

OIG Rebuttal

Mr. John Young,

My main question is why did the OIG agents not interview one Veteran that I gave them who had been denied health benefits due to their Net Worth being over \$80,000? They would've received firsthand knowledge of how Beckley treated them during their initial application process for health benefits. Secondly, they would've found out that the HEC never sent them an appeal form because of the data transmission error. Basically these Veterans were denied their benefits without their right to appeal. I went to [REDACTED] and explained to him the problems, but he would not let me send appeal forms because that was HEC's job. I told him I understood the process, but that the process is broken, but he didn't believe me. [REDACTED] and [REDACTED] [REDACTED] (my former boss) can verify this statement. I still have forms I built to send Veterans on my computer with date and time stamps.

I do believe Beckley started to send out forms and I even sent them forms I had previously sent out during this time. I find it amusing that they would interview the Veterans in question that Darin and I helped gain access to their benefits. We were accused of coercing those five veterans into falsifying income/deductible expenses. I am not upset because they interviewed them because [REDACTED] and I did nothing wrong, but they failed to question Veterans on our complaint. I gave evidence to the OIG that proved our facility had denied Veterans their benefits since 2003. This report just stated that the 2009 expansion was the reason we were deficient. The expansion of 2009 wasn't even known by [REDACTED] and was proven by the

newspaper article he was quoted in this news article from 2014. http://www.register-herald.com/news/va-wait-times-disputed/article_9f29b15d-bc53-52d8-8726-bbb1a0f54f33.html

The data transmission error isn't mentioned either. I have included a Fact Finding FOIA from my original OIG Complaint. This FOIA will show that [REDACTED] (former enrollment coordinator) knew about the data transmission problem along with other facilities. A national ticket was placed by him to figure out what was going on with the data transmission problem. I found out that this original complaint was denied by the OIG due to congressional involvement. [REDACTED] (Associate HAS chief) knew [REDACTED] had placed a ticket and remembered Rural Health ([REDACTED]) complaining about the problem. A meeting took place around October 2013 with [REDACTED]. During this meeting I identified and emailed (twice) a list of previously denied veterans that actually were eligible. I told the OIG agents this and asked them to find out when I logged into the computer near [REDACTED] office because he didn't like the format of the original spreadsheet. He had me edit the format and resend it to him. At the conclusion of this meeting [REDACTED] and [REDACTED] said they would reach out to other facilities and the HEC regarding the \$80,000.00 net worth confusion. This would prove [REDACTED] lied during the March 26, 2014 interview during the Fact Finding, because he was present and looking at the spreadsheet during that meeting. During the Fact Finding, [REDACTED] admitted placing the ticket in 2012, but no question was asked about the resolution.

I provided the exact day to the OIG agents when the data transmission was fixed which was February 12, 2013. Thousands of records were transmitted that night and over 400 new

Veterans were finally enrolled in the HEC's system. I provided statistical data to the agents as well to validate these claims. In fact, I told the agents the computer systems went down 2-11-13 due to a server being replaced for VISN 6 apparently. HEC took steps to fix this data transmission problem by allowing facilities limited access to ES (Enrollment System) via the web. This allowed the facility to directly log into HEC's system and bypass the data transmission from VISTA (Locally) to the HEC.

HEC allowed us to send HEC Alerts to them online when we would have an issue we couldn't fix. When I noticed the data transmission error, I utilized this tool to fix the records. I submitted so many alerts one day that a worker from HEC contacted me and asked me why I was sending all these alerts. I explained to him our problem and he told me to get with the ADPAC (IT) person through HAS (Health Administration Service Line).

The OIG Agents told me a Forensic Data Analyst would be sent to sit with me and I could show them how the systems worked. I could show them how I ran my fileman reports to pull all my data from the computer system. The analyst never showed up and of course now OAR has asked me if I could have manipulated the data I had as evidence. The fact this is even in question is frustrating because I know it shouldn't be due to the lack of forensic data evaluation.

There wasn't any mention of the delayed Hardship (10-10HS) application from [REDACTED]. In one case he held the application for months and asked me for help through instant messaging. I helped [REDACTED] and he joked about buying me lunch, but I wrote back saying I'd rather have Mr. _____ hardship paperwork complete so I can call them. None of those Veterans were questioned either and they were delayed their benefits and they were going

through a hardship. No mention of all the online applications being cancelled one day by [REDACTED]. Numerous Veterans had applied online for benefits, but nobody was monitoring the system correctly. I asked [REDACTED] if [REDACTED] and I could monitor it and help HAS out. Knowing the delay that happened under [REDACTED] watch is the reason I ran the fileman report back to the first online application. I gave this evidence to the OIG Agents as well. All this information can still be pulled by fileman reports and should be in my opinion to validate and clear my name. I understand OAR's need to make sure the data is correct, but at the same time how can OAR completely investigate this administrative problem without all the evidence? Most of my emails are gone due to numerous new CAC cards and an updated Microsoft outlook application. I have included emails to the OAR investigator voicing my concerns and frustrations with the timeline of this investigation and the lack of communication from the OIG with my evidence.

[REDACTED] also gave the OIG agents numerous emails with evidence of wait time manipulation. Choice appointments wait time manipulation. I found a scheduling clerk cancelling Veterans appointments almost on the hour so the No-Show % would be low. I gave them direct evidence of delayed Veteran consults being worked by [REDACTED]. I believe most of them were for Female Veterans being delayed appointments from their initial consultation placement. Darin gave them evidence of New Veteran Enrollments still being delayed appointments and even being not scheduled at all. We had to continue to ask through email to get the appointments scheduled. We had to email [REDACTED] and [REDACTED] for placement/appointment day.

The VA's Net Worth cover up isn't mentioned at all, but I have provided evidence to show you exactly how it unfolded. I have added two OIG reports as well to validate my claims. Hundreds of thousands of Veterans were denied their benefits and without the right to appeal due to administrative error. I gave the VA Secretary/Assistant Secretary along with the VA OIG, Congress, numerous supervisors, chiefs, and even medical center directors 38 USC 503 to help these men and women receive restitution. Since this has been under investigation numerous employees have left or moved positions. [REDACTED] went to the Pittsburgh VAMC to be the Director. She couldn't run this smaller VA effectively, but since her husband is a retired state policeman and knows Senator Manchin she is given a bigger VA to run into the ground. [REDACTED] received a promotion to the Director at the Huntington VAMC. [REDACTED] told [REDACTED] to stop messing in [REDACTED] world and refused to believe about the enrollment problems. [REDACTED] received a promotion from Chief of HAS to the AD during this investigation. Now the Associate Director at the Salem VAMC, which of course is a bigger facility just like Pittsburgh. He was in charge over coding, enrollment, and scheduling. All of these key areas have had an OIG investigation and he is even on record showing his lack of knowledge of the programs he was in charge of at the time. He had multiple EEO cases against him, but of course he keeps his high position and quietly moves away. [REDACTED] still works at the Beckley VAMC, but recently moved to a different job directly under the new Director [REDACTED] [REDACTED] didn't have anything happen to her because she is only a GS-6 worker and was just doing what she was told by her supervisors. [REDACTED] received a promotion to the CBO and now has completely left the VA and works from home on a farm. I am sure he dealt with bullying and harassment at the hands of [REDACTED] which didn't help his psychological mindset knowing he denied veterans their health benefits. [REDACTED] still has her position as

“Enrollment Coordinator” but I guess since she was suicidal during this investigation the VA sees her as a liability and hasn’t removed her from her duties.

The rural health program throughout VISN 6 was shut down completely. I gave the agents numerous names of other employees throughout VISN 6 in other rural health programs. I was attempting to show the collusion with the HAS department/Facility leadership in shutting down the rural health programs. We had a voice in the community and through public affairs. We all were liabilities to local VA’s because we knew the truth regarding enrollment/scheduling scandals. To my knowledge nobody was questioned and all the rural health programs in VISN 6 are defunct. One supervisor heard a public affairs telephone call after my article hit the news and the VA planned on spinning it as I was a rogue employee dissatisfied with the Beckley VAMC. One employee was harassed so much he had to move to Wyoming from North Carolina. In regards to the OAR investigation [REDACTED] and [REDACTED] were never contacted for questioning. These two individuals were key witnesses in this investigation in my opinion. [REDACTED] our supervisor and dealt with management more than we did on a daily basis. [REDACTED] worked for Congressman Rahall’s office during the time of this investigation. He could have provided key evidence in the cover up from the DC office, mainly Chief of Staff [REDACTED] and Legislative Assistant [REDACTED]

[REDACTED] worked in my position previously and recognized the problem first. [REDACTED] would not give him access to register Veterans due to him being African American. This doesn’t surprise me now knowing [REDACTED] history of EEO activity towards multiple African American individuals that included former CFO [REDACTED] was also

discriminated against because of his skin color. I have provided a Report of Contact that shows proof regarding our associative discrimination relating to [REDACTED] was also a key witness in this investigation and I don't think OAR interviewed him either.

In closing, I would like to add this statement. In both of these investigations there are huge holes missing regarding evidence. Data transmission, HEC/VAMC net worth confusion, antiquated computer systems, zero interviews with Veterans that were denied benefits from my lists, 2-12-13 data transmission fix, Congress cover up, Net worth cover up, etc. Where did all my evidence and [REDACTED] evidence go if OAR didn't receive it? The President as well the congressional oversight committees should know about these lackluster investigations. Veterans have a right under 38 USC 503 to equitable relief due to the VHA's administrative error with their health benefits. Veterans had to pay thousands out of their own pockets for health insurance when they could've used the VA for a fraction of the cost. This is right up there with the Agent Orange and Camp Lejeune cover ups based solely on the financial cost if this is known.

Respectfully,

[REDACTED]