Personnel Records Center (Civilian), 111 Winnebago Street, St. Louis, Missouri 63118, regarding the records in this system. Individuals must furnish the following information so their records can be located and identified: full name(s), date of birth, Social Security number, last employing agency (including duty station, when applicable), and approximate dates of employment. All requests must be signed.

**Record access procedures:**

(See Notification Procedure.)

**Contesting record procedures:**

Current and former VA employees wishing to request amendment of their records should contact the Director, Department of Veterans Affairs Shared Service Center (00), 3401 SW 21<sup>st</sup> Street, Topeka, Kansas 66604. Individuals must furnish the following information for their records to be located and identified: Full name(s), date of birth, Social Security number, and signature. To facilitate identification of records, former employees must also provide the name of their last Department of Veterans Affairs facility and approximate dates of employment.

**Record source categories:**

Information in this system of records is provided by the individual employee, examining physicians, educational institutions, VA officials, and other individuals or entities; e.g., job references and supporting statements; testimony of witnesses; and correspondence from organizations or persons, e.g., licensing boards.

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**System name: Health Care Provider Credentialing and Privileging Records-VA.**

**System location:**

Records are maintained at each VA health care facility. Address locations for VA facilities are listed in VA Appendix 1 of the biennial publication of VA system of records. In addition, information from these records or copies of records may be maintained at the Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420 and/or Veterans Integrated Service Network (VISN) Offices. Records for those VA contracted health care providers who are credentialed by the contractor in accordance with VHA policy, where credentialing information is received by VHA facilities will be maintained in accordance with this notice and VHA policy. Electronic copies of records may be maintained by the Department of Health and Human Services (HHS), a component thereof, a contractor, subcontractor of HHS, or by another entity in accordance with the VA Interagency Agreement. Back-up copies of the electronic data warehouse are maintained at off-site locations.

**Categories of individuals covered by the system:**

The records include information concerning health care providers currently or formerly employed or otherwise utilized by VA, and individuals who make application to VA and are considered for employment or appointment as health care providers. These records will include information concerning individuals who through a contractual or other type of agreement may be or are providing health care to VA patients. This may include, but is not limited to: Audiologists; dentists; dietitians; expanded-function dental auxiliaries; licensed practical or vocational nurses; nuclear medicine technologists; nurse anesthetists; nurse practitioners; nurses; occupational therapists; optometrists; clinical pharmacists; licensed physical therapists; physician assistants; physicians; podiatrists; psychologists; registered respiratory therapists; certified respiratory therapy technicians; diagnostic and therapeutic radiology technologists; social workers; and speech pathologists.

**Categories of records in the system:**

The record consists of information related to:

(1) The credentialing (the review and verification of an individual's qualifications for employment or utilization which includes licensure, registration or certification, professional education and training, employment history, experience, appraisals of past performance, health status, etc.) of applicants who are considered for employment and/or appointment, for providing health services under a contract or other type of agreement, and/or for appointment to the professional staff.

(2) The privileging (the process of reviewing and granting or denying a provider's request for clinical privileges to provide medical or other patient care services, within well defined limits, which are based on an individual's professional license, registration or certification, experience, training,

competence, health status, ability, and clinical judgment) health care providers who are permitted by law and by the medical facility to provide patient care independently and individuals whose duties and responsibilities are determined to be beyond the normal scope of activities for their profession;

(3) The periodic reappraisal of health care providers' professional credentials and the reevaluation of the clinical competence of providers who have been granted clinical privileges; and/or

(4) Accessing and reporting to the National Practitioner Data Bank (NPDB).

The record may include individual identifying information (e.g., name, date of birth, gender, social security number, national provider number, and/or other personal identification number), address information (e.g., home and/or mailing address, home telephone number, e-mail address, facsimile number), biometric data and information related to education and training (e.g., name of medical or professional school attended and date of graduation, name of training program, type of training, dates attended, and date of completion). The record may also include information related to: the individual's license, registration or certification by a State licensing board and/or national certifying body (e.g., number, expiration date, name and address of issuing office, status including any actions taken by the issuing office or any disciplinary board to include previous or current restrictions, suspensions, limitations, or revocations); citizenship; honors and awards; type of appointment or utilization; service/product line; professional society membership; professional performance, experience, and judgment (e.g., documents reflecting work experience, appraisals of past and current performance and potential); educational qualifications (e.g., name and address of institution, level achieved, transcript, information related to continuing education); Drug Enforcement Administration and or State controlled dangerous substance certification (e.g., current status, any revocations, suspensions, limitations, restrictions); information about mental and physical status; evaluation of clinical and/or technical skills; involvement in any administrative, professional or judicial proceedings, whether involving VA or not, in which professional malpractice on the individual's part is or was alleged; any actions, whether involving VA or not, which result in the limitation, reduction, revocation, or acceptance of surrender or restriction of the individual's clinical privileges; and, clinical performance information that is collected and used to support a determination of an individual's request for clinical privileges. Some information that is included in the record may be duplicated in an employee personnel folder.

**Authority for maintenance of the system:**

Title 38 U.S.C. 501(a) and 7304(a)(2).

**Purposes(s):**

The information may be used for: Verifying the individual's credentials and qualifications for employment or utilization, appointment to the professional staff, and/or clinical privileges; advising prospective health care entity employers, health care professional licensing or monitoring bodies, the NPDB, or similar entities of activities of individuals covered by this system; accreditation of a facility by an entity such as the Joint Commission on Accreditation of Healthcare

Organizations; audits, reviews and investigations conducted by staff of the health care facility, the VISN Directors and Division Offices, VA Central Office, VHA program offices who require the credentialing information, and the VA Office of Inspector General; law enforcement investigations; quality assurance audits, reviews and investigations; personnel management and evaluations; employee ratings and performance evaluations; and, employee disciplinary or other adverse action, including discharge. The records and information may be used for statistical analysis, to produce various management reports, evaluate services, collection, distribution and utilization of resources, and provide clinical and administrative support to patient medical care.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. A record from this system of records may be disclosed to any source from which additional information is requested (to the extent necessary to identify the individual, inform the source of the purpose(s) of the request, and to identify the type of information requested), when necessary to obtain information relevant to a Department decision concerning the hiring or retention of an employee; the issuance or reappraisal of clinical privileges; the issuance of a security clearance; the conducting of a security or suitability investigation of an individual; the letting of a contract; the issuance of a license, grant, or other benefits; or in response to scarce or emergency needs of the Department or other entities when specific skills are required.

2. A record from this system of records may be disclosed to an agency in the executive, legislative, or judicial branch, or the District of Columbia's Government in response to its request, or at the initiation of VA, information in connection with the hiring of an employee; appointment to the professional staff; the issuance of a security clearance; the conducting of a security or suitability investigation of an individual; the letting of a contract; the issuance of a license, grant, or other benefit by the agency; or the lawful statutory or administrative purpose of the agency to the extent that the information is relevant and necessary to the requesting agency's decision; or at the initiative of VA, to the extent the information is relevant and necessary to an investigative purpose of the agency.

3. Disclosure may be made to a congressional office from the record or an individual in response to an inquiry from the congressional office made at the request of that individual.

4. Disclosure may be made to National Archives and Records Administration in records management inspections conducted under authority of Title 44 United States Code.

5. Information from this system of records may be disclosed to a Federal agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar non-Government entity, which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty, in order for the Department to obtain information relevant to a Department decision concerning the hiring, utilization, appointment, retention or termination of individuals covered

by this system or to inform a Federal agency or licensing boards or the appropriate non-Government entities about the health care practices of a currently employed, appointed, otherwise utilized, terminated, resigned, or retired health care employee or other individuals covered by this system whose professional health care activity so significantly failed to meet generally accepted standards of clinical practice as to raise reasonable concern for the safety of patients. These records may also be disclosed as part of an ongoing computer-matching program to accomplish these purposes.

6. Information may be disclosed to non-Federal sector (i.e., State or local governments) agencies, organizations, boards, bureaus, or commissions (e.g., the Joint Commission on Accreditation of Healthcare Organizations). Such disclosures may be made only when:

(a) The records are properly constituted in accordance with VA requirements; (b) the records are accurate, relevant, timely, and complete; and (c) the disclosure is in the best interest of the Government (e.g., to obtain accreditation or other approval rating). When cooperation with the non-Federal sector entity, through the exchange of individual records, directly benefits VA's completion of its mission, enhances personnel management functions, or increases the public confidence in VA's or the Federal Government's role in the community, then the Government's best interests are served. Further, only such information that is clearly relevant and necessary for accomplishing the intended uses of the information as certified by the receiving entity is to be furnished.

7. Information may be disclosed to a state or national certifying body, which has the authority to make decisions concerning the issuance, retention or revocation of licenses, certifications or registrations required to practice a health care profession, when requested in writing by an investigator or supervisory official of the licensing entity or national certifying body, for the purpose of making a decision concerning the issuance, retention or revocation of the license, certification or registration of a named health care professional.

8. Information may be disclosed to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

9. Hiring, appointment, performance, or other personnel credentialing related information may be disclosed to any facility or agent with which there is, or there is proposed to be, an affiliation, sharing agreement, partnership, contract, or similar arrangement, where required for establishing, maintaining, or expanding any such relationship.

10. Information concerning a health care provider's professional qualifications and clinical privileges may be disclosed to a VA patient, or the representative or guardian of a patient who, due to physical or mental incapacity, lacks sufficient understanding and/or legal capacity to make decisions concerning his/her medical care. This information may also be disclosed to a VA patient, who is receiving or contemplating receiving medical or other patient care services from the provider when the information is needed by the patient or the

patient's representative or guardian in order to make a decision related to the initiation of treatment, continuation or discontinuation of treatment, or receiving a specific treatment that is proposed or planned by the provider. Disclosure will be limited to information concerning the health care provider's professional qualifications (professional education, training and current licensure/certification status), professional employment history, and current clinical privileges.

11. VA may disclose on its own initiative any information in this system, except the names and home addresses of veterans and their dependents, which is relevant to a suspected or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order. On its own initiative, VA may also disclose the names and addresses of veterans and their dependents to a Federal agency charged with the responsibility of investigating or prosecuting civil, criminal or regulatory violations of law, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto.

12. VA may disclose to the Federal Labor Relations Authority (including its General Counsel) information related to the establishment of jurisdiction, the investigation and resolution of allegations of unfair labor practices, or information in connection with the resolution of exceptions to arbitration awards when a question of material fact is raised; to disclose information in matters properly before the Federal Service Impasses Panel, and to investigate representation petitions and conduct or supervise representation elections.

13. Information may be disclosed to the VA-appointed representative of an employee regarding all notices, determinations, decisions, or other written communications issued to the employee in connection with an examination ordered by VA under fitness-for-duty examination procedures or Agency-filed disability retirement procedures.

14. Information may be disclosed to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

15. Information may be disclosed to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discriminatory practices, examination of Federal affirmative employment programs, or the other functions of the Commission as authorized by law or regulation.

16. Information listed in 5 U.S.C. 7114(b)(4) may be disclosed to officials of labor organizations recognized under 5 U.S.C., chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

17. Identifying information in this system, including name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the NPDB at the time of hiring, appointment, utilization, and/or clinical privileging/reprivileging of physicians, dentists and other health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, appointment, utilization, privileging/reprivileging, retention or termination of the individual.

18. Relevant information from this system of records may be disclosed to the NPDB and/or State Licensing Board in the State(s) in which a practitioner is licensed, in which the VA facility is located, and/or in which an act or omission occurred upon which a medical malpractice claim was based when VA reports information concerning: (a) Any payment for the benefit of a physician, dentist, or other licensed health care practitioner which was made as the result of a settlement or judgment of a claim of medical malpractice if an appropriate determination is made in accordance with agency policy that payment was related to substandard care, professional incompetence or professional misconduct on the part of the individual; (b) a final decision which relates to possible incompetence or improper professional conduct that adversely affects the clinical privileges of a physician or dentist for a period longer than 30 days; or, (c) the acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician or dentist either while under investigation by the health care entity relating to possible incompetence or improper professional conduct, or in return for not conducting such an investigation or proceeding. These records may also be disclosed as part of a computer-matching program to accomplish these purposes.

19. In response to a request about a specifically identified individual covered by this system from a prospective Federal or non-Federal health care entity employer, the following information may be disclosed: (a) Relevant information concerning the individual's professional employment history including the clinical privileges held by the individual; (b) relevant information concerning a final decision which results in a voluntary or involuntary limitation, reduction or loss of clinical privileges; and (c) relevant information concerning any payment which is made in settlement (or partial settlement) of, or in satisfaction of a judgment in, a medical malpractice action or claim and, when through a peer review process that is undertaken pursuant to VA policy, negligence, professional incompetence, responsibility for improper care, and/or professional misconduct has been assigned to the individual.

20. Disclosure may be made to any Federal, State, local, tribal or private entity in response to a request concerning a specific provider for the purposes of credentialing providers who provide health care at multiple sites or move between sites. Such disclosures may be made only when: (a) The records are properly constituted in accordance with VA requirements; (b) the records are accurate, relevant, timely, and complete; and (c) disclosure is in the best interests of the Government (i.e., to meet the requirements of contracts, sharing agreements, partnerships, etc.). When the exchange of credentialing information

through the exchange of individual records directly benefits VA's completion of its mission and enhances public confidence in VA's or the Federal Government's role in the delivery of health care, then the best interests of the Government are served.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on paper documents or in electronic format. Information included in the record may be stored on microfilm, magnetic tape or disk.

**Retrievability:**

Records are retrieved by the names and social security number or other assigned identifiers, e.g. the National Provider Identifier, of the individuals on whom they are maintained.

**Safeguards:**

1. Access to VA working and storage areas in VA health care facilities is restricted to VA employees on a "need-to-know" basis; strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. Generally, VA file areas are locked after normal duty hours and the health care facilities are protected from outside access by the Federal Protective Service or other security personnel.

2. Access to computer rooms within the health care facilities is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. Automated data processing peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected. Information in the VistA system may be accessed by authorized VA employees. Access to file information is controlled at two levels; the system recognizes authorized employees by a series of individually unique passwords/codes as a part of each data message, and the employees are limited to only that information in the file, which is needed in the performance of their official duties.

3. Access to records in VA Central Office and the VISN Directors and Division Offices is only authorized to VA personnel on a "need-to-know" basis. Records are maintained in manned rooms during working hours. During non-working hours, there is limited access to the building with visitor control by security personnel.

4. The automated system is Internet enabled and will conform to all applicable Federal regulations concerning information security. The automated system is protected by a generalized security facility and by specific security techniques used within the application that accesses the data file and may include individually unique passwords/ codes and may utilize Public Key Infrastructure personal certificates. Both physical and system security measures will meet or exceed those required to provide an adequate level of protection for host systems. Access to file information is limited to only that information in the file which is needed in the performance of official duties. Access to computer rooms is restricted generally by appropriate locking devices to authorized

operational personnel. Information submitted to the automated electronic system is afforded the same protections as the data that is maintained in the original files. Access from remote locations, including remote on-line access from other agencies to the data storage site, is controlled in the same manner. Access to the electronic data is supported by encryption and the Internet server is insulated by a firewall.

**Retention and disposal:**

Records are maintained at the employing VA facility. If the individual transfers to another VA facility location, the record is transferred to the new location, if appropriate. Paper records are retired to a Federal records center 3 years after the individual separates from VA employment or no longer utilized by VA (in some cases, records may be maintained at the facility for a longer period of time) and are destroyed 30 years after separation. Paper records for applicants who are not selected for VA employment or appointment are destroyed 2 years after non-selection or when no longer needed for reference, whichever is sooner. Electronic records are transferred to the Director, Credentialing and Privileging Program, Office of Quality and Performance, VHA Central Office, when the provider leaves the facility. Information stored on electronic storage media is maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Official responsible for policies and procedures: Director, Credentialing and Privileging Program, Office of Quality and Performance (10Q), Veterans Health Administration, Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420.

Officials maintaining the system: (1) The Chief of Staff at the VA health care facility where the provider made application, is employed, or otherwise utilized; (2) the credentialing coordinator of the VA health care facility for individuals who made application for employment or other utilization, or providers currently or previously employed or otherwise utilized at VA Central Office or at a VISN location; and (3) HHS/HRSA, Parklawn Building, 5600 Fishers Lane, Rockville, Maryland 20852, for the electronic data warehouse. In most cases, the electronic data will be maintained by the Department of Health and Human Services, Health Resources and Services Administration (HHS/HRSA), a component thereof (a contractor, subcontractor of HHS/HRSA, or by another entity) in accordance with the VA Interagency Agreement.

**Notification procedure:**

Individuals who wish to determine whether this system of records contains information about them should contact the VA facility where they made application for employment or appointment, or to the VA facility where they are or were employed. Inquiries should include the employee's full name, social security number, date of application for employment or appointment or dates of employment or appointment, and return address.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of records in this system may write, call or visit the VA facility where they made

application for employment or appointment, or the VA facility where they are or were employed.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Information in this system of records is provided by the applicant/employee, or obtained from State licensing boards, Federation of State Medical Boards, National Council of State Boards of Nursing, National Practitioner Data Bank, professional societies, national certifying bodies, current or previous employers, other health care facilities and staff, references, educational institutions, medical schools, VA staff, patient, visitors, and VA patient medical records.

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**System name: Integrated Data Communications Utility Network  
Management Data Base-VA.**

**System location:**

Hard copy and magnetic media records will be maintained by the IDCU Network Service Center, 205 East King Street, Martinsburg, West Virginia 25401.

**Categories of individuals covered by the system:**

Individuals who have been authorized to access the IDCU or the network management resources of the IDCU.

**Categories of records in the system:**

Records (or information contained in the records) may include: (1) Names of individuals who have been granted permission to access the Integrated Data Communications Utility (IDCU) or its network management resources; (2) the individual's job title and Department of Veterans Affairs identification number or Social Security Number; (3) the individual's office address and phone number; (4) a unique IDCU identifier which identifies the specific individual; and (5) user profile information relating the individual's access authorizations and restrictions when using the IDCU or its network management resources.

**Authority for maintenance of the system:**

National Security Decision Directive 145, National Policy on Telecommunications and Automated Information Systems Security; and the Department of Defense Standard 5200.28, Department of Defense Trusted Computer System Evaluation Criteria and Title 38, United States Code, 210(c).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. By IDCU management and security personnel to verify that an individual is authorized to access the IDCU or IDCU network management resources.
2. By IDCU management and security personnel to maintain an audit trail or successful and unsuccessful attempts to access the IDCU and IDCU network management resources.
3. To disclose pertinent information to the appropriate Federal, State, or local agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation, or order, where the disclosing agency becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation.
4. To provide information to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.
5. To disclose information to another Federal agency or to a court when the Government is party to a judicial proceeding before the court.
6. By the National Archives and Records Administration in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.
7. To disclose information to officials of the Merit Systems

Protection Board, including the Office of the Special Counsel, the Federal Labor Relations Authority and its General Counsel, or the Equal Employment Opportunity Commission when requested in performance of their authorized duties.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper records and records on magnetic media will be maintained in the IDCU Network Service Center in Martinsburg, West Virginia.

**Retrievability:**

Paper records will be indexed in alphabetical order by the last name of the individual who has requested authority to access the IDCU. Access to the automated system is via computer terminal. Security precautions are used to limit access to authorized personnel only on a need-to-know basis.

**Safeguards:**

Safeguards include both physical and system security measures. These measures will meet or exceed those required to provide an adequate level of protection for host systems to meet level C2 security as defined by the Department of Defense Trusted Computer System Evaluation Criteria (DOD 5200.28-STD). The IDCU Service Center will operate and enforce the safeguards 24 hours a day, seven days a week.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with the records disposal authority approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Wide Area Network Service (331), VA Central Office, Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained by the Director, Wide Area Network Service under his or her name or other personal identifier or who want to determine the contents of such records should submit a written request or apply in person to the Office of the Director, Wide Area Network Service.

**Record access procedures:**

An individual who seeks access or wishes to contest records maintained under his or her name or other personal identifier may write, call or visit the Office of the Director, Wide Area Network Service.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

(1) Individuals who have applied for access permissions to the IDCU or its network management resources; and (2) organizational lists of individual names that have been submitted to obtain access permissions to the IDCU and IDCU network management resources.

[VA amended and republished this system of records at 69 Fed. Reg. 5667 \(February 5, 2004\)](#)

79VA19

**System name: Veterans Health Information Systems and Technology Architecture (VistA) Records-VA.**

**System location:**

Records are maintained at each VA health care facility (in most cases, back-up computer tape information is stored at off-site locations). Address locations for VA facilities are listed in VA Appendix 1. In addition, information from these records or copies of records may be maintained at the Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC, VA Data Processing Centers, VA Chief Information Officer (CIO) Field Offices, and Employee education Systems.

**Categories of individuals covered by the system:**

The records include information concerning current and former employees, applicants for employment, trainees, contractors, sub-contractors, contract personnel, students, providers and consultants, patients and members of their immediate family, volunteers, maintenance personnel, as well as individuals working collaboratively with VA.

**Categories of records in the system:**

The records may include information related to:

1. Workload such as orders entered, verified, and edited (e.g., engineering work orders, doctors' orders for patient care including nursing care, the scheduling and delivery of medications, consultations, radiology, laboratory and other diagnostic and therapeutic examinations); results entered; items checked out and items in use (e.g., library books, keys, x-rays, patient medical records, equipment, supplies, reference materials); work plans entered and the subsequent tracking (e.g., construction projects, engineering work orders and equipment maintenance and repairs assigned to employees and status, duty schedules, work assignments, work requirements); reports of contact with individuals or groups; employees (including volunteers) work performance information (e.g., duties and responsibilities assigned and completed, amount of supplies used, time used, quantity and quality of output, productivity reports, schedules of patients assigned and treatment to be provided);
2. Administrative procedures, duties, and assignments of certain personnel;
3. Computer access authorizations, computer applications available and used, information access attempts, frequency and time of use; identification of the person responsible for, currently assigned, or otherwise engaged in various categories of patient care or support of health care delivery; vehicle registration (motor vehicles and bicycles) and parking space assignments; community and special project participants/attendees (e.g., sports events, concerts, National Wheelchair Games); employee work-related accidents. The record may include identifying information (e.g., name, date of birth, age, sex, social security

number, taxpayer identification number); address information (e.g., home and/or mailing address, home telephone number, emergency contact information such as name, address, telephone number, and relationship); information related to training (e.g., security, safety, in-service), education and continuing education (e.g., name and address of schools and dates of attendance, courses attended and scheduled to attend, grades, type of degree, certificate, etc.); information related to military service and status; qualifications for employment (e.g., license, degree, registration or certification, experience); vehicle information (e.g., type make, model, license and registration number); evaluation of clinical and/or technical skills; services or products purchased (e.g., vendor name and address, details about and/ or evaluation of service or product, price, fee, cost, dates purchased and delivered, employee workload and productivity data); employee work-related injuries (cause, severity, type of injury, body part affected);

4. Financial information, such as service line and clinic budgets, projected and actual costs;

5. Supply information, such as services, materials and equipment ordered;

6. Abstract information (e.g., data warehouses, environmental and epidemiological registries, etc.) is maintained in auxiliary paper and automated records;

7. Electronic messages; and

8. The social security number and universal personal identification number of health care providers.

**Authority for maintenance of the system:**

Title 38, United States Code, section 7301(a).

**Purpose(s):**

The records and information may be used for statistical analysis to produce various management, workload tracking and follow-up reports; to track and evaluate the ordering and delivery of equipment, services and patient care; the planning, distribution and utilization of resources; the possession and/or use of equipment or supplies; the performance of vendors, equipment, and employees; and to provide clinical and administrative support to patient medical care. The data may be used for research purposes. The data may be used also for such purposes as assisting in the scheduling of tours of duties and job assignments of employees; the scheduling of patient treatment services, including nursing care, clinic appointments, surgery, diagnostic and therapeutic procedures; the repair and maintenance of equipment and for follow-up to determine that the actions were accomplished and to evaluate the results; the registration of vehicles and the assignment and utilization of parking spaces; to plan, schedule, and maintain rosters of patients, employees and others attending or participating in sports, recreational or other events (e.g., National Wheelchair Games, concerts, picnics); for audits, reviews and investigations conducted by staff of the health care facility, the Network Directors Office, VA Central Office, and the VA Office of Inspector General (OIG); for quality assurance audits, reviews, investigations and inspections; for law enforcement investigations; and for personnel management, evaluation and employee ratings, and performance evaluations.

**Routine uses of records maintained in the system, including categories of**

**users and the purposes of such uses:**

To the extent that records contained in the system include information protected by 38 U.S.C. 7332, i.e., medical treatment information related to drug abuse, alcoholism or alcohol abuse, sickle cell anemia or infection with the human immunodeficiency virus, that information cannot be disclosed under a routine use unless there is also specific statutory authority permitting disclosure.

1. In the event that a record maintained by VA to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, information may be disclosed to the appropriate agency whether Federal State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or rule, regulation or order issued pursuant thereto.

2. Disclosure may be made to any source from which additional information is requested (to the extent necessary to identify the individual, inform the source of the purpose(s) of the request, and to identify the type of information requested), when necessary to obtain information relevant to a Department decision concerning the hiring or retention of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, or the issuance of a license, grant, or other benefits.

3. Disclosure may be made to an agency in the executive, legislative, or judicial branch, or the District of Columbia's government in response to its request or at the initiation of VA, in connection with the hiring of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, the issuance of a license, grant, or other benefits by the requesting agency, or the lawful statutory, administrative, or investigative purpose of the agency to the extent that the information is relevant and necessary to the requesting agency's decision.

4. Disclosure may be made to a Congressional office from the record of an individual in response to an inquiry from the Congressional office made at the request of that individual.

5. Disclosure may be made to the National Archives and Records Administration (NARA) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

6. Disclosure may be made to the Department of Justice and United States attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

7. Hiring, performance, or other personnel-related information may be disclosed to any facility with which there is or there is proposed to be an affiliation, sharing agreement, contract, or similar arrangement for purposes of establishing, maintaining, or expanding any such relationship.

8. Disclosure may be made to a Federal, State or local government licensing board and/or to the Federation of State Medical Boards or a similar non-government entity which maintains records concerning individual employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty; in order for the Department to obtain information relevant to a Department decision concerning the hiring, retention or termination of an employee; or to inform a Federal agency, licensing boards or the appropriate non-government entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients receiving medical care in the private sector or from another Federal agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

9. For program review purposes, and the seeking of accreditation and/or certification, disclosure may be made to survey teams of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), College of American Pathologists, American Association of Blood Banks, and similar national accreditation agencies or boards with whom VA has a contract or agreement to conduct such reviews but only to the extent that the information is necessary and relevant to the review.

10. Disclosure may be made to a State or local government entity or national certifying body which has the authority to make decisions concerning the issuance, retention or revocation of licenses, certifications or registrations required to practice a health care profession, when requested in writing by an investigator or supervisory official of the licensing entity or national certifying body for the purpose of making a decision concerning the issuance, retention or revocation of the license, certification or registration of a named health care professional.

11. Any information which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, rule or order issued pursuant thereto.

12. Disclosure may be made to officials of labor organizations under 5 U.S.C. chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matter affecting working conditions.

13. Disclosure may be made to the VA-appointed representative of an employee, including all notices, determinations, decision, or other written communications issued to the employee in connection with an examination ordered by VA under medical evaluation (formerly fitness-for-duty) examination procedures or Department-filed disability retirement procedures.

14. Disclosure may be made to officials to the Merit Systems Protection Board, including the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

15. Disclosure may be made to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discrimination practices, examination of Federal affirmative employment programs, compliance with the Uniform Guidelines of Employee Selection Procedures, or other functions vested in the Commission by the President's Reorganization Plan No. 1 of 1978.

16. Disclosure may be made to the Federal Labor Relations Authority, including its General Counsel, when requested in connection with investigation and resolution of allegations of unfair labor practices, in connection with the resolution of exceptions to arbitrator awards when a question of material fact is raised and matters before the Federal Service Impasses Panel.

17. Disclosure may be made in consideration and selection of employees for incentive awards and other honors and to publicize those granted. This may include disclosure to other public and private organizations, including news media, which grant or publicize employee awards or honors.

18. Disclosure may be made to consider employees for recognition through administrative and quality step increases and to publicize those granted. This may include disclosure to other public and private organizations, including news media, which grant or publicize employee recognition.

19. Identifying information such as name, address, social security number and other information as is reasonably necessary to identify such individual, may be disclosed to the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners and at other times as deemed necessary by VA in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/ reprivileging, retention or termination of the applicant or employee.

20. Disclosure of relevant information may be made to the National Practitioner Data Bank or to a State or local government licensing board which maintains records concerning the issuance, retention or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession or specialty when under the following circumstances, through a peer review process that is undertaken pursuant to VA policy, negligence, professional incompetence, responsibility for improper care, and/or professional misconduct has been assigned to a physician or licensed or certified health care practitioner: (1) On any payment in settlement (or partial settlement) of, or in satisfaction of a judgment in a medical malpractice action or claim; or, (2) on any final decision that adversely affects the clinical privileges of a physician or practitioner for a period of more than 30 days. These records may also be disclosed as part of a computer matching program to accomplish these purposes.

21. Disclosure of medical record data, excluding name and address, unless name and address is furnished by the requester, may be made to epidemiological and other research facilities for research purposes determined to be necessary and proper, and approved by the Under Secretary for Health.

22. Disclosure of name(s) and address(es) of present or former personnel of the Armed Services, and/or their dependents, may be made to: (a) A Federal department or agency, at the written request of the head or designee of that agency; or (b) directly to a contractor or subcontractor of a Federal department or agency, for the purpose of conducting Federal research necessary to accomplish a statutory purpose of an agency. When disclosure of this information is made directly to a contractor, the VA may impose applicable conditions on the department, agency, and/or contractor to insure the appropriateness of the disclosure to the contractor.

23. The social security number, universal personal identification number and other identifying information of a health care provider may be disclosed to a third party where the third party requires the agency to provide that information before it will pay for medical care provided by VA.

24. Relevant information may be disclosed to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practical for the purposes of laws administered by VA, in order for the contractor to perform the services of the contract or agreement.

25. Disclosure of relevant health care information may be made to individuals or organizations (private or public) with whom VA has a contract or sharing agreement for the provision of health care, administrative or financial services.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on paper, microfilm, magnetic tape, disk, or laser optical media. In most cases, copies of back-up computer files are maintained at off-site locations.

**Retrievability:**

Records are retrieved by name, social security number or other assigned identifiers of the individuals on whom they are maintained.

**Safeguards:**

1. Access to VA working and storage areas is restricted to VA employees on a "need-to-know" basis. Strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. Generally, VA file areas are locked after normal duty hours and the facilities are protected from outside access by the Federal Protective Service or other security personnel.

2. Access to computer rooms at health care facilities is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. Automated Data Processing (ADP) peripheral devices are placed in secure areas (areas that are locked or have limited access) or are

otherwise protected. Information in VistA may be accessed by authorized VA employees. Access to file information is controlled at two levels. The systems recognize authorized employees by series of individually unique passwords/codes as a part of each data message, and the employees are limited to only that information in the file which is needed in the performance of their official duties. Information that is downloaded from VistA and maintained on personal computers is afforded similar storage and access protections as the data that is maintained in the original files. Access to information stored on automated storage media at other VA locations is controlled by individually unique passwords/codes. Access by Office of Inspector General (OIG) staff conducting an audit, investigation, or inspection at the health care facility, or an OIG office location remote from the health care facility, is controlled in the same manner.

3. Information downloaded from VistA and maintained by the OIG headquarters and Field Offices on automated storage media is secured in storage areas for facilities to which only OIG staff have access. Paper documents are similarly secured. Access to paper documents and information on automated storage media is limited to OIG employees who have a need for the information in the performance of their official duties. Access to information stored on automated storage media is controlled by individually unique passwords/codes.

**Retention and disposal:**

Paper records and information stored on electronic storage media are maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

The official responsible for policies and procedures is the Associate Chief Information Officer, Technical Services (192), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. The local official responsible for maintaining the system is the Director of the facility where the individual is or was associated.

**Notification procedure:**

Individuals who wish to determine whether this system of records contains information about them should contact the VA facility location at which they are or were employed or made or have contact. Inquiries should include the person's full name, social security number, dates of employment, date(s) of contact, and return address.

**Record access procedure:**

Individuals seeking information regarding access to and contesting of records in this system may write, call or visit the VA facility where they are or were employed or made contact.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Information in this system of records is provided by the individual, supervisors, other employees, personnel records, or obtained from their interaction with the system.

**THE BOARD OF VETERANS APPEALS PUBLISHED THE DELETION THIS SYSTEM OF RECORDS NOTICE IN THE FEDERAL REGISTER ON MARCH 31, 2006, 71 FED. REG. 16421.** However, you must refer to this system of records notice for any questions concerning these records for events before February 4, 2005, when BVA published the Federal Register Notice collapsing this system of records into 44VA01.

**VA collapsed this system of records into 44VA01 at 70 Fed. Reg. 6079 (February 4, 2005).** VA will publish a Federal Register notice rescinding this system of records in the near future.

## **81VA01**

**System name: Representatives' Fee Agreement Records System—VA.**

### **System location:**

Board of Veterans Appeals, Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

### **Categories of individuals covered by the system:**

Persons seeking, receiving, or who have received benefits from the Department of Veterans Affairs who utilize the services of attorneys-at-law or accredited agents to represent them; such attorneys-at-law and accredited agents; and VA employees whose duties involve the processing of matters related to representatives' fee agreements.

### **Categories of records in the system:**

Records in the system include copies of written fee agreements, documents relating to the filing and review of fee agreements, and magnetic media computer records. The computer data base records will include the names and addresses of both parties to the fee agreements, VA file identification numbers or social security numbers, information concerning fee arrangements, and information on various actions related to the review of the agreements by the Board.

### **Authority for maintenance of the system:**

38 U.S.C. 5904.

### **Purpose(s):**

Claims agents and attorneys-at-law who charge fees for representing veterans and their survivors and dependents in pursuing their claims for Federal veterans' benefits are required to file copies of their fee agreements with the Board. The Board, on its own motion or the motion of a party to the agreement, may then review the agreement and may order a reduction in the called for in the agreement if the Board finds that the fee is excessive or unreasonable, 38 USC 5904©(2). The Board gathers; or creates, these records in order to enable it to carry out these fee agreement filing and review functions.

### **Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Disclosure may be made to the United States Court of Veterans Appeals when an order of the Board has been appealed to that Court in accordance with the provisions of 38 U.S.C. 5904(c)(2).

2. In the event that a system of records maintained by this agency to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

3. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

4. Disclosure may be made to NARA (National Archives and Records Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

5. A record from this system (other than the address of the beneficiary) may be disclosed to a former representative of a beneficiary to the extent necessary to develop and adjudicate a claim for payment of attorney fees to such representative from past-due benefits under 38 U.S.C. 5904(d) or to review a fee agreement between such representative and the beneficiary for reasonableness under 38 U.S.C. 5904(c)(2).

6. Where VA determines that there is good cause to question the legality or ethical propriety of the conduct of a person or organization representing a person in a matter before VA, a record from this system may be disclosed, on VA's initiative, to any or all of the following: (1) Applicable civil or criminal law enforcement authorities and (2) a person or entity responsible for the licensing, supervision, or professional discipline of the present or organization acting a representative. Names and home addresses of veterans and their dependents will be released on VA's initiative under this routine use only to Federal entities.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

File folders and computer storage media.

**Retrievability:**

Information is retrievable by the name of VA claimant or appellant, by the name of the attorney-at-law or agent, and by the VA file number.

**Safeguards:**

Files are under the custody of designated VA employees, with access limited to employees who have a need to know the contents of the system of records in order to perform their duties. No personal identifiers are used in statistical and management reports and personal identifiers are removed from all records in this system before they are made available to the public by VA.

**Retention and disposal**

Records are retained in accordance with records retention standards approved by the Archivist of the United States, the National Archives and Records Administration, and published in Agency Records Control Schedules. Records are destroyed by shredding or burning paper documents, or by erasing the magnetic media. Automated storage media is retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Chairman (01), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Individuals desiring to know whether this system of records contained a record pertaining to him or her, how he or she may gain access to such a record, and how he or she may contest the content of such a record may write to the following address: Privacy Act Officer (01C1), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420. The following information, or as much as is available, should be furnished in order to identify the record: Name of the veteran, name of appellant other than the veteran (if any), and the Department of Veterans Affairs file number.

**Record access procedures:**

Individual seeking information regarding access to information contained in this system of records may write, call or visit the Board of Veterans' Appeals Freedom of Information Act Officer whose address and telephone number are as follows: Freedom of Information Act Officer (01C1), Board of Veterans Appeals, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 565-252.

**Contesting record procedures:**

(See notification procedures above.)

**Record source categories:**

Data and documents furnished by those seeking, or receiving, or who have received, benefits from VA and by their representatives; documents prepared by Board of Veterans Appeals employees, and data supplied by Board employees.

**83VA07**

**System name: VA Police Badge and Training Records System—VA.**

**System location:**

VA Law Enforcement Training Center, VA Medical Center, North Little Rock, Arkansas 72114. In addition, information from these records or copies of records may be maintained at the Department of Veterans Affairs, 810 Vermont Ave., NW, Washington, DC 20420.

**Categories of individuals covered by the system:**

VA police officers who have attended the basic VA police training course and supplemental professional training held at the VA Law Enforcement Training Center.

**Categories of records in the system:**

This system of records contains each VA police officer's name, social security number, badge number, date of birth, sex, examination scores and class standing, entry-on-duty date, and duty station.

**Authority for maintenance of the system:**

38 U.S.C. 501(a) and 902(2)(b)(2).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. In the event that a record maintained by the VA to carry out its functions indicates a violation or potential violation of law, whether civil, criminal, or regulatory in nature, and whether arising by general statute or particular program statute, or pursuant thereto, the relevant records in the system of records may be referred as a routine use of the appropriate agency, whether Federal, State, local or foreign, charged with responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

2. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

3. Disclosure may be made to NARA (National Archives and Records Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Information is maintained on the mainframe Information Resource Management System which will subsequently be transferred to hard disk and floppy disk storage.

**Retrievability:**

Information is retrieved by the VA police officer's name, badge number or class number.

**Safeguards:**

Information is under the control of the Deputy Assistant Secretary for

Security and Law Enforcement and staff members who have a legitimate need to know the contents of the system of records in order to perform their duties. Computer records are stored on magnetic media in a computer network to which only these individuals have access. No personal identifiers are used in statistical and management reports.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with the records disposal authority approved by the archivist of the United States.

**System manager(s) and address:**

Deputy Assistant Secretary for Security and Law Enforcement (07), VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedures:**

Individuals desiring to know whether this system of records contains a record pertaining to him or her, how he or she may gain access to such a record, and how he or she may contest the content of such a record may write to the following address: Privacy Act Officer (07), Office of Security and Law Enforcement, 810 Vermont Avenue, NW, Washington, DC 20420. The following information, or as much as is available, should be furnished in order to identify the record: Name of individual, class number, or badge number in order to identify the record.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of information contained in this system of records may write to the Privacy Act Officer whose address is as follows: Privacy Act Officer (07), Office of Security and Law Enforcement, 810 Vermont Avenue, NW, Washington, DC 20420.

**Contesting record procedures:**

(See Record Access Procedures above).

**Record source categories:**

Personal information of name and social security numbers are furnished by medical center personnel submitting names of newly hired VA police officers for training and may be furnished or corrected subsequently by trainees themselves. The initial source of information submitted to the Department of Veterans Affairs is through the Standard Form 171 submitted by each applicant. Assigned Badge numbers for police officers are assigned by the Inspector for Training Operations of the VA Law Enforcement Training Center and entered into the record.

**84VA111K**

**System name: National Chaplain Management Information System (NCMIS)-VA.**

**System location:**

The data base will reside on its own micro-computers at the National VA Chaplain Center (301/111K) at the Department of Veterans Affairs (VA) Medical Center (VAMC) located at 100 Emancipation Road, Hampton, Virginia 23667.

**Categories of individuals covered by the system:**

The personal data collected will be limited to VA Chaplains, other VA Chaplain Service staff, applicants for VA chaplain positions (VA employees and individuals seeking VA employment), and selected providers of services to the VA chaplaincy.

**Categories of records in the system:**

1. The following data will be collected on individuals who are VA chaplains or chaplain candidates: Name, date of birth, Social Security Number, educational data (e.g., college degrees), membership in religious bodies and related religious experience, employment history relevant to the chaplaincy, name, location and dates of significant professional events (e.g., ordination), continuing education data (e.g., name, location and type of continuing education course), psychological and related survey data relevant to personal and professional development activities in support of chaplain development and research in the Chaplain Service (e.g., Myers-Briggs, 16PF Survey, leadership style surveys, etc.), data to verify and validate the effectiveness of affirmative action programs, work-related performance data, and performance data appropriate for national aggregation and management applications (e.g., bedside visits, number of chapel services, office visits, etc.), and

2. The following additional data may be maintained for resource providers who have or may assist in the work of the chaplaincy; names of consultants or providers, their organization, type of services provided, effectiveness and performance on contracts, special characteristics related to nature of their service (e.g., techniques or manner of teaching bereavement counseling, resources used, etc.), and nature of correspondence and related administrative matters.

**Purpose(s):**

The information will be used as part of a comprehensive program in Total Quality Improvement (TQI) in order to facilitate: (1) More meaningful and effective management of the functions and performance of Chaplain Services, (2) staff development to enhance and improve the work related activities of chaplains nationally, (3) the personal growth and spiritual development of all chaplains over and above improving the performance of their duties, (4) the documentation and tracking of credentialing and privileging for all chaplains providing patient care in the system, and (5) personnel related decisions.

**Authority for maintenance of the system:**

Title 38, United States Code, Sec. 7304(a).

**Routine uses of records maintained in the system including categories of users and the purposes of such uses:**

1. A record from this system of records may be disclosed to any source from which additional information is requested (to the extent necessary to identify the individual inform the source of purpose(s) of the request, and to identify the type of information requested), when necessary to obtain information relevant to a Department decision concerning the hiring or retention of any employee, the issuance or reappraisal of clinical privileges, the conducting of a security or suitability investigation of an individual, the letting of a contract, or the issuance of a license, grant, or other benefit.

2. A record from this system of records may be disclosed to an agency in the executive, legislative, or judicial branch, in response to its request, or at the initiation of VA, information in connection with the hiring of an employee, the issuance of security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, the issuance of a license, grant or other benefits by the requesting agency, to the extent that the information is relevant and necessary to the requesting agency's decision.

3. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

4. Disclosure may be made to NARA (National Archives and Records Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

5. Information may be disclosed to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administration tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

6. Hiring, performance, or other personnel related information may be disclosed to any facility with which there is, or there is proposed to be, an affiliation, sharing agreement, contract, or similar arrangement, for purposes of establishing, maintaining, or expanding any such relationship.

7. Information may be disclosed to officials of labor organizations recognized under 5 U.S.C. chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

8. Disclosure may be made to the VA-appointed representative of an employee of all notices, determinations, decisions, or other written communications issued to the employee in connection with an examination ordered by VA under medical evaluation (formerly fitness-for-duty) examination procedures or Department-filed disability retirement procedures.

9. Information may be disclosed to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel

practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

10. Information may be disclosed to the Equal Employment

Opportunity Commission when requested in connection with investigations of alleged or possible discrimination practices, examination of Federal affirmative employment programs, compliance with the Uniform Guidelines of Employee Selection Procedures, or other functions vested in the Commission by the President's Reorganization Plan No. 1 of 1978.

11. Information may be disclosed to the Federal Labor Relations Authority (including its General Counsel) when requested in connection with investigation and resolution of allegations of unfair labor practices, in connection with the resolution of exceptions to arbitrator awards when a question of material fact is raised and matters before the Federal Service Impasses Panel.

12. In the event that a record maintained by VA to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records in the system of records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on micro-computers.

**Retrievability:**

Records are retrieved by the names. Social Security Numbers, or other assigned identifiers of the individuals on whom they are maintained.

**Safeguards:**

1. Access to VA working and storage areas is restricted to VA employees on a "need-to-know" basis; strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. Generally, VA file areas are locked after normal duty hours and the facilities are protected from outside access by the Federal Protective Service or other security personnel.

2. All chaplains and other VA employees who enter or use data in the data base will do so by direct access into the system, or by means of the national VA communications network (VADATS/IDCU). All users must have access and verify codes maintained by the National Chaplain Center. All staff access to the system data will be restricted to only that data required on a "need-to-know" basis consistent with the routine performance of their duties. Access to individual work stations will be protected under security protocols established at the user's facility. Computers will be maintained in the locked environment in the main computer room of the VA Medical Center, Hampton, Virginia.

**Retention and disposal:**

Paper records and information stored on electronic storage media are maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Chaplain Service (301/111K), National VA Chaplain Center, VA Medical Center, 100 Emancipation Road, Hampton, Virginia 23667.

**Notification procedure:**

Individuals who wish to determine whether this system of records contains information about them should write to the System Manager at the above address. Inquiries should include the individual's name, address, and social security number.

**Record access procedure:**

Individuals seeking information regarding access to and contesting of records in this system may write, call or visit the System Manager at the above address.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Information in this system of records is provided by the applicant/employee, or obtained from current or previous employers, references, educational institutions, religious bodies and/or their representatives and VA staff.

**85VA047**

**System name: Chief Financial Officer and Fiscal Officer Designation and Certification Records System—VA.**

**System location:**

Office of Financial Management (047), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

**Categories of individuals covered by the system:**

Persons seeking designation and certification as a Fiscal Officer or Chief Financial Officer in any VA facility.

**Categories of records in the system:**

Records in the system include copies of Skill/Knowledge/Ability assessments for each person seeking designation or certification as well as copies of the individual's Experience and Education surveys. Additionally, correspondence related to the surveys will be kept in the system and magnetic records will be maintained in a computer data base. The data base records will contain the names of the individual applying for the designation/certification as well as the name of the supervisor completing the Skill/Knowledge/Ability Survey. VA file identification numbers or social security numbers, information relevant to performance assessment and information on various actions related to certification/designation will also be maintained by the system.

**Authority for maintenance of the system:**

The Chief Financial Officers Act, Pub. L. 101-576 (1990), sec. 205; codified at 31 U.S.C. 902(a)(5)(C).

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. To disclose information to Government training facilities (Federal, state, and local) and to non-Government training facilities (private vendors of training courses or programs, private schools, etc.) for training purposes.
2. To disclose information to education institutions on appointment of a recent graduate to a position in the Federal service and to provide college and university officials with information about their students working under Cooperative Education, Volunteer Service, or other similar programs necessary to a student's obtaining credit for the experience gained.
3. To consider and select employees for incentive awards and other honors and to publicize those granted. This may include disclosure to other public and private organizations, including news media, which grant or publicize employee recognition.
4. To consider employees for recognition through quality-step increases, and to publicize those granted. This may include disclosure to other public and private organizations, including news media, which grant or publicize employee recognition.
5. Disclosure may be made to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

6. Disclosure may be made to NARA (National Archives and Records Administration) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

File folders and computer storage media.

**Retrievability:**

Information is retrievable by the name of the applicant for Fiscal Officer certification or Chief Financial Officer designation and by the VA file number.

**Safeguards:**

Files are under control of the Deputy Assistance Secretary for Financial Management and members of his/her staff who have a need to know the contents of the system of records in order to perform their duties. Paper records are maintained in a secure area with access limited to these individuals. Computer records are stored on magnetic media in a computer network to which only these individuals have access. No personal identifiers are used in statistical and management reports.

**Retention and disposal:**

Records are maintained in accordance with records retention standards approved by the Archivist of the United States, the National Archives and Records Administration, and published in Agency Records Control Schedules. Records are destroyed by shredding or burning paper documents, or by erasing the magnetic media. Automated storage media is retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Department of Veterans Affairs, Office of Financial Management, Program Management and Development Staff (047F), 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Individuals desiring to know whether this system of records contains a record pertaining to him or her, how he or she may gain access to such a record, and how he or she may contest the record may write to the following address: Department of Veterans Affairs, Office of Financial Management, Program Management and Development Staff, 810 Vermont Avenue, NW, Washington, DC 20420.

The following information, or as much as is available, should be furnished in order to identify the record: Name of the applicant seeking designation or certification, and the Department of Veterans Affairs file number.

**Record access procedures:**

An individual seeking information regarding access to information contained in this system of records may write, call or visit the Department of Veterans Affairs, Office of Financial Management, Program Management and Development Staff (047F), 810 Vermont Avenue, NW, Washington, DC 20420, (202) 233-2899.

**Contesting record procedures:**

(See notification procedures above.)

**Record source categories:**

Data and documents furnished by those applying for designation as a Chief Financial Officer or certification as a Fiscal Officer.

**86VA058**

**System name: Workers' Compensation/Occupational Safety and Health Management Information System-VA (WC/OSH-MIS).**

**System location:**

Department of Veterans Affairs (VA) Austin Automation Center, Austin, Texas, and information in the database can be viewed and downloaded by employees with workers compensation case management and safety responsibilities at VA employing facilities.

**Categories of individuals covered by the system:**

All VA and former VA employees who have incurred a job-related injury/disease and have an active claim file with the Office of Workers' Compensation Programs (OWCP).

**Categories of records in the system:**

Records in the system include the OWCP quarterly injury/disease chargeback reports, weekly Case Management File (CMF) Reports, weekly Automated Compensation Payment System (ACPS) Reports, weekly Bill Payment System (BPS) Reports, data on VA's continuation of pay (COP) costs, and some elements from the Personnel and Accounting Integrated Data System-VA. The computer data base records include the claimant's name, address, Social Security number, date of birth, grade, salary, telephone number, OWCP's case adjudication status (approved or denied, waiting adjudication, file sent to Hearings and Review for decision), accepted medical condition(s), compensation paid (amount and time period covered), medical bills paid (name of physician, hospital or health facility, type of treatment, date of treatment, amount paid, amount paid for medical equipment, and rehabilitation expenses), COP authorized or denied, dates COP is paid, number of days of COP, and total amount paid.

**Authority for maintenance of the system:**

Pub. L. 91-596, 5 U.S.C. 8101 et seq. and Federal Regulations 20 CFR part 10,29 CFR part 1960, and 5 CFR ch. 1, part 353.

**Purpose(s):**

The information contained in this system of records is used to case manage each worker's compensation claim, to produce statistical management reports, monitor the case management performance of each VA employing facility, and produce statistical reports on the source and type of injuries occurring at each facility.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Disclosure may be made to any third-party or representative acting on claimant's behalf until the claim is adjudicated, all appeal rights are resolved, and the case file is closed.

2. In the event that records in this system of records indicate a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation,

rule or order issued pursuant thereto, the relevant records may be referred, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility for investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto.

3. Disclosure may be made to a Congressional office from the record of an individual in response to an inquiry from the Congressional office made at the request of that individual.

4. Disclosure may be made to the National Archives and Records Administration in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

5. Disclosure may be made to any source from which additional information is needed in order to properly make case management decisions.

6. Disclosure of statistical data may be made to other VA facilities and federal agencies.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Paper documents and computer storage media.

**Retrievability:**

Information is retrievable by the name of VA claimant, Social Security number, and OWCP case file number.

**Safeguards:**

Access to the WC/OSH-MIS database is restricted to OWCP Case Managers and Safety Officials. Paper records are maintained in a secured area with limited access. Access to data is by means of on-line (query) database or downloading with a personal computer and is restricted to authorized employees by means of unique user identification and passwords.

**Retention and disposal:**

Records are destroyed 30 years after OWCP closes the claimant's case file. Records are destroyed by shredding or burning paper documents, or by erasing the magnetic media.

**System manager(s) and address:**

Deputy Assistant Secretary for Administration (03), 810 Vermont Ave., NW., Washington, DC 20420.

**Notification procedure:**

Employees desiring to know whether this system of records contains a record pertaining to them must submit a written request to VA's Human Resources Management Office of employment or to the office of last employment for former employees.

**Record access procedures:**

Employees seeking information regarding access to and contesting of VA records may write, call, or visit VA's Human Resources Management Office of employment.

**Contesting record procedures:**

See record access procedures above.

**Record source categories:**

Data tapes furnished by OWCP, data elements from the Personnel and Accounting Integrated Data System-VA, VA COP data, and VA employees.

**87VA045**

**System name: Automated Customer Registration System (ACRS)-(VA).**

**System location:**

The automated records are maintained by the VA Automation Center, 1615 Woodward Street, Austin, TX 78772. The paper records will be maintained at each VA field station that has a responsibility for ACRS input.

**Categories of individuals covered by the system:**

All Department of Veterans Affairs employees, employees of other Government agencies and authorized contractor personnel who have requested and have been granted access to the automated resources of the VA's Austin Automation Center (AAC).

**Categories of records in the system:**

The records in this system, in both paper and electronic form, will include the names and social security numbers of all personnel who have requested and been granted access to the automated resources at the AAC. The records will also include business address and telephone number, job title and information relating to data file and computer system access permissions granted to that individual.

**Authority for maintenance of the system:**

Title 38, U.S.C. 501.

**Purpose(s):**

The purpose of this system of records is to allow the VA Austin Automation Center (AAC) in Austin, TX, to maintain a current list of all VA employees, employees of other Government agencies and authorized contractor personnel who require access to the computer resources of the AAC, in accordance with Federal computer security requirements.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. At the initiative of VA, pertinent information may be disclosed to appropriate Federal, State or local agencies responsible for investigating, prosecuting, enforcing or implementing statutes, rules, regulations or orders, where VA becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation.

2. Disclosure of specific information may be made to a Federal agency, in response to its request, to the extent that the information requested is relevant and necessary to the requesting agency's decision in connection with hiring or retaining an employee, issuing a security clearance, conducting a security or suitability investigation on an individual, classifying jobs, awarding a contract or issuing a license, grant or other benefit.

3. Information may be provided to a congressional office in response to an inquiry from that congressional office made at the request of the individual and concerning that individual's record in this system.

4. Disclosure of information may be made to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, the Federal Labor

Relations Authority and its General Counsel or the Equal Employment Opportunity Commission, when requested in performance of their authorized duties, and the request is not in connection with a law enforcement investigation.

5. The Department of Veterans Affairs (VA) may disclose records in this system or records in proceedings before a court or adjudicative body before which VA is authorized to appear when VA, a VA official or employee, the United States, or an individual or entity for whom the United States is providing representation is a party to litigation or has an interest in such litigation, and VA determines that the use of such records is relevant and necessary to the litigation, provided, however, that in each case, the agency determines that disclosure of the records is a use of the information contained in the records that is compatible with the purpose for which the records were collected.

6. The Department of Veterans Affairs (VA) may disclose records in this system of records to the Department of Justice when VA, a VA official or employee, the United States, or an individual or entity for whom the United States is providing representation is a party to litigation or has an interest in such litigation, and the use of such records by the Department of Justice is deemed by VA to be relevant and necessary to the litigation, provided, however, that in each case, the agency determines that disclosure of the records to the Department of Justice is a use of the information contained in the records that is compatible with the purpose for which the records were collected.

7. Disclosure may be made during reviews by the National Archives and Records Administration in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

### **Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

#### **Storage:**

Each field station responsible for inputting records into the system will retain the original signed paper copies of requests for system access in locked containers. Data files supporting the automated system are stored in a secure area located at the Austin Automation Center. Data files are stored on magnetic disk and, for archival purposes, on magnetic tape.

#### **Retrievability:**

Paper records are maintained in alphabetical order by last name of the requester. Automated records are retrieved by individual name or by a specific automated resource.

#### **Safeguards:**

Paper records in progress are maintained in a manned room during working hours. Paper records maintained for archival purposes are stored in locked containers until needed. During non-working hours, the paper records are kept in a locked container in a secured area. Access to the records is on a need-to-know basis only.

Access to the automated system is via computer terminal; standard security procedures, including a unique customer identification code and password combination, are used to limit access to authorized personnel only. Specifically,

in order to obtain access to the automated records contained in this system of records, an individual must:

(1) Have access to the automated resources of the AAC. An individual may not self-register for this access. Formal documentation of the request for access, signed by the employee's supervisor, is required before an individual may obtain such access. Authorized customers are issued a customer identification code and one-time password.

(2) Be an authorized official of the ACRS system. Only two individuals per field station may be designated ACRS officials with access to add, modify or delete records from the system. These individuals require a specific functional task code in their customer profile; this functional task can only be assigned by the AAC. A limited number of supervisory or managerial employees throughout VA will have read-only access for the purpose of monitoring ACRS activities.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with the records disposal authority approved by the Archivist of the United States, the National Archives and Records Administration and published in Agency Records Control Schedules. Paper records will be destroyed by shredding or other appropriate means for destroying sensitive information. Automated storage records are retained and destroyed in accordance with a disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Director, VA Austin Automation Center, 1615 Woodward Street, Austin, TX 78772. The phone number is (512) 326-6000.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier or who wants to determine the contents of such records should submit a written request or apply in person to the Director, VA Austin Automation Center, 1615 Woodward Street, Austin, TX 78772.

**Record access procedures:**

An individual who seeks access or wishes to contest records maintained under his or her name or other personal identifier may write, call or visit the System Manager.

**Contesting record procedures:**

See record access procedures above.

**Record source categories:**

Individuals who have applied for and been granted access permission to the resources of the Austin Automation Center (AAC).

## **88VA20A6**

### **System name: Accounts Receivable Records-VA.**

#### **System location:**

Automated indebtedness records for first-party medical billing, compensation, pension, educational assistance, survivors' and dependents' educational assistance and most home loan debts are maintained at the VA's Austin Automation/Systems Development Center in Austin, Texas. Extracts of benefit and home loan debt automated records are maintained in the Benefits Delivery Network for accounting and adjudication purposes. The Benefits Delivery Network is administered by the Benefit Delivery Center (BDC), Hines, Illinois. First-party medical billing information is extracted from records maintained at VA medical facilities and in automated media as more fully described in the Privacy Act system of records, 24VA136, "Patient Medical Records—VA" (56 FR 1054, Jan. 10, 1991). Automated and paper indebtedness records for the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) are maintained at the CHAMPVA Center in Denver, Colorado and are more fully described in the Privacy Act system of records, 54VA136, "Veteran's Spouse or Dependent Civilian Health and Medical Care Records—VA" 40 FR 38095 (Aug. 26, 1975), as amended at 53 FR 23845 (Jun. 24, 1988), 53 FR 25238 (Jul. 5, 1988) and 56 FR 26186 (Jun. 6, 1991). Certain paper records, microfilm and microfiche are maintained at the VA Debt Management Center (DMC), Ft. Snelling, Minnesota. Education loan and miscellaneous home loan automated, paper, microfilm and microfiche records are maintained at DMC. Automated and paper indebtedness records related to the All-Volunteer Force Educational Assistance Program are also maintained at DMC. Paper records related to benefit and home loan accounts receivable may be maintained in individual file folders located at the VA regional office having jurisdiction over the domicile of the claimant or the geographic area in which a property securing a VA guaranteed, insured or direct loan is located. Similarly, paper and automated records related to first-party medical billing and CHAMPVA are also maintained in individual patient medical records at VA health care facilities and CHAMPVA Center. Generally and with the exception of claims against third-party insurers and certain first-party medical debts, automated records and papers maintained at regional offices, health care facilities and CHAMPVA Center are not used directly in the debt collection process unless they are forwarded by conventional mail, electronic mail or facsimile to DMC. Records provided to the Department of Housing and Urban Development (HUD) for inclusion in the Credit Alert Interactive Voice Response System (CAIVRS) are located at the HUD Data Processing Center in Lanham, Maryland.

#### **Categories of individuals covered by the system:**

Persons indebted to the United States Government as a result of their participation in benefit programs (including health care programs) administered by VA under title 38, United States Code, chapters 11, 13, 15, 17, 21, 30, 31, 34, 35, 36 and 37, including persons indebted to the United States Government by

virtue of their ownership, contractual obligation or rental of property owned by the Government or encumbered by a VA-guaranteed, insured, direct or vendee loan. Persons indebted to the United States Government as a result of their participation in a benefit program administered by VA under 10 U.S.C. or 10 U.S.C. ch. 1606. Persons who received benefits or services under 38 U.S.C. or 10 U.S.C. ch. 1606, but who did not meet the requirements for receipts of such benefits or services.

**Categories of records in the system:**

Information varies depending on the benefit type (including health care and home loan) from which the debt arose. Identifying information, including VA claim number, Social Security number, name and address and, when appropriate, loan reference number obtained from the following Privacy Act systems of records: “Compensation, Pension, Education and Rehabilitation Records—VA” (58VA21/22); “Loan Guaranty Home, Condominium and Manufactured Home Loan Applicant Records, Specially Adapted Housing Applicant Records, and Vendee Loan Applicant Records—VA” (55VA26); “Patient Medical Records—VA” (24VA136); and, “Veteran’s Spouse or Dependent Civilian Health and Medical Care Records—VA” (54VA136). Initial indebtedness amount, dates of treatment, amounts claimed for reimbursement type of benefit from which the debt arose, identifying number of the VA regional office with jurisdiction over the underlying benefit claim or property subject to default or foreclosure, station number of the VA health care facility rendering services, name of co-obligor and property address of the defaulted home loan from 58VA21/22, 55VA26, 24VA136 and 54VA136. History of debt collection activity on the individual, including correspondence, telephone calls, referrals to other Government agencies, VA district counsel, private collection and credit reporting agencies. Payments received, refunds made, interest amount, current balance of debt and indication of status or current VA benefit payments. Federal employment status obtained by computer matching with Government agencies and the United States Postal Service. No personal medical information concerning the nature of disease, injury or disability is transmitted to or maintained in this system of records.

**Authority for maintenance of the system:**

Title 38, United States Code, sections 501(a), 5314 and 5315.

Federal Claims Collection Act of 1996 (Pub. L. 89-508), 31 U.S.C. Chapter 37, Subchapter I (General) and Subchapter II (Claims of the United States Government), 31 U.S.C. 3711, Collection and Compromise, 31 U.S.C. 3716, Administrative Offset; Debt Collection Act of 1982 (Pub. L. 97-365), 5 U.S.C. 5514, Installment Deduction for Indebtedness.

**Routine uses of records maintained in the system, including categories of users and the purpose of such uses:**

For purposes of the following routine uses:

(a) The term “veteran”, includes present, former or retired members of the United States Armed Forces, the reserve forces or national guard;

(b) The term, “debtor”, means any person falling within the categories of individuals covered by this system, as set forth above. A “debtor” may be a veteran, as defined above, a veteran’s dependent entitled to VA benefits

(including health care) in his or her own right or a person who is neither a veteran nor a veteran's dependent for benefit purposes; and,

(c) The terms "benefit", "benefit program" and "VA program" include any gratuitous benefit, home loan (including miscellaneous home loan) or health care (including CHAMPVA) program administered by the Secretary.

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the written request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: The hiring, retention or transfer of an employee; the issuance of a security clearance; the letting of a contract or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed, by computer matching or otherwise, in connection with any proceeding for the collection of an amount owed the United States by virtue of a person's participation in any benefit program administered by VA when in the judgment of the Secretary, or official generally delegated such authority under standard agency delegation of authority rules (38 CFR 2.6), such disclosure is deemed necessary and proper in accordance with 38 U.S.C. 5701(b)(6).

4. The name and address of a veteran or the dependent of a veteran and other information as is reasonably necessary to identify such veteran or dependent may be disclosed to a consumer reporting agency for the purpose of locating the veteran or dependent indebted to the United States under a VA benefit program or to obtain a consumer report in order to assess the ability of a veteran or dependent to repay an indebtedness, provided the disclosure is consistent with 38 U.S.C. 5701(g)(2).

5. The name and address of a veteran or dependent, other information as is reasonably necessary to identify such persons, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the person's indebtedness to the United States by virtue of the person's participation in a VA benefit program may be disclosed to a consumer reporting agency for purposes of making such information available for inclusion in consumer reports regarding that person and for purposes of locating that person, provided that the provisions of 38 U.S.C. 5701(g)(4) have been met.

6. Any information in this system, including available identifying information regarding a person, such as the person's name, address, Social Security number, VA insurance number, VA claim number, VA loan number, date of birth and employment information, may be disclosed, except to consumer reporting agencies, to a third party in order to obtain current name, address and credit report in connection with any proceeding for the collection of an amount owed the United States by virtue of the person's participation in a VA benefit program.

Such disclosure may be made in the course of computer matching having the purpose of obtaining the information indicated above. Third parties may include other Federal agencies, State probate courts, State drivers' license bureaus, State automobile title and license bureaus and private commercial concerns in the business of providing the information sought.

7. Identifying information, including the debtor's name, Social Security number and VA claim number, along with the amount of indebtedness, may be disclosed to any Federal agency, including the U.S. Postal Service, in the course of conducting computer matching to identify and locate delinquent debtors employed by or receiving retirement benefits from those agencies. Such debtors may be subject to offset of their pay or retirement benefits under the provisions of 5 U.S.C. 5514.

8. Any information in this system, including the nature and amount of a financial obligation as well as the history of debt collection activity against a debtor, may be disclosed to the Federal agency administering salary or retirement benefits to the debtor to assist that agency in initiating offset of salary or retirement benefits to collect delinquent debts owed the United States under VA benefit programs.

9. The name(s) and address(es) of a veteran or beneficiary may be disclosed to another Federal agency or to a contractor of that agency, at the written request of the head of that agency or designee of the head of that agency for the purpose of conducting Government research of oversight necessary to accomplish a statutory purpose of that agency.

10. Any information in the system, including the amount of debt, may be disclosed at the request of a debtor to accredited service organizations, VA-approved claims agents and attorneys acting under a declaration of representation so that these individuals can aid persons indebted to VA in the preparation, presentation and prosecution of debt-related matters under the laws administered by VA. The name and address of a debtor will not, however, be disclosed to these individuals under this routine use if the debtor has not requested the assistance of an accredited service organization, claims agent or an attorney.

11. Any information in this system such as the amount of indebtedness and collection history may be disclosed in the course of presenting evidence to a court, magistrate or administrative authority in matters of guardianship, inquests and commitments, to private attorneys representing debtors rated incompetent in conjunction with issuance of Certificates of Incompetence and to probation and parole officers in connection with court-required duties.

12. Any information in this system, including the amount of indebtedness and history of collection activity, may be disclosed to a VA or court-appointed fiduciary or a guardian ad litem in relation to his or her representation of a debtor only to the extent necessary to fulfill the duties of the fiduciary or guardian ad litem.

13. Any relevant information in this system may be disclosed to the Department of Justice and United States Attorneys in the defense or prosecution of litigation involving or pertaining to the United States. Any relevant information

in this system may also be disclosed to other Federal agencies upon their request in connection with review of administrative tort claims and potential tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672, the Military Claims Act, 10 U.S.C. 2733 and other similar claims statutes.

14. Any information concerning a person's indebtedness to the United States by virtue of that person's participation in a benefit program administered by VA, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of any amount owed to the United States. Purposes of these disclosures may be to (a) assist VA in collection of title 38 and 10 U.S.C. ch. 1606 program debts and/or costs of services, and (b) initiate legal actions for prosecuting individuals who willfully or fraudulently obtain title 38 or 10 U.S.C. ch. 1606 benefits without entitlement.

15. The debtor's name, address, Social Security number and the amount (excluding interest) of any indebtedness waived, compromised or written off may be disclosed to the Treasury Department, Internal Revenue Service, as a report of income under 26 U.S.C. 61(a)(12).

16. The name of a debtor, any other information reasonably necessary to identify such individual and any other information concerning the individual's indebtedness under a VA program, may be disclosed to the Treasury Department, Internal Revenue Service, for the collection of that indebtedness by offset of Federal income tax refunds pursuant to 31 U.S.C. 3720A.

17. Debtors' social security numbers, VA claim numbers, loan account numbers and other information as is reasonably necessary to identify individual VA indebtedness accounts may be disclosed to the Department of Housing and Urban Development for inclusion in the Credit Alert Interactive Voice Response System (CAIVRS). Information in CAIVRS may be disclosed to all participating agencies and lenders who participate in the agencies' programs to enable them to verify information provided by new loan applicants and evaluate the creditworthiness of applicants. Records are disclosed to participating agencies and private-sector lenders by an ongoing computer matching program.

18. Name, Social Security numbers and any other information reasonably necessary to ensure accurate identification may be disclosed to the Department of the Treasury, Internal Revenue Service, to obtain the mailing address of taxpayers who are debtors under this system of records. Disclosure is made by computer matching and pursuant to 26 U.S.C. 6103(m)(2).

19. Any information in a record under this system of records may be disclosed to the United States General Accounting Office (GAO) to enabling GAO to pursue collection activities authorized to that office or any other activities within their statutory authority. Disclosure to consumer reporting agencies ;

Disclosures pursuant to 5 U.S.C. 552a(b)(12) may be made from this record system to consumer reporting agencies as defined in the Fair Credit Reporting Act 15 U.S.C. 1681a(f) or the Federal Claims Collection Act of 1966 31 U.S.C. 3701(a)(3). The disclosure is limited to information necessary to establish the identity of the individual, including name, address, and taxpayer identification

number (Social Security number), the amount, status and history of the claim; and the agency or program under which the claim arose for the sole purpose of allowing the consumer reporting agency to prepare a commercial credit report. 38 U.S.C. 5701(g) governs the release of names and addresses of any person who is a present or former member of the Armed Forces, or who is a dependent of such a person, to consumer reporting agencies under certain circumstances. Routine uses, above, provide for disclosure under those circumstances.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

Records are maintained on magnetic tape and disk, microfilm, microfiche, optical disk and paper documents. DMC does not routinely maintain paper records of individual debtors in file folders with the exception of correspondence, and replies thereto, from Congress, the White House, members of the Cabinet and other similar sources. Paper records related to accounts receivable may be maintained in individual file folders located at VA regional offices, health care facilities and CHAMPVA Center. Generally and with the exception of claims against third-party insurers and certain first-party medical debts, such papers maintained outside of DMC are not used directly in the debt collection process unless they are first forwarded to DMC. Information stored on magnetic media for most benefit debts, including first-party medical, may be accessed through a data telecommunications terminal system designated as CAROLS (Centralized Accounts Receivable On-Line System). Most CAROLS terminals are located in DMC; however, VA regional offices generally each have one terminal for inquiry purposes. Information stored on magnetic media and related to the All-Volunteer Force Educational Assistance, education loan, miscellaneous home loan or CHAMPVA debt collection programs may be accessed through personal computers. Records provided to the Department of Housing and Urban Development for inclusion in the Credit Alert Interactive Voice Response System (CAIVRS) are maintained on magnetic media at the HUD Data Processing Center in Lanham, Maryland. For benefit debts other than miscellaneous home loan, first-party medical and CHAMPVA, identifying information, the amount of the debt and benefit source of the debt may be stored on magnetic media in records that serve as the data base for the VA Benefits Delivery Network (BDN). The BDN is operated for the adjudication of claims and the entry of certain fiscal transactions. The identifying information, the amount of the debt and benefit source of the debt are transmitted to the Centralized Accounts Receivable System (CARS) or a personal computer local area network system before collection activity commences. When a debtor is awarded gratuitous benefits under VA programs, the BDN may operate to offset all or part of retroactive funds awarded, if any, to reduce the balance of the indebtedness. The Decentralized Hospital Computer Program (DHCP), through its various modules, is used to create and store first-party medical charges and debts associated with the provision of health care benefits. The identifying information about the person, the amount of the debt and program source of the debt may be transmitted to

CARS as part of the collection process. When a person receives care under the auspices of VA, a VA medical facility may collect all or part of a charge or debt.

**Retrievability:**

Paper documents, microfilm and microfiche are indexed by VA file number or date of receipt. Automated records are indexed by VA claim number, Social Security account number, name and loan account number in appropriate circumstances. Records in CAIVRS may only be retrieved by Social Security number.

**Safeguards:**

1. Physical Security: (a) Access to working spaces and document storage areas in DMC is restricted by cipher locks and to VA employees on a need-to-know basis. Generally, document storage areas in VA offices other than DMC are restricted to VA employees on a need-to-know basis. VA offices are generally protected from outside access by the Federal Protective Service or other security personnel. Strict control measures are enforced to ensure that access to and disclosure from documents, microfilm and microfiche are limited to a need-to-know basis. (b) Access to CAROLS data telecommunications terminals is by authorization controlled by the site security officer. The security officer is assigned responsibility for privacy-security measures, especially for review of violation logs, information logs and control of password distribution. (c) Access to data processing centers is generally restricted to center employees, custodial personnel, Federal Protective Service and other security personnel. Access to computer rooms is restricted to authorized operational personnel through electronic locking devices. All other personnel gaining access to computer rooms are escorted.

2. CAROLS and Personal Computer Local Area Network (LAN) Security:

(a) Usage of CAROLS and LAN terminal equipment is protected by password access. Electronic keyboard locks are activated on security errors.

(b) At the data processing centers, identification of magnetic media containing data is rigidly enforced using labeling techniques. Automated storage media which are not in use are stored in tape libraries which are secured in locked rooms. Access to programs is controlled at three levels: programming, auditing and operations.

3. CAIVRS Security: Access to the HUD data processing center from which CAIVRS is operated is generally restricted to center employees and authorized contact employees. Access to computer rooms is restricted to authorized operational personnel through locking devices. All other persons gaining access to computer rooms are escorted.

Records in CAIVRS use Social Security numbers as identifiers. Access to information files is restricted to authorized employees of participating agencies and authorized employees of lenders who participate in the agencies' programs. Access is controlled by agency distribution of passwords. Information in the system may be accessed by use of a touch-tone telephone by authorized agency and lender employees on a need-to-know basis.

**Retention and disposal:**

Microfilm and microfiche are retained in metal cabinets in DMC for 25 years.

CARS records are retained until termination of debt collection (payment in full, write off, compromise or waiver). All other automated storage media are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States. DMC generally forwards all substantive paper documents to VA regional offices, health care facilities and CHAMPVA Center for storage in claims files, patient treatment files, imaging systems or loan files. Those documents are retained and disposed of in accordance with the appropriate system of records. Information provided to HUD for CAIVRS is stored on magnetic tape. The tapes are returned to VA for updating each month. HUD does not keep separate copies of the tapes.

**System manager(s) and address:**

Director, Debt Management Center (389/00), U.S. Department of Veterans Affairs, Bishop Henry Whipple Federal Building, 1 Federal Drive, Ft. Snelling, MN 55111.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request to the system manager indicated above.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of VA records may write, call or visit the nearest VA regional office. Address locations are listed in VA Appendix 1.

**Contesting record procedures:**

See record access procedures, above.

**Record source categories:**

The records in this system are derived from four other systems of records as set forth in "Categories of records in the system", above, persons indebted to the United States by virtue of their participation in programs administered by VA, dependents of those persons, fiduciaries for those persons (VA or court appointed), other Federal agencies, State and local agencies, private collection agencies, consumer reporting agencies, State, local and county courts and clerks, other third parties and other VA records.

**88VA244**

**System name: Accounts Receivable Records-VA.**

**System location:**

Automated indebtedness records for first-party medical billing, pay administration, compensation, pension, educational assistance, survivors' and dependents' educational assistance and most home loan debts are maintained at the VA's Financial Services Center and Automation/Systems Development Center (AA/SDC) in Austin, Texas. Automated records of debts referred to the Department of Veterans Affairs for Government-wide cross-servicing authorized under 31 U.S.C. 3711(g)(4) are maintained at VA's AA/SDC in Austin, Texas. Extracts of benefit and home loan debt automated records are maintained in the Benefits Delivery Network for accounting and adjudication purposes. The Benefits Delivery Network is administered by the Benefit Delivery Center (BDC). Hines, Illinois. first-party medical billing information is extracted from records maintained at VA medical facilities and in automated media as more fully described in the Privacy Act system of records, 24VA136, "Patient Medical Records-VA" as published at 40 FR 38095 (Aug. 26, 1975), and amended as follows: 40 FR 52125 (Nov. 7, 1975); 41 FR 2881 (Jan. 20, 1976); 41 FR 11631 (Mar. 19, 1976); 42 FR 30557 (Jun. 15, 1977); 44 FR 31058 (May 30, 1979); 45 FR 77220 (Nov. 21, 1980); 46 FR 2766 (Jan. 12, 1981); 47 FR 28522 (Jun. 30, 1982); 47 FR 51841 (Nov. 17, 1982); 50 FR 11610 (Mar. 22, 1985); 51 FR 25968 (Jul. 17, 1986); 51 FR 44406 (Dec. 9, 1986); 52 FR 381 (Jan. 5, 1987); 53 FR 49818 (Dec. 9, 1988); 55 FR 5112 (Feb. 13, 1990); 55 FR 37604 (Sept. 12, 1990); 55 FR 42534 (Oct. 19, 1990); 56 FR 1054 (Jan. 10, 1991); 57 FR 28003 (Jun. 23, 1992); 57 FR 4519 (Oct. 1, 1992); 58 FR 29853 (May 24, 1993); 58 FR 40852 (Jul. 30, 1993); and, 58 FR 57674 (Oct. 26, 1993). Automated and paper indebtedness records for the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) are maintained at the Health Administration Center (HAC) in Denver, Colorado and are more fully described in the Privacy Act system of records, 54VA136, "Veteran's Spouse or Dependent Civilian Health and Medical Care Records-VA", as published at 40 FR 38095 (Aug. 26, 1975) and amended at 53 FR 23845 (Jun. 24, 1988), 53 FR 25238 (Jul. 5, 1988) and 56 FR 26186 (Jun. 6, 1992). Pay administration indebtedness records are extracted from other automated and paper records maintained at all VA facilities and the Austin Finance Center and are more fully described in the Privacy Act system of records, 27VA047, "Personnel and Accounting Pay System—VA", as published at 40 FR 38095 (Aug. 26, 1975), and amended as follows: 48 FR 16372 (April 15, 1983); 50 FR 23100 (May 30, 1985); 51 FR 6858 (Feb. 26, 1986); 51 FR 25968 (Jul. 17, 1986); 55 FR 42534 (Oct. 19, 1990); 56 FR 23952 (May 24, 1991); 58 FR 39088 (Jul. 21, 1993); 58 40852 (Jul. 30, 1993); and, 60 FR 35448 (Jul. 7, 1995); 62 FR 41483 (Aug. 1, 1997); and, 62 FR 68362 (Dec. 31, 1997). Certain paper records, microfilm and microfiche are maintained at the VA Debt Management Center (DMC), Ft. Snelling, Minnesota. Education loan, miscellaneous home loan and spina bifida monthly allowance

automated, paper, microfilm and microfiche records are maintained at DMC. Automated and paper indebtedness records related to the All-Volunteer Force Educational Assistance Program are also maintained at DMC. Paper records related to benefit and home loan accounts receivable may be maintained in individual file folders located at the VA regional office having jurisdiction over the domicile of the claimant or the geographic area in which a property securing a VA guaranteed, insured or direct loan is located. Similarly, paper and automated records related to first-party medical billing and CHAMPVA are also maintained in individual patient medical records at VA health care facilities and HAC. Generally and with the exception of claims against third-party insurers and certain first-party medical debts, automated records and papers maintained at regional offices, health care facilities and HAC are not used directly in the debt collection process unless they are forwarded by conventional mail, electronic mail or facsimile to DMC. Records provided to the Department of Housing and Urban Development (HUD) for inclusion in the Credit Alert Interactive Voice Response System (CAIVRS) are located at the HUD Data Processing Center in Lanham, Maryland. Records referred to the Department of the Treasury for inclusion in the Treasury Offset Program (TOP) are located at the Financial Management Service Debt Collection Operations System in Hyattsville, Maryland.

**Categories of individuals covered by the system:**

Persons indebted to the United States Government as a result of their participation in benefit programs (including health care programs) administered by VA under title 38, United States Code, chapters 11, 13, 15, 17, 18, 21, 30, 31, 34, 35, 36 and 37, including persons indebted to the United States Government by virtue of their ownership, contractual obligation or rental of property owned by the Government or encumbered by a VA-guaranteed, insured, direct or vendee loan. Persons indebted to the United States Government as a result of their participation in a benefit program administered by VA under 10 U.S.C. ch. 1606. Persons who received benefits or services under 38 U.S.C. or 10 U.S.C. ch. 1606, but who did not meet the requirements for receipt of such benefits or services. Persons indebted to the United States, a State or local government whose debts are referred to the Department of Veterans Affairs for Government-wide cross-servicing under 31 U.S.C. 3711(g)(4) or any valid interagency agreement. Persons indebted to the United States as the result of erroneous payment of pay or allowances or as the result of erroneous payment of travel, transportation or relocation expenses and allowances (previously and hereinafter referred to as “pay administration”) under the provisions of title 5, United States Code, part III, subpart D.

**Categories of records in the system:**

Information varies depending on the source of the debt. Identifying information including VA claim number, Social Security number, Tax Identification Number (TIN), name and address and, when appropriate, loan reference number, obtained from, among other sources, indebtedness records of Federal agencies other than VA and the following Privacy Act systems of records: “Debt Collection Operations System—Treasury/Financial Management

Service” (Treasury/ FMS .014); “Compensation, Pension, Education and Rehabilitation Records-VA” (58VA21/22); “Loan Guaranty Home, Condominium and Manufactured Home Loan Applicant Records, Specially Adapted Housing Applicant Records, and Vendee Loan Applicant Records-VA” (55VA26); “Patent Medical Records-VA” (24VA136); and, “Veteran’s Spouse or Dependent Civilian Health and Medical Care Records-VA” (54V136). Initial indebtedness amount, dates of treatment, amounts claimed for reimbursement type of benefit from which the debt arose, identifying number of the VA regional office with jurisdiction over the underlying benefit claim or property subject to default or foreclosure, station number of the VA health care facility rendering services, name of co-obligor and property address of the defaulted home loan from 58VA21/22, 55VA26, 24VA136 and 54VA136. History of debt collection activity on the person, organization or entity including correspondence, telephone calls, referrals to other Federal, State or local agencies, VA regional counsel, private collection and credit reporting agencies. Payments received, refunds made, interest amount, current balance of debt and indication of status of current VA benefit payments. Federal employment status obtained by computer matching with Government agencies and the United States Postal Service. No personal medical information concerning the nature of disease, injury or disability is transmitted to or maintained in this system of records.

**Authority for maintenance of the system:**

Government records are maintained and managed under the authority set forth in 31 U.S.C. 3101 and 31 U.S.C. 3102. The purpose of the system is consistent with the financial management provisions of title 31, United States Code, chapter 37, the pay administration provisions of title 5, United States Code, chapter 55, and special provisions relating to VA benefits in title 38, United States Code, chapter 53.

**Purpose(S):**

The purpose of this system is to maintain records of individuals, organizations and other entities: (1) Indebted to the United States as a result of their participation in benefit and health care programs administered by VA; (2) indebted as a result of erroneous pay administration; (3) indebted under any other program administered by any agency of the United States Government and whose indebtedness record has been referred to VA for Government-wide cross-servicing under 31 U.S.C. 3711(g)(4); and (4) indebted under any Federal, State or local government program and whose debt was referred to VA for collection under any valid interagency agreement. Information in this system of records is used for the administrative management and collection of debts owed the United States and any State or local government and for which records are maintained in accordance with the preceding sentence.

**Routine uses of records maintained in the system, including categories of users and the purpose of such uses:**

For purposes of the following routine uses:

(a) The term, “veteran”, includes present, former or retired members of the United States Armed Forces, the reserve forces or national guard;

(b) The term, “debtor”, means any person falling within the categories of individuals covered by this system, as set forth above. A “debtor” may be a veteran, as defined above, a veteran’s dependent entitled to VA benefits (including health care) in his or her own right or a person who is neither a veteran nor a veteran’s dependent for benefit purposes; and,

(c) The terms, “benefit”, “benefit program” and “VA program” include any gratuitous benefit, home loan (including miscellaneous home loan) or health care (including CHAMPVA) program administered by the Secretary of Veterans Affairs.

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of and at the written request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency’s decision regarding: the hiring, retention or transfer of an employee; the issuance of a security clearance; the letting of a contract or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement between the Department of Veterans Affairs and the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran’s prior written consent.

3. Any information in this system may be disclosed, by computer matching or otherwise, in connection with any proceeding for the collection of an amount owed the United States when, in the judgment of the Secretary, or official generally delegated such authority under standard agency delegation of authority rules (38 CFR 2.6), such disclosure is deemed necessary and proper in accordance with 38 U.S.C. 5701(b)(6) for debts resulting from participation in VA benefit programs or pay administration, with 31 U.S.C. 3711(g)(5) for other debts referred to VA in its capacity as a Government-wide cross-servicing facility or with a valid interagency agreement for collection services independent of the cross-servicing provisions of section 3711(g)(4) and (g)(5).

4. The name and address of a person indebted to the United States and other information as is reasonably necessary to identify such person may be disclosed to a consumer reporting agency for the purpose of locating that person or to obtain a consumer report in order to assess the ability of that person to repay an indebtedness, provided the disclosure is consistent with 38 U.S.C. 5701(g)(2) for purposes of debts owed veterans and their dependents as a result of participation in VA benefit programs and 31 U.S.C. 3711(h)(1) for purposes of all other debts to the United States.

5. The name and address of a person indebted to the United States, other information as is reasonably necessary to identify such person, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the person’s indebtedness to the United States may be disclosed to a consumer reporting agency for purposes of making such information available for inclusion in consumer reports

regarding that person, provided that the provisions of 38 U.S.C. 5701(g)(4) have been met for purposes of indebtedness incurred as the result of participation in VA benefit programs and 31 U.S.C. 3711(f)(1) for purposes of all other types of indebtedness.

6. Any information in this system, including available identifying information regarding a person, such as the person's name, address, Social Security number, VA insurance number, VA claim number, VA loan number, date of birth, employment information or identification number assigned by any Government component, may be disclosed, except to consumer reporting agencies, to a third party in order to obtain current name, address and credit report in connection with any proceeding for the collection of an amount owed the United States. Such disclosure may be made in the course of computer matching having the purpose of obtaining the information indicated above. Third parties may include other Federal agencies, State probate courts, State drivers' license bureaus, State automobile title and license bureaus and private commercial concerns in the business of providing the information sought.

7. Identifying information, including the debtor's name, Social Security number and VA claim number, along with the amount of indebtedness, may be disclosed to any Federal agency, including the U.S. Postal Service, in the course of conducting computer matching to identify and locate delinquent debtors employed by or receiving retirement benefits from those agencies. Such debtors may be subject to offset of their pay or retirement benefits under the provisions of 5 U.S.C. 5514.

8. Any information in this system, including the nature and amount of a financial obligation as well as the history of debt collection activity against a debtor, may be disclosed to the Federal agency administering salary or retirement benefits to the debtor to assist that agency in initiating offset of salary or retirement benefits to collect delinquent debts owed the United States.

9. The name(s) and address(es) of a debtor(s) may be disclosed to another Federal agency or to a contractor of that agency, at the written request of the head of that agency or designee of the head of that agency for the purpose of conducting Government research or oversight necessary to accomplish a statutory purpose of that agency.

10. Information in this system specifically related to debts resulting from participation in VA programs or pay administration, including the amount of debt, may be disclosed at the request of the subject debtor to accredited service organizations, VA-approved claims agents and attorneys acting under a declaration of representation so that these individuals can aid persons indebted to VA in the preparation, presentation and prosecution of debt-related matters under the laws administered by VA. The name and address of a debtor will not, however, be disclosed to these individuals under this routine use if the debtor has not requested the assistance of an accredited service organization, claims agent or an attorney.

11. Information in this system specifically related to debts incurred as a result of participation in VA benefit programs such as the amount of indebtedness and collection history may be disclosed in the course of presenting

evidence to a court, magistrate or administrative authority in matters of guardianship, inquests and commitments, to private attorneys representing debtors rated incompetent in conjunction with issuance of Certificates of Incompetence and to probation and parole officers in connection with court-required duties.

12. Information in this system related to debts incurred as a result of participation in VA benefit programs, including the amount of indebtedness and history of collection activity, may be disclosed to a VA or court-appointed fiduciary or a guardian ad litem in relation to his or her representation of the subject debtor only to the extent necessary to fulfill the duties of the fiduciary or guardian ad litem.

13. Any relevant information in this system may be disclosed to the Department of Justice and United States Attorneys in the defense or prosecution of litigation involving or pertaining to the United States. Any relevant information in this system may also be disclosed to other Federal agencies upon their request in connection with review of administrative tort claims and potential tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672, the Military Claims Act, 10 U.S.C. 2733 and other similar claims statutes.

14. Any information concerning a person's indebtedness to the United States, including personal information obtained from other Federal agencies through computer matching programs, may be disclosed to any third party, except consumer reporting agencies, in connection with any proceeding for the collection of any amount owed to the United States. Purposes of these disclosures include, but are not limited to (a) assisting the Government in collection of debts resulting from participation in Government programs of all categories and pay administration, and (b) initiating legal actions for prosecuting individuals who willfully or fraudulently obtain Government benefits, pay or allowances without entitlement. Third parties may include, but are not limited to, persons, organizations or other entities with contracts for collection services with the Government.

15. The debtor's name, address, Social Security number and the amount (excluding interest) of any indebtedness waived, compromised or written off may be disclosed to the Treasury Department, Internal Revenue Service, as a report of income under 26 U.S.C. 61(a)(12).

16. The name of a debtor, any other information reasonably necessary to identify such individual and any other information concerning the individual's indebtedness under a VA benefit or pay administration program or an individual's indebtedness referred to VA for Government-wide cross servicing under 31 U.S.C. 3711(g)(4), may be disclosed to the Treasury Department, Internal Revenue Service, for the collection of that indebtedness by offset of Federal income tax refunds pursuant to 31 U.S.C. 3720A.

17. Debtors' social security numbers, VA claim numbers, loan account numbers and other information as is reasonably necessary to identify individual indebtedness accounts may be disclosed to the Department of Housing and Urban Development for inclusion in the Credit Alert Interactive Voice Response System (CAIVRS). Information in CAIVRS may be disclosed to all participating

agencies and lenders who participate in the agencies' programs to enable them to verify information provided by new loan applicants and evaluate the creditworthiness of applicants. Records are disclosed to participating agencies and private-sector lenders by an ongoing computer matching program.

18. Name, Social Security numbers and any other information reasonably necessary to ensure accurate identification may be disclosed to the Department of the Treasury, Internal Revenue Service, to obtain the mailing address of taxpayers who are debtors under this system of records. Disclosure is made by computer matching and pursuant to 26 U.S.C. 6103(m)(2).

19. Any information in a record under this system of records may be disclosed to the United States General Accounting Office (GAO) to enable GAO to pursue collection activities authorized to that office or any other activities within their statutory authority.

20. Any information in this system concerning a debt over 180 days delinquent may be disclosed, by computer matching or otherwise, to the Secretary of the Treasury or to any designated Government disbursing official for purposes of conducting administrative offset of any eligible Federal payments under the authority set forth in 31 U.S.C. 3716. Payments subject to offset include those payments disbursed by the Department of the Treasury, the Department of Defense, the United States Postal Service, any Government corporation or any disbursing official of the United States designated by the Secretary of the Treasury. Subject to certain exemptions, Social Security, Black Lung, Railroad Retirement benefits and tax refunds may be included in those Federal payments eligible for administrative offset.

21. Any information in this system of records concerning a debt over 180 days delinquent may be disclosed, by computer matching or otherwise, to the Secretary of the Treasury for appropriate collection or termination action, including the transfer of the indebtedness for collection or termination, in accordance with 31 U.S.C. 3711(g)(4), to a debt collection center designated by the Secretary of the Treasury, to a private collection agency or to the Department of Justice. The Secretary of the Treasury, through the Department of the Treasury, a designated debt collection center, a private collection agency or the Department of Justice, may take any appropriate action on a debt in accordance with the existing laws under which the debt arose.

22. The name and address of a debtor, other information as is reasonably necessary to identify such person, including personal information obtained from other Federal, state or local agencies as well as private sources through computer matching, and other information concerning the person's indebtedness to the United States, may be disclosed to third parties, including Federal, State and local government agencies to determine the debtor's employer. Such information may be used to initiate garnishment of disposable pay in accordance with the provisions of 31 U.S.C. 3720D.

23. The name and address of a debtor, and such other information as may be necessary for identification of that debtor, may be disclosed to a debtor's employer for purposes of initialing garnishment of the disposable pay of that debtor under the provisions of 31 U.S.C. 3720D.

24. The names and addresses of delinquent debtors, along with the amounts of their debts, may be published or otherwise publicly disseminated subject to the provisions of 31 U.S.C. 3720E.

25. Any information in this system may be disclosed to a third-party purchaser of debt more than 90 days delinquent and for which the sale of such debt was conducted pursuant to the provisions of 31 U.S.C. 3711(i).

**Disclosure to consumer reporting agencies:**

Disclosures pursuant to 5 U.S.C. 552a(b)(12) may be made from this record system to consumer reporting agencies as defined in the Fair Credit Reporting Act 15 U.S.C. 1681a(f) or the Federal Claims Collection Act of 1966 31 U.S.C. 3701(a)(3). The disclosure is limited to information necessary to establish the identity of the individual, including name, address, and taxpayer identification number (Social Security number), the amount, status and history of the claim; and the agency or program under which the claim arose for the sole purpose of allowing the consumer reporting agency to prepare a commercial credit report. 38 U.S.C. 5701(g) governs the release of names and addresses of any person who is a present or former member of the Armed Forces, or who is a dependent of such a person, to consumer reporting agencies under certain circumstances. Routine uses, above, provide for disclosure under those circumstances.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

Records are maintained on magnetic tape and disk, microfilm, microfiche, optical disk and paper documents. DMC does not routinely maintain paper records of individual debtors in file folders with the exception of correspondence, and replies thereto, from Congress, the White House, members of the Cabinet and other similar sources. Paper records related to accounts receivable may be maintained in individual file folders located at VA regional offices, health care facilities, HAC and other agencies referring debts to VA in its capacity as a Government-wide cross-servicing debt collection center. Generally and with the exception of claims against third-party insurers and certain first-party medical debts, such papers maintained outside of DMC are not used directly in the debt collection process unless they are first forwarded to DMC. Information stored on magnetic media for most VA benefit debts, including first-party medical, may be accessed through a data telecommunications terminal system designated as CAROLS (Centralized Accounts Receivable On-Line System). Most CAROLS terminals are located in DMC; however, VA regional offices generally each have one terminal for inquiry purposes. Records of debts referred to VA in its capacity as a Government-wide cross servicing debt collection center will be accessible only to employees of DMC. Information stored on magnetic media and related to the All-Volunteer Force Educational Assistance, education loan, miscellaneous home loan or HAC debt collection programs may be accessed through personal computers. Records provided to the Department of Housing and Urban Development for inclusion in the Credit Alert Interactive Voice Response System (CAIVRS) are maintained on magnetic media at the HUD Data Processing Center in Lanham, Maryland. Records provided to the Department of the

Treasury for administrative offset or referral to a designated debt collection center, private collection agency or the Department of Justice are maintained on magnetic media at the Financial Management Service Debt Collection Operations System in Hyattsville, Maryland. For VA benefit debts other than miscellaneous home loan, first-party medical and CHAMPVA, identifying information, the amount of the debt and benefit source of the debt may be stored on magnetic media in records that serve as the database for the VA Benefits Delivery Network (BDN). The BDN is operated for the adjudication of VA claims and the entry of certain fiscal transactions. The identifying information, the amount of the debt and benefit source of the debt are transmitted to the Centralized Accounts Receivable System (CARS) or a personal computer local area network system before collection activity commences. When a debtor is awarded gratuitous benefits under VA programs, the BDN may operate to offset all or part of retroactive funds awarded, if any, to reduce the balance of the indebtedness. The Veterans Health Information Systems and Technology Architecture (VISTA), through its various modules, is used to create and store first-party medical charges and debts associated with the provision of health care benefits. The identifying information about the person, the amount of the debt and program source of the debt may be transmitted to CARS as part of the collection process. When a person receives care under the auspices of VA, a VA medical facility may collect all or part of a charge or debt.

**Retrievability:**

Paper documents, microfilm and microfiche related to VA claims and debts are indexed by VA file number or date of receipt. Automated records of VA claims and debts are indexed by VA claim number, Social Security account number, name and loan account number in appropriate circumstances. Paper documents, microfilm, microfiche and automated records of pay administration debts and debts referred to VA for cross servicing are indexed by Social Security account number or Taxpayer Identification Number. Records in CAIVRS may only be retrieved by Social Security number.

**Safeguards:**

1. Physical Security: (a) Access to working spaces and document storage areas in DMC is restricted by cipher locks and to VA employees on a need-to-know basis. Generally, document storage areas in VA offices other than DMC are restricted to VA employees on a need-to-know basis. VA offices are generally protected from outside access by the Federal Protective Service or other security personnel. Strict control measures are enforced to ensure that access to and disclosure from documents, microfilm and microfiche are limited to a need-to-know basis. (b) Access to CAROLS data telecommunications terminals is by authorization controlled by the site security officer. The security officer is assigned responsibility for privacy-security measures, especially for review of violation logs, information logs and control of password distribution. © Access to data processing centers is generally restricted to center employees, custodial personnel, Federal Protective Service and other security personnel. Access to computer rooms is restricted to authorized operational personnel through

electronic locking devices. All other personnel gaining access to computer rooms are escorted.

## 2. CAROLS and Personal Computer Local Area Network (LAN)

Security: (a) Usage of CAROLS and LAN terminal equipment is protected by password access. Electronic keyboard locks are activated on security errors. (b) At the data processing centers, identification of magnetic media containing data is rigidly enforced using labeling techniques. Automated storage media which are not in use are stored in tape libraries which are secured in locked rooms. Access to programs is controlled at three levels: programming, auditing and operations.

3. CAIVRS Security: Access to the HUD data processing center from which CAIVRS is operated is generally restricted to center employees and authorized contact employees. Access to computer rooms is restricted to authorized operational personnel through locking devices. All other persons gaining access to computer rooms are escorted.

Records in CAIVRS use Social Security numbers as identifiers. Access to information files is restricted to authorized employees of participating agencies and authorized employees of lenders who participate in the agencies' programs. Access is controlled by agency distribution of passwords. Information in the system may be accessed by use of a touch-tone telephone by authorized agency and lender employees on a need-to-know basis.

4. Department of the Treasury Security: Access to the system is on a need-to-know basis, only, as authorized by the system manager. Procedural and physical safeguards are utilized to include accountability, receipt records and specialized communications security. The data system has an internal mechanism to restrict access to authorized officials. The building is patrolled by uniformed security guards.

### **Retention and disposal:**

Microfilm and microfiche are retained in metal cabinets in DMC for 25 years. CARS records are retained until termination of debt collection (payment in full, write off, compromise or waiver). All other automated storage media are retained and disposed of in accordance with disposition authorization approved by the Archivist of the United States. DMC generally forwards all substantive paper documents to VA regional offices, health care facilities and CHAMPVA Center for storage in claims files, patient treatment files, imaging systems or loan files. Those documents are retained and disposed of in accordance with the appropriate system of records. Information provided to HUD for CAIVRS is stored on magnetic tape. The tapes are returned to VA for updating each month. HUD does not keep separate copies of the tapes. Information provided to the Department of the Treasury for the Treasury Offset Program is transferred electronically and stored by Treasury on magnetic media.

### **System manager(s) and address:**

Director, Debt Management Center (389/00), U.S. Department of Veterans Affairs, Bishop Henry Whipple Federal Building, 1 Federal Drive, Ft. Snelling, MN 55111.

### **Notification procedure:**

An individual who wishes to determine whether a record is being maintained

in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request to the system manager indicated above.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of records maintained by VA may write, call or visit the nearest VA regional office. Address locations are listed in VA Appendix 1.

**Contesting record procedures:**

See record access procedures, above.

**Record source categories:**

The records in this system are derived from five other systems of records as set forth in "Categories of records in the system", above, persons indebted to the United States by virtue of their participation in programs administered by VA or other Government agencies, dependents of those persons, fiduciaries for those persons (VA or court appointed), other Federal agencies, State and local agencies, private collection agencies, consumer reporting agencies, State, local and county courts and clerks, other third parties and other VA records.

**89VA19**

**System name: Health Eligibility Records—VA.**

**System location:**

Records are maintained at the Health Eligibility Center (HEC), 1644 Tullie Circle, Atlanta, Georgia 30329; the contractor of record's site; and the National Enrollment Database (NED) VA Austin Automation Center (AAC), Austin, Texas.

**Categories of individuals covered by the system:**

Veterans who have applied for health care services under Title 38, United States Code, Chapter 17; their spouses and dependents as provided for, in other provisions of Title 38, United States Code; and non-veterans inquiring about VA health care benefits.

**Categories of records in the system:**

The category of records in the system include:

National Enrollment Database (NED) records including: Medical benefit application and eligibility information; identifying information including name, address, date of birth, social security number, claim number, family information including spouse and dependent(s) name, address and social security number; employment information on veteran and spouse, including occupation, employer(s) name(s) and address(es); financial information concerning the veteran and the veteran's spouse including family income, assets, expenses, debts; third party health plan contract information, including health insurance carrier name and address, policy number and time period covered by policy; facility location(s) where treatment is provided; type of treatment provided, i.e., inpatient or outpatient; and dates of visits.

Health Eligibility Center (HEC) records including [formerly the Income Verification Match (IVM) record]: Federal Tax Information (FTI) generated as a result of income verification computer match with records from Internal Revenue Service (IRS) and the Social Security Administration (SSA); documents obtained during the notification, verification and due process periods, such as initial verification letters, income verification forms, final confirmation letters, due process letters, clarification letters and subpoena documentation. FTI is tax information and tax return information obtained from the IRS or SSA, such as taxpayer's identity, source or amount of income, payment deductions, exemptions, assets, net worth, tax liability, tax withheld, deficiencies, over assessments or tax payments. Individual correspondence provided to the HEC by veterans or family members including, but not limited to, copies of death certificates; DD 214, Notice of Separation; disability award letters;

IRS documents (i.e., Form 1040's, W-2's, etc.); state welfare and food stamp applications; VA and other pension applications; VA Form 10-10EZ, Application for Medical Benefits; workers compensation forms; and various annual earnings statements, as well as pay stubs. VA may not disclose to any person in any manner FTI received from IRS and SSA except as necessary to determine eligibility for benefits in accordance with the Internal Revenue Code (IRC) 26

U.S.C. 6103 (l)(7). VA may not allow access to FTI by any contractor or subcontractor.

Call Center Records including: Veteran's name, social security number, address, date of birth, phone number, enrollment priority group and primary health care facility.

**Authority for maintenance of the system:**

Title 38, United States Code, Sections 501(a), 1705, 1722, and 5317.

**Purpose(s):**

Information in the system of records is used to update, verify and validate veteran eligibility, conduct income testing and verification activities; to validate social security numbers of veterans and spouses of those veterans receiving VA health care benefits; to ensure accuracy of veterans' eligibility information for medical care benefits; to operate an annual enrollment system; to update veteran eligibility; provide enrollment materials to educate veterans on enrollment; respond to veteran and non veteran inquiries on enrollment and eligibility; and to compile management reports.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

To the extent that records contained in the system include information protected by 26 U.S.C. 6103(p)(4), i.e., the nature, source and amount of income, that information cannot be disclosed under a Routine Use set forth absent specific authorization from the IRS or the VA Office of General Counsel (024).

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of, and at the written request of, that individual.

2. Disclosure of HEC (formerly IVM) records, as deemed necessary and proper to named individuals serving as accredited service organization representatives and other individuals named as approved agents or attorneys for a documented purpose and period of time, to aid beneficiaries in the preparation and presentation of their cases during the verification and/or due process procedures and in the presentation and prosecution of claims under laws administered by the Department of Veterans Affairs (VA).

3. In the event that information in this system of records maintained by this agency to carry out its functions, indicates a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or a particular program statute, or by regulation, rule or order issued pursuant thereto, the relevant records may be referred at VA's initiative, as a routine use, to the appropriate agency, whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order issued pursuant thereto. However, names and addresses of veterans and their dependents will be released only to Federal entities.

4. Relevant information from this system of records may be disclosed as a routine use: In the course of presenting evidence to a court, magistrate or administrative tribunal, in matters of guardianship, inquests and commitments; to private attorneys representing veterans rated incompetent in conjunction with issuance of Certificates of Incompetency; and to probation and parole officers in connection with Court required duties.

5. Any information in this system may be disclosed to a VA Federal fiduciary or a guardian ad litem in relation to his or her representation of a veteran only to the extent necessary to fulfill the duties of the VA Federal fiduciary or the guardian ad litem.

6. Relevant information may be disclosed to attorneys, insurance companies, employers, third parties liable or potentially liable under health plan contracts, and to courts, boards, or commissions only to the extent necessary to aid VA in the preparation, presentation, and prosecution of claims authorized under Federal, State, or local laws, and regulations promulgated thereunder.

7. Relevant information may be disclosed to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal Agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

8. Disclosure may be made to National Archives and Records Administration (NARA) and General Services Administration (GSA) in records management inspections conducted under authority of Title 44 United States Code.

9. Information in this system of records may be disclosed for the purposes identified below to a third party, except consumer reporting agencies, in connection with any proceeding for the collection of an amount owed to the United States by virtue of a person's participation in any benefit program administered by VA. Information may be disclosed under this routine use only to the extent that it is reasonably necessary for the following purposes: (a) To assist the VA in the collection of costs of services provided individuals not entitled to such services; and (b) to initiate civil or criminal legal actions for collecting amounts owed to the United States and/or for prosecuting individuals who willfully or fraudulently obtained or seek to obtain title 38 medical benefits. This disclosure is consistent with 38 U.S.C. 5701(b)(6).

10. The name and address of a veteran, other information as is reasonably necessary to identify such veteran, including personal information obtained from other Federal agencies through computer matching programs, and any information concerning the veteran's indebtedness to the United States by virtue of the person's participation in a benefits program administered by the VA may be disclosed to a consumer reporting agency for purposes of assisting in the collection of such indebtedness, provided that the provisions of 38 U.S.C. 5701(g)(4) have been met.

11. For computer matching program and Automated Data Processing (ADP) security review purposes, record information may be disclosed to teams from other source Federal agencies who are parties to computer matching

agreements involving the information maintained in this system, but only to the extent that the information is necessary and relevant to the review.

12. The name and identifying information on a veteran and/or spouse may be provided to reported payers of earned and/or unearned income in order to verify the identifier provided, address, income paid, period of employment, and health insurance information provided on the means test and to confirm income and demographic data provided by other Federal agencies during income verification computer matching.

13. Identifying information, including Social Security Numbers, concerning veterans, their spouses, and the dependents of veterans may be disclosed to other Federal agencies for purposes of conducting computer matches to obtain valid identifying, demographic and income information to determine or verify eligibility of certain veterans who are receiving VA medical care under Title 38, United States Code.

14. The name and social security number of a veteran, spouse and dependents, and other identifying information as is reasonably necessary may be disclosed to the Social Security Administration, Department of Health and Human Services, for the purpose of conducting a computer match to obtain information to validate the social security numbers maintained in VA records.

15. Relevant information from this system may be disclosed to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA in order for the contractor or subcontractor to perform the services of the contract or agreement.

**Note: This routine use does not authorize disclosure of FTI received from the Internal Revenue Service or the Social Security Administration to contractors or subcontractors.**

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

Records are maintained on magnetic tape, magnetic disk, optical disk and paper.

**Retrievability:**

Records (or information contained in records) maintained on paper documents are indexed and accessed by the veteran's name, social security number or case number and filed in case order number. Automated veterans' health eligibility records are indexed and retrieved by the veteran's name, social security number or case number. Automated health eligibility record information on spouses may be retrieved by the spouse's name or social security number.

**Safeguards:**

1. Data transmissions between VA health care facilities and the HEC and VA databases housed at VA's AAC are accomplished using the Department's wide area network. The software programs at the respective facilities automatically flag records or events for transmission based upon functionality requirements. VA health care facilities and the HEC control access to data by using VHA's Veterans Health Information System and Technology Architecture (VISTA),

(formerly known as Decentralized Hospital Computer Program (DHCP) software modules), specifically Kernel and MailMan. Kernel utility programs provide the interface between operating systems, application packages and users. Once data are identified for transmission, records are stored in electronic mail messages, which are then transmitted via the Department's electronic communications system (wide area network) to specific facilities on the Department's wide area network. Server jobs at each facility run continuously to check for data to be transmitted and/or incoming data which needs to be parsed to files on the receiving end. All mail messages containing data transmissions include header information that is used for validation purposes. Consistency checks in the software are used to validate the transmission, and electronic acknowledgment messages are returned to the sending application. The Department's Telecommunications Support Service has oversight responsibility for planning security.

2. Working spaces and record storage areas at the HEC are secured during all business hours, as well as during non-business hours. All entrance doors require an electronic passcard for entry when unlocked, and entry doors are locked outside normal business hours. Electronic passcards are issued by the HEC Security Officer. HEC staff controls visitor entry by door release or escort. The building is equipped with an intrusion alarm system for non-business hours, and this system is monitored by a security service vendor. The office space occupied by employees with access to veteran records is secured with an electronic locking system, which requires a card for entry and exit of that office space. Access to the VA AAC is generally restricted to AAC staff, VA Headquarters employees, custodial personnel, Federal Protective Service and authorized operational personnel through electronic locking devices. All other persons gaining access to the computer rooms are escorted.

3. Strict control measures are enforced to ensure that access to and disclosure from all records, including electronic files and veteran specific data elements, stored in the HEC veteran database is limited to VA employees whose official duties warrant access to those files. The HEC automated record system recognizes authorized users by keyboard entry of a series of unique passwords. Once the employee is logged onto the system, access to the files is controlled by discrete menus which are assigned by the HEC computer system administration staff, upon request from the employee's supervisor and employee's demonstrated need to access the data to perform the employee's assigned duties. A number of other security measures are implemented to enhance security of electronic records (automatic timeout after short period of inactivity, device locking after pre-set number of invalid logon attempts, etc.). Employees are required to sign a user access agreement acknowledging their knowledge of confidentiality requirements, and all employees receive annual training on information security. Access is deactivated when no longer required for official duties. Recurring monitors are in place to ensure compliance with nationally and locally established security measures.

4. Veteran data is transmitted from the HEC to VA health care facilities and National Enrollment Database (NED) over the Department's computerized

electronic communications system. Access to data in these files is controlled at the health care facility and NED level in accordance with nationally and locally established data security procedures. The NED is a database developed to support a national enrollment system. VA employees at these facilities are granted access to patient data on a "need-to-know" basis. All employees receive information security training and are issued unique access and verify codes. Employees are assigned computer menus that allow them to view and edit records as authorized by the supervisor. While employees at the health care facility may edit data which was initially input at the facility level, employees at the facility do not have edit access to income tests which originated at the HEC.

5. In addition to passcards, the HEC computer room requires manual entry of a security code prior to entry. Only the Automated Information System (AIS) staff and the HEC security officer are issued the security code to this area. Programmer access to the HEC database is restricted only to those AIS staff whose official duties require that level of access.

6. On-line data reside on magnetic media in the HEC computer room that is highly secured. Backup media are stored in a combination lock safe in a secured room within the same building; only information system staff has access to the safe. On a weekly basis, backup media are stored in off-site storage by a media storage vendor. The vendor picks up and returns the media in a locked storage container; vendor personnel do not have key access to the locked container.

7. Any sensitive information that may be downloaded to personal computer files in the HEC or printed to hard copy format is provided the same level of security as the electronic records. All paper documents and informal notations containing sensitive data are shredded prior to disposal. All magnetic media (primary computer system) and personal computer disks are degaussed prior to disposal or release off site for repair.

8. The IVM program of the HEC requires that HEC obtain veteran and spouse earned and unearned income data from IRS and SSA. The HEC complies fully with the Tax Information Security Guidelines for Federal, State and Local Agencies (Department of the Treasury IRS Publication 1075) as it relates to access and protection of such data. These guidelines define the management of magnetic media, paper and electronic records, and physical and electronic security of the data.

9. All new HEC employees receive initial information security training with refresher training provided to all employees on an annual basis. An annual information security audit is performed by the VA Regional Information Security Officer. This annual audit includes the primary computer information system, the telecommunication system, and local area networks. Additionally, the IRS performs periodic on-site inspections to ensure the appropriate level of security is maintained for Federal tax data. The HEC Information Security Officer and AIS administrator additionally perform periodic reviews to ensure security of the system and databases.

10. Identification codes and codes used to access HEC automated communications systems and records systems, as well as security profiles and possible security violations, are maintained on magnetic media in a secure

environment at the Center. For contingency purposes, database back-ups on removable magnetic media are stored off-site by a licensed and bonded media storage vendor.

11. Neither field offices, the contractor administering the Call Center for VHA, nor the NED will receive FTI from HEC.

12. Contractor working spaces and record storage areas are secured during all business hours, as well as during non-business hours. All entrance doors require an electronic passcard for entry when unlocked, and entry doors are locked outside normal business hours. Electronic passcards are issued by the contractor's Security Officer. Visitor entry is controlled by the contractor's staff by door release and/or door escort. The building is equipped with an intrusion alarm system for non-business hours, and this system is monitored by a security service vendor.

13. Strict control measures are enforced to ensure that access to and disclosure from all records including electronic files and veteran specific data elements in the contractor veteran call tracking database are limited to contractor's employees whose official duties warrant access to those files. The automated record system recognizes authorized users by keyboard entry of a series of unique passwords. Once the employee is logged onto the system, access to files is controlled by discrete menus, assigned by the contractor computer system administration staff upon request from the employee's supervisor and the employee's demonstrated need to access the data to perform assigned duties. A number of other security measures are implemented to enhance security of electronic records (automatic timeout after short period of inactivity, device locking after pre-set number of invalid logon attempts, etc.). Employees are required to sign a user security policy agreement acknowledging their understanding of confidentiality requirements, and all employees receive annual training on information security. Access is deactivated when no longer required for official duties.

14. Contractors and subcontractors will adhere to the same safeguards and security requirements as the HEC is held to.

**Retention and disposal:**

Depending on the record medium, records are destroyed by either shredding or degaussing. Paper records are destroyed after they have been accurately scanned on optical disks. Optical disks or other electronic medium are deleted when all phases of the veteran's appeal rights have ended (ten years after the income year for which the means test verification was conducted). Tapes received from SSA and IRS are destroyed 30 days after the data have been validated as being a true copy of the original data. Summary reports and other output reports are destroyed when no longer needed for current operation. Records are disposed of in accordance with the records retention standards approved by the Archivist of the United States, National Archives and Records Administration, and published in the VHA Records Control Schedule 10-1. Regardless of the record medium, no records will be retired to a Federal records center.

**System manager(s) and address:**

Official responsible for policies and procedures: Chief Information Officer (19), VA Central Office, 810 Vermont Avenue, NW., Washington, DC 20420.  
Official maintaining the system: Director, Health Eligibility Center, 1644 Tullie Circle, Atlanta, Georgia 30329.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier or wants to determine the contents of such record, should submit a written request or apply in person to the Health Eligibility Center. All inquiries must reasonably identify the records requested. Inquiries should include the individual's full name, social security number and return address.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of HEC records may write to the Director, HEC, 1644 Tullie Circle, Atlanta, Georgia 30329.

**Contesting record procedures:**

(See Record Access procedures above).

**Record source categories:**

Information in the systems of records may be provided by the veteran; veteran's spouse or other family members or accredited representatives or friends; employers and other payers of earned income; financial institutions and other payers of unearned income; health insurance carriers; other Federal agencies; "Patient Medical Records—VA" (24VA136) system of records; Veterans Benefits Administration automated record systems (including Veterans and Beneficiaries Identification and Records Location Subsystem—VA (38VA23); and the "Compensation, Pension, Education and Rehabilitation Records—VA" (58VA21/22).

92VA045

**System name: Electronic Document Management System (EDMS)-VA.**

**System location:**

Automated records are maintained within the Electronic Document Management System (EDMS) at the Department of Veterans Affairs Central Office, 810 Vermont Avenue, NW, Washington, DC 20420. Paper correspondence records are maintained in file cabinets under the control of the office responsible for processing the correspondence item.

**Categories of individuals covered by the system:**

Members of Congress and their staff, officials and representatives of other Federal agencies, state, local and tribal governments, Foreign governments, and veterans service organizations; representatives of private or commercial entities; veterans and their beneficiaries; other private citizens; and VA employees.

**Categories of records in the system:**

Records are maintained in electronic and paper form depending on the nature of the materials received, background information compiled, and/or response sent. Each may include the names, social security numbers, mailing addresses, telephone numbers, and other personal identifiers routinely required to identify a correspondent or subject. Other record items maintained may include personal facts about medical, financial, or memorial benefits related to the correspondent, veteran or beneficiary. Internal VA records may include (but are not limited to) VA administrative, financial and personnel information. Records may include scanned document, letter, e-mail, fax, Internet document, tracking sheet, note, documentation of a telephone call and/or of a meeting with an individual.

**Authority for maintenance of the system:**

Title 38, United States Code, 501(c).

**Purpose(s):**

EDMS is used to process replies to correspondence and other inquiries that originate from members of Congress; other Federal agencies; state, local, and tribal governments; Foreign governments; veterans service organizations; representatives of private or commercial entities; veterans and their beneficiaries; private citizens; and VA employees. EDMS is also used for some categories of correspondence and records internal to VA.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. VA may disclose the records in this system, except for the name and address of a veteran, that it determines are relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature, and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, to a Federal, state, local, tribal or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation or order issued pursuant thereto.

2. VA may disclose the name and address of a veteran that it determines are relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature, and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation or order issued pursuant thereto.

3. VA may disclose the records in proceedings before a court or adjudicative body before which VA is authorized to appear when VA, a VA official or employee, the United States, or an individual or entity for whom the United States is providing representation is a party to litigation or has an interest in such litigation, and VA determines that the use of such records is relevant and necessary to the litigation, provided, however, that in each case, the agency determines that disclosure of the records is a use of the information contained in the records that is compatible with the purpose for which the records were collected.

4. Information may be provided to Members of Congress or staff persons in response to an inquiry from an individual to Members of Congress, made at the request of the individual and concerning that individual's VA records. Such information will be provided as authorized by law.

5. Information may be provided to a third party acting on an individual's behalf, such as agencies of Federal, state, local and tribal governments, Foreign governments; veterans service organizations; representatives of private or commercial entities in response to a request made by the individual to the third party and concerning that individual's VA records. Such information will be provided as authorized by law.

6. VA may compile statistical information using records contained in EDMS, except for identification information of a veteran such as name, address or social security number. This information may be disclosed to other VA facilities, Members of Congress; other Federal agencies; state, local and tribal governments. VA will determine that the use of such statistical information is relevant and necessary, that disclosure of the information contained in the records is compatible with the purpose for which the records were collected.

7. Disclosure may be made during reviews by the National Archives and Records Administration in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

8. To disclose relevant information to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States.

### **Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

#### **Storage:**

EDMS employs rotational magnetic disk and Write Once-Read Many (WORM) optical disk media for storage of electronic records. Electronic records are regularly copied and moved to a separate physical location to assure a fail-

safe records recovery capability. Paper records are maintained in file cabinets under the control of the office responsible for processing the record.

**Retrievability:**

Key identification information is established for each record in EDMS. This information is in relation to the nature of materials received, background information compiled and/or response sent. Retrieval is by searching for specific key information (e.g., record identification number, author, correspondent name, subject matter, initial date record established, etc.).

**Safeguards:**

Access to EDMS is via personal computer terminal. Necessary and sufficient application security functionality (i.e., unique customer user identification code/password and user-specific administrative control levels) are used to limit access to authorized VA staff, and to limit operations they may perform. To obtain access to EDMS' electronic records, VA staff must comply with the following procedures:

1. VA staff may not self-register in the system for access. A request for a user identification code and password is reviewed and approved by the designated EDMS Office Coordinator, and entered into the system by the system administrator. Approved staff are issued a user identification code and a temporary password, which they are required to change when they first sign onto the system.

2. Electronic records are protected by classifications, specified when the records are created. The owner of the record or authorized security personnel are the only ones who can modify the classification. A user's rights to inspect or modify records will depend on the user's assigned administrative control level as compared to the record's classification. The EDMS System Administrator manages the records classifications and user administration control levels.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with the records disposal authority approved by the Archivist of the United States, the National Archives and Records Administration. Paper records will be destroyed by shredding or other appropriate means for destroying sensitive information. Automated storage records are retained and destroyed in accordance with disposition authorization approved by the Archivist of the United States.

**System manager(s) and address:**

Associate Deputy Assistant Secretary for Policy and Program Assistance (045A), Department of Veterans Affairs, 810 Vermont Ave., NW, Washington, DC 20420. The phone number is (202) 273-8127.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier or who wants to determine the contents of such records should submit a written request to the System Manager at the address above.

**Record access procedures:**

An individual who seeks access or wishes to contest records maintained

under his or her name or other personal identifier may write, call or visit the System Manager.

**Contesting record procedures:**

See record access procedures above.

**Record source categories:**

Records in this system are derived from processing replies to correspondence, and other inquiries that originate from Members of Congress; other Federal agencies; state, local and tribal governments; Foreign governments, veterans service organizations; representatives of private or commercial entities; veterans and their beneficiaries; other private citizens; and VA employees. Records maintained include material received, background information compiled and/or response sent. EDMS is also used for some categories of correspondence and records internal to VA. Internal VA records may include (but are not limited to) VA administrative, financial and personnel information.

[VA revised and republished this system of records in its entirety at 69 Fed. Reg. 2962 \(January 21, 2004\)](#)

93VA131

**System name: Gulf War Registry-VA.**

**System location:**

Character-based data from Gulf War Registry Code Sheets are maintained in a registry dataset at the Austin Automation Center (AAC), 1615 Woodward Street, Austin, Texas 78772. Since the dataset at the ACC is not all-inclusive, i.e., narratives, signatures, noted on the code sheets are not entered into this system, images of the code sheets are maintained at the Department of Veterans Affairs (VA), Environmental Agents Service (131), 810 Vermont Avenue, NW., Washington, DC 20420. These are electronic images of paper records, i.e., code sheets and questionnaires that are stored on optical disks.

**Categories of individuals covered by the system:**

Veterans who may have been exposed to toxic substances or environmental hazard while serving in the Southwest theatre of operations during the Gulf War from August 2, 1990, until such time as Congress by law ends the Gulf War, and have had a Gulf War Registry examination at a VA medical facility. Also, a spouse or child suffering from an illness or disorder (including birth defects, miscarriages, or stillbirth), which cannot be disassociated from the veteran's service in the Southwest Asia theatre of operations and who has had a Gulf War Registry examination performed by a non-VA physician.

**Categories of records in the system:**

These records consist of: Code sheet records recording VA facility code identifier where veteran was examined or treated; veteran's name; address, social security number' date of birth; race/ ethnicity; marital status; sex; branch of service; periods of service; hospital status, i.e., inpatient, outpatient; areas of service in the Gulf War theatre of operations; list of military units where veteran served; military occupation specialty; names of units in which veteran served; veteran's reported exposure to environmental factors; any traumatic experiences while in the Persian Gulf; veteran's self-assessment of health; veteran's functional impairment; report of birth defects and infant death(s) among veteran's children and/or problems with pregnancy and infertility; date of registry examination; veteran's complaints/symptoms; consultations; diagnoses; disposition (hospitalized, referred for outpatient treatment, etc.); whether veteran had an unexplained illness and had further tests and consultations and diagnoses as part of Phase II, Uniform Case Assessment Examination; and name and signature of examiner/physician coordinator, when provided. Similar responses for spouse and children of Gulf War veterans examined by non-VA physicians are contained in the records. Another category of data entries is obtained from depleted uranium (DU) questionnaires, a supplement to the Gulf War code sheet. The data entries may contain the facility identifier where the information was completed; demographic information (name and social security

number); daytime and evening phone numbers; date of questionnaire completion; date of arrival in and departure from the Persian Gulf theatre of operations; source of referral to VA medical center for evaluation; where veteran served i.e. Iraq, Kuwait, Saudi Arabia, the neutral zone (between Iraq and Saudi Arabia), Bahrain, Qatar, The United Arab Emirates, Oman, Gulf of Aden, Gulf of Oman and the Waters of the Persian Gulf, Arabian Sea and Red Sea; capacity in which veteran served; questions relating to potential inhalation exposures to DU including those on, in, or near vehicles hit with friendly fire or enemy fire, entering burning vehicles, individuals near fires involving DU munitions, individuals salvaging damaged vehicles, and those near burning vehicles; whether veteran was wounded, retained DU fragments in veteran's body, handled DU penetrator rounds or any other exposures to DU; whether a 24-hour urine collection for uranium was performed; whether veteran consented to having the DU questionnaire data shared with the Department of Defense; name, title and signature of examiner/registry physician, when provided, and results of urine uranium tests, expressed per mcg per g creatinine.

**Authority for maintenance of the system:**

Title 38, United States Code (U.S.C.) sec. 1710(e)(1)(B) and sec. 1710(e)(1)(B) and sec. 1720E.

**Purpose(s):**

The records will be used for the purpose of providing information about: Veterans who have had a GWR examination at a VA facility and their spouses and/or children who have had examinations by non-VA physicians to assist in generating hypotheses for research studies; providing management with the capability to track patient demographics; reporting birth defects among veteran's children; planning the delivery of health care services and associated cost; and assisting in the adjudication of claims possibly related to exposure to a toxic substance or environmental hazard.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of, and at the written request of, that individual.
2. Disclosure of records covered by this system, as deemed necessary and proper to named individuals serving as accredited service organization representatives and other individuals named as approved agents or attorneys for a documented purpose and period of time, to aid beneficiaries in the preparation and presentation of their cases during the verification and/or due process procedures, and in the presentation and prosecution of claims under laws administered by the VA.
3. A record containing the name(s) and address(es) of present or former members of the armed services and/or their dependents may be released from this system of records under certain circumstances:
  - a. To any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under Title 38, and

b. To any criminal or civil law enforcement governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name(s) or address(es) be provided for a purpose authorized by law; provided, further, that the record(s) will not be used for any purpose other than that stated in the request and that the organization, agency or instrumentality is aware of the penalty provision of 38 U.S.C. 3301(f).

4. Disclosure may be made to the National Archives and Record Administration (NARA) in records management inspections conducted under authority of Title 44 United States Code.

5. Disclosure of information, excluding name and address (unless name and address is furnished by the requestor) for research purposes determined to be necessary and proper, to epidemiological and other research facilities approved by the Under Secretary for Health.

6. In order to conduct Federal research necessary to accomplish a statutory purpose of an agency, at the written request of the head of the agency, or designee of the head of that agency, the name(s) and address(s) of present or former personnel or the Armed Services and/ or their dependents may be disclosed

a. To a Federal department or agency or

b. Directly to a contractor of a Federal department or agency.

When a disclosure of this information is to be made directly to the contractor, the VA may impose applicable conditions on the department, agency, and/or contractor to ensure the appropriateness of the disclosure to the contractor.

7. In the event that a record maintained by VA to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, information may be disclosed at VA's own initiative to the appropriate agency whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or rule, regulation or order issued pursuant thereto. However, names and addresses of veterans and their dependents will be released only to Federal entities.

8. For program review purposes and the seeking of accreditation and/or certification, disclosure may be made to survey teams of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), College of American Pathologists, American Association of Blood Banks, and similar national accreditation agencies or boards with whom VA has a contract or agreement to conduct such reviews but only to the extent that the information is necessary and relevant to the review.

9. Records from this system of records may be disclosed to the Department of Justice (DOJ) or in a proceeding before a court, adjudicative body, or other administrative body before which the agency is authorized to appear when: The agency, or any component thereof; or any employee of the agency in his or her

official capacity; where the DOJ or the agency has agreed to represent the employee; or the U.S. when the agency determines that litigation is likely to affect the agency or any of its components, is a party to litigation, and has an interest in such litigation, and the use of such records by the DOJ or the agency is deemed by the agency to be relevant and necessary to the litigation provided, however, that the disclosure is compatible with the purpose for which the records were collected.

10. Relevant information may be disclosed to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practical for the purposes of laws administered by VA, in order for the contractor to perform the services of the contract or agreement.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Electronic data are maintained on Direct Access Storage Devices at the AAC, Austin, Texas, and on optical disks at VA Central Office, Washington, DC. AAC stores registry tapes for disaster back up at an off-site location. VA Central Office also has back-up optical disks stored off-site. In addition to electronic data, registry reports are maintained on paper documents and microfiche.

**Retrievability:**

Records are indexed by name of veteran and social security number.

**Safeguards:**

Access to records to VA Central Office is only authorized to VA personnel on a "need to know" basis. Records are maintained in manned rooms during working hours. During non-working hours, there is limited access to the building with visitor control by security personnel. Registry data maintained at the AAC can only be updated by authorized AAC personnel. Read access to the data is granted through a telecommunications network to authorized VA Central Office personnel. AAC reports are also accessible through a telecommunications network on a read-only basis to the owner (VA facility) of the data. Access is limited to authorized employees by individually unique access codes which are changed periodically. Physical access to the AAC is generally restricted to AAC staff, VA Central Office employees, custodial personnel, Federal Protective Service, and authorized operational personnel through electronic locking devices. All other persons gaining access to the computer rooms are escorted. Backup records stored off-site for both the AAC and VA Central Office are safeguarded in secured storage areas.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Environmental Agents Service (131), Office of Public Health and Environmental Hazards (clinical issues) and Management/ Program Analyst, Environmental Agents Service (131) (administrative issues) VA Central Office, 810 Vermont Avenue, NW., Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personnel identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the last VA facility where medical care was provided or submit a written request to the Director, Environmental Agents Service (131), Office of Public Health and Environmental Hazards or the Management/Program Analyst, Environmental Agents Service (131), VA Central Office, 810 Vermont Avenue, NW., Washington, DC 20420. Inquiries should include the veteran's name, social security number and return address.

**Record access procedures:**

An individual who seeks access to records maintained under his or her name may write or visit the nearest VA facility or write to the Director, Environmental Agents Service (131), or the Management/ Program Analyst, Environmental Agents Service (131), VA Central Office, 810 Vermont Avenue, NW., Washington, DC 20420.

**Contesting record procedures:**

(See "Record Access Procedures.")

**Record source categories:**

VA patient medical records, various automated record systems providing clinical and managerial support to VA health care facilities, the veteran, family members, and records from Veterans Benefits Administration, Department of Defense, Department of the Army, Department of the Air Force, Department of the Navy and other Federal agencies.

**95VA00M**

**System name: Center for Minority Veterans Management Information System—VA.**

**System location:**

Record are maintained at the Center for Minority Veterans' office in VA Headquarters, Washington, DC. VA's Automation Center, 1615 E. Woodward Street, Austin, Texas 78772, maintains the Automated Demographic Data File System (ADDFS).

**Categories of individuals covered by the system:**

The system of records will cover the following individuals: (1) VA beneficiaries who contact the Center for Minority Veterans for assistance in addressing concerns about benefits and services provided to them based on the race or ethnicity of the beneficiary.

(2) The ADFS will be comprised of demographic data on randomly selected veterans who served in the military from 1975 to the present and whose VA benefits data are currently maintained in an existing VA or DoD automated database.

**Categories of records in the system:**

The records will include correspondence, electronic mail and memoranda memorializing conversations with individuals. The records also may include documents reflecting the processing and investigation of these complaints, and documents extracted from the beneficiary's VA records in order to assist in responding to the veteran's inquiry. The ADFS will include the names, social security numbers, claim numbers, race, ethnicity and gender of randomly selected veterans currently maintained in existing VA or DoD automated file systems.

**Authority for maintenance of the system:**

38, U.S.C. 317, as amended.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Disclosure of specific information may be made to a congressional office, in response to an inquiry from that congressional office made at the request of the individual and concerning that individual's records in this system.

2. Disclosure may be made during reviews by the National Archive and Records Administration during records management inspections conducted under the authority of Title 44, U.S.C. 2904 and 2906.

3. At the initiative of VA, pertinent information may be disclosed to appropriate Federal, State or local agencies responsible for investigating, prosecuting, enforcing or implementing statutes, rules, regulations or orders, where VA becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation.

4. Disclosure may be made to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, the Federal Labor Relations Authority and its General Counsel or the Equal Employment Opportunity

Commission, when requested in the performance of their authorized duties, and the request is not in connection with a law enforcement investigation.

5. The Department of Veterans Affairs (VA) may disclose records in this system of records in proceedings before a court or adjudicative body before which VA is authorized to appear when VA, a VA official or employee, the United States, or an individual or entity for whom the United States is providing representation is a party to litigation or has an interest in such litigation, and VA determines that the use of such records is relevant and necessary to the litigation, provided, however, that in each case, the agency determines that disclosure of the information contained in the records is compatible with the purpose for which the records were collected.

6. The Department of Veterans Affairs (VA) may disclose records in this system of records to the Department of Justice when VA, a VA official or employee, the United States, or an individual or entity for whom the United States is providing representation is a party to litigation or has an interest in such litigation, and VA determines that the use of such records is relevant and necessary to the litigation, provided, however, that in each case, the agency determines that disclosure of the information contained therein is compatible with the purpose for which the records were collected.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

The ADDFS is stored in a secure area located at VA's Automation Center, 1615 E. Woodward Street, Austin, Texas 78772. ADDFS data files are stored on magnetic disk and for archival purposes, on magnetic tape. Other records are stored in the Center for Minority Veterans in VA Headquarters, Washington, DC, or on file servers at VA Headquarters that are utilized by the Center.

**Retrievability:**

Automated records may be retrieved by name, social security number, claim number, race, ethnicity and/or gender. Paper records are retrieved by name.

**Safeguards:**

Access to the automated system is via computer terminal; standard security procedures, including a unique identification code and password combination, are used to limit access to authorized personnel only. Specifically, in order to obtain access to the automated records in this system of records, an individual must have access to VA's automated resources. Access to the ADDFS at VA's Automation Center is limited as follows: An individual may not self-register for this access. Formal documentation of the request for access, signed by the employee's supervisor and approved by the Director, Center for Minority Veterans, is required before an individual may obtain such access. Authorized customers are issued a customer identification code and a one-time password. Access to paper records maintained by the Center for Minority Veterans is limited to VA employees who need to have access to the records in order to perform their agency duties. Generally, file areas are locked after normal duty hours and the Federal Protective Service or other security personnel protect the offices from outside access.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with the records disposal authority approved by the Archivist of the United States, the National Archives and Records Administration, and published in Agency Records Control Schedules.

**System manager(s) and address:**

Director, Center for Minority Veterans, 810 Vermont Avenue, NW, Washington, DC 20420.

**Record access procedures:**

An individual who seeks access or wishes to contest records maintained under his or her name or other personal identifier may write, call or visit the system manager.

**Contesting record procedures:**

See record access procedures above.

**Record source categories:**

For investigation purposes, information may be obtained from existing VA beneficiary records, employment records; VA beneficiaries, third parties (e.g., relatives or representatives acting on their behalf, such as veterans' service organizations); congressional correspondence and other Federal agencies. For ADDFS, record sources are VA benefits databases as set forth in "58VA21/ 22-- Compensation & Pension, Education and Rehabilitation Records—VA, "38VA23--Beneficiary Identifier and Records Locator Subsystem—VA," and Department of Defense military personnel automated records systems.

**97VA105**

**System name: Consolidated Data Information System-VA.**

**System location:**

Records will be maintained at the following computer site locations: VA Management Science Group, 200 Springs Road, Bedford, Massachusetts 01730; and VA Information Resource Center, 5<sup>th</sup> Avenue & Roosevelt Road, Hines, Illinois 60141. Copies or parts of these records may be maintained at the following computer site locations:

VA Automation Center, 1615 Woodward Street, Austin, Texas 78722; and VA Allocation Resource Center, 100 Grandview Road, Braintree, Massachusetts 02184.

**Categories of individuals covered by the system:**

The records include information concerning active duty military personnel, veterans, their spouses and their dependents, and individuals who are not VA beneficiaries, but who receive health care services from VHA.

**Categories of records in the system:**

The categories of records in the system will include veterans' names, addresses, dates of birth, VA claim numbers, SSNs, and military service information; medical benefit application and eligibility information; code sheets and follow-up notes; sociological, diagnostic, counseling, rehabilitation, drug and alcohol, dietetic, medical, surgical, dental, psychological, and/or psychiatric medical information; prosthetic, pharmacy, nuclear medicine, social work, clinical laboratory and radiology information; patient scheduling information; family information such as next of kin, spouse and dependents; names, addresses, social security numbers and dates of birth; family medical history, employment information; financial information; third-party health plan information; information related to ionizing radiation and Agent Orange; date of death; VA claim and insurance file numbers; travel benefits information; military decorations; disability or pension payment information; information on indebtedness arising from 38 U.S.C. benefits; medical and dental treatment in the Armed Forces and claim information; applications for compensation, pension, education and rehabilitation benefits; information related to incarceration in a penal institution; medication profile such as name, quantity, prescriber, dosage, manufacturer, lot number, cost and administration instruction; pharmacy dispensing information such as pharmacy name and address.

The records will include information on DoD military personnel from two categories of DoD files: (1) Utilization files that contain inpatient and outpatient records, and (2) eligibility files from the Defense Eligibility Enrollment Reporting System (DEERS) containing data on all military personnel including those discharged from the Armed Services since 1972.

The records will include information on Medicare beneficiaries from HCFA databases: Denominator file (identifies the population being studied); Standard Analytical files (inpatient, outpatient, physician supplier, nursing home, hospice, home care, durable medical equipment); and Group Health Plan.

The records include information on Medicaid beneficiaries' utilization and enrollment from state databases.

**Authority for maintenance of the system:**

Section 527 of 38 U.S.C. and the Government Performance and Results Act of 1993, Pub. L. 103-62.

**Purpose(s):**

The purpose of this system of records is to conduct statistical studies and analyses which will support the formulation of Departmental policies and plans by identifying the total current health care usage of the VA patient population.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

Information from this system of records may be disclosed in accordance with the following routine uses:

1. Disclosure of identifying information, such as names, SSNs, demographic and utilization data, may be made to Federal, State, local, or tribal agencies such as the DoD, HCFA, and Medicare Payment Advisory Commission (MedPAC), as part of statistical matching programs for the purpose of better identifying the total current health care usage of the patient population served by VA in order to forecast future demand for VA medical care by VA medical facilities.

2. Disclosure may be made to Federal, State, local, and tribal government agencies and national health organizations in order to assist in the development of programs that will be beneficial to claimants and assure that they are receiving all benefits to which they are entitled.

3. Disclosure may be made of information relevant to or indicating a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, to Federal, State, local, or tribal agencies charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation or order listed pursuant thereto.

4. Disclosure may be made, excluding name and address (unless name and address are furnished by the requestor) for research purposes determined to be necessary and proper, to epidemiological and other research facilities approved by the Under Secretary for Health.

5. In order to conduct Federal research necessary to accomplish a statutory purpose of an agency, at the written request of the recipient agency, the name (s) and address (s) of present or former personnel of the Armed Services and/or their dependents may be disclosed (a) To a Federal department or agency or (b) directly to a contractor of a Federal department or agency. When disclosure of this information is to be made directly to the contractor, VA may impose applicable conditions on the department, agency and/or contractor to insure the appropriateness of the disclosure to the contractor.

6. Disclosure may be made to National Archives and Records Administration (NARA), General Services Administration (GSA) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

7. Records from this system of records may be disclosed to the Department of Justice or in a proceeding before a court, adjudicative body, or other administrative body before which the Agency is authorized to appear when: The Agency, or any component thereof; or any employee of the Agency in his or her official capacity; where the Department of Justice or the Agency has agreed to represent the employee; or the U.S. when the Agency determines that litigation is likely to affect the Agency or any of its components, is a party to litigation, and has an interest in such litigation, and the use of such records by the Department of Justice or the Agency is deemed by the Agency to be relevant and necessary to the litigation provided, however, that the disclosure is compatible with the purpose for which the records were collected.

8. Disclosure may be made to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor or subcontractor to perform the services of the contract or agreement.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Data are maintained on magnetic tape, disk, or laser optical media.

**Retrievability:**

Records may be retrieved by name, name and one or more criteria (e.g., dates of birth, death and service), SSN or VA claim number.

**Safeguards:**

1. Access to and use of these records is limited to those persons whose official duties require such access. Personnel screening is employed to prevent unauthorized disclosure.

2. Access to Automated Data Processing files is controlled at two levels: (1) Terminals, central processing units, and peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected; and (2) the system recognizes authorized users by means of an individually unique password entered in combination with an individually unique user identification code.

3. Access to automated records concerning identification codes and codes used to access various VA automated communications systems and records systems, as well as security profiles and possible security violations is limited to designated automated systems security personnel who need to know the information in order to maintain and monitor the security of VA's automated communications and veterans' claim records systems. Access to these records in automated form is controlled by individually unique passwords/codes. Agency personnel may have access to the information on a need to know basis when necessary to advise agency security personnel or for use to suspend or revoke access privileges or to make disclosures authorized by a routine use.

4. Access to VA facilities where identification codes, passwords, security profiles and possible security violations are maintained is controlled at all hours

by the Federal Protective Service, VA or other security personnel and security access control devices.

**Retention and disposal:**

Copies of back-up computer files will be maintained at VA Management Science Group, Bedford, Massachusetts, and VA Information Resource Center, Hines, Illinois.

Records will be maintained and disposed of in accordance with the records disposal authority approved by the Archivist of the United States, the National Archives and Records Administration, and published in Agency Records Control Schedules.

**System manager(s) and address:**

Director, Management Science Group, VA Medical Center, 200 Springs Road, Bedford, Massachusetts 01730.

**Notification procedure:**

Individuals wishing to inquire whether this system of records contains information about them should submit a signed written request to the Director, Management Science Group, VA Medical Center, 200 Springs Road, Bedford, Massachusetts 01730.

**Record access procedures:**

An individual who seeks access to records maintained under his or her name or other personal identifier may write the System Manager named above and specify the information being contested.

**Contesting record procedures:**

(See Records Access Procedures above.)

**Record source categories:**

Information may be obtained from the Patient Medical Records System (24VA136); Patient Fee Basis Medical and Pharmacy Records (23VA136); Veterans and Beneficiaries Identification and Records Location Subsystem (38VA23); Compensation, Pension, Education and Rehabilitation Records (58VA21/22); and Automated Medication Processing Records (56VA119); DoD utilization files and DEERS files; and HCFA Denominator file, Standard Analytical files (inpatient, outpatient, physician supplier, nursing home, hospice, home care, durable medical equipment) and Group Health Plan, and State Medicaid beneficiaries' utilization and enrollment databases.

98VA104

**System name: Disaster Emergency Medical Personnel System—VA.**

**System location:**

Records are maintained at each of the Department of Veterans Affairs (VA) health care facilities. The address locations for VA facilities were listed in VA Appendix I of the biennial publication of the VA systems of record. Information from these records or copies of records may be maintained at the Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420; Network Directors' Offices; Emergency Management Strategic Healthcare Group Headquarters, VA Medical Center, Martinsburg, WV 25401; or with the Area Emergency Managers located at VA facilities.

**Categories of individuals covered by the system:**

VA employees who make application to VA and are considered for deployment as health care providers primarily in times of national emergencies in response to domestic disasters resulting from natural and technological hazards, terrorist attacks, and the employment of nuclear, biological, and/or chemical weapons of mass destruction. These individuals may include audiologists, dentists, dietitians, expanded-function dental auxiliaries, licensed practical vocational nurses, nuclear medicine technologists, nurse anesthetists, nurse practitioners, nurses, occupational therapists, optometrists, clinical pharmacists, licensed physical therapists, physician assistants, physicians, podiatrists, psychologists, registered respiratory therapists, certified respiratory therapy technicians, diagnostic and therapeutic radiology technologists, social workers, speech pathologists, contracting specialists, building maintenance, engineering, housekeeping, and other personnel associated with emergency management.

**Categories of records in the system:**

Information on VA employees who make application to be deployed as health care providers primarily in times of national emergencies. This source document provides personal and demographic information initiated, provided and authenticated by the employee and contains the necessary approvals and signatures of officials in the supervisory chain for the employee's inclusion in the data base. Information is provided on a voluntary basis. Information related to identifying and selecting individuals by the Emergency Management Strategic Healthcare Group, networks and medical centers eligible to support specific job tasking and assignments during either disasters internal to the Veterans Health Administration health care system, or external to VHA for which the VA is tasked to provide support, under applicable authorities. Requests for issuance of travel orders and necessary reimbursement to VA for subsequent allocation of funds to home stations of deployed personnel are required to cover costs of travel, overtime and other expenses associated with individual deployments. This information is necessary to account for personnel deployed to support disasters, to identify personnel with specific job skills and experience that may be required to support contingency missions tasked to VA under the VA/Department of Defense (DoD) Contingency Plan, and for the development of plans at the

corporate, network and medical center level for utilization of VHA personnel in support of VA internal and external disasters.

**Authority for maintenance of the system:**

Authority for maintenance of this system of records is Executive Order 12656 dated November 18, 1988.

**Purpose(s):**

The records may be used for such purpose as to provide information on sufficient health care medical personnel to respond to disasters, to provide information to the Emergency Management Strategic Healthcare Group primarily in times of national emergencies caused by catastrophic events, and to respond to internal emergencies occurring within the Veterans Integrated Service Networks.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

Information may be disclosed for routine uses as indicated below:

1. Selected information (such as name, social security number, home station and telephone numbers) may be disclosed to other Federal departments and agencies that have an interest in or obligation to track or otherwise audit transfer of funds to VA for reimbursement of tasks.

2. Statistical information and other data may be disclosed to Federal, State and local government agencies to assist in disaster planning and after-action reports.

3. When a record on its face, or in conjunction with other records, indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, disclosure may be made to the appropriate agency, whether Federal, foreign, State, local, or tribal, or other public authority responsible for enforcing, investigating or prosecuting such violation or charged with enforcing or implementing the statute, or rule, regulation, or order issued pursuant thereto, if the information disclosed is relevant to any enforcement, regulatory, investigative or prosecutive responsibility of the receiving entity.

4. Disclosure may be made to any source, such as a police department or the Federal Bureau of Investigation, from which additional information is requested to the extent necessary to identify the individual, inform the source of the purpose(s) of the request, and to identify the type of information requested such as DEMPS personnel present at a crime scene caused by terrorists.

5. Disclosure may be made to an agency in the executive, legislative, or judicial branch, or the District of Columbia's Government in response to its request, or at the initiation of VA, for information in connection with the selection of an employee for the deployment and future training of an individual, the letting of a contract, the issuance of a license, grant, or other benefits by the requesting agency, or the lawful statutory, administrative, or investigative purpose of the agency to the extent that the information is relevant and necessary to the requesting agency's deployment/Federal Response Plan needs.

6. Disclosure may be made to a Member of Congress or to a congressional staff member in response to an inquiry of the congressional office made at the written request of the constituent about whom the record is maintained.

7. Disclosure may be made to the National Archives and Records Administration (NARA) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

8. Disclosure may be made to a Federal agency or to a State or local government licensing board, and/or to the Federation of State Medical Boards, or a similar non-government entity, provided the entity maintains records concerning individuals' employment histories, is engaged in the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty. The disclosure is for the Department to obtain information relevant to a Department decision concerning the hiring, retention or termination of an employee, or to inform a Federal agency, licensing boards or to the appropriate non-government entities about the health care practices of a terminated, resigned, or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients receiving medical care in the private sector or from another Federal agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

9. Information may be disclosed to private sector (i.e., non-Federal, State, or local governments) agencies, organizations, boards, bureaus, or commissions (e.g., the Joint Commission on Accreditation of Healthcare Organizations) when the disclosure is in the best interest of the government (e.g., to obtain accreditation or other approval rating). When cooperation with the private sector entity, through the exchange of individual records, directly benefits VA's completion of its mission, enhances personnel management functions, or increases the public confidence in VA's or the Federal government's role in the community, then the government's best interests are served. Further, only such information that is clearly relevant and necessary for accomplishing the intended uses of the information as certified by the receiving private sector entity is to be furnished.

10. Information may be disclosed to a State or local government entity or national certifying body that has the authority to make decisions concerning the issuance, retention or revocation of licenses.

11. Information may be disclosed to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

12. Information on deployment to Federal/VHA emergencies, performance, or other personnel-related material may be disclosed to any facility with which there is, or there is proposed to be, an affiliation, sharing agreement, contract, or similar arrangement, for purposes of establishing, maintaining, or expanding any such relationship.

13. Information concerning a health care provider's professional qualifications and clinical privileges may be disclosed to a VA/ emergency disaster-served client patient, or the representative or guardian of a patient who, due to physical or mental incapacity, lacks sufficient understanding and/or legal capacity to make decisions concerning his/her medical care, who is receiving or contemplating receiving medical or other patient care services from the provider when the information is needed by the patient or the patient's representative or guardian in order to make a decision related to the initiation of treatment, continuation or discontinuation of treatment, or receiving a specific treatment that is proposed or planned by the provider. Disclosure will be limited to information concerning the health care provider's professional qualifications (professional education, training and current licensure/certification status), professional employment history, and current clinical privileges.

14. Information may be disclosed to officials of labor organizations recognized under 5 U.S.C. chapter 71, when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

15. Information may be disclosed to the VA-appointed representative of an employee of all notices, determinations, decisions, or other written communications issued to the employee in connection with an examination ordered by VA under medical evaluation (formerly fitness-for-duty) examination procedures or Department-filed disability retirement procedures.

16. Information may be disclosed to officials of the Merit Systems Protection Board, including the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

17. Information may be disclosed to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discrimination practices, examination of Federal affirmative employment programs, compliance with the Uniform Guidelines of Employee Selection Procedures, or other functions vested in the Commission by the President's Reorganization Plan No. 1 of 1978.

18. Information may be disclosed to the Federal Labor Relations Authority (including its General Counsel) when requested in connection with investigation and resolution of allegations of unfair labor practices, and in connection with the resolution of exceptions to arbitrator awards when a question of material fact is raised.

19. Disclosure may be made to agency contractors, grantees, or volunteers who have been engaged to assist the agency in the performance of a contract service, grant, cooperative agreement, or other activity related to this system of records and who need to have access to the records in order to perform the activity. Recipients shall be required to comply with the requirement of the Privacy Act of 1974, as amended, 5 U.S.C. 552a.

**Disclosure to consumer reporting agencies:**

Reports of all transactions dealing with data will be used within VA and will not be provided to any consumer-reporting agency.

**Policies and practices for storing, retrieving, accessing, Retaining and Disposing of records in the system:****Storage:**

Automated records are maintained at all levels of management outlined in system location. Automated information may be stored on microfilm, magnetic tape, disk, or call down data bases.

**Retrievability:**

Records are retrieved from the system by the name, professional title, social security number, VISN, home station, professional specialty, job position title, etc., of the individuals on whom they are maintained.

**Safeguards:**

1. Access to VA working and storage areas in VA health care facilities is restricted to VA employees on a need-to-know basis; strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. Generally, VA file areas are locked after normal duty hours, and the health care facilities are protected from outside access by the Federal Protective Service or other security personnel.

2. Access to the Veterans Health Information Systems Technology Architecture (VISTA) computer room within the health care facilities is generally limited by appropriate security devices and restricted to authorized VA employees and vendor personnel. ADP peripheral devices are generally placed in secure areas (areas that are locked or have limited access) or are otherwise protected. Authorized VA employees may access information in the VISTA system. Access to file information is controlled at two levels: The system recognizes authorized employees by a series of individually unique passwords/ codes as a part of each data message, and the employees are limited to only that information in the file which is needed in the performance of their official duties.

**Retention and disposal:**

An automated database of DEMPS personnel will be maintained at the employing VA facility. If the individual transfers to another VA facility location, the name will be added to the database at the new location. Information stored on electronic storage media is maintained and disposed of in accordance with the records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Official responsible for maintaining the system: Director, Emergency Management Strategic Healthcare Group (EMSHG) (104), VA Medical Center, Martinsburg, West Virginia, 25401.

**Notification procedure:**

Individuals who wish to determine whether this system of records contains information about them should contact the VA facility location at which they made application as a deployment volunteer, or are or were employed. Inquiries should

include the employee's full name, social security number, date of application for employment or dates of employment, and return address.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of records in this system may write, call or visit the VA facility location where they made application for employment or are or were employed.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

The information will be provided by the individual VA employee and the VA medical facility (home station) or other VA location at which the employee was employed. EMSHG Headquarters will also provide information for updates of deployment status and availability.

**101VA05**

**System name: Professional Standards Board Action and Proficiency Rating Folder (Title 38)-VA.**

**System location:**

Active records are maintained at the Department of Veterans Affairs (VA) Central Office, 810 Vermont Avenue, NW, Washington, DC 20420 and VA field facilities. Inactive records are retired to the National Personnel Records Center, 111 Winnebago Street, St. Louis, MO 63118. When VA determines that all or a portion of these records need to be maintained in a different location, e.g., VA Central Office, such records are covered by this system.

**Categories of individuals covered by the system:**

Current and former employees appointed under 38 U.S.C. 7306, 7401(1), 7401(3), and 7405, except students, trainees, medical support personnel, and those appointed on a fee or without compensation basis. This includes employees such as physicians, dentists, podiatrists, optometrists, nurses, nurse anesthetists, physician assistants, expanded-function dental auxiliaries, certified respiratory therapy technicians, registered respiratory therapists, licensed physical therapists, licensed practical or vocational nurses, occupational therapists, and pharmacists. This system of records does not cover applicants for positions covered by this system of records. Such individuals are covered by the system of records entitled Applicants for Employment Under Title 38, USC-VA (02VA135). It also does not cover the performance appraisals of Title 38 employees appointed under 38 U.S.C. 7306, facility Directors appointed under 38 U.S.C. 7401(1), or "hybrid" title 38 employees appointed under 38 U.S.C. 7401(3) or 7405(a)(1)(B). The performance appraisals of these employees are covered under the Employee Performance File System of Records (OPM/GOVT-2).

**Categories of records in the system:**

All categories of records may include identifying information, such as name, date of birth, Social Security number, service computation date, facility number, current position title, and the employee's current grade, level, and step rate. Records in this system include:

- a. Copies of the employee's employment application, curriculum vitae, and transcripts of higher education. The original documents are maintained in the General Personnel Records (Title 38)--VA (76VA05).
- b. Board Actions (VA Form 2543) and recommendations/documentation associated with those actions. The Title 38 personnel system utilizes a peer review process for making recommendations concerning appointments, advancements, awards, promotion reconsideration, conversions from one type of Title 38 appointment to another, and other personnel actions. After receiving input from an employee's supervisor, the appropriate Professional Standards Board (the employee's peers) makes recommendations for consideration by appropriate management officials. The recommendations and management action taken are recorded on the VA Form 2543. The VA Form 2543 documenting recommendations and management actions taken because of a

probationary review, separation based on pre-employment suitability, or separation based on failure to meet required physical standards are also included in this system of records. However, all supporting documents associated with the actions in the preceding sentence are to be included in the records system 102VA05. This includes notices of proposed action, materials relied on by VA to support the reason(s) for the action, replies by employees, statements of witnesses, hearing notices, and other reports related to these actions.

c. Proficiency reports documenting the proficiency ratings of employees and any comments associated with those proficiency reports.

d. On-going, periodic assessments of an employee's education, experience, and training to ensure they can effectively meet the requirements of their position (i.e., competency assessments and associated documents).

**Authority for maintenance of the system:**

38 U.S.C. 501(a), 7304 and 7406(c)(1).

**Purpose(s):**

This system is a repository for Professional Standards Board recommendations and the information needed to make those recommendations (e.g., employment applications, transcripts of higher education, and proficiency reports). It also contains a record of management actions taken with respect to Professional Standards Board recommendations. The actions taken give legal force and effect to personnel transactions and establish employee rights and benefits under pertinent laws and regulations governing Federal employment. They also provide a basic source of factual data about a person's VA employment. Records in this system assist Professional Standards Boards and others to determine whether a variety of personnel actions are appropriate. They are also used to obtain information needed to provide other personnel services.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. To disclose information to government training facilities (Federal, State and local) and to non-government training facilities (private vendors of training course or programs, private schools, etc.) for training purposes.

2. To disclose relevant information to third parties considering VA employees for awards or recognition and to publicize information about such awards or recognition. This may include disclosures to public and private organizations, including news media, which grant or publicize employee awards or honors.

3. To disclose information about incentive awards and other awards or honors granted by VA. This may include disclosure to public and private organizations, including news media, which publicize such recognition.

4. To disclose the information listed in 5 U.S.C. 7114(b)(4) to officials of labor organizations recognized under 5 U.S.C. Chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

5. VA may, on its own initiative, disclose relevant information to a Federal agency (including Offices of the Inspector General), State, or local agency

responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, or regulation if there is reason to believe that a violation may have occurred. This routine use does not authorize disclosures in response to requests for information for civil or criminal law enforcement activity purposes, nor does it authorize disclosure of information in response to court orders. Such requests must meet the requirements of 5 U.S.C. 552a(b)(7) or (b)(11), as applicable.

6. To disclose pertinent information to any source when necessary to obtain information relevant to a conflict-of-interest investigation or determination.

7. To disclose information to any source from which additional information is requested (to the extent necessary to identify the individual, inform the source of the purposes(s) of the request, and to identify the type of information requested), when necessary to obtain information relevant to an agency decision concerning the hiring or retention of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, or the issuance of a license, grant, or other benefit.

8. To disclose to an agency in the executive, legislative, or judicial branch, or the District of Columbia's Government in response to its request, or at the initiation of VA, information in connection with the hiring of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, the issuance of a license, grant or other benefit by the requesting agency, or the lawful statutory or administrative purpose of the agency to the extent that the information is relevant and necessary to the requesting agency's decision.

9. To disclose relevant information to non-Federal agencies (i.e., State or local governments), and private sector organizations, boards, bureaus, or commissions (e.g., the Joint Commission on Accreditation of Healthcare Organizations) when such disclosures are required to obtain accreditation or other approval ratings.

10. To disclose information to the Office of Management and Budget at any stage in the legislative coordination and clearance process in connection with private relief legislation as set forth in OMB Circular No. A-19.

11. To provide information to a congressional office from the records of an individual in response to an inquiry from the congressional office made at the request of the individual.

12. VA may, on its own initiative, disclose information to another Federal agency, court, or party in litigation before a court or other administrative proceeding conducted by a Federal agency, if VA is a party to the proceeding and VA needs to disclose such information to protect its interests.

13. To disclose information to the National Archives and Records Administration (NARA) for records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

14. To disclose to persons engaged in research and survey projects information necessary to locate individuals for personnel research or survey response, and to produce summary descriptive statistics and analytical studies in support of the function for which the records are collected and maintained, or for related workforce studies. While published statistics and studies do not contain

individual identifiers, in some instances, the selection of elements of data included in the study may be structured in such a way as to make the data individually identifiable by inference.

15. To provide an official of another Federal agency information needed in the performance of official duties related to reconciling or reconstructing data files in support of the functions for which the records were collected and maintained.

16. When an individual to whom records pertain is mentally incompetent or under other legal disability, information in the individual's records may be disclosed to any person or entity responsible for managing the individual finances to the extent necessary to ensure payment of benefits to which the individual is entitled.

17. To disclose information to officials of the Merit Systems Protection Board or the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

18. To disclose information to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discriminatory practices, examination of Federal affirmative employment programs, or for other functions of the Commission as authorized by law.

19. To disclose to the Federal Labor Relations Authority (including its General Counsel) information related to the establishment of jurisdiction, the investigation and resolution of allegations of unfair labor practices, or information in connection with the resolution of exceptions to arbitration awards when a question of material fact is raised; to disclose information in matters properly before the Federal Services Impasses Panel.

20. Records from this system of records may be disclosed to a Federal, State, or local government agency or licensing board and/or to the Federation of State Medical Boards or a similar non-government entity. These entities maintain records concerning individuals' employment or practice histories or concerning the issuance, retention, or revocation of licenses or registration necessary to practice an occupation, profession, or specialty. Disclosures would be made for the Agency to obtain information determined relevant to an Agency decision concerning the hiring, retention, or termination of an employee. Disclosures may also be made to inform licensing boards or the appropriate non-governmental entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional practice as to raise reasonable concern for the health and safety of patients.

21. To disclose relevant information to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

22. To disclose relevant and necessary hiring, performance, or other personnel-related information to any facility with which there is, or there is proposed to be, an affiliation, sharing agreement, contract, or similar arrangement, for purposes of establishing, maintaining, or expanding any such relationship.

23. Identifying information in this system, including name, Social Security number, and other information as is reasonably necessary to identify such an individual, may be disclosed to the National Practitioner Data Bank (NPDB) at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order for VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention, or termination of the applicant or employee.

24. Relevant information from this system of records may be disclosed to the NPDB or to a State or local government licensing board which maintains records concerning the issuance, retention, or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession, or specialty when under the following circumstances, through peer review process that is undertaken pursuant to VA policy, negligence, professional incompetence, responsibility for improper care, and/or professional misconduct has been assigned to a physician or licensed or certified health care practitioner: (1) On any payment in settlement of (or partial settlement of, or in satisfaction of) a judgment in a medical malpractice action or claim; or, (2) on any final decision that adversely affects the clinical privileges of a physician or practitioner for a period of more than 30 days.

25. To disclose information to contractors, subcontractors, grantees, or others performing or working on a contract, grant, or cooperative agreement for the Federal government, provided disclosure is in the interest of the Government and the information to be disclosed is relevant and necessary for accomplishing the intended uses of the information and necessary to perform services under the contract, grant, or cooperative agreement.

26. Information from this system of records will be disclosed to the Healthcare Integrity and Protection Data Base as required by section 1122E of the Social Security Act (as added by Sec. 221(a) of Pub. L. 104-191) and the associated implementing regulations issued by the Department of Health and Human Services, 45 CFR Part 61. For example, VA is required to report adjudicated adverse personnel actions based on acts or omissions that either affected or could have affected the delivery of health care services.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

These records may be maintained in file folders, on lists and forms, on microfilm or microfiche, and in computer processable storage media.

**Retrievability:**

These records may be retrieved using various combinations of name, birth date, Social Security number, or identification number of the individual on whom they are maintained.

**Safeguards:**

Access to areas where these records are maintained is restricted to VA employees, contractors, or subcontractors on a “need to know” basis; strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. File areas are locked after normal duty hours and are protected from outside access by VA police officers or other types of alarm systems.

**Retention and disposal:**

The Professional Standards Board Action and Proficiency Rating Folder is maintained for the period of the employee’s service in VA and is then transferred with the Merged Records Personnel Folder to the National Personnel Records Center (NPRC) for storage, or, as appropriate, to the next employing Federal agency.

a. VA maintains the Professional Standards Board Action and Proficiency Rating Folder as long as VA employs the individual. Within 90 days after the individual separates from Federal employment, the record is sent with the Merged Records Personnel Folder to the NPRC for long-term storage. The records of retired employees or employees who die in service are sent to the Records Center within 120 days of the retirement or death.

b. Records in this system must be maintained and disposed of in accordance with General Records Schedule 1, VA Records Control Schedule 10-1, the Office of Personnel Management Guide to Federal Recordkeeping, and the Memorandum of Understanding concerning this subject between VA, the Office of Personnel Management, and National Archives and Records Administration.

**System manager(s) and address:**

Deputy Assistant Secretary for Human Resources Management (05), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Individuals wishing to inquire whether this system of records contains information about them should contact the appropriate office as follows:

a. Non-VA Federal employees should contact the responsible office (as designated by their agency) regarding records in this system. VA employees should contact the office responsible for human resources management at their installation.

b. Former Federal employees should contact the National Personnel Records Center (Civilian), 111 Winnebago Street, St. Louis, Missouri 63118, regarding the records in this system. Individuals must furnish the following information so their records may be located and identified: full name(s), date of birth, Social Security number, last employing agency (including duty station), approximate dates of employment, and signature.

**Record access procedures:**

(See Notification Procedure).

**Contesting record procedures:**

Current employees wishing to request amendment of their records should contact the office responsible for human resources management at their current

installation. Former employees should contact the Deputy Assistant Secretary for Human Resources Management. (See System Manager and Address.) Individuals must furnish the following information for their records to be located and identified: Full name(s); date of birth; Social Security number; and signature. To facilitate identification of records, former employees must also provide the name of their last Department of Veterans Affairs facility and approximate dates of employment.

**Record source categories:**

Employees, supervisors, managers, members of Professional Standards Boards, and other VA officials provide the information in this system of records. Individuals or other entities outside of VA may also provide relevant and necessary information. For example, organizations where the subject previously worked may provide information.

**102VA05**

**System name: Agency-Initiated Personnel Actions (Title 38)-VA.**

**System location:**

All records related to Disciplinary Appeals Boards are maintained at VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420. All other records in this system are maintained at the Department of Veterans Affairs (VA) Central Office, 810 Vermont Avenue, NW, Washington, DC 20420 and/or VA field facilities.

**Categories of individuals covered by the system:**

Current and former employees appointed under 38 U.S.C. 7306, 7401(1), or 7405(a)(1)(A), except those appointed on a without compensation basis. This includes employees such as physicians, dentists, podiatrists, optometrists, nurses, nurse anesthetists, physician assistants and expanded-function dental auxiliaries.

**Categories of records in the system:**

All categories of records may include identifying information, such as name, address, Social Security number, current position title, employing facility, and the employee's current grade, level, or step rate. This system contains supporting documentation related to processing actions covered by this system of records. This includes, as appropriate, designations of board members and employee representative, copies of the notice of proposed action, materials relied on by the Agency to support the reasons in the notice, replies by the employee, statements of witnesses, hearing notices, reports, related correspondence, and Agency decisions.

**Authority for maintenance of the system:**

37 U.S.C. 501(a), 7304, and 7406(c)(1).

**Purpose(s):**

These records document the processing of disciplinary and adverse actions, disqualification during probation, physical disqualification, agency-initiated disability retirements, and proposed separations based on pre-employment suitability.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. To disclose the information listed in 5 U.S.C. 7114(b)(4) to officials of labor organizations recognized under 5 U.S.C. Chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

2. VA may, on its own initiative, disclose relevant information to a Federal agency (including Offices of the Inspector General), State, or local agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation if there is reason to believe that a violation may have occurred. This routine use does not authorize disclosures in response to requests for information for civil or criminal law enforcement activity purposes, nor does it

authorize disclosure of information in response to court orders. Such requests must meet the requirements of 5 U.S.C. 552a(b)(7) or (b)(11), as applicable.

3. To disclose pertinent information when necessary to obtain information relevant to a conflict-of-interest investigation or determination.

4. To disclose information to any source from which additional information is requested (to the extent necessary to identify the individual, inform the source of the purposes(s) of the request, and to identify the type of information requested), when necessary to obtain information relevant to any agency decision concerning the hiring or retention of an employee, the issuance of security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, or the issuance of a license, grant, or other benefit.

5. To disclose to an agency in the executive, legislative, or judicial branch, or the District of Columbia's Government in response to its request, or at the initiation of VA, information in connection with the hiring of an employee, the issuance of a security clearance, the conducting of a security or suitability investigation of an individual, the letting of a contract, the issuance of license, grant or other benefit by the requesting agency, or the lawful statutory or administrative purpose of the agency to the extent that the information is relevant and necessary to the requesting agency's decision.

6. To disclose relevant information to Federal and non-Federal agencies (i.e., State or local governments), and private sector organizations, boards, bureaus, or commissions (e.g., the Joint Commission on Accreditation of Healthcare Organizations) when such disclosures are required to obtain accreditation or other approval ratings.

7. To provide information to a congressional office from the records of an individual in response to an inquiry from the congressional office made at the request of the individual.

8. VA may, on its own initiative, disclose information to another Federal agency, court, or party in litigation before a court or other administrative proceeding conducted by a Federal agency, if VA is a party to the proceeding and VA needs to disclose such information to protect its interests.

9. To disclose information to the National Archives and Records Administration (NARA) for records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

10. To disclose to persons engaged in research and survey projects information necessary to locate individuals for personnel research or survey response, and to produce summary descriptive statistics and analytical studies in support to the function for which the records are collected and maintained, or for related workforce studies. While published statistics and studies do not contain individual identifiers, in some instances, the selection of elements of data included in the study may be structured in such a way as to make the data individually identifiable by inference.

11. To provide an official of another Federal agency information needed in the performance of official duties related to reconciling or reconstructing data files in support of the functions for which the records were collected and maintained.

12. When an individual to whom records pertain is mentally incompetent or under other legal disability, information in the individual's records may be disclosed to any person of entity responsible for managing the individual finances to the extent necessary to ensure payment of benefits to which the individual is entitled.

13. To disclose to the VA-appointed representative of an employee all notices, determination, decisions, or other written communications issues to the employee in connection with an examination ordered by the VA under fitness-for-duty examination procedures or Agency-filed disability retirement procedures.

14. To disclose information to officials of the Merit Systems Protection Board or the Office of the Special Counsel, when requested in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

15. To disclose information to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discriminatory practices, examination of Federal affirmative employment programs, or for other functions of the Commission as authorized by law.

16. To disclose information to the Federal Labor Relations Authority (including its General Counsel) when appropriate jurisdiction has been established and the information has been requested in connection with the investigation and resolution of allegations of unfair labor practices, in connection with the resolution of exceptions to arbitration awards when a question of material fact is raised; to disclose information in matters properly before the Federal Service Impasses Panel.

17. Records from this system or records may be disclosed to a Federal, State, or local government agency or licensing board and/or to the Federation of State Medical Boards or a similar non-government entity which maintains records concerning individuals' employment or practice histories or concerning the issuance, retention, or revocation of licenses or registration necessary to practice and occupation, profession or specialty, in order for the Agency to obtain information determined relevant to an Agency decision concerning the hiring, retention or termination of an employee or to inform licensing boards or the appropriate non-governmental entities about the health care practices of a terminated, resigned, or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional practice as to raise reasonable concern for the health and safety of private section patients.

18. To disclose relevant information to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

19. To disclose hiring, performance, or other personnel-related information to any facility with which there is, or there is proposed to be, and affiliation, sharing

agreement, contract, or similar arrangement, for purposes of establishing maintaining, or expanding any such relationship.

20. Identifying information in this system, including name, address, Social Security number, and other information as is reasonably necessary to identify such individual, may be disclosed to the Department of Health and Human Services or the National Practitioner Data Bank at the time of hiring and/or clinical privileging/reprivileging of health care practitioners, and other times as deemed necessary by VA, in order the VA to obtain information relevant to a Department decision concerning the hiring, privileging/reprivileging, retention, or termination of the applicant or employee.

21. Relevant information from this system of records may be disclosed to the National Practitioner Data Bank or to a State or local government licensing board which maintains records concerning the issuance, retention, or revocation of licenses, certifications, or registrations necessary to practice an occupation, profession, or specialty when under the following circumstances, through peer review process that is undertaken pursuant to VA policy, negligence, professional incompetence, responsibility for improper care, and/or professional misconduct has been assigned to a physician or licenses or certified health care practitioner: (1) On any payment in settlement (or partial settlement of, or in satisfaction of a judgment) in a medical malpractice action or claim; or, (2) on any final decision that adversely affects the clinical privileges of a physician or practitioner for a period or more than 30 days.

22. To disclose information to contractors, subcontractors, grantees, or others performing or working on a contract, grant, or cooperative agreement for the Federal government, provided disclosure is in the interest of the Government and the information to be disclosed is relevant and necessary for accomplishing the intended uses of the information and necessary to perform services under the contract, grant or cooperative agreement.

23. Information from this system of records will be disclosed to the Healthcare Integrity and Protection Data Base as required by section 1122E of the Social Security Act (as added by Sec. 221(a) of Pub. L. 104-191) and the associated implementing regulations issued by the Department of Health and Human Services, 45 CFR part 61. For example, VA is required to report adjudicated adverse personnel actions based on acts or omissions that either affected or could have affected the delivery of healthcare services.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

These records may be maintained in file folders and computer processable storage media. The records may also be maintained on lists, forms, microfilm, microfiche, or audio-tape.

**Retrievability:**

These records may be retrieved using various combinations of name, birth date, or identification number of the individual on whom they are maintained.

**Safeguards:**

Access to areas where these records are maintained is restricted to VA

employees, contractors, or subcontractors on a “need to know” basis; strict control measures are enforced to ensure that disclosure to these individuals is also based on the same principle. File areas are locked after normal duty hours and are protected from outside access by VA police officers or other types of alarm systems.

**Retention and disposal:**

Records in this system are disposed of no sooner than 6 years after the closing of the case. Disposal is by shredding and erasure of tapes or disks.

**System manager(s) and address:**

Deputy Assistant Secretary for Human Resources Management (05), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420.

**Notification procedure:**

Except as indicated below (see Record Access Procedures), individuals receiving notice of a proposed action must be provided access to all documents supporting the notice. At any time thereafter, individuals subject to the action will be provided access to the record (see Record Access Procedures). Individuals should contact the human resources manager for the location where the action was processed regarding the existence of such records on them. However, all inquiries related to Disciplinary Appeals Boards should be directed to the Deputy Assistant Secretary for Human Resources Management (see System Manager). Individuals must furnish the following information for their records to be located and identified:

- a. Name.
- b. Date of birth.
- c. Approximate date of closing of the case and kind of action taken.
- d. If not the employee’s current organization, the organizational component involved.

Requests for access must be consistent with the Privacy act and VA regulations concerning the release of information from Department of Veterans Affairs records other than claimant records. See 38 CFR 1.550, et seq.

**Record access procedures:**

Individuals against whom such actions are taken must be provided access to the record. However, after the action has been closed, individuals may request access to the official file by contacting the human resources manager for the location where the action was processed. If the action relates to a Disciplinary Appeals Board, the individual must request access from the Deputy Assistant Secretary for Human Resources Management (see System Manager). Individuals must furnish the following information for their records to be located and identified:

- a. Name.
- b. Date of birth.
- c. Approximate date of closing of the case and kind of action taken.
- d. If not the employee’s current organization, the organizational component involved.

Requests for access must be consistent with the Privacy Act and VA regulations concerning the release of information from Department of Veterans Affairs records other than claimant records. See 38 CFR 1.550, et seq. Note 1: When a request for access involves medical or psychological records that the responsible individual believes require special handling, the requester should be advised that the material will be provided only to a physician designated by the data subject. Upon receipt of the designation and upon verification of the physician's identity, the records will be made available to the physician, who will have full authority to disclose those records to the data subject when appropriate.

**Contesting record procedures:**

Review of requests from individuals seeking amendment of their records that have or could have been the subject of a judicial, quasi-judicial, or administrative action will be limited in scope. Review of amendment request of these records will be restricted to determining if the records accurately document the action on the case and will not include a review of the merits of the action, determination, or finding. Individuals wishing to request amendment of their records to correct factual errors should contact the human resources manager for the VA office where the action was processed. In cases concerning Disciplinary Appeals Boards, individuals should contact the Deputy Assistant Secretary for Human Resources Management (see System Manager) to request the amendment. Individuals must furnish the following information for their records to be located and identified:

- a. Name.
- b. Date of birth.
- c. Approximate date of closing of the case and kind of action taken.
- d. If not the individual's current organization, the organizational component involved.

**Record source categories:**

Information in this system of records is provided:

- a. By supervisors and managers.
- b. By individual on whom the record is maintained.
- c. By Professional Standards Boards and Disciplinary Appeals Boards.
- d. By testimony of witnesses.
- e. By other agency officials.
- f. By other agency records.
- g. From related correspondence or persons.

[VA amended this system of records at 68 VA 75025 \(December 29, 2003\)](#)

105VA131

**System name: Agent Orange Registry-VA.**

**System location:**

Character-based data from Agent Orange Registry Code Sheets are maintained in a registry dataset at the Austin Automation Center, 1615 Woodward Street, Austin, Texas 78772.

**Categories of individuals Covered by this System:**

Veterans who may have been exposed to dioxin or other toxic substance in a herbicide or defoliant during active military service in the Republic of Vietnam between 1962 and 1975 and have had an Agent Orange Registry examination at a Department of Veterans Affairs (VA) medical facility.

**Categories of records in the system:**

These records may contain the following information: Code sheet records recording VA facility code identifier where the veteran was examined or treated; veteran's name; address; social security number; military service serial number; claim number; date of birth; race/ ethnicity; marital status; sex; branch of service; periods of service; areas of service in Vietnam; list of military units where veterans served; method of exposure to herbicides; veteran's self-assessment of health; date of registry examination; veteran's complaints/symptoms; reported birth defects among veteran's children; consultations; diagnoses; disposition (hospitalized, referred for outpatient treatment, etc.) and name and signature of examiner/ physician coordinator, when available.

**Authority for maintenance of the system:**

Title 38, United States Code (U.S.C.) secs. 1710(e)(1)(B) and 1710(e)(1)(B) and 1720E.

**Purpose(s):**

The purpose of this Agent Orange Registry system of records is to provide information about: Veterans who have had an Agent Orange Registry examination at a VA facility; to assist in generating hypotheses for research studies; provide management with the capability to track patient demographics; reported birth defects among veterans' children; dioxin-related diseases; planning and delivery of health care services and associated costs; and with relation to claims for compensation which may assist in the adjudication of claims possibly related to herbicide exposure although more comprehensive medical records are required for evaluation of subject claims.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person acting for the member when the member or staff person requests the record on behalf of, and at the written request of, that individual.

2. Disclosure of records covered by this system, as deemed necessary and proper to named individuals serving as accredited service organization representatives and other individuals named as approved agents or attorneys for a documented purpose and period of time, to aid beneficiaries in the preparation and presentation of their cases during the verification and/or due process procedures and in the presentation and prosecution of claims under laws administered by VA.

3. A record containing the name(s) and address(es) of present or former members of the armed services and/or their dependents may be released from this system of records under certain circumstances:

(a) To any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under Title 38, and

(b) To any criminal or civil law enforcement governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name(s) or address(es) be provided for a purpose authorized by law; provided, further, that the record(s) will not be used for any purpose other than that stated in the request and that the organization, agency or instrumentality is aware of the penalty provision of 38 U.S.C. 3301(f).

4. Disclosure may be made to the National Archives and Record Administration (NARA) in records management inspections conducted under authority of 44 U.S.C. 2904 and 2906.

5. Disclosure of information, excluding name and address (unless name and address is furnished by the requestor) for research purposes determined to be necessary and proper, to epidemiological and other research facilities approved by the Under Secretary for Health.

6. In order to conduct Federal research necessary to accomplish a statutory purpose of any agency, at the written request of the head of the Agency, or designee of the head of that agency, the name(s) and address(es) of present or former personnel or the Armed Services and/or their dependents may be disclosed.

(a) To a Federal department or Agency or

(b) Directly to a contractor of a Federal department or agency.

When a disclosure of this information is to be made directly to the contractor, VA may impose applicable conditions on the department, agency, and/or contractor to insure the appropriateness of the disclosure to the contractor.

7. In the event that a record maintained by VA to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, information may be disclosed to the appropriate agency whether Federal, State, local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or rule, regulation or order issued pursuant thereto.

8. For program review purposes and the seeking of accreditation and/or certification, disclosure may be made to survey teams of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), College of American Pathologists, American Association of Blood Banks, and similar national accreditation agencies or boards with whom VA has a contract or agreement to conduct such reviews but only to the extent that the information is necessary and relevant to the review.

9. Records from this system of records may be disclosed to the Department of Justice (DOJ) or in a proceeding before a court, adjudicative body, or other administrative body before which the Agency is authorized to appear when: the Agency, or any component thereof; or any employee of the Agency in his or her official capacity; where the DOJ or the Agency has agreed to represent the employee; or the U.S. when the Agency determines that litigation is likely to affect the Agency or any of its components, is a party to litigation, and has an interest in such litigation, and the use of such records by the DOJ or the Agency is deemed by the Agency to be relevant and necessary to the litigation provided, however, that the disclosure is compatible with the purpose for which the records were collected.

**Policies and practices for storing, retrieving, accessing, retaining and disposing of records in the system:**

**Storage:**

Electronic data are maintained on Direct Access Storage Devices at the Austin Automation Center (AAC), Austin, Texas. AAC stores registry tapes for disaster back up at an off-site location.

**Retrievability:**

Records are retrieved by name of veteran and social security number.

**Safeguards:**

Access to records at VA Headquarters is only authorized to VA personnel on a "need to know" basis. Records are maintained in manned rooms during working hours. During non-working hours, there is limited access to the building with visitor control by security personnel. Registry data maintained at the AAC can only be updated by authorized AAC personnel. Read access to the data is granted through a telecommunications network to authorized VA Headquarters personnel. AAC reports are also accessible through a telecommunications network on a read-only basis to the owner (VA facility) of the data. Access is limited to authorized employees by individually unique access codes which are changed periodically. Physical access to the AAC is generally restricted to AAC staff, VA Headquarters employees, custodial personnel, Federal Protective Service and authorized operational personnel through electronic locking devices. All other persons gaining access to the computer rooms are escorted. Backup records stored off-site for both the AAC and VA Headquarters are safeguarded in secured storage areas.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Director, Environmental Agents Service (131), Office of Public Health and Environmental Hazards (clinical issues) and Management/ Program Analyst, Environmental Agents Service (131) (administrative issues), VA Headquarters, 810 Vermont Avenue, NW., Washington, DC 20420.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personnel identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the last VA facility where medical care was provided or submit a written request to the Director, Environmental Agents Service (131), Office of Public Health and Environmental Hazards or the Management/Program Analyst, Environmental Agents Service (131), VA Headquarters, 810 Vermont Avenue, NW., Washington, DC 20420. Inquiries should include the veteran's name, social security number and return address.

**Record access procedures:**

An individual who seeks access to records maintained under his or her name may write or visit the nearest VA facility or write to the Director, Environmental Agents Service (131) or the Management/ Program Analyst, Environmental Agents Service (131), VA Headquarters, 810 Vermont Avenue, NW., Washington, DC 20420.

**Contesting records procedures:**

Refer to previous item "Record Access Procedures."

**Record source categories:**

VA patient medical records, various automated record systems providing clinical and managerial support to VA health care facilities, the veteran, family members, and records from Veterans Benefits Administration, Department of Defense, Department of the Army, Department of the Air Force, Department of the Navy and other Federal agencies.

106VA17

**System name: Compliance Records, Response, and Resolution of Reports of Persons Allegedly Involved in Compliance Violations-VA.**

**System location:**

All computerized and paper records are located at: Department of Veterans Affairs (VA) Headquarters, 810 Vermont Avenue, NW, Washington, DC 20420; Veterans Integrated Services Networks (VISN); and, VA health care facilities. Address locations for VA facilities are listed in VA Appendix 1 of the biennial publication of the Privacy Act Issuances.

**Categories of individuals covered by the system:**

The following categories of individuals will be covered by the system: (1) Employees, (2) veterans, (3) third parties such as contractors who conduct official business with the Veterans Health Administration (VHA), and (4) subjects of complaints and complainants. Complainants are individuals who have reported a possible violation of law, rules, policies, regulations, or external program requirements, such as third-party payor billing guidelines.

**Categories of records in the system:**

Records (or information contained in records) in this system include allegations made by individuals calling VHA's Compliance Line, or through another source, to report a possible violation of law, rules, policies, regulations, or external program requirements such as third-party payor billing guidelines. Records also may contain reports of the reviews or investigations conducted at the medical center, VISN, or Headquarters level to verify the reported allegations and take remedial action as needed. The VHA Compliance Office will maintain a copy of these reports. Information in this system regarding reports of suspected non-compliance may include: (1) The name, home and work address and phone number of the complainant; (2) the name of the subject of the complaint; (3) the name and/or patient number of veteran patient who received services associated with the complaint; (4) the date when the allegation was reported; (5) the date, location and nature of the alleged wrongdoing; and (6) the Compliance Office's identification number assigned to the case. The records may also include correspondence between the Compliance Office and the Compliance Line contractor as to the status of each case (open or closed).

Information in the investigation records may include: (1) The name of the subject of an investigation; (2) the names of individuals whose work was reviewed as part of the investigation; (3) the names and/or patient numbers of veteran patients whose medical records were reviewed in order to investigate the allegation; (4) the station at which an investigation took place; (5) the time period when the investigation took place; (6) the nature of the allegation; (7) the outcome of the investigation; (8) the recommended action; and, (9) the Compliance Office's identification number assigned to the case. Information may be in the form of a narrative summary or synopsis, exhibits, or internal documentation and memoranda.

Records in the system will be a combination of computerized files and paper files. Both paper and electronic records may contain the information listed above, and may relate to complainants and subjects of complaints.

**Authority for maintenance of the system:**

Title 38 United States Code, section 501.

**Purpose(s):**

The purpose is to establish a process to receive reports of suspected compliance violations, and to maintain a system to respond to such allegations.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a Member of Congress or staff person acting for the member when the member or staff person requests the records on behalf of and at the request of that individual.

2. Any information in this system may be disclosed to a Federal agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision regarding: the hiring, retention or transfer of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit given by that agency. However, in accordance with an agreement with the U.S. Postal Service, disclosures to the U.S. Postal Service for decisions concerning the employment of veterans will only be made with the veteran's prior written consent.

3. Any information in this system may be disclosed to a State or local agency, upon its official request, to the extent that it is relevant and necessary to that agency's decision on: The hiring, transfer or retention of an employee, the issuance of a security clearance, the letting of a contract, or the issuance or continuance of a license, grant or other benefit by the agency; provided, that if the information pertains to a veteran, the name and address of the veteran will not be disclosed unless the name and address is provided first by the requesting State or local agency.

4. Any information in this system, except the name and address of a veteran, may be disclosed to a Federal, State or local agency maintaining civil or criminal violation records, or other pertinent information such as prior employment history, prior Federal employment background investigations, and/or personal or educational background in order for VA to obtain information relevant to the hiring, transfer or retention of an employee, the letting of a contract, the granting of a security clearance, or the issuance of a grant or other benefit. The name and address of a veteran may be disclosed to a Federal agency under this routine use if this information has been requested by the Federal agency in order to respond to the VA inquiry.

5. Any information in this system, except the name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal, State, local or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with

enforcing or implementing the statute, regulation, rule or order issued pursuant thereto.

6. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to a Federal agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order issued pursuant thereto, in response to its official request.

7. The name and address of a veteran, which is relevant to a suspected violation or reasonably imminent violation of law concerning public health or safety, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, may be disclosed to any foreign, State or local governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name and address be provided for a purpose authorized by law.

8. Any information in this system may be disclosed to the U.S. Office of Special Counsel, upon its official request, when required for the Special Counsel's review of the complainant's allegations of prohibited personnel practices.

9. The name, address, and other identifying data, including title, date and place of birth, social security number, and summary information concerning an individual who, for fraudulent or deceitful conduct either as an employee or while conducting or seeking to conduct business with the Agency, has been convicted of violating Federal or State law or has been debarred or suspended from doing business with VA, may be furnished to other Federal agencies to assist such agencies in preventing and detecting possible fraud or abuse by such individual in their operations and programs. This routine use applies to all information in this system of records which can be retrieved by name or by some identifier assigned to an individual, regardless of whether the information concerns the individual in a personal or in an entrepreneurial capacity.

10. Records from this system of records may be disclosed to a Federal agency or to a State or local government licensing board and/ or to the Federation of State Medical Boards or a similar non-government entity which maintains records concerning individuals' employment histories or concerning the issuance, retention or revocation of licenses, certifications, or registration necessary to practice an occupation, profession or specialty, in order for the agency to obtain information relevant to an agency decision concerning the hiring, retention or termination of an employee or to inform a Federal agency or licensing boards or the appropriate non-government entities about the health care practices of a terminated, resigned or retired health care employee whose professional health care activity so significantly failed to conform to generally accepted standards of professional medical practice as to raise reasonable concern for the health and safety of patients in the private sector or from another

Federal agency. These records may also be disclosed as part of an ongoing computer matching program to accomplish these purposes.

11. Relevant information from this system of records related to final adverse actions taken against a health care provider, supplier, or practitioner may be disclosed to the Health Integrity and Protection Data Bank (HIPDB) (45 CFR part 61). The information to be reported includes: (1) The name and Taxpayer Identification Number (as defined in section 7701 (a)(41) of the Internal Revenue Code of 1986) of any health care provider, supplier, or practitioner who is the subject of a final adverse action; (2) the name of any health care entity, if known, with which a health care provider, supplier, or practitioner, who is the subject of a final adverse action, is affiliated or associated; (3) the nature of the final adverse action and whether such action is on appeal; and (4) a description of the acts or omissions and injuries upon which the final adverse action was based, and such other information as the Secretary, Department of Health and Human Services, determines by regulation is required for appropriate interpretation of information reported. Information reported will be considered confidential and shall not be disclosed except as specified in the HIPDB regulations.

12. Disclosure of relevant information may be made to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor or subcontractor to perform the services of the contract or agreement.

13. For program review purposes and the seeking of accreditation and/or certification, disclosure may be made to survey teams of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), College of American Pathologists, American Association of Blood Banks, and similar national accreditation agencies or boards with which VA has a contract or agreement to conduct such reviews but only to the extent that the information is necessary and relevant to the review.

14. Disclosure may be made to the National Archives and Records Administration (NARA) in records management inspections conducted under authority of Title 44 United States Code.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

All reports of suspected noncompliance will be documented in a computerized database and assigned a unique identification number. Paper files may also be maintained which contain documents collected in association with reviewing the case, such as memoranda, policies, or examples of work produced as a result of the complaint.

**Retrievability:**

Both electronic and paper case files will be stored and individually retrieved by the unique identification number, not by name.

**Safeguards:**

Access to computerized information in the database is restricted to authorized personnel on a need-to-know basis by means of passwords and

authorized user identification codes. Computer system documentation will be maintained in a secure environment in the VHA Office of the Chief Financial Officer (CFO) Compliance Office, and in the Compliance Offices at the network and medical center locations. Physical access to printouts and data terminals will be limited to authorized personnel in the Compliance Program.

Access to file folders is restricted to authorized personnel on a need-to-know basis. Paper files are maintained in file cabinets or closets and are locked after duty hours. These files are under the control of the Compliance Officer or his/her designees. Buildings are protected from unauthorized access by a protective service.

**Retention and disposal:**

Computerized records will be retained indefinitely. Periodic system back-ups will be employed for record protection. If disk space is limited, the records will be archived to tape or disk in accordance with established practice. Paper records will be maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

VHA Chief Financial Officer (17), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420.

**Notification procedure:**

An individual who wishes to know if a record is being maintained by the VHA CFO Compliance Office under his or her name in this system or wants to determine the contents of such records should submit a written request or apply in person to the VHA CFO (17).

**Record access procedures:**

An individual who seeks access to or wishes to contest records maintained under his or her name in this system may write, call or visit the VHA CFO (17).

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

The information in this system will be obtained from calls that are received on the Compliance Line and reports received through other sources. Information is obtained from VHA employees, veterans, third parties such as contractors, and VHA records which may include billing data, patient medical records, policies and procedures, and memoranda.

**107VA008B**

**System name: Program Evaluation Research Data Records—VA**

**System location:**

Records are maintained at VA Central Office, Office of Policy and Planning (008B), 810 Vermont Avenue, NW., Washington, DC 20420, and in the custody of contractors or subcontractors of VA.

**Categories of individuals covered by the system:**

The records include information concerning program beneficiaries, individuals eligible for benefits, applicants for benefits, and members of their immediate families.

**Categories of records in the system:**

The records may include information related to:

1. Medical (such as diagnoses, prescriptions, and patient visits) and non-medical benefits program usage records and reports of contact about program benefits usage with individuals or groups.
2. Data on beneficiary, eligible, and applicant demographics, including identifying information (such as name, date of birth, age, sex, social security number, taxpayer identification number); address information (for example, home and/or mailing address, home telephone number, emergency contact information such as name, address, telephone number, and relationship); information related to training, education, and continuing education (for example, name and address of schools and dates of attendance, courses attended and scheduled to attend, type of degree, certificate, grades); information related to military service and status; technical skills acquired, employment information, and income.
3. Any other statistical data regarding the interaction and/or participation of VA beneficiaries, eligibles, and applicants in VA programs.

To the extent that records contained in the system include information protected by 38 U.S.C. 7332 (such as medical treatment information related to drug abuse, alcoholism or alcohol abuse, sickle cell anemia or infection with the human immunodeficiency virus), that information cannot be disclosed under a routine use unless there is also specific statutory authority permitting disclosure.

**Authority for maintenance of the system:**

Title 38, United States Code, section 527(b).

**Purpose(s):**

VA collects and maintains the records in this system of records to evaluate on a continuing basis the effectiveness of all programs authorized under Title 38 U.S.C., in achieving program goals in general, including achieving such goals in relation to their cost, and their structure and mechanisms for delivery of services, as well as their effect on related programs. Data may also be used for longitudinal research purposes and follow-up to evaluate the long-term effects of program usage.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

Data and information may be disclosed for routine uses as indicated below:

1. In the event that a record maintained by VA to carry out its functions indicates a violation or potential violation of civil or criminal law or regulations arising by general statute or particular program statute, regulation, rule, or order, information may be disclosed at VA's own initiative to the appropriate Federal, State, local, or foreign agency charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or rule, regulation, or order. However, names and addresses of veterans and their dependents will be released only to federal entities.

2. Disclosure may be made to a Congressional office from the record of an individual in response to an inquiry from the Congressional office made at the request of that individual.

3. Disclosure may be made to the National Archives and Records Administration (NARA) in records management inspections conducted under authority of 44 U.S.C.

4. Disclosure may be made to the Department of Justice and United States attorneys in defense or prosecution of litigation involving the United States.

5. Disclosure of name(s) and address(es) of present or former personnel of the Armed Services and/or their dependents may be made to:(a) A Federal department or agency, at the written request of the head or designee of that agency or (b) directly to a contractor or subcontractor of a Federal department or agency for the purpose of conducting Federal research necessary to accomplish a statutory purpose of an agency.

6. Disclosure may be made to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor or subcontractor to perform the services of the contract or agreement.

### **Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

#### **Storage:**

Records are maintained on paper, microfilm, magnetic tape, disk, or laser optical media.

#### **Retrievability:**

Records are retrieved by name, social security number, or other assigned identifiers of the individuals on whom they are maintained.

#### **Safeguards:**

1. Access to VA working and storage areas is restricted to VA employees on a "need-to-know" basis; strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. Scrambling algorithms are used to protect unique personal identifiers such as social security numbers. Generally, VA file areas are locked after normal duty hours and the facilities are protected from outside access by the Federal Protective Service or other security personnel.

2. Access to electronic files stored in personal computers is limited to only that information in the file which is needed in the performance of employees' official duties through use of individually unique passwords. Access by Office of

Inspector General (OIG) staff conducting an audit or investigation is controlled in the same manner. Access to paper documents and information on automated storage media is limited to employees who have a need for the information in the performance of their official duties.

3. Contractors and subcontractors are required to maintain the same level of security as VA for records in their custody.

**Retention and disposal:**

Paper records and information stored on electronic storage media are maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Official responsible for policies and procedures: Director, Program Evaluation Service, Office of Policy and Planning (008B), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420. Officials maintaining the system: Program Evaluation staff (008B) and supporting contractors.

**Notification procedure:**

Individuals who wish to determine whether this system of records contains information about them should contact the system manager. Inquiries should include the person's full name, social security number, date(s) of contact, and return address.

**Record access procedures:**

Individuals seeking information regarding access to and contesting of records in this system may write, call or visit the Office of Policy and Planning (008B), VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

**Contesting record procedures:**

(See Record Access Procedures above.)

**Record source categories:**

Information in this system of records is provided by the individual or guardian, other Federal agencies, or VA program operation files from the Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), National Cemetery Administration (NCA), and other organizations within VA.

[VA amended this system of records at 69 Fed. Reg. 35139 \(June 23, 2004\)](#)

**108VA119**

**System name: Spinal Cord Dysfunction—Registry (SCD-R)-VA.**

**System location:**

All electronic and paper records are maintained at the Austin Automation Center (AAC), Department of Veterans Affairs (VA), 1615 Woodward Street, Austin, Texas 78772, and at VA health care facilities listed in VA Appendix 1 of the biennial publication of VA's Systems of Records. Each local medical center facility has a Veterans Health Information System and Technology Architecture (VistA)-based SCD-Registry software package. Data transmissions between VA health care facilities and the VA databases housed at the AAC are accomplished using the Department's wide area network.

**Categories of individuals covered by the system:**

Veterans identified with spinal cord injury and disorders that have applied for VA health care services are included in the system. Occasionally, non-veterans who have received VA health care or rehabilitation services under sharing agreements, contracted care, or humanitarian emergencies will also have information recorded in the Spinal Cord Dysfunction (SCD)-Registry.

**Categories of records in the system:**

These records contain identifying information including name, social security number, date of birth, and registration date in the SCD-Registry. SCD-Registry registration information may include information about whether individuals are receiving services from VA's spinal cord system of care, neurologic level of injury, etiology, date of onset, type of cause, completeness of injury, and annual evaluation dates offered and received. The Outcomes File of the SCD-Registry has data fields for storing measures of impairment, activity, social role participation, and satisfaction with life. A registrant may have multiple entries in this file.

**Authority for maintenance of the system:**

Title 38, United States Code, Sections 501 and 7304.

**Purpose(s):**

The SCD-Registry provides a registry of veterans with spinal cord injury and disorders (SCI&D). This registry contains pertinent information on veterans with SCI&D and enables better coordination of care among VHA staff. The purpose of the registry is to assist clinicians, administrators, and researchers in identifying and tracking services for veterans with spinal cord dysfunction resulting from trauma or diseases. The SCD-Registry can also facilitate clinical, administrative, and research reports for medical center use. Local VistA SCD-Registries provide data extracts to the National SCD-Registry database at the AAC. This centralized AAC registry is used to provide a VA-wide review of veteran demographics and clinical aspects of injuries and disorders.

**Routine uses of records maintained in the system, including categories of**

**users and the purposes of such uses:**

1. The record of an individual who is covered by this system may be disclosed to a member of Congress or staff person, acting for the member, when they request the record on behalf of, and at the written request of that individual.

2. Disclosure of records covered by this system, as deemed necessary and proper to named individuals serving as accredited veterans service organization representatives and other individuals named as approved agents or attorneys for a documented purpose and period of time. These agents/attorneys must be aiding beneficiaries in the preparation/presentation of their cases during verification and/or due process procedures or in the presentation/prosecution of claims under laws administered by VA.

3. A record containing the name(s) and address(es) of present or former members of the armed services and/or their dependents may be released from this system of records under certain circumstances:

a. To any nonprofit organization if the release is directly connected with the conduct of programs and the utilization of benefits under Title 38, and

b. To any criminal or civil law enforcement governmental agency or instrumentality charged under applicable law with the protection of the public health or safety if a qualified representative of such organization, agency or instrumentality has made a written request that such name(s) or address (es) be provided for a purpose authorized by law; provided, further, that the record(s) will not be used for any purpose other than that stated in the request and that the organization, agency or instrumentality is aware of the penalty provision of 38 U.S.C. 5701(f).

4. Disclosure may be made to the National Archives and Records Administration (NARA) in records management inspections conducted under authority of Title 44 United States Code.

5. Disclosure of information, excluding name and address (unless name and address is furnished by the requester) for research purposes determined to be necessary and proper, to epidemiological and other research facilities approved by the Under Secretary for Health.

6. In order to conduct Federal research necessary to accomplish a statutory purpose of an agency, at the written request of the head of the agency, or designee of the head of that agency, the name(s) and address(es) of present or former personnel or the armed services and/ or their dependents may be disclosed;

a. To a Federal department or agency; or

b. Directly to a contractor of a Federal department or agency.

When a disclosure of this information is to be made directly to the contractor, VA may impose applicable conditions on the department, agency, and/or contractor to insure the appropriateness of the disclosure to the contractor.

7. In the event that a record maintained by VA to carry out its functions indicates a violation or potential violation of law, whether civil, criminal or regulatory in nature, and whether arising by general statute or particular program statute, or by regulation, rule or order issued pursuant thereto, information may be disclosed at VA's initiative to the appropriate agency whether Federal, State,

local or foreign, charged with the responsibility of investigating or prosecuting such violation or charged with enforcing or implementing the statute or rule, regulation or order issued pursuant thereto.

8. For program review purposes and the seeking of accreditation and/or certification, disclosure may be made to survey teams of the Rehabilitation Accreditation Commission, Joint Commission on Accreditation of Healthcare Organizations (JCAHO), College of American Pathologists, American Association of Blood Banks, and similar national accreditation agencies or boards with whom VA has a contract or agreement to conduct such reviews but only to the extent that the information is necessary and relevant to the review.

9. Records from this system of records may be disclosed in a proceeding before a court, adjudicative body, or other administrative body when the Agency, or any Agency component or employee (in his or her official capacity as a VA employee), is a party to litigation; when the Agency determines that litigation is likely to affect the Agency, any of its components or employees, or the United States has an interest in the litigation, and such records are deemed to be relevant and necessary to the legal proceedings; provided, however, that the disclosure is compatible with the purpose for which the records were collected.

10. Disclosure of relevant information may be made to individuals, organizations, private or public agencies, etc., with whom VA has a contract or agreement to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor or subcontractor to perform the services of the contract or agreement.

11. Relevant information may be disclosed to the Department of Justice and United States Attorneys in defense or prosecution of litigation involving the United States, and to Federal agencies upon their request in connection with review of administrative tort claims filed under the Federal Tort Claims Act, 28 U.S.C. 2672.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Magnetic tapes/disks and optical discs. Electronic data are maintained on Direct Access Storage Devices at the AAC. The AAC stores registry tapes for disaster backup at a secure, off-site location.

**Retrievability:**

Records are indexed by name of veteran, social security number, and unique patient identifiers.

**Safeguards:**

1. Data transmissions between VA health care facilities and the VA databases housed at the AAC are accomplished using the Department's wide area network. The SCD-Registry program and other programs at the respective facilities automatically flag records or events for transmission based upon functionality requirements. VA health care facilities control access to data by using VHA's VistA software modules. The Department's Telecommunications Support Service has oversight responsibility for planning, security, and management of the wide area network.

2. Access to records at VA health care facilities is only authorized to VA personnel on a “need-to-know” basis. Records are maintained in staffed rooms during working hours. During non-working hours, there is limited access to the building with visitor control by security personnel. Access to the AAC is generally restricted to AAC staff, VA Headquarters employees, custodial personnel, Federal Protective Service and authorized operational personnel through electronic locking devices. All other persons gaining access to the computer rooms are escorted. Backup records stored off-site for both the AAC and VA Headquarters are safeguarded in secured storage areas.

3. Strict control measures are enforced to ensure that access to and disclosure from all records including electronic files and veteran-specific data elements are limited to VHA employees whose official duties warrant access to those files. The automated record system recognizes authorized users by keyboard entry of unique passwords, access, and verify codes.

**Retention and disposal:**

Records will be maintained and disposed of in accordance with record disposition authority approved by the Archivist of the United States. Depending on the record medium, records are destroyed by either shredding or degaussing. Optical disks or other electronic media are deleted when no longer required for official duties.

**System manager(s) and address:**

Spinal Cord Dysfunction—Registry Coordinator (128N), 3350 La Jolla Village Drive, San Diego, California 92161. Officials responsible for policies and procedures: Chief Consultant, Spinal Cord Injury and Disorders Strategic Healthcare Group (128N), 1660 South Columbian Way, Seattle, Washington 98108-1597.

**Notification procedure:**

An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to determine the contents of such record, should submit a written request or apply in person to the last VA facility where medical care was provided or submit a written request to the Chief Consultant, Spinal Cord Injury and Disorders Strategic Healthcare Group (128N), 1660 South Columbian Way, Seattle, Washington 98108-1597. Inquiries should include the veteran’s name, social security number and return address.

**Record access procedures:**

An individual who seeks access to records maintained under his or her name may write or visit the nearest VA facility or write to the Chief Consultant, Spinal Cord Injury and Disorders Strategic Healthcare Group (128N), 1660 South Columbian Way, Seattle, Washington 98108-1597

**Contesting records Procedures:**

(See Record Access Procedures.)

**Record source categories:**

Various automated record systems providing clinical and managerial support to VA health care facilities, the veteran, family members, accredited

representatives or friends, "Patient Medical Records"—VA (24VA136) system of records.

111VA95E

**System name: Center for Acquisition and Materiel Management Education Online (CAMEO)-VA.**

**System location:**

The system is maintained for the Department of Veterans Affairs (VA) under contract. Records are located at the contractor's facility, currently Meridian Knowledge Solutions, Inc., 4465 Brookfield Corporate Drive, Suite 201, Chantilly, VA 20151. In addition, information from these records or copies of the records may be maintained at the Department of Veterans Affairs, Office of Acquisition and Materiel Management, 810 Vermont Avenue, NW, Washington, DC 20420.

**Categories of individuals covered by the system:**

The records include information concerning VA employees who work in acquisition, contracting, and materiel management positions, including personnel in the 1100 occupational series, contracting officers, contracting officers' technical representatives, and other employees performing acquisition, contracting, procurement, and materiel management functions.

**Categories of records in the system:**

The system will contain information needed for enhancing training opportunities of VA employees in the Federal acquisition and materiel management work force. Records include, but are not limited to: (1) Biographical data such as name, social security number, and educational level; (2) work-related data such as duty station, occupational series and grade, supervisor's name, and contracting officer warrant information; (3) educational qualifications such as degrees from accredited universities or colleges and business credits completed; and (4) training information such as completed acquisition core courses and total continuing education hours for the previous and current fiscal year.

**Authority for maintenance of the system:**

Title 38, United States Code (U.S.C.), section 501, and section 37 of the Office of Federal Procurement Policy Act (41 U.S.C. 433).

**Purpose(s):**

The records and information will be used to enhance training opportunities of VA employees in acquisition and materiel management occupations; to ensure that employees meet training requirements; and to document the training received. The system will provide management and employees up-to-date information on employee certification levels, qualification standards, academic degrees, mandatory and other pertinent training, and contracting officer warrant status.

**Routine uses of records maintained in the system, including categories of users and the purposes of such uses:**

1. Disclosure may be made to a Congressional office from the record of an individual in response to an inquiry from the Congressional office made at the request of that individual.

2. Disclosure may be made to the National Archives and Records Administration (NARA) in records management inspections conducted under the authority of Title 44 U.S.C.

3. Records from this system of records may be disclosed to the Department of Justice (DOJ) or in a proceeding before a court, adjudicative body, or other administrative body before which the Agency is authorized to appear when: (1) The Agency, or any component thereof; (2) any employee of the Agency in his or her official capacity, where DOJ or the Agency has agreed to represent the employee; or (3) the United States, when the Agency determines that litigation is likely to affect the Agency or any of its components; is a party to litigation, and has an interest in such litigation, and the use of such records by DOJ or the Agency is deemed by the Agency to be relevant and necessary to the litigation, provided, however, that the disclosure is compatible with the purpose for which the records were collected.

4. Disclosure of relevant information may be made to individuals, organizations, private or public agencies, or other entities with whom VA has a contract or agreement or where there is a subcontract to perform such services as VA may deem practicable for the purposes of laws administered by VA, in order for the contractor or subcontractor to perform the services of the contract or agreement.

5. VA may disclose on its own initiative any information in this system that is relevant to a suspected or reasonably imminent violation of law, whether civil, criminal or regulatory in nature and whether arising by general or program statute or by regulation, rule or order issued pursuant thereto, to a Federal, State, local, tribal, or foreign agency charged with the responsibility of investigating or prosecuting such violation, or charged with enforcing or implementing the statute, regulation, rule or order.

6. Disclosure may be made to an appeal, grievance, hearing, or complaints examiner; an equal employment opportunity investigator, arbitrator, or mediator; and an exclusive representative or other person authorized to investigate or settle a grievance, complaint, or appeal filed by an individual who is the subject of the record.

7. Disclosure may be made to the Office of Personnel Management (OPM), the Office of Management and Budget (OMB), and the General Accounting Office (GAO) in order for them to perform their responsibilities for evaluating Federal programs.

8. Disclosure may be made to a requesting Federal agency for that agency's use in connection with the hiring, retaining or promotion of an employee where the information is relevant and necessary for the decision.

9. Information may be disclosed to officials of labor organizations recognized under 5 U.S.C. Chapter 71, when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions.

10. Information may be disclosed to officials of the Merit Systems Protection Board or the Office of the Special Counsel when requested in connection with appeals, special studies of the civil service and other merit systems, review of

rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions, promulgated in 5 U.S.C. 1205 and 1206, or as may be authorized by law.

11. Information may be disclosed to the Equal Employment Opportunity Commission when requested in connection with investigations of alleged or possible discriminatory practices, examination of Federal affirmative employment programs, or for other functions of the Commission as authorized by law.

12. Information may be disclosed to the Federal Labor Relations Authority (including its General Counsel) when appropriate jurisdiction has been established and the information has been requested in connection with the investigation and resolution of allegations of unfair labor practices or in connection with the resolution of exceptions to arbitration awards when a question of material fact is raised; and to the Federal Service Impasses Panel in matters they are considering.

**Policies and practices for storing, retrieving, accessing, retaining, and disposing of records in the system:**

**Storage:**

Records are maintained on paper and electronic storage media, including magnetic tape and magnetic disk media.

**Retrievability:**

Records are retrieved by name, social security number or other assigned identifiers of the individuals on whom the records are maintained.

**Safeguards:**

1. Access to VA working and storage areas is restricted to VA employees on a "need-to-know" basis. Strict control measures are enforced to ensure that disclosure to these individuals is also based on this same principle. Generally, VA file areas are locked after normal duty hours and the facilities are protected from outside access by the Federal Protective Service or other security personnel.

2. Access to computer rooms at VA Central Office and health care facilities is generally limited by appropriate locking devices and restricted to authorized VA employees and vendor personnel. ADP peripheral devices are placed in secure areas (areas that are locked or have limited access) or are otherwise protected.

3. Access to the contractor's computer rooms is restricted to authorized vendor employees through electronic locking devices. Information stored in the CAMEO system may be accessed by authorized VA employees at remote locations, including VA health care facilities and VA Central Office. Access is controlled by individually unique passwords/codes that must be changed periodically by the employee or the appropriate designated personnel. The database is maintained by the contractor behind a firewall that has been certified by the National Computer Security Association.

**Retention and disposal:**

Paper records and electronic storage media are maintained and disposed of in accordance with records disposition authority approved by the Archivist of the United States.

**System manager(s) and address:**

Official responsible for policies and procedures: Chief, Acquisition Training and Career Development Division (95E), Office of Acquisition and Materiel Management (90), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420.

**Notification procedure:**

Individuals who wish to determine whether this system of records contains information about them should contact the System Manager at the above address. Inquiries should include the person's full name, social security number, dates of employment, date(s) of contact, and return address.

**Record Access Procedure:**

Individuals seeking information regarding access to and/or contesting the records in this system may write, call or visit the VA facility location where they are or were employed.

**Contesting record procedures:**

See Record Access Procedures above.

**Record source categories:**

Information in this system of records is provided:

1. By individuals on whom the record is maintained.
2. By supervisors and managers.
3. By other agency officials.
4. By accredited colleges or universities.
5. By related correspondence.
6. By other agency records.

## APPENDICES

### **Appendix 1:Addresses of Veterans Administration Facilities-VA**

#### **Alabama AL**

VA Regional Office, 474 South Court St., Montgomery, Alabama  
36104

VA Medical Center, 215 Perry Hill Rd., Montgomery, Alabama 36109

VA Medical Center, Tuscaloosa, Alabama 35404

VA Medical Center, Tuskegee, Alabama 36083

Fort Mitchell National Cemetery, Phenix City, Alabama (MAIL:  
NCAO, Atlanta, GA 30308)

#### **Alaska AK**

VA Regional Office and Outpatient Clinic, 235 East 8<sup>th</sup> Ave.,  
Anchorage, Alaska 99501

Sitka National Cemetery, PO Box 1065, Sitka, Alaska 99835

Fort Richardson National Cemetery, HQ Infantry, 172D Brigade,  
AFCT-CM-M, Fort Richardson, Alaska 99505

#### **Arizona AZ**

VA Regional Office, 3225 North Central Ave., Phoenix, Arizona  
85012

VA Center Medical Center and Domiciliary, Prescott, Arizona 86301

VA Medical Center, Seventh St. & Indian School Rd., Phoenix,  
Arizona 85012

Prescott National Cemetery, VAMC, Prescott, Arizona 86313

VA Medical Center, Tucson, Arizona 85723

#### **Arkansas AR**

VA Medical Center, Fayetteville, Arkansas 72701

Fayetteville National Cemetery, 700 Government Ave.,  
Fayetteville, Arkansas 72701

Fort Smith National Cemetery, 522 Garland Ave. and South 6<sup>th</sup> St.,  
Fort Smith, Arkansas 72901

VA Regional Office, 1200 West 3<sup>rd</sup> St., Little Rock, Arkansas  
72201

VA Medical Center, 300 East Roosevelt Rd., Little Rock, Arkansas  
72206

Little Rock National Cemetery, 2523 Confederate Blvd., Little  
Rock, Arkansas 72206

#### **California CA**

VA Supply Depot, Federal Service Center, Bldg. 701, 5600  
Rickenbacker Rd., Bell, California 90201

VA Medical Center, 2615 East Clinton Ave., Fresno, California  
93703

VA Medical Center, Livermore, California 94550

Jerry L. Pettis Memorial Veterans Medical Center, 11201 Benton  
St., Loma Linda, California 92357

VA Medical Center, 5901 East Seventh St., Long Beach, California 90822

VA Regional Office, Federal Bldg., 1100 Wilshire Blvd., Los Angeles, California 90024

VA Public and Consumer Affairs Regional Office, PO Box 84041, 11301 Wilshire Blvd., Los Angeles, California 90073

VA Data Processing Center, Federal Bldg., West Los Angeles, 11000 Wilshire Blvd., Los Angeles, California 90024

VA Medical Center and Domiciliary, West Los Angeles, California 90073

VA Outpatient Clinic, 425 South Hill St., Los Angeles, California 90013

Los Angeles Regional Office of Audit, Wilshire and Sawtelle Blvd., Bldg. 258, Room 330. Los Angeles, California 90013

Los Angeles Regional Office of Investigations, PO Box 84102, Los Angeles, California 90073

Los Angeles National Cemetery, 950 S. Sepulveda Blvd., Los Angeles, California 90049

VA Medical Center, 150 Muir Road, Martinez, California 94553

VA Outpatient Clinic Substation, 1515 Clay St., Oakland, California 94612

VA Medical Center, 3801 Miranda Ave., Palo Alto, California 94304

Golden Gate National Cemetery, 1300 Sneath Lane, San Bruno, California 94066

Fort Rosecrans National Cemetery, Point Loma, PO Box 6237, San Diego, California 92106

Riverside National Cemetery, 22495 Van Buren Blvd., Riverside, California 92508

VA Regional Office, 2022 Camino Del Rio North, San Diego, California 92108

VA Medical Center, 3350 La Jolla Village Drive, San Diego, California 92161

VA Outpatient Clinic, 2022 Camino Del Rio North, San Diego, California 92108

VA Regional Office, 211 Main St., San Francisco, California 94105

VA Medical Center, 4150 Clement St., San Francisco, California 94121

San Francisco National Cemetery, Presidio of San Francisco, PO Box 29012, San Francisco California 94129

VA Outpatient Clinic Substation, 315 Camiro Del Remedia, 691 A-OC, PO Box 6863, Santa Barbara, California 93105

VA Medical Center, Sepulveda, California 91343

## **Colorado CO**

VA Regional Office, 44 Union Blvd., PO Box 25126, Denver, Colorado 80225

VA Medical Center, 1055 Clemont St., Denver, Colorado 80220

VA Prosthetics Distribution Center, Denver Federal Center,  
Denver, Colorado 80225  
Veterans Canteen Service Field Office, Denver Federal Center, Box  
25345, Denver, Colorado 80225  
National Cemetery Area Office, 44 Union Blvd., Box 25126, Denver,  
Colorado 80225  
Fort Logan National Cemetery, 3698 South Sheridan Blvd., Denver,  
Colorado 80235  
VA Medical Center, Fort Lyon, Colorado 81038  
Fort Lyon National Cemetery, VAMC, Fort Lyon, Colorado 81038  
VA Medical Center, Grand Junction, Colorado 81501

**Connecticut CT**

VA Regional Office, 450 Main St., Hartford, Connecticut 06103  
Hartford Regional Office of Audit, 450 Main St., Hartford,  
Connecticut 06103  
Hartford Regional Office of Investigations, 450 Main St.,  
Hartford, Connecticut 06103  
VA Medical Center, 55 Willard Ave., Newington, Connecticut 06111  
VA Medical Center, West Spring St., West Haven, Connecticut 06516

**Delaware DE**

VA Medical and Regional Office Center, 1601 Kirkwood Highway,  
Wilmington, Delaware 19805

**District of Columbia DC**

VA Central Office, 810 Vermont Ave., NW, Washington, DC 20420  
VA Satellite Service Center, 811 Vermont Ave., Washington, DC  
20420  
VA Public and Consumer Affairs Regional Office, 810 Vermont Ave.,  
NW, Washington, DC 20420  
VA Congressional Liaison, Room B-328, Rayburn House Office Bldg.,  
Washington, DC 20515  
VA Regional Office, 941 N. Capitol St., NE, Washington, DC 20421  
VA Medical Center, 50 Irving St., NW, Washington, DC 20422  
VA Central Dental Laboratory, 50 Irving St., NW, Washington, DC  
20422

**Florida FL**

VA Medical Center and Domiciliary, Bay Pines, Florida 33504  
Bay Pines National Cemetery, VAMC, Bay Pines, Florida 33504  
VA Outpatient Clinic, PO Box 13594, St. Petersburg, Florida 33733  
VA Outpatient Clinic Substation, 2070 Carrell Rd., Fort Myers,  
Florida 33901  
VA Medical Center, Archer Road, Gainesville, Florida 32602  
VA Outpatient Clinic Substation, St. Luke's Professional Bldg.,  
1833 Blvd., Jacksonville, Florida 32206  
VA Medical Center, Lake City, Florida 32055  
VA Medical Center, 1201 Northwest 16<sup>th</sup> St., Miami, Florida 33125  
VA Outpatient Clinic Substation, Port of Palm Beach, Executive

Plaza, 301 Broadway, Rivera Beach, Florida 33404

VA Outpatient Clinic Substation, 5599 North Dixie Highway,,  
Oakland Park, Florida 33334

VA Outpatient Clinic Substation, 83 W. Columbia St., Orlando,  
Florida 32806

Barrancas National Cemetery, Naval Air Station, Pensacola,  
Florida 32508

St. Augustine National Cemetery, 104 Marine St., St. Augustine,  
Florida 32084

VA Regional Office, 144 First Ave. South, PO Box 1437, St.  
Petersburg, Florida 33731

VA Office, Post Office and Courthouse Bldg., 311 West Monroe St.,  
Jacksonville, Florida 32201

VA Office, Room 100, 51 Southwest First Ave., Miami, Florida  
33130

VA Medical Center, 13000 North 30<sup>th</sup> St., Tampa, Florida 33612

### **Georgia GA**

VA Regional Office, 730 Peachtree St., NE, Atlanta, Georgia 30365

Veterans Canteen Service Field Office, 730 Peachtree St., NE,  
Atlanta, Georgia 30365

VA National Cemetery Area Office, 730 Peachtree St., NE, Atlanta,  
Georgia 30365

Atlanta Regional Office of Audit, 730 Peachtree St., NE, Suite  
700, Atlanta, Georgia 30365

Atlanta Regional Office of Investigations, 730 Peachtree St., NE,  
Atlanta, Georgia 30365

VA Medical Center, 2460 Wrightsboro Rd. (10), Augusta, Georgia  
30910

VA Medical Center, 1670 Clairmont Road, Decatur, Georgia 30033

VA Medical Center and Domiciliary, Dublin, Georgia 31021

Marietta National Cemetery, 500 Washington Ave., Marietta,  
Georgia 30060

### **Hawaii HI**

VA Regional Office and Outpatient Clinic, 300 Ala Moana Blvd.,  
Honolulu, Hawaii 96813

National Memorial Cemetery of the Pacific, 2177 Puowaina Drive,  
Honolulu, Hawaii 96813

### **Idaho ID**

VA Medical Center, Fifth and Fort Sts., Boise, Idaho 83702

VA Regional Office, Federal Bldg. & U.S. Courthouse, 550 West  
Fort St., Box 044, Boise, Idaho 83724

### **Illinois IL**

Chicago Regional Office of Audit, Lock Box 66302, AMF O'Hare,  
Hines, Illinois 60666

Chicago Regional Office of Investigations, Lock Box 66319, AMF  
O'Hare, Hines, Illinois, 60666

Alton National Cemetery, 600 Pearl St., Alton, Illinois 62003  
VA Regional Office, 536 So. Clark St., Chicago, Illinois 60680  
VA Public and Consumer Affairs Regional Office, 536 So. Clark  
St., Chicago, Illinois 60680  
VA Medical Center (Lakeside), 333 East Huron St., Chicago,  
Illinois 60611  
VA Medical Center (West Side), 820 South Damen Ave., Chicago,  
Illinois 60680  
VA Medical Center, Danville, Illinois 61832  
VA Outpatient Clinic Subsection, 411 West Seventh St., Peoria,  
Illinois 61605  
VA Medical Center, North Chicago, Illinois 60064  
VA Medical Center, Hines, Illinois 60141  
VA Marketing Center, PO Box 76, Hines, Illinois 60141  
VA Supply Depot, PO Box 27, Hines, Illinois 60141  
VA Data Processing Center, Lock Box 66303, AMF O'Hare, Hines,  
Illinois 60666  
VA Medical Center, Marion, Illinois 62959  
Mound City National Cemetery, Junction Highway 37 and 51, Mound  
City, Illinois 62963  
Quincy National Cemetery, 36<sup>th</sup> and Maine St., Quincy, Illinois  
62301  
Rock Island National Cemetery, Rock Island Arsenal, Rock Island,  
Illinois 61299  
Camp Butler National Cemetery, R.R. #1, Springfield, Illinois  
62707

#### **Indiana IN**

VA Medical Center, 1600 Randallia Drive, Fort Wayne, Indiana  
46805  
VA Regional Office, 575 North Pennsylvania St., Indianapolis,  
Indiana 46204  
VA Medical Center, 1481 West 10<sup>th</sup> St., Indianapolis, Indiana  
46202  
Crown Hill National Cemetery, 3402 Boulevard Place, Indianapolis,  
Indiana 46208  
VA Medical Center, Marion, Indiana 46952  
Marion National Cemetery, VAMC, Marion, Indiana 46952  
New Albany National Cemetery, 1943 Ekin Ave., New Albany, Indiana  
47150  
VA Outpatient Clinic Substation, 214 Southeast 6<sup>th</sup> St.,  
Evansville, Indiana 47708

#### **Iowa IA**

VA Regional Office, 210 Walnut St., Des Moines, Iowa 50309  
VA Medical Center, 30<sup>th</sup> & Euclid Ave., Des Moines, Iowa 50310  
VA Medical Center, Iowa City, Iowa 52240  
Keokuk National Cemetery, 18<sup>th</sup> and Ridge St., Keokuk, Iowa 52632

VA Medical Center, Knoxville, Iowa 50138

**Kansas KS**

Fort Leavenworth National Cemetery, Fort Leavenworth, Kansas  
66048

Fort Scott National Cemetery, PO Box 917, Fort Scott, Kansas  
66701

VA Medical Center and Domiciliary, Leavenworth, Kansas 66048

Leavenworth National Cemetery, Leavenworth, Kansas 66048

VA Medical Center, 2200 Gage Blvd., Topeka, Kansas 66622

VA Medical and Regional Office Center, 901 George Washington  
Blvd., Wichita, Kansas 67211

**Kentucky KY**

Danville National Cemetery, 377 North First St., Danville,  
Kentucky (MAIL: Camp Nelson National Cemetery, KY 40356)

Lebanon National Cemetery, Lebanon, Kentucky 40033

VA Medical Center, Lexington, Kentucky 40507

Lexington National Cemetery, 833 West Main St., Lexington,  
Kentucky (MAIL: Camp Nelson National Cemetery, KY 40356)

VA Regional Office, 600 Federal Place, Louisville, Kentucky 40202

VA Medical Center, 800 Zorn Avenue, Louisville, Kentucky 40202

Zachary Taylor National Cemetery, 4701 Brownsboro Road,  
Louisville, Kentucky 40207

Cave Hill National Cemetery, 701 Baxter Ave., Louisville, Kentucky (MAIL:  
Zachary Taylor National Cemetery, KY 40207)

Mill Springs National Cemetery, R.R. No. 1, Nancy, Kentucky 42544

Camp Nelson National Cemetery, R.R. No. 3, Nicholasville,  
Kentucky 40356

**Louisiana LA**

VA Medical Center, Alexandria, Louisiana 71301

Baton Rouge National Cemetery, 220 North 19<sup>th</sup> St., Baton Rouge,  
Louisiana 70806

VA Medical Center, 701 Loyola Ave., New Orleans, Louisiana 70113

VA Office, 510 East Stoner Ave., Shreveport, Louisiana 71130

VA Medical Center, 1601 Perdido St., New Orleans, Louisiana 70146

Alexandria National Cemetery, 209 Shamrock Ave., Pineville,  
Louisiana 71360

VA Medical Center, 510 East Stoner Ave., Shreveport, Louisiana  
71130

Port Hudson National Cemetery, Route No. 1, Box 185, Zachary,  
Louisiana 70791

**Maine ME**

VA Medical and Regional Office Center, Togus, Maine 04330

Togus National Cemetery, VAMC and RO, Togus, Maine 04330

VA Office, 85 Preble St., Portland, Maine 04101

**Maryland MD**

Annapolis National Cemetery, 800 West St., Annapolis, Maryland  
21401

VA Regional Office, Federal Bldg., 31 Hopkins Plaza, Baltimore,  
Maryland 21201

VA Medical Center, 3900 Loch Raven Blvd., Baltimore, Maryland  
21218

VA Outpatient Clinic, Federal Bldg., 31 Hopkins Plaza, Baltimore,  
Maryland 21201

Baltimore National Cemetery, 5501 Frederick Ave., Baltimore,  
Maryland 21228

Loudon Park National Cemetery, 3445 Frederick Ave., Baltimore, Maryland  
(MAIL: Baltimore National Cemetery, MD 21228)

VA Medical Center, Fort Howard, Maryland 21052

Hyattsville Regional Office of Audit, Presidential Bldg., 6525  
Belcrest Rd., Suite 412, Hyattsville, Maryland 20782

Hyattsville Regional Office of Investigations, Presidential  
Bldg., 6525 Belcrest Rd., Suite 412, Hyattsville, Maryland 20782

VA Medical Center, Perry Point, Maryland 21902

**Massachusetts MA**

VA Medical Center, 200 Springs Rd., Bedford, Massachusetts 01730

VA Regional Office, John Fitzgerald Kennedy Federal Bldg.,  
Government Center, Boston, Massachusetts 02203

VA Office, 1200 Main St., Springfield, Massachusetts 01103

VA Medical Center, 150 South Huntington Ave., Boston,  
Massachusetts 02130

VA Outpatient Clinic Substation, 50 Kearney Square, Lowell,  
Massachusetts 01852

VA Outpatient Clinic, 17 Court St., Boston, Massachusetts 02108

VA Medical Center, Brockton, Massachusetts 02401

VA Outpatient Clinic Substation, 53 North Sixth St., New Bedford,  
Massachusetts 02740

VA Medical Center, Northampton, Massachusetts 01060

VA Outpatient Clinic Substation, 101 State St., Springfield,  
Massachusetts 01103

VA Medical Center, 1400 Veterans of Foreign Wars Parkway, West  
Roxbury, Massachusetts 02132

VA Outpatient Clinic Substation, Federal Bldg., 575 Main St.,  
Worcester, Massachusetts 01608

Massachusetts National Cemetery, Bourne, Massachusetts 02532

**Michigan MI**

VA Medical Center, Allen Park, Michigan 48101

Fort Custer National Cemetery, 15501 W. Dickman Rd., Augusta,  
Michigan 49012

VA Medical Center, 2215 Fuller Rd., Ann Arbor, Michigan 48105

VA Medical Center, Battle Creek, Michigan 49016

VA Outpatient Clinic Substation, 260 Jefferson St., SE, Grand Rapids, Michigan 49502  
VA Regional Office, 477 Michigan Avenue, Detroit, Michigan 48226  
VA Medical Center, Iron Mountain, Michigan 49801  
VA Medical Center, 1500 Weiss St., Saginaw, Michigan 48602

**Minnesota MN**

VA Medical Center, 54<sup>th</sup> St. & 48<sup>th</sup> Ave. South, Minneapolis, Minnesota 55417  
VA Outpatient Clinic, Fort Snelling, St. Paul, Minnesota 55111  
VA Medical Center, St. Cloud, Minnesota 56301  
VA Center, Federal Bldg., Fort Snelling, St. Paul, Minnesota 55111  
VA Regional Office and Insurance Center, Federal Bldg., Fort Snelling, St. Paul, Minnesota 55111  
VA Data Processing Center, Federal Bldg., Fort Snelling, St. Paul, Minnesota 55111  
Fort Snelling National Cemetery, 7601 34<sup>th</sup> Avenue South, Minneapolis, Minnesota 55450

**Mississippi MS**

VA Medical Center and Domiciliary, Biloxi, Mississippi 39531  
Biloxi National Cemetery, VAMC, Biloxi, Mississippi 39531  
Corinth National Cemetery, 1551 Horton St., Corinth, Mississippi 38834  
VA Medical Center and Domiciliary, 1500 East Woodrow Wilson Ave., Jackson, Mississippi 39216  
VA Regional Office, 100 West Capitol St., Jackson, Mississippi 39269  
Natchez National Cemetery, 61 Cemetery Road, Natchez, Mississippi 39120

**Missouri MO**

Harry S. Truman Memorial Veterans Medical Center, 800 Stadium Road, Columbia, Missouri 65201  
Jefferson City National Cemetery, 1024 East McCarty St., Jefferson City, Missouri (MAIL: NCAO, Atlanta, GA 30308)  
VA Medical Center, 4801 Linwood Blvd., Kansas City, Missouri 64128  
VA Medical Center, Poplar Bluff, Missouri 63901  
Kansas City Regional Office of Audit, 1221 Baltimore St., Suite 1000, Kansas City, Missouri 64105  
Kansas City Regional Office of Investigations, 1221 Baltimore St., Suite 1000, Kansas City, Missouri 64105  
VA Records Depository, PO Box 141, Neosho, Missouri 64850  
VA Regional Office, Federal Bldg., 1520 Market St., St. Louis, Missouri 63103  
VA Office, Federal Office Bldg., 601 East 12<sup>th</sup> St., Kansas City, Missouri 64106

Veterans Canteen Service Finance Center, Federal Bldg., 405  
Tucker Blvd., St. Louis, Missouri 63101  
VA Medical Center, St. Louis, Missouri 63125  
VA Records Processing Center, PO Box 5020, St. Louis, Missouri  
63115  
Jefferson Barracks National Cemetery, 101 Memorial Drive, St.  
Louis, Missouri 63125  
Springfield National Cemetery, 1702 East Seminole St.,  
Springfield, Missouri 65804

**Montana MT**

VA Medical and Regional Office Center, Fort Harrison, Montana  
59636  
VA Medical Center, Miles City, Montana 59301

**Nebraska NE**

VA Medical Center, Grand Island, Nebraska 66801  
VA Regional Office, 100 Centennial Mall North, Lincoln, Nebraska  
68508  
VA Medical Center, 600 South 70<sup>th</sup> St., Lincoln, Nebraska 68510  
VA Medical Center, 4101 Woolworth Avenue, Omaha, Nebraska 68105  
Fort McPherson National Cemetery, Maxwell, Nebraska 69151

**Nevada NV**

VA Regional Office, 245 East Liberty St., Reno, Nevada 89520  
VA Medical Center, 1000 Locust St., Reno, Nevada 89520  
VA Outpatient Clinic, 1703 West Charleston Blvd., Las Vegas,  
Nevada 89102

**New Hampshire NH**

VA Regional Office, 275 Chestnut St., Manchester, New Hampshire  
03101  
VA Medical Center, 718 Smyth Rd., Manchester, New Hampshire 03104

**New Jersey NJ**

Beverly National Cemetery, Beverly, New Jersey 08010  
VA Medical Center, East Orange, New Jersey 07019  
VA Outpatient Clinic, 20 Washington Place, Newark, New Jersey  
07120  
VA Medical Center, Lyons, New Jersey 07939  
VA Regional Office, 20 Washington Place, Newark, New Jersey 07120  
Finn's Point National Cemetery, R.F.D. #3, Fort Mott Road, Salem,  
New Jersey 08079  
VA Supply Depot, Somerville, New Jersey 08876  
Veterans Canteen Service Field Office, Somerville, New Jersey  
08876

**New Mexico NM**

VA Regional Office, 500 Gold Ave., SW, Albuquerque, New Mexico  
87102  
VA Medical Center, 2100 Ridgecrest Dr., SE, Albuquerque, New  
Mexico 87108

Fort Bayard National Cemetery, 403 South Bullard St., Silver City, New Mexico 88061

Santa Fe National Cemetery, Box 88, Santa Fe, New Mexico 87501

**New York NY**

VA Medical Center, Albany, New York 12208

VA Office, Leo W. O'Brien Federal Building, Clinton Ave. and N. Pearl Street, Albany, New York 12207

VA Medical Center, Batavia, New York 14020

VA Medical Center and Domiciliary, Bath, New York 14810

Bath National Cemetery, VAMC, Bath, New York 14810

VA Medical Center, 130 West Kingsbridge Rd., Bronx, New York 10468

VA Medical Center, 800 Poly Place, Brooklyn, New York 11209

VA Outpatient Clinic Substation, 100 State St., Rochester, New York 14614

Cypress Hills National Cemetery, 625 Jamacia Ave., Brooklyn, New York (MAIL: NCAO, Philadelphia, PA 19106)

VA Regional Office, Federal Bldg., 111 West Huron St., Buffalo, New York 14202

VA Medical Center, 3495 Bailey Ave., Buffalo, New York 14215

Calverton National Cemetery, Princeton Blvd., Calverton, New York 11933

VA Medical Center, Canandaigua, New York 14424

VA Medical Center, Castle Point, New York 12511

Woodlawn National Cemetery, 1825 Davis St., Elmira, New York (MAIL: Bath National Cemetery, NY 14810)

Long Island National Cemetery, Farmingdale, L.I., New York 11735

Franklin Delano Roosevelt Medical Center, Montrose, New York 10548

VA Regional Office, 252 Seventh Ave. at 24<sup>th</sup> St., New York, New York 10001

VA Prosthetics Evaluation Testing Center, 252 Seventh Ave., New York, New York 10001

VA Public and Consumer Affairs Regional Office, 252 Seventh Ave., New York, New York 10001

VA Medical Center, First Ave. at East 24<sup>th</sup> St., New York, New York 10001

VA Outpatient Clinic, 252 Seventh Ave., New York, New York 10001

VA Medical Center, Northport, New York 11768

VA Office, Federal Office Building and Courthouse, 100 State Street, Rochester, New York 14614

VA Office, U.S. Courthouse and Federal Bldg., 100 South Clinton St., New York 13260

VA Medical Center Irving Ave. & University Pl., Syracuse, New York 13210

**North Carolina NC**

VA Medical Center, 508 Fulton St., Durham, North Carolina 27705

VA Medical Center, 2300 Ramsey St., Fayetteville, North Carolina 28301

VA Medical Center, Asheville, North Carolina 28805

New Bern National Cemetery, 1711 National Ave., New Bern, North Carolina 28560

Raleigh National Cemetery, 501 Rock Quarry Road, Raleigh, North Carolina 27610

VA Medical Center, 1601 Brenner Ave., Salisbury, North Carolina 28144

Salisbury National Cemetery, 202 Government Road, Salisbury, North Carolina 28144

Wilmington National Cemetery, 2011 Market St., Wilmington, North Carolina 28403

VA Outpatient Clinic, 251 North Main St., Winston-Salem, North Carolina 27155

VA Regional Office, Federal Office Building, 251 North Main Street, Winston-Salem, North Carolina 27155

**North Dakota ND**

VA Regional Office, 655 First Ave. North, Fargo, North Dakota 58102

VA Medical Center, Elm and 21<sup>st</sup> Ave. North, Fargo, North Dakota 58102

**Ohio OH**

VA Medical Center, Chillicothe, Ohio 45601

VA Medical Center, 3200 Vine St., Cincinnati, Ohio 45220

VA Regional Office, Federal Office Bldg., 1240 East Ninth St., Cleveland, Ohio 44199

VA Office, Room 1024, Federal Office Bldg., 550 Main St., Cincinnati, Ohio 45202

VA Office, 200 North High St., Room 309, Columbus, Ohio 43215

VA Medical Center, 10701 East Boulevard, Cleveland, Ohio 44106

VA Outpatient Clinic, 2090 Kenny Rd., Columbus, Ohio 43221

VA Medical Center and Domiciliary, Dayton, Ohio 45428

Dayton National Cemetery, VAMC, 4100 West Third St., Dayton, Ohio 45428

VA Outpatient Clinic Substation, 3333 Glendale Ave., Toledo, Ohio 43614

**Oklahoma OK**

Fort Gibson National Cemetery, Fort Gibson, Oklahoma 74434

VA Regional Office, 125 South Main St., Muskogee, Oklahoma 74401

VA Office, Federal Bldg., 200 Northwest Fourth St., Oklahoma City, Oklahoma 73102

VA Outpatient Clinic Substation, 635 West 11<sup>th</sup> St., Tulsa, Oklahoma 74101

VA Medical Center, Oklahoma 74401  
VA Medical Center, 921 Northeast 13<sup>th</sup> St., Oklahoma City,  
Oklahoma 73104

**Oregon OR**

VA Regional Office, 1220 SW Third Ave., Portland, Oregon 97204  
VA Medical Center, 3710 SW U.S. Veterans Hospital Rd., Portland,  
Oregon 97207  
Willamette National Cemetery, 11800 Southeast Mt. Scott Blvd., PO  
Box 66147, Portland, Oregon 97266  
VA Outpatient Clinic, Portland, Oregon 97207  
VA Medical Center, Roseburg, Oregon 97470  
Roseburg National Cemetery, VAMC, Roseburg, Oregon 97470  
VA Domiciliary, White City, Oregon 97501  
White City National Cemetery, 2763 Riley Rd., Eagle Point, Oregon  
97524

**Pennsylvania PA**

VA Medical Center, Altoona, Pennsylvania 16603  
VA Medical Center, Butler, Pennsylvania 16001  
VA Medical Center, Coatesville, Pennsylvania 19320  
VA Medical Center, 135 East 38<sup>th</sup> St., Erie, Pennsylvania 16501  
VA Medical Center, Lebanon, Pennsylvania 17042  
VA Outpatient Clinic Substation, Federal Bldg., 228 Walnut St.,  
Harrisburg, Pennsylvania 17108  
Indiantown Gap National Cemetery, PO Box 187, Annville,  
Pennsylvania 17003  
VA Regional Office and Insurance Center, 5000 Wissahickon Ave.,  
(Mail PO Box 80709) Philadelphia, Pennsylvania 19101  
VA Office, 19-27 North Main St., Wilkes-Barre, Pennsylvania 18701  
VA Data Processing Center, PO Box 8079, Philadelphia,  
Pennsylvania 19101  
VA Medical Center, University and Woodland Aves., Philadelphia,  
Pennsylvania 19104  
VA Outpatient Clinic, 1421 Cherry St., Philadelphia, Pennsylvania  
19102  
Philadelphia National Cemetery, Haines St. and Limekiln Pike,  
Philadelphia, Pennsylvania 19138  
VA Regional Office, 1000 Liberty Ave., Pittsburgh, Pennsylvania  
15222  
VA Medical Center, Highland Drive, Pittsburgh, Pennsylvania 15206  
VA Medical Center, University Drive C, Pittsburgh, Pennsylvania  
15240  
VA Outpatient Clinic, 100 Liberty Ave., Pittsburgh, Pennsylvania  
15222  
VA Medical Center, 1111 East End Blvd., Wilkes-Barre,  
Pennsylvania 18711  
VA National Cemetery Area Office, Independence Building South,

434 Walnut St., Rm. 1040, Philadelphia, Pennsylvania 19106  
VA Outpatient Clinic, Substation, 2937 Hamilton Blvd., Allentown,  
Pennsylvania 18104

**Philippines**

VA Regional Office and Outpatient Clinic, 1131 Roxas Blvd.,  
Manila, Philippines; MAILING ADDRESS from U.S.: VA Regional Office,  
APO San Francisco 96528

**Puerto Rico, Commonwealth of (Including the Virgin Islands) PR**

VA Medical and Regional Office Center, Barrio Monacillos, Rio  
Piedras, Puerto Rico 00921

VA Medical and Regional Office Center, U.S. Courthouse and  
Federal Bldg., Carlos E. Chardon Ave., Hato Rey, Puerto Rico 00918  
Puerto Rico National Cemetery, Box 1298, Bayamon, Puerto Rico  
00619

VA Outpatient Clinic, Substation Calle Isabel 60, Ponce, Puerto  
Rico 00731

VA Outpatient Clinic, Substation, Road Number 2, Mayaguez, Puerto  
Rico 00708

**Rhode Island RI**

VA Regional Office, 380 Westminster Mall, Providence, Rhode  
Island 02903

VA Medical Center, Davis Park, Providence, Rhode Island 02908

**South Carolina SC**

Beaufort National Cemetery, 1601 Boundary St., Beaufort, South  
Carolina 29902

VA Medical Center, 109 Bee St., Charleston, South Carolina 29403

VA Regional Office, 1801 Assembly St., Columbia, South Carolina  
29201

VA Medical Center, Columbia, South Carolina 29201

Florence National Cemetery, 803 East National Cemetery Road,  
Florence, South Carolina 29501

VA Outpatient Clinic Substation, Piedmont East Bldg., 37 Villa  
Rd., Greenville, South Carolina 29607

**South Dakota SD**

VA Medical Center, Fort Meade, South Dakota 57741

Fort Meade National Cemetery, VAMC, Fort Meade, South Dakota  
57741

VA Medical Center and Domiciliary, Hot Springs, South Dakota  
57747

Hot Springs National Cemetery, VAMC, Hot Springs, South Dakota  
57747

VA Medical and Regional Office Center, 2501 West 22<sup>nd</sup> St., Sioux  
Falls, South Dakota 57117

Black Hills National Cemetery, PO Box 640, Sturgis, South Dakota  
57785

**Tennessee TN**

Chattanooga National Cemetery, 1200 Bailey Ave., Chattanooga, Tennessee 37404

Knoxville National Cemetery, 939 Tyson St., NW, Knoxville, Tennessee 37917

Nashville National Cemetery, 1420 Gallatin Road, South, Madison, Tennessee 37115

VA Medical Center, 1030 Jefferson Ave., Memphis, Tennessee 38104

Memphis National Cemetery, 3568 Townes Ave., Memphis, Tennessee 38122

VA Medical Center and Domiciliary, Mountain Home, Tennessee 37601

Mountain Home National Cemetery, PO Box 8, Mountain Home, Tennessee 37684

VA Medical Center, Murfreesboro, Tennessee 37130

VA Regional Office, 110 9<sup>th</sup> Ave. South, Nashville, Tennessee 37203

VA Medical Center, 1310 24<sup>th</sup> Ave. South, Nashville, Tennessee 37203

VA Outpatient Clinic Substation, Building 6200, Eastgate Center, Chattanooga, Tennessee 37411

VA Outpatient Clinic Substation, 9047 Executive Park Dr., Suite 100, Knoxville, Tennessee 37919

**Texas TX**

VA Medical Center, 6010 Amarillo Blvd. West, Amarillo, Texas 79106

VA Data Processing Center, 1615 East Woodward St., Austin, Texas 78772

VA Data Transmission Center, 1615 East Woodward St., Austin, Texas 78772

VA Medical Center, Big Spring, Texas 79720

VA Medical Center and Domiciliary, Bonham, Texas 75418

VA Outpatient Clinic Substation, 1502 South Brownlee Blvd., Corpus Christi, Texas 78404

VA Medical Center, 4500 South Lancaster Rd., Dallas, Texas 75216

VA Public and Consumer Affairs Regional Office, 4500 South Lancaster Rd., Dallas Texas 75216

VA Central Dental Lab, 4502 South Lancaster Rd., Dallas, Texas 75216

VA Office, U.S. Courthouse and Federal Office Building, 1100 Commerce Street, Dallas, Texas 75202

Dallas Regional Office of Audit, 2626 Mockingbird, Rm. 280, Dallas, Texas 75235

Dallas Regional Office of Investigations, 2626 Mockingbird, Rm. 280, Dallas, Texas 75235

VA Outpatient Clinic, 5919 Brook Hollow Drive, El Paso, Texas 79925

Fort Bliss National Cementery, PO Box 6342, Fort Bliss, Texas  
79906

Houston National Cementery, 10410 Stuebner Air Line Road,  
Houston, Texas 77038

VA Regional Office, 2515 Murworth Dr., Houston, Texas 77054

VA Office, 307 Dwyer Ave., San Antonio, Texas 78285

VA Medical Center, 2002 Holcombe Blvd., Houston, Texas 77211

VA Outpatient Clinic Substation, 3385 Fannin St., Beaumont, Texas  
77701

VA Medical Center, Kerrville, Texas 78028

VA Office, Federal Building, U.S. Courthouse, 1205 Texas Ave.,  
Lubbock, Texas 79401

Kerrville National Cemetery, Veterans Administration Medical  
Center, Spur Rt. 100, Kerrville, Texas 78028

VA Outpatient Clinic, 1205 Texas Ave., Room 814, Lubbock, Texas  
79401

VA Medical Center, Marlin, Texas 76661

VA Outpatient Clinic Substation, 1220 Jackson Ave., McAllen,  
Texas 78501

Audie L. Murphy Memorial Veterans Medical Center, 7400 Merton  
Minter Blvd., San Antonio, Texas 78284

San Antonio National Cemetery, 517 Paso Hondo St., San Antonio, Texas  
(MAIL: Sam Houston National Cemetery, TX 78209)

Fort Sam Houston National Cemetery, 1520 Harry Wurzbach Road, San  
Antonio, Texas 78209

VA Outpatient Clinic Substation, 307 Dwyer Ave., San Antonio,  
Texas 78285

VA Medical Center and Domiciliary, Temple, Texas 76501

VA Regional Office, 1400 North Valley Mills Drive, Waco, Texas  
76799

VA Office, U.S. Courthouse and Federal Bldg., 1100 Commerce St.,  
Dallas, Texas 75202

VA Medical Center, Memorial Drive, Waco, Texas 76703

VA Outpatient Clinic, 1400 North Valley Mills Drive, Waco, Texas  
76799

#### **Utah UT**

VA Regional Office, 125 South State St., PO Box 11500, Salt Lake  
City, Utah 84147

VA Medical Center, 500 Foothill Blvd., Salt Lake City, Utah 84148

Vermont VT

VA Medical and Regional Office Center, White River Junction,  
Vermont 05001

#### **Virginia VA**

Forms and Publications Depot, 6307 Gravel Ave., Alexandria,  
Virginia 22310

Alexandria National Cemetery, 1450 Wilkes Street, Alexandria, Virginia 22314

Culpepper National Cemetery, 305 U.S. Ave., Culpepper, Virginia 22701

Danville National Cemetery, 721 Lee St., Danville, Virginia 24541

VA Medical Center and Domiciliary, Hampton, Virginia 23667

Hampton National Cemetery, Cemetery Road at Marshall Ave., Hampton, Virginia 23669

City Point National Cemetery, 10<sup>th</sup> Ave. and Davis St., Hopewell, Virginia (MAIL: Richmond National Cemetery, VA 23231)

Balls Bluff National Cemetery, Leesburg, Virginia (MAIL:

Winchester National Cemetery, VA 22601)

Cold Harbor National Cemetery, R.F.D. No. 4, Box 155, Mechanicsville, Virginia (MAIL: Richmond National Cemetery, VA 23231)

VA Medical Center, 1201 Broad Rock Road, Richmond, Virginia 23249

Fort Harrison National Cemetery, R.F.D. No. 5, Box 174, Varina Road, Richmond, Virginia (MAIL: Richmond National Cemetery, VA 23231)

Richmond National Cemetery, 1701 Williamsburg Road, Richmond, Virginia 23231

Glendale National Cemetery, R.F.D. No. 5, Box 272, Richmond, Virginia (MAIL: Richmond National Cemetery, VA 23231)

VA Regional Office, 210 Franklin Rd., SW, Roanoke, Virginia 24011

VA Medical Center, Salem, Virginia 24153

Seven Pines National Cemetery, 400 East Williamsburg Road, Sandston, Virginia (MAIL: Richmond National Cemetery, VA 23231)

Staunton National Cemetery, 901 Richmond Ave., Staunton, Virginia 24401

Winchester National Cemetery, 401 National Ave., Winchester, Virginia 22601

Quantico National Cemetery, PO Box 10, Triangle, Virginia 22172

### **Washington WA**

VA Medical Center, American Lake, Tacoma, Washington 98493

VA Regional Office, 915 Second Ave., Seattle, Washington 98174

VA Medical Center, 1660 South Columbian Way, Seattle, Washington 98108

Seattle Regional Office of Audit, PO Box 409, Seattle, Washington 98174

Seattle Regional Office of Investigations, PO Box 409, Seattle, Washington 98174

VA Medical Center, North 4815 Assembly St., Spokane, Washington 99208

VA Medical Center, Vancouver, Washington 98661

VA Medical Center, 77 Wainwright Drive, Walla Walla, Washington 99362

**West Virginia WV**

VA Medical Center, 200 Veterans Ave., Beckley, West Virginia  
25801

VA Medical Center, Clarksburg, West Virginia 26301

Grafton National Cemetery, 431 Walnut St., Grafton, West Virginia  
26354

VA Regional Office, 640 4<sup>th</sup> Ave., Huntington, West Virginia 25704

VA Medical Center, 1540 Spring Valley Dr., Huntington, West  
Virginia 25701

VA Medical Center and Domiciliary, Martinsburg, West Virginia  
25401

VA Data Transmission Center, Grassylick Rd., Romney, West  
Virginia 26725

**Wisconsin WI**

VA Medical Center, 2500 Overlook Terrace, Madison, Wisconsin  
53705

VA Center (Milwaukee), PO Box 6, Wood, Wisconsin 53193

VA Medical Center, Tomah, Wisconsin 54660

VA Medical Center and Domiciliary, 5000 West National Ave., Wood,  
Wisconsin 53193

Wood National Cemetery, VAMC 5000 West National Ave., Wood,  
Wisconsin 53193

**Wyoming WY**

VA Medical and Regional Office Center, 2360 East Pershing Blvd.,  
Cheyenne, Wyoming 82001

VA Medical Center, Sheridan, Wyoming 82801

## Appendix 2: List of all Outreach Program Vet Centers

Vet Center, 4201 Tudor Centre Drive, Suite 115, Anchorage, AK  
99508

Vet Center Satellite, 712 10<sup>th</sup> Ave., Fairbanks, AK 99701  
Vet Center Satellite, PO Box 1883, Kenai, AK 99611  
Vet Center Satellite, Box 957, Wasilla, AK 99687  
Vet Center, 2145 Highland Ave., Suite 250, Birmingham, AL 35205  
Vet Center, 110 Marine Street, Mobile AL 36604  
Vet Center, 1311 West 2<sup>nd</sup> St., Little Rock, AR 72201  
Vet Center, 807 North 3<sup>rd</sup> St., Phoenix, AZ 85004  
Vet Center, 727 North Swan, Tucson, AZ 85711  
Vet Center, 859 South Harbor Blvd., Anaheim, CA 92805  
Vet Center, 1899 Clayton Road, Suite 140, Concord, CA 94520  
Vet Center, 1340 Van Ness Ave., Fresno, CA 93721  
Vet Center, 251 West 85<sup>th</sup> Place, Los Angeles, CA 90003  
Vet Center, 2000 Westwood Blvd., Los Angeles, CA 90025  
Vet Center, 2449 West Beverly Blvd., Montabello, CA 90640  
Vet Center, 18924 Roscoe Blvd., Northridge, CA 91335  
Vet Center, 616 16<sup>th</sup> St., Oakland, CA 94612  
Vet Center, 4954 Arlington Ave., Riverside, CA 92504  
Vet Center, 2900 6<sup>th</sup> Ave., San Diego, CA 92103  
Vet Center, 1708 Waller Street, San Francisco, CA 94117  
Vet Center, 2989 Mission Street, San Francisco, CA 94110  
Vet Center, 1648 West Santa Clara Street, San Jose, CA 95116  
Vet Center, 361 S. Monroe St., Suite 605, San Jose, CA 95128  
Vet Center Satellite, 875 West Moreno Ave., Colorado Springs, CO  
80905

Vet Center, 1820 Gilpin Street, Denver, CO 80218  
Vet Center, 370 Market Street, Hartford, CT 06103  
Vet Center, 562 Whalley Ave., New Haven, CT 06510  
Vet Center, 709 8<sup>th</sup> St., SE, Washington DC 20003  
Vet Center, Van Buren Medical Center, 1411 N. Van Buren St.,  
Wilmington, DE 19806

Vet Center, 400 E. Prospect Rd., Ft. Lauderdale, FL 33334  
Vet Center, 255 Liberty St., Jacksonville, FL 32202  
Vet Center, 412 NE 39<sup>th</sup> St., Miami, FL 33137  
Vet Center, 5001 South Orange, Orlando, FL 32809  
Vet Center, 235 31<sup>st</sup> St. North, St. Petersburg, FL 33713  
Vet Center, 1507 W. Sligh Ave., Tampa, FL 33604  
Vet Center, 65 11<sup>th</sup> St., NE, Atlanta, GA 30309  
Vet Center, 1370 Kapiolani Blvd., Suite 201, Honolulu, HI 96814  
Vet Center, 3619 6<sup>th</sup> Avenue, Des Moines, IA 50313  
Vet Center, 706 Jackson, Sioux City, IA 51101  
Vet Center, 103 West State St., Boise, ID 83702  
Vet Center, 547 West Roosevelt Rd., Chicago, IL 60607

Vet Center, 1600 Halsted St., Chicago Heights, IL 60411  
 Vet Center, 155 South Oak Park Ave., Oak Park, IL 60302  
 Vet Center, 605 NE Monroe, Peoria, IL 61603  
 Vet Center, 101 N. Kentucky Ave., Evansville, IN 47711  
 Vet Center, 528 West Berry St., Fort Wayne, IN 46802  
 Vet Center, 811 Massachusetts Ave., Indianapolis, IN 46204  
 Vet Center, 249 West Short St., Lexington, KY 40507  
 Vet Center, 736 South 1<sup>st</sup> St., Louisville, KY 40202  
 Vet Center, 310 South Laura, Wichita, KS 67211  
 Vet Center, 1529 N. Claibourne Ave., New Orleans, LA 70116  
 Vet Center, 480 Tremont Street, Boston, MA 02116  
 Vet Center, 71 Washington St., Brighton, MA 02135  
 Vet Center, 15 Bolton Place, Brockton, MA 02401  
 Vet Center, 1985 Main St., Northgate Plaza, Springfield, MA 01103  
 Vet Center, 1420 W. Patapsco Ave, Patapsco Plaza, Baltimore, MD  
 21230  
 Vet Center, Mondawmin Shopping Center, 1153 Mondawmin Concourse,  
 Baltimore, MD 21215  
 Vet Center, 7 Elkton Commercial Plaza, Elkton, MD 21921  
 Vet Center, 8121 Georgia Ave., Suite 500, Silver Spring, MD 20910  
 Vet Center, 96 Harlow Street, Bangor, ME 04401  
 Vet Center, 175 Lancaster St., Room 213, Portland, ME 04101  
 Vet Center, 18411 West Seven Mile Rd., Detroit, MI 48219  
 Vet Center, 1940 Eastern Ave., SE, Grand Rapids, MI 49507  
 Vet Center, 14405 North Line, Southgate, MI 48195  
 Vet Center, 3600 Broadway, Suite 19, Kansas City, MO 64111  
 Vet Center, 2345 Pine Street, St. Louis, MO 63103  
 Vet Center, 405 E. Superior St., Duluth, MN 55802  
 Vet Center, 2480 University Ave., St. Paul, MN 55114  
 Vet Center, 158 E. Pascagoula St., Jackson, MS 39201  
 Vet Center, 2708 Montana Avenue, Billings, MT 59101  
 Vet Center, 910 North Alexander St., Suite 210, Charlotte, NC  
 28206  
 Vet Center, 4 Market Square, Fayetteville, NC 28301  
 Vet Center, 1322 Gateway Drive, Fargo, ND 58103  
 Vet Center, 108 Burdick Expressway, Minot, ND 58701  
 Vet Center, 920 L Street, Lincoln, NE 65808  
 Vet Center, 5123 Leavenworth St., Omaha, NE 68106  
 Vet Center, 14 Pearl Street, Manchester, NH 03104  
 Vet Center, 626 Newark Ave., Jersey City, NJ 07036  
 Vet Center, 1030 Broad Street, Newark, NJ 07102  
 Vet Center, 318 East State St., Trenton, NJ 08608  
 Vet Center, 4603 4<sup>th</sup> Street, NW, Albuquerque, NM 87107  
 Vet Center Satellite, 211 West Mesa, Gallup, NM 87301  
 Vet Center, 214 South 8<sup>th</sup> St., Las Vegas, NV 89101  
 Vet Center, 341 S. Arlington St., Reno, NV 89501

Vet Center, 875 Central Ave., West Mall Office Plaza, Albany, NY  
12208

Vet Center, 116 West Main St., Babylon, NY 11702

Vet Center, 226 East Fordham Rd., Rooms 216/217, Bronx, NY 10458

Vet Center, 165 Cadman Plaza East, Brooklyn, NY 11201

Vet Center, 351 Linwood Avenue, Buffalo, NY 14209

Vet Center, 148-43 Hillside Ave., Jamaica Hills, NY 11435

Vet Center, 166 West 75<sup>th</sup> St., Manhattan, NY 10023

Vet Center Satellite, 200 Hamilton, Ave., White Plains Mall,  
White Plains, NY 10601

Vet Center, 31 East 12<sup>th</sup> St., 4<sup>th</sup> Floor, Cincinnati, OH 45202

Vet Center, 10605 Carnegie Ave., Cleveland, OH 44106

Vet Center, 11511 Lorain Ave., Cleveland, OH 44111

Vet Center, 1751 Cleveland Ave., Columbus, OH 43211

Vet Center, 438 Wayne Avenue, Dayton, OH 45410

Vet Center, 4111 North Lincoln, Suite No. 10, Oklahoma City, OK  
73105

Vet Center, 1605 South Boulder, Tulsa, OK 74119

Vet Center, 1966 Garden Avenue, Eugene, OR 97403

Vet Center, 2450 SE Belmont, Portland, OR 97214

Vet Center, 127 State Street, Harrisburg, PA 17101

Vet Center Satellite, 4328 Old William Penn Highway, Monroeville,  
PA 15146

Vet Center, 1107 Arch Street, Philadelphia, PA 19107

Vet Center, 5601 North Broad Street, Room 202, Philadelphia, PA  
19141

Vet Center, 954 Penn Avenue, Pittsburgh, PA 15222

Vet Center, Suite LC-8A/9 Medical Center Plaza, La Riviera, Rio  
Piedras, PR 00921

Vet Center, 172 Pine Street, Pawtucket, RI 02860

Vet Center, 904 Pendelton St., Greenville, SC 29601

Vet Center, 3366 Rivers Avenue, No., Charleston, SC 29405

Vet Center, 610 Kansas City Street, Rapid City, SD 57701

Vet Center, 100 West 6<sup>th</sup> St., Suite 101, Sioux Falls, SD 57102

Vet Center, 1515 E. Magnolia Ave., Suite 201, Knoxville, TN 37917

Vet Center, 1 North 3<sup>rd</sup> Street, Memphis, TN 38103

Vet Center, 5415 Maple Plaza, Suite 114, Dallas, TX 75235

Vet Center, 2121 Wyoming St., El Paso, TX 79903

Vet Center, Seminary South Office Building, Suite 10, Forth  
Worth, TX 76115

Vet Center, 4905A San Jacinto, Houston, TX 77004

Vet Center, 717 Corpus Christi, Laredo, TX 78040

Vet Center, 107 Lexington Ave., San Antonio, TX 78205

Vet Center, 1916 Fredericksburg Road, San Antonio, TX 78201

Vet Center, 216 East 5<sup>th</sup> St. South, Salt Lake City, UT 84102

Vet Center, 7450 \1/2\ Tidewater Drive, Norfolk, VA 23505

Vet Center, Gresham Court Box 83, 1030 West Franklin St.,  
Richmond, VA 23220

Vet Center Satellite, St. Croix, VI 00802

Vet Center, Havensight Mall (116V), St. Thomas, VI 00802

Vet Center, Building No. 2, Gilman Office Complex, White River  
Junction, VT 05001

Vet Center Satellite, RFD No. 2, Tafts Corners, Williston, VT  
05495

Vet Center, 1322 East Pike St., Seattle, WA 98122

Vet Center, North 1611 Division, Spokane, WA 99207

Vet Center, 4801 Pacific Avenue, Tacoma, WA 98408

Vet Center, 147 S. Butler St., Madison, WI 53703

Vet Center, 3400 Wisconsin, Milwaukee, WI 53208

Vet Center, 1014 6<sup>th</sup> Avenue, Huntington, WV 25701

Vet Center, 1191 Pineview Drive, Morgantown, WV 26505

Vet Center Satellite, 641 East Second St., Casper, WY 82601

Vet Center, 1810 Pioneer St., Cheyenne, WY 82001

## **Appendix 3: Automated Medication Processing Facilities**

(Alphabetical by State and Facility With Outpatient Clinic Substations Listed Below Their Associated Medical Center)

### **Alabama AL**

VA Medical Center, 700 South 19<sup>th</sup> Street, Birmingham, Alabama 35233

VA Medical Center, 215 Perry Hill Road, Montgomery, Alabama 36109

VA Outpatient Clinic Substation, 2451 Fillingim Street, Mobile, Alabama 36617 (MAIL: VAMC Biloxi, MS 39531)

VA Medical Center, Tuscaloosa, Alabama 35404

VA Medical Center, Tuskegee, Alabama 36083

### **California CA**

VA Medical Center, 2615 East Clinton Avenue, Fresno, California 93703

VA Medical Center, Livermore, California 94550

VA Medical Center, 11201 Benton Street, Jerry L. Pettis Mem. Vets. Hosp., Loma Linda, California 92357

VA Medical Center, 5901 East Seventh Street, Long Beach, California 90822

VA Medical Center, 11301 Wilshire Blvd., West Los Angeles (Brentwood), California 90073

VA Medical Center, West Los Angeles (Wadsworth), California 90073

Veterans Administration Outpatient Clinic, PO Box 6863, 315 Camiro Del Remedio, 691 A-OC, Santa Barbara, California 93105

VA Regional Pharmacy, Mail-Out Service Bldg. 222, W. Los Angeles, California 90073

VA Outpatient Clinic, 425 South Hill Street, Los Angeles, California 90013

VA Medical Center, 150 Muir Road, Martinez, California 94553

VA Outpatient Clinic Substation, 1515 Clay Street, Oakland, California 94612

VA Outpatient Clinic Substation, 4600 Broadway, Sacramento, California 95820

VA Medical Center, 3801 Miranda Avenue, Palo Alto, California 94304

VA Medical Center, 3350 La Jolla Village Drive, San Diego, California 92161

VA Outpatient Clinic Medical Center, 2022 Camino Del Rio North, San Diego, California 92108

VA Medical Center, 4150 Clement Street, San Francisco, California 94121

VA Medical Center, Sepulveda, California 91343

**Colorado CA**

VA Medical Center, 1055 Clemont Street, Denver, Colorado 80220

VA Medical Center, Fort Lyon, Colorado 81038

VA Medical Center, Grand Junction, Colorado 81501

**Connecticut CT**

VA Medical Center, 55 Willard Avenue, Newington, Connecticut  
06111

VA Medical Center, West Spring Street, West Haven, Connecticut  
06516

**District of Columbia DC**

VA Medical Center, 50 Irving Street, NW, Washington, DC 20422

**Florida FL**

VA Medical Center, Bay Pines, Florida 33504 VA Outpatient Clinic Medical  
Center, PO Box 13594, St. Petersburg, Florida 33733

VA Medical Center, Archer Road, Gainesville, Florida 32602

VA Outpatient Clinic Substation, 1833 Blvd., Jacksonville,  
Florida 32206

VA Medical Center, Lake City, Florida 32055

VA Medical Center, 1201 Northwest 16<sup>th</sup> Street, Miami, Florida  
33125

VA Outpatient Clinic Substation, Port of Palm Beach, Executive  
Plaza, 301 Broadway, Riveria Beach, Florida 33404

VA Medical Center, 13000 North 30<sup>th</sup> Street, James A. Haley  
Veterans Medical Center, Tampa, Florida 33612

VA Outpatient Clinic Substation, 2070 Carrell Road, Fort Myers,  
Florida 33901

VA Outpatient Clinic Substation, 83 West Columbia Street,  
Orlando, Florida 32806

**Georgia GA**

VA Medical Center, 2460 Wrightsboro Rd., Augusta, Georgia 30910

VA Medical Center, Atlanta, 1670 Clairmont Road, Decatur, Georgia  
30033

VA Medical Center, Dublin, Georgia 31021

**Idaho ID**

VA Medical Center, Fifth and Fort Streets, Boise, Idaho 83702

**Illinois IL**

VA Medical Center, 333 East Huron Street, Chicago (Lakeside),  
Illinois 60611

VA Medical Center, 820 South Damen Avenue, Chicago (West Side),  
Illinois 60680

VA Medical Center, North Chicago, Illinois 60064  
VA Medical Center, Edward Hines Jr. Medical Center, Hines,  
Illinois, 60141

**Iowa IA**

VA Medical Center, 30<sup>th</sup> & Euclid Avenue, Des Moines, Iowa 50310  
VA Medical Center, Iowa City, Iowa 52240  
VA Medical Center, Knoxville, Iowa 50138

**Kentucky KY**

VA Medical Center, Lexington, Kentucky 40507  
VA Medical Center, 800 Zorn Avenue, Louisville, Kentucky 40202

**Maine ME**

VA Medical and Regional Office Center, Togus, Maine 04330

**Maryland MD**

VA Medical Center, 3900 Loch Raven Blvd., Baltimore, Maryland  
21218  
VA Outpatient Clinic, Federal Bldg., 31 Hopkins Plaza, Baltimore,  
Maryland 21201  
VA Medical Center, Fort Howard, Maryland 21052  
VA Medical Center, Perry Point, Maryland 21902

**Massachusetts MA**

VA Medical Center, 200 Springs Road, Edith Nourse Rogers Veterans  
Medical Center, Bedford, Massachusetts 01730  
VA Medical Center, 150 South Huntington Avenue, Boston,  
Massachusetts 02130  
VA Outpatient Clinic Substation, 50 Kearney Square, Lowell,  
Massachusetts 01852  
VA Outpatient Clinic, 17 Court Street, Boston, Massachusetts  
02108  
VA Medical Center, Brockton, Massachusetts 02401  
VA Medical Center, Northampton, Massachusetts 01060  
VA Outpatient Clinic Substation, 101 State Street, Springfield,  
Massachusetts 01103  
VA Medical Center, 1400 Veterans of Foreign Wars Parkway, West  
Roxbury, Massachusetts 02132  
VA Outpatient Clinic Substation, Federal Building, 575 Main  
Street, Worcester, Massachusetts 01608

**Michigan MI**

VA Medical Center, Allen Park, Michigan 48101  
VA Medical Center, 2215 Fuller Road, Ann Arbor, Michigan 48105  
VA Medical Center, Battle Creek, Michigan 49016

VA Outpatient Clinic Substation, 260 Jefferson St. SE, Grand Rapids, Michigan 49502  
VA Medical Center, Iron Mountain, Michigan 49801  
VA Medical Center, 1500 Weiss Street, Saginaw, Michigan 38602  
VA Outpatient Clinic Substation, 3333 Glendale Avenue, Toledo, Ohio 43614

**Minnesota MN**

VA Medical Center, 54<sup>th</sup> Street & 48<sup>th</sup> Avenue South, Minneapolis, Minnesota 55417  
VA Outpatient Clinic, Fort Snelling, St. Paul, Minnesota 55111  
VA Medical Center, St. Cloud, Minnesota 56301

**Mississippi MS**

VA Medical Center, Biloxi Division, Biloxi, Mississippi 39531  
VA Medical Center, Gulfport Division, Biloxi, Mississippi 39531  
VA Medical Center and Domiciliary, 1500 East Woodrow Wilson Drive, Jackson, Mississippi 39216

**Montana MO**

VA Medical and Regional Office Center, Fort Harrison, Montana 59636  
VA Medical Center, Miles City, Montana 59301

**Nebraska NE**

VA Medical Center, Grand Island, Nebraska 68801  
VA Medical Center, 600 South 70<sup>th</sup> Street, Lincoln, Nebraska 68510  
VA Medical Center, 4101 Woolworth Avenue, Omaha, Nebraska 68105

**Nevada NV**

VA Medical Center, 1000 Locust Street, Reno, Nevada 89520  
VA Outpatient Clinic, 1703 West Charleston Blvd., Las Vegas, Nevada 89102

**New Hampshire NH**

VA Medical Center, 718 Symth Road, Manchester, New Hampshire 03104

**New York NY**

VA Medical Center, 130 West Kingsbridge Road, Bronx, New York 10468  
VA Medical Center, 800 Poly Place, Brooklyn, New York 11209  
VA Medical Center, Castle Point, New York 12511  
VA Medical Center, Franklin Delano Roosevelt Medical Center, Montrose, New York 10548

VA Medical Center, First Avenue At East 24<sup>th</sup> Street, New York,  
New York 10010

VA Outpatient Clinic, 252 Seventh Avenue, New York, New York  
10001

VA Medical Center, Northport, New York 11768

### **North Dakota ND**

VA Medical and Regional Office Center, 655 First Avenue, North  
Fargo, North Dakota 58102

### **Oklahoma OK**

VA Regional Office, Federal Bldg., 125 South Main Street,  
Muskogee, Oklahoma 74401

VA Outpatient Clinic Substation, 635 West 11<sup>th</sup> Street, Tulsa,  
Oklahoma 74101

VA Medical Center, 921 Northeast 13<sup>th</sup> Street, Oklahoma City,  
Oklahoma 73104

### **Oregon OR**

VA Medical Center, 3710 SW U.S. Veterans Medical Center Road,  
Portland, Oregon 97207

VA Outpatient Clinic, 426 SW Stark Street, Portland, Oregon 97204

VA Medical Center, Roseburg, Oregon 97470

VA Domiciliary, White City, Oregon 97501

### **Puerto Rico PR**

VA Medical Center, Barrio Monacillos, Rio Piedras, Puerto Rico  
00921

VA Center, U.S. Courthouse and Federal Bldg., Carlos E. Chardon  
Avenue, Hato Rey, Puerto Rico 00918

VA Outpatient Clinic, Substation, Calle Isable No. 60, Ponce,  
Puerto Rico 00731

VA Medical and Regional Office Center Box 4867, San Juan, Puerto  
Rico 00936

VA Outpatient Clinic Substation, Road Number 2, Mayaguez, Puerto  
Rico 00708

### **Rhode Island RI**

VA Medical Center, Davis Park, Providence, Rhode Island 02908

VA Outpatient Clinic Substation, 53 North Sixth Street, New  
Bedford, Massachusetts 02740

### **South Carolina SC**

VA Medical Center, 109 Bee Street, Charleston, South Carolina  
29403

VA Medical Center, 1801 Assembly St., Columbia, South Carolina

29201

VA Outpatient Clinic Substation, Piedmont East Bldg., 37 Villa Road, Greenville, South Carolina 29607

**South Dakota SD**

VA Medical Center, Fort Meade, South Dakota 57741

VA Medical Center, Hot Springs, South Dakota 57747

VA Medical Center, 2501 West 22<sup>nd</sup> Street, Sioux Falls, South Dakota 57101

**Tennessee TN**

VA Medical Center, 1030 Jefferson Avenue, Memphis, Tennessee 38104

VA Medical Center, Murfreesboro, Tennessee 37130

VA Medical Center, 1310 24<sup>th</sup> Avenue, South, Nashville, Tennessee 37203

VA Outpatient Clinic Substation, Bldg. 6200, Eastgate Center, Chattanooga, Tennessee 37411

VA Outpatient Clinic Substation, 9047 Executive Park Drive, Suite 100, Knoxville, Tennessee 37919

**Texas TX**

VA Medical Center, Sam Rayburn Memorial Veterans Center, Bonham, Texas 75418

VA Medical Center, 4500 South Lancaster Road, Dallas, Texas 75216

VA Medical Center, 2002 Holcombe Blvd., Houston, Texas 77211

VA Outpatient Clinic Substation, 3385 Fannin Street, Beaumont, Texas 77701

VA Medical Center, Kerrville, Texas 78028

VA Medical Center, Marlin, Texas 76661

VA Medical Center, 7400 Merton Minter Blvd., Audie L. Murphy Memorial Veterans Medical Center, San Antonio, Texas 78284

VA Outpatient Clinic Substation, 307 Dwyer Avenue, San Antonio, Texas 78285

VA Outpatient Clinic Substation, 1502 South Brownlee Blvd., Corpus Christi, Texas 78404

VA Outpatient Clinic Substation, 1220 Jackson Avenue, McAllen, Texas 78501

VA Medical Center, Olin E. Teague Veterans' Center, Temple, Texas 76501

VA Medical Center, Memorial Drive, Waco, Texas 76703

VA Outpatient Clinic, 1400 North Valley Mills Drive, Waco, Texas 76799

**Utah UT**

VA Medical Center, 500 Foothill Boulevard, Salt Lake City, Utah

84148

**Vermont VT**

VA Medical and Regional Office Center, White River Junction,  
Vermont 05001

VA Outpatient Clinic Substation, 3333 Glendale Avenue, Toledo,  
Ohio 43614

**Virginia VA**

VA Medical Center, Hampton, Virginia 23667

VA Medical Center, 1201 Broad Rock Road, Richmond, Virginia 23249

VA Medical Center, Salem, Virginia 24153

**Washington WA**

VA Medical Center, American Lake, Tacoma, Washington 98493

VA Medical Center, 4435 Beacon Avenue, South, Seattle, Washington  
98108

VA Medical Center, North 4815 Assembly Street, Spokane,  
Washington, 99208

VA Medical Center, Vancouver, Washington 98661

VA Medical Center, 77 Wainwright Drive, Walla Walla, Washington  
99362

**West Virginia WV**

VA Medical Center, 200 Veterans Avenue, Beckley, West Virginia  
25801

VA Medical Center, 1540 Spring Valley Drive, Huntington, West  
Virginia 25704

VA Medical Center, Martinsburg, West Virginia 25401

**Wisconsin WI**

VA Medical Center, 2500 Overlook Terrace, William S. Middleton  
Memorial Veterans Medical Center, Madison, Wisconsin 53705

VA Medical Center, 5000 West National Avenue, Wood, Wisconsin  
53193

VA Medical Center, Tomah, Wisconsin 54660

**Wyoming WY**

VA Medical and Regional Office Center, 2360 East Pershing Blvd.,  
Cheyenne, Wyoming 82001