



In Reply Refer To: **FOIA Request 20-09544-F**

January 25, 2023

Austin Evers
American Oversight
1030 15th Street, NW
Washington, DC, 20005

Dear Austin Evers:

This letter is the initial agency decision to your September 9, 2020, request under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, submitted to the Department of Veterans Affairs (VA), Veterans Health Administration (VHA) Central Office FOIA Office requesting the following records:

“American Oversight requests that your agency produce the following records within twenty business days: All email communications (including emails, email attachments, complete email chains, and calendar invitations) sent by the officials specified below that contain at least one term from column A and one term from column B. Specified VA Officials:

- I. Robert Wilkie, Secretary
- II. Anyone serving as Chief of Staff to Secretary Wilkie
- III. Pamela Powers, Acting Deputy Secretary
- IV. James Hutton, Assistant Secretary for Public and Intergovernmental Affairs
- V. Richard Stone, Executive in Charge, Veterans Health Administration
- VI. Michael Valentino, Chief Consultant, Pharmacy Benefits Management Services
- VII. Ken Siehr, Deputy Chief Consultant, Consolidated Mail Out Program.

Column A	Column B
i. USPS ii. FedEx iii. UPS iv. “United States Postal Service” v. “Post Office” vi. DeJoy vii. Postmaster viii. PMG	i. “prescription deliveries” ii. “prescription delivery” iii. “prescription delay” iv. “prescription delays”

In an effort to accommodate VA and reduce the number of potentially responsive records to be processed and produced, American Oversight has limited its request to emails sent by specified officials.”

The VA FOIA Service received your request on September 9, 2020. On September 15, 2020, they transferred portions (V)-(VII) to the VHA Central FOIA Office.

The Office of Information and Technology conducted a forensic search for responsive records by searching the Outlook mailboxes identified in portions (V)-(VII) for records containing one search term from column A and one term from column B. At the conclusion of the search 116 pages were determined to be responsive to your request.

My review of the documents revealed that they contained information that falls within the disclosure protections of FOIA Exemption 4, 5 U.S.C. § 552(b)(4) and FOIA Exemption 6, 5 U.S.C. § 552(b)(6). On January 18, 2022, you agreed to exclude unit pricing on five pages of responsive records which eliminated the need to consider FOIA Exemption 4. We excluded the unit pricing on pages 68 and 94-97.

FOIA Exemption 6 permits VA to withhold a document or information contained within a document if disclosure of the information would constitute a clearly unwarranted invasion of a living individual's personal privacy. Stated another way, VA may withhold information under FOIA Exemption 6 where disclosure of the information, either by itself or in conjunction with other information available to either the public or the FOIA requester, would result in an unwarranted invasion of an individual's personal privacy without contributing significantly to the public's understanding of the activities of the federal government.

Specifically, the information I am withholding, as indicated on the enclosed documents, under FOIA Exemption 6 consists of names and contact information as the individuals associated with this information have a personal privacy interest in it.

The coverage of FOIA Exemption 6 is absolute unless the FOIA requester can demonstrate a countervailing public interest in the requested information by demonstrating that the individual is in a position to provide the requested information to members of the general public and that the information requested contributes significantly to the public's understanding of the activities of the Federal government. Additionally, the requester must demonstrate how the public's need to understand the information significantly outweighs the privacy interest of the person to whom the information pertains. Upon consideration of the materials provided, I have not been able to identify a countervailing public interest of sufficient magnitude to outweigh the privacy interest in this case. The individuals associated with this information have a personal privacy interest in information that outweighs any public interest served by disclosure of their identities under FOIA. Consequently, I am denying your request for this information under FOIA Exemption 6, 5 U.S.C. § 552 (b)(6).

If you disagree with my determination to withhold the information under FOIA Exemption 6, please be advised you may appeal to:

Office of the General Counsel (024)
Department of Veterans Affairs
810 Vermont Avenue, N.W.
Washington, D.C. 20420
Fax: (202) 273-6388
Email: ogcfoiaappeals@va.gov

If you should choose to file an appeal, your appeal must be postmarked or electronically transmitted no later than ninety (90) calendar days from the date of this letter. Please include a copy of this letter with your written appeal and clearly state why you disagree with the determinations set forth in this response.

You may also seek assistance and/or dispute resolution services for any other aspect of your FOIA request, excluding the release determination, from VHA's FOIA Public Liaison and or Office of Government Information Services (OGIS) as provided below:

VHA FOIA Public Liaison:
Email Address: vhafoiahelp@va.gov
Phone Number: 833-880-8500

Office of Government Information Services (OGIS)
Email: ogis@nara.gov
Fax: (202) 741-5769
Mailing address:
Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road
College Park, MD 20740-6001

Thank you for your interest in VA. If you have any further questions, please feel free to contact me at 802-369-4606 or via email at joseph.smeraldi@va.gov.

Sincerely,



Joseph Smeraldi
VHA FOIA Officer

Enclosure:
20-09544-F Docs_Redacted (116 pages)

From: Kim, Paul D., MD
Sent: Mon, 17 Aug 2020 15:55:17 +0000
To: Oshinski, Renee
Cc: Czarnecki, Tammy; Valentino, Michael (VACO); VHA OEM EMCC Command Staff
Subject: FW: USPS Delay Information
Attachments: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays , FW: Quick Question-
 mail-in pharmacy delays, RE: US Postal Service Performance
Importance: High

Renee,

As an FYI, the EMCC has received some inquiries from VISNs regarding whether there will be a VACO response and/or direction to the field. I did speak to Mike earlier.

Paul

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:44 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>; Kim, Paul D., MD (b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; (b)(6) CMOP) (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) PBM) (b)(6) @va.gov>; Llorente, Maria D (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Taylor, Beth A (b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>
Subject: RE: USPS Delay Information
Importance: High

Hi (b)(6)

The first e-mail attachment contains an incoming request from the SVAC majority and the document I prepared for Dr. Stone that we suggested could be used in a response.

The second e-mail attachment is an incoming request from Congressman Joe Cunningham (CMOP data needed for the response is pending).

The third e-mail attachment is related to the request to provide weekly updates to Dr. Stone regarding CMOP package delivery.

Adding Jerry to weigh in on whether there is a need to prepare something for facility PAOs to use if/when contacted about USPS delays (my office and Paul Kim's office are receiving a fair number of inquiries on this topic).

Mike

From: Valentino, Michael (VACO)
Sent: Monday, August 17, 2020 11:18 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: RE: USPS Delay Information

No but we received at least one Congressional inquiry that we responded to through OCLA.

From: (b)(6)
Sent: Monday, August 17, 2020 11:16 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: RE: USPS Delay Information

That would be great if you could send.

So no requests to brief Congress that you are aware of? Thanks.

V/r,

(b)(6)
 (b)(6) Under Secretary for Health
 Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:15 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: Re: USPS Delay Information

I sent him talking points a week or so ago to use at his weekly committee briefings. He said it was exactly what he needed (will send you the e-mail string and attachment).

This morning, we received a request to provide a weekly update each Monday and we are working to pull that together.

Get Outlook for iOS

From: (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:06:30 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;

VHA 10P Actions (b)(6)@va.gov>; Boyd, Teresa D. (b)(6)@va.gov>
Subject: USPS Delay Information

Good Morning All,

Two Questions for you:

1. Has anyone reached out schedule a Hill briefing/phonecall on USPS issues for VHA?
2. I know Dr. Stone mentioned in this mornings 7:45 standup that he was looking to get weekly updates on this issue. However I would also like to request some talking points on the overall issue and any data we have on USPS delays and what that means for VHA to have ready for his several briefs with Members and staff on the Hill through out the week. Do you have something already put together or something you can get ready by COB today?

Thank you!!!

V/r,

(b)(6)
(b)(6) Under Secretary for Health
Office of Congressional and Legislative Affairs
Department of Veterans Affairs
Desk: (b)(6)
Cell: (b)(6)

From: Valentino, Michael (VACO)
Sent: Thu, 13 Aug 2020 16:14:42 +0000
To: (b)(6) (CMOP) (b)(6)
Cc: (b)(6) (PBM)
Subject: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays
Attachments: Prescription Pacakge Delays-MV.docx

Hi guys.....don't know if this will help to answer the questions.....its the final version I sent to Dr. Stone.....

Mike

From: (b)(6)
Sent: Thursday, August 13, 2020 12:09 PM
To: VHA 10P4P Action (b)(6)@va.gov>
Cc: VHA 10P4 Actions (b)(6)@va.gov>
Subject: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays

Good afternoon,

Please see the request below and provide to **10P4 NLT 10 a.m., Aug 18.**

Request:

OCLA is in receipt of the following RFI's from the SVAC Majority RE: Pharmacy service and USPS delays. If you have questions or concerns, please let me know. Also note that my colleague (b)(6) cc'd here will be taking over the Pharmacy portfolio effective 8/17.

We had some questions about VA's pharmacy service and use of USPS given reports of delays we have recently seen.

- How many prescriptions does VA fill each year and how many are delivered via USPS? Via other delivery methods?
- How does VA track timeliness of prescription delivery via USPS and other delivery methods, and what are those metrics?
- How does VA track complaints from patients about prescription delivery and how are those complaints addressed?
- What options does VA have for sending prescriptions without using USPS? What factors would trigger VA to use something other than USPS for delivering prescriptions?
- What impact do USPS delays and use of non-USOS services have on the CMOP, specifically the one in Kansas?
- Please provide any other relevant information on how VA is mitigating reported delays in USPS service to get veterans their prescriptions in a timely manner.

V/r,

(b)(6)

Office of the Deputy Under Secretary for Health
for Policy and Services (10P)

Work ph: (b)(6)

Cell: (b)(6)

Email: (b)(6)@va.gov

From: (b)(6)@va.gov>

Sent: Thursday, August 13, 2020 11:55 AM

To: VHA 10P Actions (b)(6)@va.gov>

Cc: (b)(6)@va.gov>; (b)(6)@va.gov>

Subject: RFI: SVAC Majority - Pharmacy Services, USPS delays

Good morning 10P,

OCLA is in receipt of the following RFI's from the SVAC Majority RE: Pharmacy service and USPS delays. If you have questions or concerns, please let me know. Also note that my colleague (b)(6) cc'd here will be taking over the Pharmacy portfolio effective 8/17.

Please acknowledge receipt and suspense of August 18th.

Thank you,

(b)(6)

We had some questions about VA's pharmacy service and use of USPS given reports of delays we have recently seen.

- How many prescriptions does VA fill each year and how many are delivered via USPS? Via other delivery methods?
- How does VA track timeliness of prescription delivery via USPS and other delivery methods, and what are those metrics?
- How does VA track complaints from patients about prescription delivery and how are those complaints addressed?
- What options does VA have for sending prescriptions without using USPS? What factors would trigger VA to use something other than USPS for delivering prescriptions?
- What impact do USPS delays and use of non-USOS services have on the CMOP, specifically the one in Kansas?

- Please provide any other relevant information on how VA is mitigating reported delays in USPS service to get veterans their prescriptions in a timely manner.

(b)(6)

Congressional Relations Officer
Office of Congressional and Legislative Affairs
Department of Veterans Affairs

(b)(6)

- desk
- cell

Prescription Delivery Delays

ISSUE:

PBM has received several requests for information about reported delays in United States Postal Service's (USPS) delivery of VA prescription medication packages. These requests have come from Congress, reporters and Veteran Service Organizations. A sample PBM response provided to the Office of Congressional and Legislative Affairs, the Press Secretary and/or VHA Communications can be found at the bottom of this e-mail. The main points in PBM's responses have been:

BLUF:

- The majority of CMOP packages are shipped via USPS.
- There are some locations where VA's Consolidated Mail Outpatient Pharmacies (CMOPs) are receiving reports of USPS prescription package delays.
- When these delays are significant, VA shifts delivery away from USPS to commercial carriers.
- Commercial carriers are also experiencing shipping delays.
- CMOP is working with USPS to identify medication packages for priority delivery.

COST IMPACT:

- It costs VA twice as much to use United Parcel Service (UPS) for prescription package delivery than to use USPS.
- It costs VA three times as much to use Federal Express (FedEx) for prescription package delivery than to use USPS.
- If VA is forced to switch all shipping from USPS to UPS and FedEx (50% each) to avoid delivery delays, it will cost an estimated additional \$32 million per month or \$384 million per year.

EXAMPLE OF A RESPONSE TO A RECENT INQUIRY:

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA. My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Response: Approximately 90% of Consolidated Mail Outpatient Pharmacy (CMOP) packages are shipped to Veterans by the United States Postal Service (USPS). CMOP has detected hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted from USPS to UPS 2nd day air for those areas until service levels could be returned. CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS. CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor. PBM has proactively worked with VA's Office of Information and Technology (OI&T) to develop and implement a patch to enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience delayed deliveries can use this new function to mitigate delivery delays experienced by veterans.

VA's Consolidated Mail Outpatient Pharmacies (CMOPs) proactively monitor shipping times and have noticed delays across all delivery system partners. Currently they have identified United States Postal Service (USPS) average number of days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020. With United Parcel Service (UPS), on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months. In areas CMOP has detected hot spots with delivery delays, staff have proactively converted to alternate delivery partners until service levels in these areas return to previous timelines. In addition, CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

From: (b)(6)
Sent: Thu, 13 Aug 2020 19:16:22 +0000
To: VHA 10P4P Action
Cc: VHA 10P4 Actions
Subject: FW: Quick Question-mail-in pharmacy delays
Attachments: FW: USPS Delays

Good afternoon,

Please see the query below and respond **by noon Tuesday August 18th**. I have attached our previously cleared response but do not recall seeing anything specific to Charleston.

Request:

Please see the question below from Rep. Joe Cunningham's office regarding mail-in pharmacy delays.

- We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?
 - Any insight you could provide would be greatly appreciated- thank you!

Thanks

(b)(6)

Department of Veterans Affairs
 Office of the Deputy Under Secretary for Health for Policy and Services (10P)
 Office: (b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 3:10 PM
To: VHA 10P Actions (b)(6)@va.gov>
Cc: VHA 10B3 Legislative Team (b)(6)@va.gov>
Subject: FW: Quick Question-mail-in pharmacy delays

Good Afternoon,

Please see the question below from Rep. Joe Cunningham's office regarding mail-in pharmacy delays.

- **We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?**
 - **Any insight you could provide would be greatly appreciated- thank you!**

(b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 2:50 PM
To: (b)(6)@va.gov>
Cc: OCLA COVID Team (b)(6)@va.gov>; VHA 10B3 Legislative Team (b)(6)@va.gov>
Subject: FW: Quick Question

Hi (b)(6)

Please see the email below that 10B2 forwarded to our team. It came to 10B2 from the communications team in Rep. Joe Cunningham's office. The original request is at the bottom of the email chain.

10B3 can take this for action and send the response back to you and the OCLA COVID Team. Thank you.

- **We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?**

- **Any insight you could provide would be greatly appreciated- thank you!**

(b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 2:34 PM
To: (b)(6)@va.gov>; VHA 10B3 Legislative Team (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>; (CMOP) (b)(6)@va.gov>; VHA CO 10B2B Media (b)(6)@va.gov>
Subject: RE: Quick Question

Hi (b)(6)

Adding the VHA Legislative Team for assistance on this one.

As a heads up, OPIA provided a response back to the Post and Courier yesterday afternoon.

Thanks, (b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 2:15 PM
To: VHA CO 10B2B Media (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: FW: Quick Question

Good afternoon!

Please see the request below. Your assistance with providing information is appreciated.

(b)(6)

(b)(6)

Consolidated Mail Outpatient Pharmacy 766
3725 Rivers Avenue Suite 2
North Charleston, South Carolina 29405

(b)(6)

@va.gov

From: (b)(6) @va.gov>
Sent: Thursday, August 13, 2020 2:01 PM
To: (b)(6) @mail.house.gov>
Cc: (b)(6) @va.gov> (b)(6) @va.gov>
Subject: RE: Quick Question

Hi (b)(6) — not that I am aware of. As you probably know, the VA Consolidated Mail out Pharmacy (CMOP) is a separate entity from the VAMC. I have added their (b)(6) and (b)(6) to provide any information about their operations. Thank you.

(b)(6)

Ralph H. Johnson VA Medical Center
109 Bee St.
Charleston, SC 29401

(b)(6)

o

m

(b)(6)

@va.gov

 @CharlestonVAMC |  VAMCCharleston |  @CharlestonVAMC

Need assistance from Public Affairs or Medical Media? Enter a [Work Order](#).

From: (b)(6) @mail.house.gov>
Sent: Thursday, August 13, 2020 10:54 AM
To: (b)(6) @va.gov>
Subject: [EXTERNAL] Quick Question

Hi (b)(6)

We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?

Any insight you could provide would be greatly appreciated- thank you!

(b)(6)

(b)(6)

Office of Congressman Joe Cunningham (SC-01)
530 Johnnie Dodds Blvd, Suite 201
Mt. Pleasant, SC 29464

(b)(6)

office
mobile

Do you get our newsletter?



From: (b)(6)
Sent: Thu, 6 Aug 2020 12:16:57 +0000
To: (b)(6); VHA 10B
Cc: VHA 10P Actions; VHA 10P4 Actions
Subject: FW: USPS Delays
Attachments: image001.png
Importance: High

Good morning (b)(6) and team

10P clears the response below regarding USPS delays.

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA. My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Response: Approximately 90% of Consolidated Mail Outpatient Pharmacy (CMOP) packages are shipped to Veterans by the United States Postal Service (USPS). CMOP has detected hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted from USPS to UPS 2nd day air for those areas until service levels could be returned. CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS. CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor. PBM has proactively worked with VA's Office of Information and Technology (OI&T) to develop and implement a patch the enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience delayed deliveries can use this new function to mitigate delivery delays experienced by veterans.

VA's Consolidated Mail Outpatient Pharmacies (CMOPs) proactively monitor shipping times and have noticed delays across all delivery system partners. Currently they have identified United States Postal Service (USPS) average number of days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020. With United Parcel Service (UPS), on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months. In areas CMOP has detected hot spots with delivery delays, staff have proactively converted to alternate delivery partners until service levels in these areas return to previous timelines. In addition, CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

Many thanks

(b)(6)

From: (b)(6)@va.gov <mailto:(b)(6)@va.gov> >
 Sent: Wednesday, August 5, 2020 11:05 AM
 To: VHA 10P Actions (b)(6)@va.gov <mailto:(b)(6)@va.gov> >
 Cc: (b)(6)@va.gov <mailto:(b)(6)@va.gov> >
 Subject: FW: USPS Delays

Good morning 10P,

Please see the request below from VFW regarding USPS delays and provide a response by 2:00 PM August 7, 2020.

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA.

My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Thank you,

(b)(6)

Office of the Under Secretary for Health (10)

810 Vermont Ave. NW (Room (b)(6))

Washington DC, 20420

Office: (b)(6)
 iPhone:

Email: (b)(6)@va.gov <mailto:(b)(6)@va.gov>

From: (b)(6)@vfw.org >
 Sent: Wednesday, August 5, 2020 10:29 AM
 To: (b)(6)@va.gov <mailto:(b)(6)@va.gov> >
 Cc: (b)(6)@vfw.org <mailto:(b)(6)@vfw.org> >
 Subject: [EXTERNAL] FW: USPS Delays

Washington, DC 20002

(b)(6)@vfw.org <mailto:(b)(6)@vfw.org>

Office: (b)(6)

Cell: (b)(6)

"No One Does More For Veterans!"



From: Taylor, Beth A
Sent: Mon, 17 Aug 2020 14:13:29 +0000
To: (b)(6) Valentino, Michael (VACO) (b)(6) Llorente, Maria D.
Cc: VHA HOC Action (b)(6) CMOP (b)(6)
(PBM)
Subject: RE: US Postal Service Performance

Would be great to have you on the call if available to present the data! Otherwise, Maria and I always attend.

From: (b)(6) @va.gov>
Sent: Monday, August 17, 2020 10:11 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; Taylor, Beth A (b)(6) @va.gov>;
(b)(6) @va.gov>; Llorente, Maria D (b)(6) @va.gov>
Cc: VHA HOC Action (b)(6) @va.gov> (b)(6) CMOP (b)(6) @va.gov>;
(b)(6) @va.gov> (b)(6) PBM (b)(6) @va.gov>
Subject: RE: US Postal Service Performance

I will defer to Dr. Taylor as she got the request from the EIC.

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 10:01 AM
To: (b)(6) @va.gov>; Taylor, Beth A (b)(6) @va.gov> (b)(6) @va.gov>;
Llorente, Maria D (b)(6) @va.gov>
Cc: VHA HOC Action (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>;
(b)(6) @va.gov> (b)(6) PBM (b)(6) @va.gov>
Subject: RE: US Postal Service Performance

Thanks (b)(6)

Can you advise if we just send the data we have to the HOC and someone there will put it into a slide or two and present or does PBM need to put the slides together and be on the call to present and answer questions?

Will look at the template as soon as we can get it and take a first pass at putting together some data.

Mike

From: (b)(6)
Sent: Monday, August 17, 2020 9:48 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; Taylor, Beth A (b)(6) @va.gov>;
(b)(6) @va.gov>; Llorente, Maria D (b)(6) @va.gov>
Cc: VHA HOC Action (b)(6) @va.gov> (b)(6) CMOP (b)(6) @va.gov>;
(b)(6) @va.gov> (b)(6) PBM (b)(6) @va.gov>
Subject: RE: US Postal Service Performance

Mike,

I agree, the potential impacts here go beyond PBM and we'll need to think about incorporating those as we go. I would think we start with what we can pull from the CMOPs and then look to expand – his specific request.

He asked for this to be rolled into the 7:45. (b)(6) can share the slide template we use. Typically one or two slides per topic. I would think that we set up a simple trend of delivery times and see what that looks like – maybe a series of control charts to see if we have CMOPs/regions of the country/zip codes that are seeing delays.

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 9:23 AM
To: Taylor, Beth A (b)(6) @va.gov>; (b)(6) @va.gov>; Llorente, Maria D. (b)(6) @va.gov>
Cc: VHA HOC Action (b)(6) @va.gov>; (b)(6) CMOP (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>
Subject: RE: US Postal Service Performance

Hello all,

Could someone please clarify the request? (i.e., which VA office is tracking and what are they going to track?)

Pharmacy Benefits Management's (PBM) Consolidated Mail Outpatient Pharmacy (CMOP) only tracks delivery of medication packages mailed from each of our seven CMOPs. We have no visibility to track medications mailed from VA medical facilities, nor correspondence from VHA (appointment letters, etc.) and VBA (eligibility, etc.)

Assuming this request is initially limited to CMOP prescription delivery tracking, PBM will begin to report that information. We will need to know the reporting venue and format for reporting.

I would also point out that VA has an enterprise mail management office that may have additional data on USPS delivery issues and could perhaps add information on non-CMOP package delivery.

Thanks

Mike

From: Taylor, Beth A
Sent: Monday, August 17, 2020 9:02 AM
To: (b)(6) @va.gov>; Llorente, Maria D. (b)(6) @va.gov>
Cc: VHA HOC Action (b)(6) @va.gov>; Valentino, Michael (VACO) (b)(6) @va.gov>
Subject: RE: US Postal Service Performance

Thanks (b)(6)! I think that would work for us. Copying others for confirmation.

From: (b)(6)@va.gov>
Sent: Monday, August 17, 2020 9:00 AM
To: Taylor, Beth A (b)(6)@va.gov>
Cc: VHA HOC Action (b)(6)@va.gov>
Subject: US Postal Service Performance

Good Morning Ms. Taylor,

I am following up with you regarding Dr. Stone's request this morning on tracking the performance on the US Postal Service. Dr. Stone requested a weekly update on this topic. The schedule currently has availability on Mondays if that works for you and your team. Please let us know. Thanks

Thank you,

(b)(6)

VHA Healthcare Operations Center (HOC)
Field Operations and Support (formerly Network Support)

Office: (b)(6)

Mobile:

Email: (b)(6)@va.gov

(b)(6)

(b)(6)

From: Valentino, Michael (VACO)
Sent: Mon, 17 Aug 2020 16:34:36 +0000
To: (b)(6) (CMOP) (b)(6) VHA 10P4P Action; VHA 10P4 Communication Group
Cc: VHA 10P4 Actions
Subject: RE: [EXTERNAL] reports of USPS delays
Attachments: RE: USPS Delay Information

Hi (b)(6)

VHA Comms and others are included on a separate e-mail on this topic (see attached).

I think we can close this e-mail string out.

Mike

From: (b)(6)
Sent: Monday, August 17, 2020 12:18 PM
To: (b)(6) (CMOP) (b)(6) @va.gov>; Valentino, Michael (VACO) (b)(6) @va.gov>; (b)(6) @va.gov>; VHA 10P4P Action (b)(6) @va.gov>; VHA 10P4 Communication Group (b)(6) @va.gov>
Cc: VHA 10P4 Actions (b)(6) @va.gov>
Subject: RE: [EXTERNAL] reports of USPS delays

Would this be appropriate in response to the questions:

Suggested responses were prepared for Dr. Stone that could be used in a response to an inquiry from SVAC majority.

(b)(6)

(b)(6)

Office of the Assistant Deputy Under Secretary for Health for Patient Care Services (10P4)
VACO PCS IT/BCAG/ISO Liaison
TMS OPCS DM

ph: (b)(6)

fax

(b)(6)

From: (b)(6)
Sent: Monday, August 17, 2020 11:22 AM
To: (b)(6) (CMOP) (b)(6) @va.gov>; Valentino, Michael (VACO) (b)(6) @va.gov>; (b)(6) @va.gov>; VHA 10P4P Action

(b)(6)@va.gov>: VHA 10P4 Communication Group (b)(6)@va.gov>
Cc: VHA 10P4 Actions (b)(6)@va.gov>
Subject: RE: [EXTERNAL] reports of USPS delays

Thanks, were the talking points referenced "Do you know when Dr. Stone will be meeting with HVAC and SVAC on this issue" used in a hearing?

Dennis

(b)(6)

**Office of the Assistant Deputy Under Secretary for Health for
 Patient Care Services (10P4)
 VACO PCS IT/BCAG/ISO Liaison
 TMS OPCS DM**

ph: (b)(6)

fax

(b)(6)

From: (b)(6) (CMOP) (b)(6)@va.gov>

Sent: Monday, August 17, 2020 10:25 AM

To: (b)(6)@va.gov>; Valentino, Michael (VACO) (b)(6)@va.gov> (b)(6)
 (b)(6)@va.gov>; VHA 10P4P Action (b)(6)@va.gov>; VHA 10P4 Communication
 Group (b)(6)@va.gov>

Cc: VHA 10P4 Actions (b)(6)@va.gov>

Subject: RE: [EXTERNAL] reports of USPS delays

- Through July of 2020, VA mail order prescriptions delivered via USPS orders are averaging less than three days delivery time, and more than 95 percent of VA prescriptions delivered via UPS next day service have been on time.

The above statement is accurate.

Stay Safe & Healthy

(b)(6)

From: (b)(6)@va.gov>

Sent: Monday, August 17, 2020 9:17 AM

To: (b)(6) (CMOP) (b)(6)@va.gov>; Valentino, Michael (VACO)
 (b)(6)@va.gov>; (b)(6)@va.gov>; VHA 10P4P Action
 (b)(6)@va.gov>; VHA 10P4 Communication Group (b)(6)@va.gov>

Cc: VHA 10P4 Actions (b)(6)@va.gov>

Subject: RE: [EXTERNAL] reports of USPS delays

Following questions from VHA Comms:

- Do you know when Dr. Stone will be meeting with HVAC and SVAC on this issue.
- Also, is this information accurate: VA prescriptions delivered via USPS orders are averaging less than three days delivery time, and more than 95 percent of VA prescriptions delivered via UPS next day service have been on time.

Dennis

(b)(6)

**Office of the Assistant Deputy Under Secretary for Health for
Patient Care Services (10P4)
VACO PCS IT/BCAG/ISO Liaison
TMS OPCS DM**

ph: (b)(6)

fax: (b)(6)

(b)(6)

From: (b)(6) (CMOP) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 8:02 AM
To: (b)(6) @va.gov>; Valentino, Michael (VACO) (b)(6) @va.gov>; (b)(6) @va.gov>; VHA 10P4P Action (b)(6) @va.gov>; VHA 10P4 Communication Group (b)(6) @va.gov>
Cc: VHA 10P4 Actions (b)(6) @va.gov>
Subject: RE: [EXTERNAL] reports of USPS delays

We have data on delivery performance (average days to deliver and on time delivery).

Stay Safe & Healthy

(b)(6)

From: (b)(6) @va.gov>
Sent: Monday, August 17, 2020 6:30 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; (b)(6) @va.gov>; VHA 10P4P Action (b)(6) @va.gov>; VHA 10P4 Communication Group (b)(6) @va.gov>
Cc: VHA 10P4 Actions (b)(6) @va.gov>
Subject: RE: [EXTERNAL] reports of USPS delays

Thanks Mike, I'll move this along. In case they ask, does PBM have any type of data files it uses to generate the percentages quoted in the response?

(b)(6)

(b)(6)

Office of the Assistant Deputy Under Secretary for Health for

Patient Care Services (10P4)
VACO PCS IT/BCAG/ISO Liaison
TMS OPCS DM

ph: (b)(6)

fax: (b)(6)

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Friday, August 14, 2020 4:33 PM
To: (b)(6)@va.gov>; VHA 10P4P Action (b)(6)@va.gov>; VHA 10P4 Communication Group (b)(6)@va.gov>
Cc: VHA 10P4 Actions (b)(6)@va.gov>
Subject: RE: [EXTERNAL] reports of USPS delays

We really don't maintain files in the way the reporter seems to want.

I recommend we send the attached to the Press Secretary to include with their response.

(We prepared for Dr. Stone to brief the HVAC and SVAC.....)

Mike

From: (b)(6)
Sent: Friday, August 14, 2020 4:29 PM
To: VHA 10P4P Action (b)(6)@va.gov>; VHA 10P4 Communication Group (b)(6)@va.gov>
Cc: VHA 10P4 Actions (b)(6)@va.gov>
Subject: FW: [EXTERNAL] reports of USPS delays

10P4P,

Please review the request below and provide response to VHA 10P4 Communication Group before 12pm Aug 17th. Please cc VHA 10P4 Actions for tracking.

Thank you

(b)(6)

From: (b)(6)@va.gov>
Sent: Friday, August 14, 2020 4:08 PM
To: VHA 10P Actions (b)(6)@va.gov>
Cc: VHA CO 10B2B Media (b)(6)@va.gov>
Subject: RE: [EXTERNAL] reports of USPS delays

10P,

Query from the Wall Street Journal. Does Pharmacy track the following:

Finally, Mr. Wilkie told me that VA would share with me the data regarding prescription orders/deliveries/delays and to reach out to you to get that information. Could you provide any applicable data on prescription volumes, delivery timelines and delays? If you send in a database or spreadsheet form so I can plot the info that would be helpful.

If so, could this information be provided easily or would it take several days to provide?

Thanks, (b)(6)

From: (b)(6)@va.gov>
Sent: Friday, August 14, 2020 2:07 PM
To: (b)(6)@va.gov>; Michaud, Gerald (Jerry) (b)(6)@va.gov>;
 VHA CO 10B2B Media (b)(6)@va.gov>
Cc: Cashour, Curtis (b)(6)@va.gov>
Subject: FW: [EXTERNAL] reports of USPS delays

VHA, see the highlighted below. Would you recommend a FOIA for this info?

Thanks.

From: (b)(6)@wsj.com>
Sent: Friday, August 14, 2020 2:02 PM
To: Cashour, Curtis (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: [EXTERNAL] reports of USPS delays

Curt and (b)(6)

I spoke with Secy Wilkie last week and he said there had been no delays in VA mail-order prescription services despite reports of such. Is that still the case? Have there been delays in prescription deliveries to veterans and if so what is the cause and the action being taken to remedy it?

Does VA have a response to the letters sent by members of the House and Senate asking about reports of delays?

Does Mr. Stone have any comment on the matter and is he available for an interview?

If delays are occurring, Are USPS policies causing delays in delivery? Has Mr. Wilkie spoken with the president about solutions to the issue and if so, what was the content of those discussions?

Finally, Mr. Wilkie told me that VA would share with me the data regarding prescription orders/deliveries/delays and to reach out to you to get that information. Could you provide any applicable data on prescription volumes, delivery timelines and delays? If you send in a database or spreadsheet form so I can plot the info that would be helpful.

Thank you,
 (b)(6)

(b)(6)

Staff Reporter

The Wall Street Journal

+ (b)(6) Mobile, WhatsApp, Signal)

From: Valentino, Michael (VACO)
Sent: Mon, 17 Aug 2020 15:44:19 +0000
To: (b)(6)
Cc: (b)(6) (VHACO); VHA 10P4 Actions; VHA 10P Actions; Boyd, Teresa D.; Kim, Paul D., MD; Michaud, Gerald (Jerry) (b)(6) (CMOP); (b)(6) (b)(6) (PBM); Llorente, Maria D. (b)(6) (PBM); Taylor, Beth A; Matthews, Kameron
Subject: RE: USPS Delay Information
Attachments: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays, FW: Quick Question-mail-in pharmacy delays, RE: US Postal Service Performance
Importance: High

Hi (b)(6)

The first e-mail attachment contains an incoming request from the SVAC majority and the document I prepared for Dr. Stone that we suggested could be used in a response.

The second e-mail attachment is an incoming request from Congressman Joe Cunningham (CMOP data needed for the response is pending).

The third e-mail attachment is related to the request to provide weekly updates to Dr. Stone regarding CMOP package delivery.

Adding Jerry to weigh in on whether there is a need to prepare something for facility PAOs to use if/when contacted about USPS delays (my office and Paul Kim's office are receiving a fair number of inquiries on this topic).

Mike

From: Valentino, Michael (VACO)
Sent: Monday, August 17, 2020 11:18 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: RE: USPS Delay Information

No but we received at least one Congressional inquiry that we responded to through OCLA.

From: (b)(6)
Sent: Monday, August 17, 2020 11:16 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: RE: USPS Delay Information

That would be great if you could send.

So no requests to brief Congress that you are aware of? Thanks.

V/r,

(b)(6)
 (b)(6) to the Under Secretary for Health
 Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:15 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;
 VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: Re: USPS Delay Information

I sent him talking points a week or so ago to use at his weekly committee briefings. He said it was exactly what he needed (will send you the e-mail string and attachment).

This morning, we received a request to provide a weekly update each Monday and we are working to pull that together.

Get [Outlook for iOS](#)

From: (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:06:30 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;
 VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: USPS Delay Information

Good Morning All,

Two Questions for you:

1. Has anyone reached out schedule a Hill briefing/phonecall on USPS issues for VHA?
2. I know Dr. Stone mentioned in this mornings 7:45 standup that he was looking to get weekly updates on this issue. However I would also like to request some talking points on the overall issue and any data we have on USPS delays and what that means for VHA to have ready for his several briefs with Members and staff on the Hill through out the week. Do you have something already put together or something you can get ready by COB today?

Thank you!!!

V/r,

(b)(6)

(b)(6) to the Under Secretary for Health
Office of Congressional and Legislative Affairs
Department of Veterans Affairs

Desk: (b)(6)

Cell: (b)(6)

From: Valentino, Michael (VACO)
Sent: Thu, 13 Aug 2020 16:14:42 +0000
To: (b)(6) (CMOP) (b)(6)
Cc: (b)(6) (PBM)
Subject: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays
Attachments: Prescription Pacakge Delays-MV.docx

Hi guys..don't know if this will help to answer the questions..its the final version I sent to Dr. Stone...

Mike

From: (b)(6)
Sent: Thursday, August 13, 2020 12:09 PM
To: VHA 10P4P Action (b)(6)@va.gov>
Cc: VHA 10P4 Actions (b)(6)@va.gov>
Subject: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays

Good afternoon,

Please see the request below and provide to 10P4 NLT 10 a.m., Aug 18.

Request:

OCLA is in receipt of the following RFI's from the SVAC Majority RE: Pharmacy service and USPS delays. If you have questions or concerns, please let me know. Also note that my colleague Jessica, cc'd here will be taking over the Pharmacy portfolio effective 8/17.

We had some questions about VA's pharmacy service and use of USPS given reports of delays we have recently seen.

- * How many prescriptions does VA fill each year and how many are delivered via USPS? Via other delivery methods?
- * How does VA track timeliness of prescription delivery via USPS and other delivery methods, and what are those metrics?
- * How does VA track complaints from patients about prescription delivery and how are those complaints addressed?
- * What options does VA have for sending prescriptions without using USPS? What factors would trigger VA to

use something other than USPS for delivering prescriptions?

* What impact do USPS delays and use of non-USOS services have on the CMOP, specifically the one in Kansas?

* Please provide any other relevant information on how VA is mitigating reported delays in USPS service to get veterans their prescriptions in a timely manner.

V/r,

(b)(6)

Office of the Deputy Under Secretary for Health

for Policy and Services (10P)

Work ph: (b)(6)

Cell: (b)(6)

Email: <mailto:(b)(6)@va.gov> (b)(6)@va.gov

From: (b)(6)@va.gov <mailto:(b)(6)@va.gov>

Sent: Thursday, August 13, 2020 11:55 AM

To: VHA 10P Actions <(b)(6)@va.gov <mailto:(b)(6)@va.gov>>

Cc: (b)(6)@va.gov <mailto:(b)(6)@va.gov>, (b)(6)

(b)(6)@va.gov <mailto:(b)(6)@va.gov>

Subject: RFI: SVAC Majority - Pharmacy Services, USPS delays

Good morning 10P,

OCLA is in receipt of the following RFI's from the SVAC Majority RE: Pharmacy service and USPS delays. If you have questions or concerns, please let me know. Also note that my colleague (b)(6) cc'd here will be taking over the Pharmacy portfolio effective 8/17.

Please acknowledge receipt and suspense of August 18th.

Thank you,

(b)(6)

We had some questions about VA's pharmacy service and use of USPS given reports of delays we have recently seen.

- * How many prescriptions does VA fill each year and how many are delivered via USPS? Via other delivery methods?
- * How does VA track timeliness of prescription delivery via USPS and other delivery methods, and what are those metrics?
- * How does VA track complaints from patients about prescription delivery and how are those complaints addressed?
- * What options does VA have for sending prescriptions without using USPS? What factors would trigger VA to use something other than USPS for delivering prescriptions?
- * What impact do USPS delays and use of non-USOS services have on the CMOP, specifically the one in Kansas?
- * Please provide any other relevant information on how VA is mitigating reported delays in USPS service to get veterans their prescriptions in a timely manner.

(b)(6)

Congressional Relations Officer

Office of Congressional and Legislative Affairs

Department of Veterans Affairs

(b)(6)

desk

cell

Prescription Delivery Delays

ISSUE:

PBM has received several requests for information about reported delays in United States Postal Service's (USPS) delivery of VA prescription medication packages. These requests have come from Congress, reporters and Veteran Service Organizations. A sample PBM response provided to the Office of Congressional and Legislative Affairs, the Press Secretary and/or VHA Communications can be found at the bottom of this e-mail. The main points in PBM's responses have been:

BLUF:

- The majority of CMOP packages are shipped via USPS.
- There are some locations where VA's Consolidated Mail Outpatient Pharmacies (CMOPs) are receiving reports of USPS prescription package delays.
- When these delays are significant, VA shifts delivery away from USPS to commercial carriers.
- Commercial carriers are also experiencing shipping delays.
- CMOP is working with USPS to identify medication packages for priority delivery.

COST IMPACT:

- It costs VA twice as much to use United Parcel Service (UPS) for prescription package delivery than to use USPS.
- It costs VA three times as much to use Federal Express (FedEx) for prescription package delivery than to use USPS.
- If VA is forced to switch all shipping from USPS to UPS and FedEx (50% each) to avoid delivery delays, it will cost an estimated additional \$32 million per month or \$384 million per year.

EXAMPLE OF A RESPONSE TO A RECENT INQUIRY:

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA. My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Response: Approximately 90% of Consolidated Mail Outpatient Pharmacy (CMOP) packages are shipped to Veterans by the United States Postal Service (USPS). CMOP has detected hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted from USPS to UPS 2nd day air for those areas until service levels could be returned. CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS. CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor. PBM has proactively worked with VA's Office of Information and Technology (OI&T) to develop and implement a patch to enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience delayed deliveries can use this new function to mitigate delivery delays experienced by veterans.

VA's Consolidated Mail Outpatient Pharmacies (CMOPs) proactively monitor shipping times and have noticed delays across all delivery system partners. Currently they have identified United States Postal Service (USPS) average number of days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020. With United Parcel Service (UPS), on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months. In areas CMOP has detected hot spots with delivery delays, staff have proactively converted to alternate delivery partners until service levels in these areas return to previous timelines. In addition, CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

From: Valentino, Michael (VACO)
Sent: Thu, 27 Aug 2020 17:49:31 +0000
To: Oshinski, Renee
Subject: RE: PLEASE READ RE: USPS Delay Information

Thanks Renee....you're the best!

Mike

From: Oshinski, Renee
Sent: Thursday, August 27, 2020 1:46 PM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Subject: RE: PLEASE READ RE: USPS Delay Information

Just that they had already put something out on MyHealtheVet that addressed the issue and told them to order earlier. I'll see if I can find that and ask if anything else went out.

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Thursday, August 27, 2020 12:38 PM
To: Oshinski, Renee (b)(6)@va.gov>
Subject: PLEASE READ RE: USPS Delay Information
Importance: High

Hi Renee,

I am presenting on USPS delays to the HOC tomorrow morning.

Did we get any response from VHA Comms and MyHealtheVet about communication to Veterans about potential delays?

I am anticipating that question could come up during the briefing and want to make sure we are all on the same page...

Mike

From: Oshinski, Renee
Sent: Monday, August 17, 2020 12:14 PM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Subject: RE: USPS Delay Information

I can try both. I think no one wants it is the problem.

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 12:10 PM

To: Oshinski, Renee (b)(6)@va.gov>
Subject: RE: USPS Delay Information

Not sure if its Health Information (Chuck and Marcia) or Connected Care (Neil)

From: Oshinski, Renee
Sent: Monday, August 17, 2020 12:09 PM
To: Valentino, Michael (VACO) (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>
Cc: Czarnecki, Tammy (b)(6)@va.gov>; VHA OEM EMCC Command Staff (b)(6)@va.gov>; (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>
Subject: RE: USPS Delay Information

Great ideas, let me see where Gerry Michaud is on these things. Trying to remember who owns MyHealtheVet?

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 12:07 PM
To: Oshinski, Renee (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>
Cc: Czarnecki, Tammy (b)(6)@va.gov>; VHA OEM EMCC Command Staff (b)(6)@va.gov>; (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>
Subject: RE: USPS Delay Information

Hi Renee,

I'm suggesting (b)(5)
 (b)(5)

Mike

From: Oshinski, Renee
Sent: Monday, August 17, 2020 11:58 AM
To: Kim, Paul D., MD (b)(6)@va.gov>; Valentino, Michael (VACO) (b)(6)@va.gov>
Cc: Czarnecki, Tammy (b)(6)@va.gov>; VHA OEM EMCC Command Staff (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: USPS Delay Information

Mike/Paul – I was presuming that the response that Mike V suggested was going to be the agency response. Is there a need for us to go out and do a separate tasking?

From: Kim, Paul D., MD (b)(6)@va.gov>
Sent: Monday, August 17, 2020 11:55 AM
To: Oshinski, Renee (b)(6)@va.gov>
Cc: Czarnecki, Tammy (b)(6)@va.gov>; Valentino, Michael (VACO) (b)(6)@va.gov>; VHA OEM EMCC Command Staff (b)(6)@va.gov>
Subject: FW: USPS Delay Information
Importance: High

Renee,

As an FYI, the EMCC has received some inquiries from VISNs regarding whether there will be a VACO response and/or direction to the field. I did speak to Mike earlier.

Paul

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 11:44 AM
To: (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; Boyd, Teresa D. (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>; Michaud, Gerald (Jerry) (b)(6)@va.gov>; (b)(6) (CMOP) (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6) (PBM) (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>; (b)(6) (PBM) (b)(6)@va.gov>; Taylor, Beth A. (b)(6)@va.gov>; Matthews, Kameron (b)(6)@va.gov>
Subject: RE: USPS Delay Information
Importance: High

Hi (b)(6)

The first e-mail attachment contains an incoming request from the SVAC majority and the document I prepared for Dr. Stone that we suggested could be used in a response.

The second e-mail attachment is an incoming request from Congressman Joe Cunningham (CMOP data needed for the response is pending).

The third e-mail attachment is related to the request to provide weekly updates to Dr. Stone regarding CMOP package delivery.

Adding Jerry to weigh in on whether there is a need to prepare something for facility PAOs to use if/when contacted about USPS delays (my office and Paul Kim's office are receiving a fair number of inquiries on this topic).

Mike

From: Valentino, Michael (VACO)
Sent: Monday, August 17, 2020 11:18 AM
To: (b)(6)@va.gov>

Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;
 VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>
Subject: RE: USPS Delay Information

No but we received at least one Congressional inquiry that we responded to through OCLA.

From: (b)(6)
Sent: Monday, August 17, 2020 11:16 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;
 VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: RE: USPS Delay Information

That would be great if you could send.

So no requests to brief Congress that you are aware of? Thanks.

V/r,

(b)(6)
 (b)(6) to the Under Secretary for Health
 Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:15 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;
 VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: Re: USPS Delay Information

I sent him talking points a week or so ago to use at his weekly committee briefings. He said it was exactly what he needed (will send you the e-mail string and attachment).

This morning, we received a request to provide a weekly update each Monday and we are working to pull that together.

Get [Outlook for iOS](#)

From: (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:06:30 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;
 VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: USPS Delay Information

Good Morning All,

Two Questions for you:

1. Has anyone reached out schedule a Hill briefing/phonecall on USPS issues for VHA?
2. I know Dr. Stone mentioned in this mornings 7:45 standup that he was looking to get weekly updates on this issue. However I would also like to request some talking points on the overall issue and any data we have on USPS delays and what that means for VHA to have ready for his several briefs with Members and staff on the Hill through out the week. Do you have something already put together or something you can get ready by COB today?

Thank you!!!

V/r,

(b)(6)
(b)(6) to the Under Secretary for Health
Office of Congressional and Legislative Affairs
Department of Veterans Affairs
Desk: (b)(6)
Cell: (b)(6)

From: Valentino, Michael (VACO)
Sent: Tue, 11 Aug 2020 21:21:10 +0000
To: (b)(6) Franchi, Mariano (CMOP)
Cc: (b)(6) (PBM)
Subject: RE: pharmacy delays and USPS and UPS transition
Attachments: Prescription Pacakge Delays.docx

Thanks (b)(6)

Can you check out my one-pager and see where I might have gone wrong (and fix it)?

Thanks very much for all the work on this.....

Mike

From: (b)(6)
Sent: Tuesday, August 11, 2020 4:02 PM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>
Cc: (b)(6) (PBM) (b)(6) @va.gov>
Subject: RE: pharmacy delays and USPS and UPS transition

Mike,

Attached is the data for 3 months (April-May-June) comparing FY19 to FY20 costs and percentage volumes. We were not able to include July 2020 as fiscal has not closed out the reports yet. We have broken down the data to include the total number of packages, total cost, and cost/package for USPS, UPS, and FedEx in the first section. In the second section we broke down the % packages sent by USPS and then "Other than USPS", along with the cost difference from the previous FY for the same time period. The last section we used the average cost per package between Fed EX and UPS for June 2020 to come up with the formula for anticipated cost increase if all packages were to move away from USPS. We assumed a 50% split between Fed Ex and USPS as we do not know if either carrier could handle the increased volume at this point.

Key takeaways:

1. Biggest increase in percentage packages to other carriers occurred in April 2020. Other comparison months the percentages were the same when looking back to same month in FY19.
2. If all packages were to go to Fed Ex and UPS, CMOP would spend an additional \$32,653,082.53/month in mail costs based on June 2020 average cost per package data.

Please let me know if you have any questions.

Thank you,

(b)(6)

(b)(6)

(b)(6) PBM/CMOP
 Telephone # (b)(6)
 Email (b)(6)@va.gov

Confidentiality Note: This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521, Healthcare Information Privacy Accountability Act of 1996, and contain information intended for the specified individual/s only. This information is confidential. If you are not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this email is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.



From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 10, 2020 7:22 AM
To: Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: (b)(6)@va.gov>
Subject: FW: pharmacy delays and USPS and UPS transition
Importance: High

Heads up.....we will likely be asked for this information.

Can you show the percentage of RXs sent by means other than USPS for the last 3 months and compare that to the same period last year?

Also can you show the cost increase?

Lastly, can you estimate the total cost increase if everything has to go UPS, FedEx, etc.....AND.....if they have the capacity to do that for us?

When they ask, there will be a tight turn-around, so.....

(b)(6)

From: Llorente, Maria D.
Sent: Monday, August 10, 2020 8:14 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Subject: pharmacy delays and USPS and UPS transition

Hi Mike. From this morning's meeting

Heads up: Dr. Stone brought up issue this morning of media reports re delays in meds from CMOPs. He is specifically interested in understanding

the proportion of scripts that were diverted to private vendor (away from USPS). Concern is to let him have info/plan to be able to respond to external concerns that if the VA is doing this, can the postal service be counted on to deliver timely ballots for fall election.

I am not sure who will be reaching out to you, and I know we responded previously, but somehow response did not reach EIC.

Prescription Delivery Delays

BLUF:

PBM has received several requests for information about reported delays in United States Postal Service's (USPS) delivery of VA prescription medication packages. These requests have come from Congress, reporters and Veteran Service Organizations. A sample a PBM response provided to the Office of Congressional and Legislative Affairs, the Press Secretary and/or VHA Communications can be found at the bottom of this e-mail. The main points in PBM's responses have been:

- The majority of CMOP packages are shipped via USPS.
- There are some locations where VA's Consolidated Mail Outpatient Pharmacies (CMOPs) are receiving reports of USPS prescription package delays.
- When these delays are significant, VA shifts delivery away from USPS to commercial carriers.
- Commercial carriers are also experiencing shipping delays.
- CMOP is working with USPS to identify medication packages for priority delivery.

Cost Impact:

- It costs VA twice as much to use United Parcel Service (UPS) for prescription package delivery than to use USPS.
- It costs VA three times as much to use Federal Express (FedEx) for prescription package delivery than to use USPS.
- If VA is forced to switch all shipping from USPS to UPS and FedEx (50% each) to avoid delivery delays, it will cost an additional \$227 million per year (\$101 million currently vs. \$338 million using commercial carriers).

Example of a Response to Recent Inquiries:

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA. My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Response: Approximately 90% of Consolidated Mail Outpatient Pharmacy (CMOP) packages are shipped to Veterans by the United States Postal Service (USPS). CMOP has detected hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted from USPS to UPS 2nd day air for those areas until service levels could be returned. CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS. CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor. PBM has proactively worked with VA's Office of Information and Technology (OI&T) to develop and implement a patch the enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience delayed deliveries can use this new function to mitigate delivery delays experienced by veterans.

VA's Consolidated Mail Outpatient Pharmacies (CMOPs) proactively monitor shipping times and have noticed delays across all delivery system partners. Currently they have identified United States Postal Service (USPS) average number of days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020. With United Parcel Service (UPS), on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months. In areas CMOP has detected hot spots with delivery delays, staff have proactively converted to alternate delivery partners until service levels in these areas return to previous timelines. In addition, CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

From: Valentino, Michael (VACO)
Sent: Tue, 11 Aug 2020 22:40:21 +0000
To: (b)(6) Franchi, Mariano (CMOP)
Cc: (b)(6) PBM)
Subject: RE: pharmacy delays and USPS and UPS transition

Thanks (b)(6)

From: (b)(6)
Sent: Tuesday, August 11, 2020 6:07 PM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>
Cc: (b)(6) (PBM) (b)(6) @va.gov>
Subject: RE: pharmacy delays and USPS and UPS transition

Mike,

Attached is the corrected document. The total estimate increase in budgetary expense is \$336 million dollars per year. Averaging out the increased spend for the 3 month period by shifting everything to Fed Ex and UPS is \$28 million per month.

Thank you,

(b)(6)

(b)(6)

PBM/CMOP

Telephone # (b)(6)

Email: (b)(6) @va.gov

Confidentiality Note: This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521, Healthcare Information Privacy Accountability Act of 1996, and contain information intended for the specified individual/s only. This information is confidential. If you are not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this email is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.



From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Tuesday, August 11, 2020 4:21 PM
To: (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>
Cc: (b)(6) PBM) (b)(6) @va.gov>
Subject: RE: pharmacy delays and USPS and UPS transition

Thanks (b)(6)

Can you check out my one-pager and see where I might have gone wrong (and fix it)?

Thanks very much for all the work on this.....

Mike

From: (b)(6)
Sent: Tuesday, August 11, 2020 4:02 PM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>
Cc: (b)(6) (PBM) (b)(6) @va.gov>
Subject: RE: pharmacy delays and USPS and UPS transition

Mike,

Attached is the data for 3 months (April-May-June) comparing FY19 to FY20 costs and percentage volumes. We were not able to include July 2020 as fiscal has not closed out the reports yet. We have broken down the data to include the total number of packages, total cost, and cost/package for USPS, UPS, and FedEx in the first section. In the second section we broke down the % packages sent by USPS and then "Other than USPS", along with the cost difference from the previous FY for the same time period. The last section we used the average cost per package between Fed EX and UPS for June 2020 to come up with the formula for anticipated cost increase if all packages were to move away from USPS. We assumed a 50% split between Fed Ex and USPS as we do not know if either carrier could handle the increased volume at this point.

Key takeaways:

1. Biggest increase in percentage packages to other carriers occurred in April 2020. Other comparison months the percentages were the same when looking back to same month in FY19.
2. If all packages were to go to Fed Ex and UPS, CMOP would spend an additional \$32,653,082.53/month in mail costs based on June 2020 average cost per package data.

Please let me know if you have any questions.

Thank you,

(b)(6)

(b)(6)
 PBM/CMOP
 Telephone # (b)(6)
 Email (b)(6) @va.gov

Confidentiality Note: This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521, Healthcare Information Privacy Accountability Act of 1996, and contain information intended for the specified individual/s only. This information is confidential. If you are not the intended recipient or an agent responsible for delivering it to the

intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this email is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.



From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 10, 2020 7:22 AM
To: Franchi, Mariano (CMOP) (b)(6) @va.gov> (b)(6) @va.gov>
Cc: (b)(6) (PBM) (b)(6) @va.gov>
Subject: FW: pharmacy delays and USPS and UPS transition
Importance: High

Heads up.....we will likely be asked for this information.

Can you show the percentage of RXs sent by means other than USPS for the last 3 months and compare that to the same period last year?

Also can you show the cost increase?

Lastly, can you estimate the total cost increase if everything has to go UPS, FedEx, etc.....AND.....if they have the capacity to do that for us?

When they ask, there will be a tight turn-around, so.....

Mike

From: Llorente, Maria D.
Sent: Monday, August 10, 2020 8:14 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Subject: pharmacy delays and USPS and UPS transition

Hi Mike. From this morning's meeting

Heads up: Dr. Stone brought up issue this morning of media reports re delays in meds from CMOPs. He is specifically interested in understanding the proportion of scripts that were diverted to private vendor (away from USPS). Concern is to let him have info/plan to be able to respond to external concerns that if the VA is doing this, can the postal service be counted on to deliver timely ballots for fall election.

I am not sure who will be reaching out to you, and I know we responded previously, but somehow response did not reach EIC.

From: Franchi, Mariano (CMOP)
Sent: Thu, 27 Aug 2020 16:55:04 +0000
To: Valentino, Michael (VACO)
Subject: RE: Presentation for tomorrow
Attachments: EIC_MorningReport_CMOP Final_2020-08-28.pptx

Mike, here is the final with the last tweak needed to slide 2.
 Stay Safe & Healthy
 Mario

From: Franchi, Mariano (CMOP)
Sent: Thursday, August 27, 2020 11:48 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Subject: RE: Presentation for tomorrow

Mike, I don't really have anything from comms, but how about this. I added the highlighted bullet below to slide 7. We do provide a list of late/lost RXs to each medical center for them to review and or contact the patients. The VAMC can then either replace locally or resubmit to CMOP or contact the patient to see if it was in fact delivered but not scanned when the postal delivery person placed the package in their mail box. What we see at CMOP are scans or a lack there of. Sometimes the packages are in fact delivered but the scanning failed to either transmit or be recorded.

- A list of packages identified as late/lost are reported to each VAMC for follow-up as needed (local replacement or CMOP resubmission) with the affected Veteran.

Do you want to send this in or do you want me to?

Slide 2 also is updated.

Stay Safe & Healthy
 Mario

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Thursday, August 27, 2020 11:34 AM
To: Franchi, Mariano (CMOP) (b)(6)@va.gov>
Subject: RE: Presentation for tomorrow

Thanks Mario!

This looks awesome.

One question that might come up is what are we doing to notify patients of potential delays.

Anyway we can address that on the last slide? (I did ask VHA Comms for assistance on this but have not heard anything back...I will ask again)

If we can't say anything about Comms but can we add series names (USPS and all others) to slide 2, I think we are good to go.

One

From: Franchi, Mariano (CMOP)
Sent: Thursday, August 27, 2020 12:03 PM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Subject: RE: Presentation for tomorrow

Mike, attached is the updated slide deck. I tried to make sure it is as accurate as possible.

- Title slide: Presentation is to the Health Operations Center and the presenters are you, me, and someone from your mail management team Done
- Slide 2: Can we add a second Y-axis with the percent shipped by other carriers? Done (volume slide)
- Slide 3: Can we change the title to "reported" lost and if appropriate, add a footnote that these packages are sometimes delivered late, returned to VA or are ultimately deemed lost? These are captured as "lost" based on a lack of scans, not reports. Most end up delivered. I did add a footnote
- Slide 4: Can we add the percent of non-USPS packages reported lost (and if dramatically different than USPS, add a second Y-axis)? We did some checking and this almost never happens. What we do get are late deliveries, but not really lost packages
- Slide 5: Can we add the same data for non-USPS carriers? The primary use for other carriers is next day air, the average would be just barely above 1 day. This is not a fair comparison.
- Slide 6: Please see some comments in red Addressed.

I also added a slide 7.

Let me know if you want anything else.

Stay Safe & Healthy
 Mario

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Thursday, August 27, 2020 7:59 AM
To: Franchi, Mariano (CMOP) (b)(6)@va.gov>
Subject: RE: Presentation for tomorrow
Importance: High

Got a request/suggestion to get these to Dr. Stone today, so need to finalize as soon as possible.

Some comments:

- Need to contact the person who scheduled this and ask for the slide format and convert to that (assuming there is one which I believe there is)
- Title slide: Presentation is to the Health Operations Center and the presenters are you, me, and someone from your mail management team
- Slide 2: Can we add a second Y-axis with the percent shipped by other carriers?
- Slide 3: Can we change the title to "reported" lost and if appropriate, add a footnote that these packages are sometimes delivered late, returned to VA or are ultimately deemed lost?
- Slide 4: Can we add the percent of non-USPS packages reported lost (and if dramatically different than USPS, add a second Y-axis)?
- Slide 5: Can we add the same data for non-USPS carriers?
- Slide 6: Please see some comments in red

Mike

From: Franchi, Mariano (CMOP)
Sent: Thursday, August 27, 2020 8:31 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Subject: RE: Presentation for tomorrow

Getting closer, is this what we are looking for? I tried to focus on the hot topic.

Do you want me to present or do you want to present?

Stay Safe & Healthy
 Mario

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Thursday, August 27, 2020 7:29 AM
To: Franchi, Mariano (CMOP) (b)(6) @va.gov>
Subject: Presentation for tomorrow

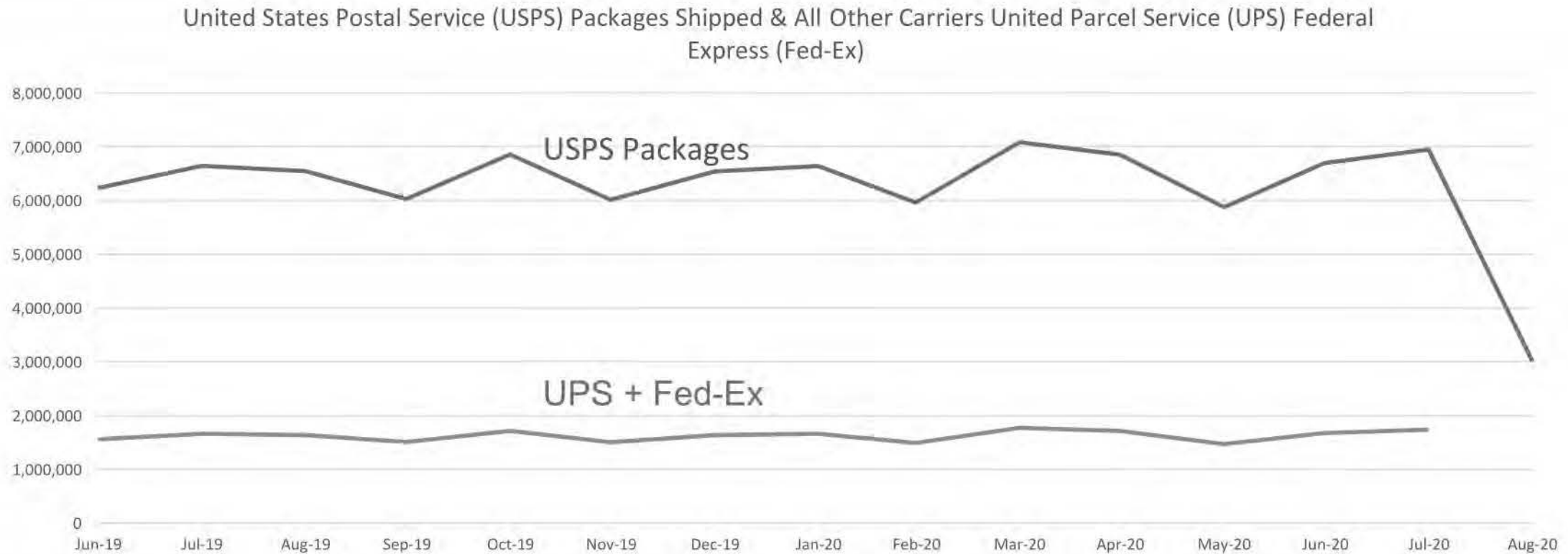
Hi Mario, do we have the presentation for tomorrow morning ready?

Get [Outlook for iOS](#)

CMOP Delivery System Updates – 8/28/2020

Health Operations UpdatePresenters:Michael Valentino, Chief
Consultant PBMMario Franchi, Deputy Chief Consultant
PBM/CMOP (b)(6) Mail program Manager CMOP

CMOP Packages Shipped via USPS – 6/1/2019 to 8/15/2020



	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
USPS Packages Shipped	6,229,148	6,642,636	6,544,234	6,025,960	6,854,658	6,011,158	6,539,058	6,639,382	5,959,601	7,082,391	6,849,693	5,873,605	6,696,666	6,945,950	3,008,319
Other Carriers	1,557,287	1,660,659	1,636,059	1,506,490	1,713,665	1,502,790	1,634,765	1,659,846	1,489,900	1,770,598	1,712,423	1,468,401	1,674,167	1,736,488	

Total USPS Packages Counted as Lost – 6/1/2019 to 8/15/2020

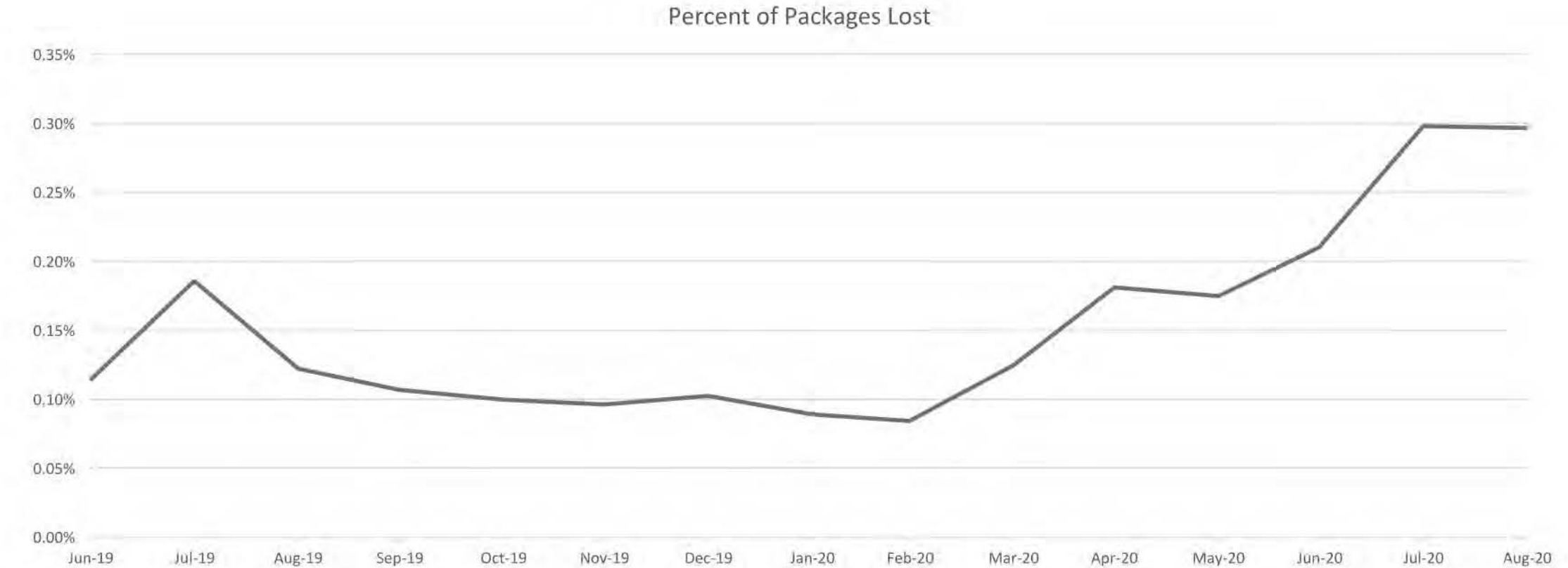


	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr	20-May	20-Jun	20-Jul	20-Aug
USPS Packages Lost	7,088	12,335	7,991	6,436	6,833	5,782	6,696	5,910	5,018	8,826	12,401	10,264	14,072	20,697	8,922

Most of these packages (> 50%) are ultimately delivered or returned as undeliverable to the Veteran's local VAMC

A-20-2258-B-000049

USPS Packages Lost Percentage – 6/1/2019 to 8/15/2020



	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr	20-May	20-Jun	20-Jul	20-Aug
Percent USPS Lost	0.11%	0.19%	0.12%	0.11%	0.10%	0.10%	0.10%	0.09%	0.08%	0.12%	0.18%	0.17%	0.21%	0.30%	0.30%

USPS Average Days to Deliver CMOP Packages— 6/1/2019 to 8/15/2020



	19-Jun	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr	20-May	20-Jun	20-Jul	20-Aug
Average Days to Deliver	2.29	2.49	2.35	2.31	2.33	2.49	2.60	2.42	2.35	2.29	2.46	2.64	2.57	2.84	2.73

PBM/CMOP Actions During Pandemic to Mitigate Delayed Deliveries

- An emergency VISTA patch was developed in coordination with OIT to increase the number of days refill medications could be transmitted to CMOP from 10-days early to 15-days early. Detroit, parts of NY and NJ were converted from USPS to UPS 2nd day air from 5-11-20 thru 6-1-20: until USPS could restore delivery timeliness. Memphis and Lexington were converted from USPS to UPS 2nd day air 8-24-2020 and will remain with UPS until USPS can restore delivery timeliness. CMOP started transmitting Pharma-code to USPS for first class mail packages on 8-1-2020 to help USPS identify RX packages in the postal stream for priority handling (9% of total USPS packages) CMOP started transmitting Pharma-code to USPS for priority mail packages on 8-3-2020 to help USPS identify RX packages in the postal stream for priority handling (4% of total USPS packages) CMOP is working with USPS executives to transmit Pharma-code for all packages including Parcel Select Lightweight (87% of total USPS packages). Ongoing meetings between USPS executives and CMOP staff have been completed and are continuing to share information and develop strategies as needed. Delivery delays were also noted with UPS in Arizona, packages were converted to Fed-Ex for 5-weeks until service could be restored. Ongoing monitoring of delivery performance is being completed to identify hot spots and make any necessary delivery carrier conversions. USPS states COVID impact on staff availability and a 60% increase in package volume are the causative factors for additional delays.

CMOP Package Delivery Status

- Early August trends show a slight decrease in days to deliver thru the USPS at the national level. 30 hot spots are being monitored closely for delivery delay potential. Identified trouble spots are communicated to affected VAMC customers. A list of packages identified as late/lost are reported to each VAMC for follow-up as needed (local replacement or CMOP resubmission) with the affected Veteran. Hurricane Laura is expected to impact delivery performance for all delivery carriers in the affected areas of the storm.

Questions

?

From: Llorente, Maria D.
Sent: Wed, 5 Aug 2020 21:23:00 +0000
To: Valentino, Michael (VACO)
Subject: RE: Postal Services: Delivery Delays

Yes, please do. Maybe a comms plan to the prescribing providers just to make them aware of the issue???

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Wednesday, August 5, 2020 5:08 PM
To: Llorente, Maria D. (b)(6)@va.gov>
Subject: RE: Postal Services: Delivery Delays

This is awkward.....

The field is aware how to pull RXs ahead for early fills.

Comms will add no benefit.

We communicate directly with the pharmacy community who are the ones who make this happen locally.

Neither prescribers nor non-pharmacy administrative staff have anything to do with pulling RXs ahead for early fills.

I will politely let (b)(6) know we have this covered.

From: (b)(6)
Sent: Wednesday, August 5, 2020 4:17 PM
To: Valentino, Michael (VACO) (b)(6)@va.gov>; (b)(6) (PBM)
 (b)(6)@va.gov>
Cc: Llorente, Maria D. (b)(6)@va.gov>
Subject: FW: Postal Services: Delivery Delays
Importance: High

(b)(6)

Is there indeed a national plan by PBM to transmit prescriptions early as described below? If so, can you provide me with the details of such please?

Seems we need to get comms on this one so the field is aware and we are all on the same page of music. Thanks!

(b)(6)

From: Franchi, Mariano (CMOP) (b)(6)@va.gov>
Sent: Tuesday, August 4, 2020 3:31 PM
To: VHAPBM VPE Formulary Committee (b)(6)@va.gov>
Subject: Delivery Delays

You may have seen some of the news articles regarding delays in delivery systems, particularly USPS. I wanted to provide some updates to this group to keep you up to speed on the issue.

Delivery delays are being noticed across **all** delivery system partners
 United States Postal Service (USPS) average days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020.
 United Parcel Service (UPS) on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months

The bulk of the mail shipped to our Veterans is routed delivered by USPS (approximately 90%). CMOP did detect hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted away from USPS to UPS 2nd day air for those areas until service levels could be returned.

CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS.

Based on the calls we have completed with USPS officials today, they tell us the service delays are not related to new policies.

Factors slowing down service levels include
 COVID-19
 Increased package volume (60% increase)
 Election mail
 Hurricane season

CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor.

PBM has proactively worked with OIT to develop and implement a patch the enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience a delayed deliveries can use this new function to counteract delivery delays experienced by veterans.

I hope this information is helpful.

Stay Safe & Healthy
Mario

Mariano Franchi RPh., MBA.
Deputy Chief Consultant CMOP
5th Avenue & Roosevelt Road
Bld 37 NW
Hines IL 60141

(b)(6)

(708)786-7980 (fax)

Confidentiality Note: This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521, Healthcare Information Privacy Accountability Act of 1996, and contain information intended for the specified individual/s only. This information is confidential. If you are not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this email is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.



From: Franchi, Mariano (CMOP)
Sent: Wed, 5 Aug 2020 21:44:52 +0000
To: Valentino, Michael (VACO)
Cc: (b)(6) (PBM)
Subject: Re: Postal Services: Delivery Delays

(b)(5) I had to step out for (b)(6)

(b)(6)

Stay Safe & Healthy

Mario

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Wednesday, August 5, 2020 4:08:26 PM
To: Franchi, Mariano (CMOP) (b)(6) @va.gov>
Cc: (b)(6) (PBM) (b)(6) @va.gov>
Subject: FW: Postal Services: Delivery Delays

(b)(5)

From: Valentino, Michael (VACO)
Sent: Wednesday, August 5, 2020 5:08 PM
To: Llorente, Maria D (b)(6) @va.gov>
Subject: RE: Postal Services: Delivery Delays

This is awkward.....

The field is aware how to pull RXs ahead for early fills.

Comms will add no benefit.

We communicate directly with the pharmacy community who are the ones who make this happen locally.

Neither prescribers nor non-pharmacy administrative staff have anything to do with pulling RXs ahead for early fills.

I will politely let (b)(6) know we have this covered.

From: (b)(6)
Sent: Wednesday, August 5, 2020 4:17 PM
To: Valentino, Michael (VACO) (b)(6) @va.gov> (b)(6) (PBM)
 (b)(6) @va.gov>
Cc: Llorente, Maria D (b)(6) @va.gov>
Subject: FW: Postal Services: Delivery Delays
Importance: High

(b)(6)

Is there indeed a national plan by PBM to transmit prescriptions early as described below? If so, can you provide me with the details of such please?

Seems we need to get comms on this one so the field is aware and we are all on the same page of music. Thanks!

(b)(6)

From: (b)(6) CMOP (b)(6) @va.gov>
Sent: Tuesday, August 4, 2020 3:31 PM
To: VHAPBM VPE Formulary Committee (b)(6) @va.gov>
Subject: Delivery Delays

You may have seen some of the news articles regarding delays in delivery systems, particularly USPS. I wanted to provide some updates to this group to keep you up to speed on the issue.

Delivery delays are being noticed across **all** delivery system partners
 United States Postal Service (USPS) average days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020.
 United Parcel Service (UPS) on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months

The bulk of the mail shipped to our Veterans is routed delivered by USPS (approximately 90%). CMOP did detect hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted away from USPS to UPS 2nd day air for those areas until service levels could be returned.

CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS.

Based on the calls we have completed with USPS officials today, they tell us the service delays are not related to new policies.

Factors slowing down service levels include
 COVID-19
 Increased package volume (60% increase)
 Election mail
 Hurricane season

CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor.

PBM has proactively worked with OIT to develop and implement a patch the enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience a delayed deliveries can use this new function to counteract delivery delays experienced by veterans.

I hope this information is helpful.

(b)(6)

(b)(6)

5th Avenue & Roosevelt Road
Bld 37 NW

Hines IL 60141

(b)(6)

(708)786-7980 (fax)

Confidentiality Note: This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521, Healthcare Information Privacy Accountability Act of 1996, and contain information intended for the specified individual/s only. This information is confidential. If you are not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this email is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.



From: (b)(6) (GL-CMOP)
Sent: Fri, 14 Aug 2020 13:59:16 +0000
To: Valentino, Michael (VACO)
Subject: RE: Remdesivir

Mike,

In this incident we had a total of 16 packages affected, 8 packages were confirmed as having viable product and 8 packages having warm (unviable) product. A total of 88 vials were lost due to the temperature was exceeded. The National CMOP mail team is researching how we request a waiver from the Treasury Dept for shipping insurance for these type of shipments.

Of note is that we have approximately 500 therapies left that require refrigeration. We will then move to the lipolyzed formulation of Remdesivir that does not require refrigeration.

(b)(6)

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 8:26 AM
To: (b)(6) (GL-CMOP) (b)(6)@va.gov>
Subject: RE: Remdesivir

Got it, thanks (b)(6)

Any thoughts on pursuing a waiver due to the high cost of some of the things we ship?

From: (b)(6) (GL-CMOP)
Sent: Thursday, August 13, 2020 9:17 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Subject: RE: Remdesivir

I know the shipment of Hen C drugs donated to the field from PBM (shipped out by CMOP) was insured as per directions from (b)(6). It was not an authorized use of funds. That is when we (CMOP) got educated about using shipping insurance from GSA.

(b)(6)

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 8:08 AM
To: (b)(6) GL-CMOP (b)(6)@va.gov>
Subject: RE: Remdesivir

Thanks (b)(6)but I thought we used to insure packages of high cost drugs like Harvoni, etc.

Am I not remembering that accurately?

From: (b)(6) (GL-CMOP)
Sent: Thursday, August 13, 2020 9:05 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Subject: RE: Remdesivir

No sir. As a federal entity we are self-insured unless we have a waiver from the Treasury Dept. We have not sought that waiver. We are using "Proactive Response" with UPS which is a notification system should there be any delays in shipments of our Next Day Air. In this case, UPS thought they would be able to fix the brakes on the plane quickly but that did not happen. Under different circumstances (knowing it would take 6 hours to fix an issue), UPS would have pulled our packages off the plane and place them in one of the coolers.

UPS will not reimburse the medication cost due to "unforeseen events". The medication loss was still part of the donation to the federal government, but I understand that we will be paying for any future orders of Remdesivir at \$330/vial.

We are still reaching out to the medical centers for a response on whether their first package arrived and if the vials were viable (still cool to the touch). I will ensure that you get the final numbers of unviable product. All sites affected did receive a second shipment as a precaution and to not further delay therapy. All sites confirmed yesterday receipt of that second shipment.

(b)(6)

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Thursday, August 13, 2020 6:54 AM
To: (b)(6) (GL-CMOP) (b)(6) @va.gov>
Subject: Re: Remdesivir

Did we insure it?

Get [Outlook for iOS](#)

From: (b)(6) (GL-CMOP) (b)(6) @va.gov>
Sent: Thursday, August 13, 2020 7:15:31 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Subject: RE: Remdesivir

I have put that question before our mail team. I will let you know the response as soon as I have it. Generally the answer is "no" because their stance is this was an unforeseeable event thus covered under their contract clause, but the question still needs to be asked.

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Wednesday, August 12, 2020 7:02 PM

To: (b)(6) (GL-CMOP) (b)(6) @va.gov>
Subject: RE: Remdesivir

Can we get them to reimburse us for the cost to replace it?

From: (b)(6) (GL-CMOP)
Sent: Wednesday, August 12, 2020 6:23 PM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; (b)(6) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>
Cc: Mole, Larry A. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>
Subject: Re: Remdesivir

13 therapists affected by delay. CMOP resent therapies on Tuesday to all sites affected. Better to have extra vials at vamc then further delays in therapies

Get Outlook for iOS

From: (b)(6) (GL-CMOP) (b)(6) @va.gov>
Sent: Wednesday, August 12, 2020 5:19:22 PM
To: Valentino, Michael (VACO) (b)(6) @va.gov>; (b)(6) (V16) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>
Cc: Mole, Larry A. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>
Subject: Re: Remdesivir

Still collecting data To date about 50% was not viable. Should have results by tomorrow. The plane had hydraulic break issues

Get Outlook for iOS

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Wednesday, August 12, 2020 5:12:46 PM
To: (b)(6) (GL-CMOP) (b)(6) @va.gov>; (b)(6) (V16) (b)(6) @va.gov>
Cc: Mole, Larry A. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>
Subject: RE: Remdesivir

Was the Remdesivir unusable?

From: (b)(6) (GL-CMOP)
Sent: Wednesday, August 12, 2020 6:12 PM
To: (b)(6) (V16) (b)(6) @va.gov>; Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: Mole, Larry A. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>
Subject: Re: Remdesivir

Yes sir.

Get Outlook for iOS

From: (b)(6) (V16) (b)(6) @va.gov>

Sent: Wednesday, August 12, 2020 5:07:42 PM

To: Valentino, Michael (VACO) (b)(6) @va.gov>; (b)(6) GL-CMOP)

(b)(6) @va.gov>

Cc: Mole, Larry A. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>

Subject: RE: Remdesivir

UPS mechanical – apparently a UPS plane out of service – see attached – both facilities received replacements today thx to CMOP.

(b)(6)

900 S. Shackelford, Ste. 501

Little Rock, AR 72211

Phone (b)(6)

Fax: (501)-228-9009

(b)(6) @va.gov

Suicide Prevention is Everyone's Business. #BeThere.

Veterans Crisis Line: 1-800-273-8255

From: Valentino, Michael (VACO) (b)(6) @va.gov>

Sent: Wednesday, August 12, 2020 5:03 PM

To: (b)(6) V16 (b)(6) @va.gov>; (b)(6) GL-CMOP)

(b)(6) @va.gov>

Cc: Mole, Larry A. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>

Subject: RE: Remdesivir

Importance: High

Hi (b)(6)

Any idea what the issue was?

Mike

From: Mole, Larry A.

Sent: Wednesday, August 12, 2020 5:45 PM

To: Valentino, Michael (VACO) (b)(6) @va.gov>

Subject: Remdesivir

Hi mike.

(b)(6) mentioned on the 3:30 call that UPS had a delivery issue with remdesivir. No other details. Just wanted to pass it on.

Larry
Get [Outlook for iOS](#)

From: (b)(6)
Sent: Tue, 11 Aug 2020 20:02:04 +0000
To: Valentino, Michael (VACO); Franchi, Mariano (CMOP)
Cc: (b)(6) (PBM)
Subject: RE: pharmacy delays and USPS and UPS transition
Attachments: Package Count and Cost Comparison 2019-2020 summer.xlsx

Mike,

Attached is the data for 3 months (April-May-June) comparing FY19 to FY20 costs and percentage volumes. We were not able to include July 2020 as fiscal has not closed out the reports yet. We have broken down the data to include the total number of packages, total cost, and cost/package for USPS, UPS, and FedEx in the first section. In the second section we broke down the % packages sent by USPS and then "Other than USPS", along with the cost difference from the previous FY for the same time period. The last section we used the average cost per package between Fed Ex and UPS for June 2020 to come up with the formula for anticipated cost increase if all packages were to move away from USPS. We assumed a 50% split between Fed Ex and USPS as we do not know if either carrier could handle the increased volume at this point.

Key takeaways:

1. Biggest increase in percentage packages to other carriers occurred in April 2020. Other comparison months the percentages were the same when looking back to same month in FY19.
2. If all packages were to go to Fed Ex and UPS, CMOP would spend an additional \$32,653,082.53/month in mail costs based on June 2020 average cost per package data.

Please let me know if you have any questions.

Thank you,

(b)(6)

(b)(6)

PBM/CMOP

Telephone # (b)(6)

Email: (b)(6)@va.gov

Confidentiality Note: This message and accompanying documents are covered by the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521, Healthcare Information Privacy Accountability Act of 1996, and contain information intended for the specified individual/s only. This information is confidential. If you are not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, copying, or the taking of any action based on the contents of this email is strictly prohibited. If you have received this communication in error, please notify us immediately by e-mail, and delete the original message.



From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 10, 2020 7:22 AM
To: Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: (b)(6) (PBM) (b)(6)@va.gov>
Subject: FW: pharmacy delays and USPS and UPS transition
Importance: High

Heads up.....we will likely be asked for this information.

Can you show the percentage of RXs sent by means other than USPS for the last 3 months and compare that to the same period last year?

Also can you show the cost increase?

Lastly, can you estimate the total cost increase if everything has to go UPS, FedEx, etc.....AND.....if they have the capacity to do that for us?

When they ask, there will be a tight turn-around, so.....

Mike

From: Llorente, Maria D.
Sent: Monday, August 10, 2020 8:14 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Subject: pharmacy delays and USPS and UPS transition

Hi Mike. From this morning's meeting

Heads up: Dr. Stone brought up issue this morning of media reports re delays in meds from CMOPs. He is specifically interested in understanding the proportion of scripts that were diverted to private vendor (away from USPS). Concern is to let him have info/plan to be able to respond to external concerns that if the VA is doing this, can the postal service be counted on to deliver timely ballots for fall election.

I am not sure who will be reaching out to you, and I know we responded previously, but somehow response did not reach EIC.

	Apr-19	Apr-20	May-19	May-20	Jun-19	Jun-20	Jul-19	Jul-20
USPS Packages	6,598,162	6,849,561	6,628,317	5,873,409	6,083,981	6,696,533	6,659,660	
USPS Cost	\$							
USPS Cost/Package	\$							
UPS Packages	581,305	794,424	730,099	645,315	623,930	598,376	754,118	
Total UPS Cost	\$							
UPS Cost/Package	\$							
FedEx Packages	10,904	18,285	16,405	13,438	12,844	22,853	17,852	
Total FedEx Cost	\$							
FedEx Cost/Package	\$							
Total Packages	7,190,371	7,662,270	7,374,822	6,532,162	6,720,755	7,317,762	7,431,630	
% USPS	92%	89%	90%	90%	91%	92%	90%	
% Other than USPS	8%	11%	10%	10%	9%	8%	10%	
Cost Increase from '19	\$ 9,183,014.76			\$ (4,143,639.42)		\$ 558,379.45		
Estimated cost if all packages went other than USPS								
with average cost per package averaged between								
UPS and FedEx at per package								
Number of Packages		7,662,270		6,532,162		7,317,762		
Shipping Cost		\$ 57,390,402.30		\$ 48,925,893.38		\$ 54,810,037.38		
Increase over current		\$ 25,362,345.32		\$ 26,698,584.96		\$ 32,653,082.53		

From: (b)(6) (PBM)
Sent: Tue, 11 Aug 2020 20:34:50 +0000
To: Valentino, Michael (VACO)
Subject: FW: Misinformation

Still looking for the congressional one.

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA. My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Response: Approximately 90% of Consolidated Mail Outpatient Pharmacy (CMOP) packages are shipped to Veterans by the United States Postal Service (USPS). CMOP has detected hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted from USPS to UPS 2nd day air for those areas until service levels could be returned. CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS. CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor. PBM has proactively worked with VA's Office of Information and Technology (OI&T) to develop and implement a patch the enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience delayed deliveries can use this new function to mitigate delivery delays experienced by veterans.

VA's Consolidated Mail Outpatient Pharmacies (CMOPs) proactively monitor shipping times and have noticed delays across all delivery system partners. Currently they have identified United States Postal Service (USPS) average number of days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020. With United Parcel Service (UPS), on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months. In areas CMOP has detected hot spots with delivery delays, staff have proactively converted to alternate delivery partners until service levels in these areas return to previous timelines. In addition, CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Thursday, August 6, 2020 10:00 AM
To: Lahl, Dennis (b)(6) @va.gov>; VHA 10P4 Communication Group (b)(6) @va.gov>
Cc: Franchi, Mariano (CMOP) (b)(6) @va.gov>; (b)(6) (PBM)
 (b)(6) @va.gov>
Subject: RE: Misinformation

I can't see any link to an article quoting the press secretary but per one of the comments, it is not factual to say/imply there is a widespread 2 week delay caused by USPS. While we have seen some hotspots, it is not widespread.

From: (b)(6)
Sent: Thursday, August 6, 2020 9:25 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>; VHA 10P4 Communication Group (b)(6)@va.gov>
Cc: Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6) (PBM) (b)(6)@va.gov>
Subject: RE: Misinformation

I can start the discussion with VHA, but they will most likely want to know what exactly is incorrect or incomplete since the press secretary is quoted in her article she references.

(b)(6)

(b)(6)

**Office of the Assistant Deputy Under Secretary for Health for
 Patient Care Services (10P4)
 VACO PCS IT/BCAG/ISO Liaison
 TMS OPCS DM**

ph: (b)(6)

fax: 202-273-5483

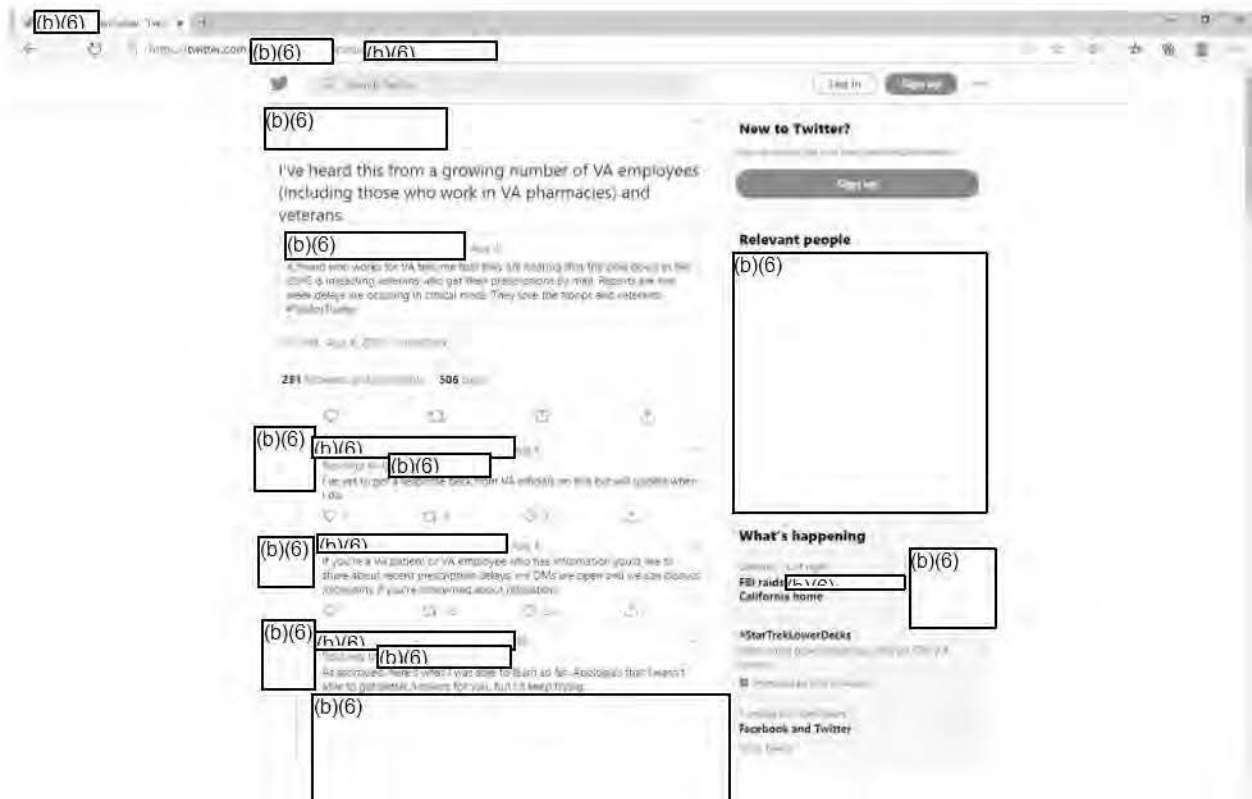
(b)(6)

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Thursday, August 6, 2020 9:02 AM
To: VHA 10P4 Communication Group (b)(6)@va.gov>
Cc: Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6) (PBM) (b)(6)@va.gov>
Subject: Misinformation

Hi (b)(6)

Can we get someone in VHA Comms to respond to the misinformation in the following tweet by using something of suitable length from the response at the bottom of the page?

[\(b\)\(6\)](https://twitter.com/(b)(6)/status/(b)(6))



Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA. My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Response: Approximately 90% of Consolidated Mail Outpatient Pharmacy (CMOP) packages are shipped to Veterans by the United States Postal Service (USPS). CMOP has detected hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted from USPS to UPS 2nd day air for those areas until service levels could be returned. CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS. CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor. PBM has proactively worked with VA's Office of Information and Technology (OI&T) to develop and implement a patch the enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience delayed deliveries can use this new function to mitigate delivery delays experienced by veterans.

VA's Consolidated Mail Outpatient Pharmacies (CMOPs) proactively monitor shipping times and have noticed delays across all delivery system partners. Currently they have identified United States Postal Service (USPS) average number of days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020. With United Parcel Service (UPS), on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months. In areas CMOP has detected hot spots with delivery delays, staff have proactively converted to alternate delivery partners until service levels in these areas return to previous timelines. In addition, CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their

delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

[\(b\)\(6\)](https://twitter.com/(b)(6)/status/(b)(6))

*Michael A. Valentino, R.Ph., MHSA
Chief Consultant, Pharmacy Benefits Management Services
Department of Veterans Affairs
Room 982
810 Vermont Avenue NW
Washington DC*

(b)(6)

From: Valentino, Michael (VACO)
Sent: Fri, 14 Aug 2020 20:33:25 +0000
To: (b)(6) VHA 10P4P Action; VHA 10P4 Communication Group
Cc: VHA 10P4 Actions
Subject: RE: [EXTERNAL] reports of USPS delays
Attachments: Prescription Package Delays-MV.docx

We really don't maintain files in the way the reporter seems to want.

I recommend we send the attached to the Press Secretary to include with their response.

(We prepared for Dr. Stone to brief the HVAC and SVAC.....)

Mike

From: (b)(6)
Sent: Friday, August 14, 2020 4:29 PM
To: VHA 10P4P Action (b)(6) @va.gov>; VHA 10P4 Communication Group (b)(6) @va.gov>
Cc: VHA 10P4 Actions (b)(6) @va.gov>
Subject: FW: [EXTERNAL] reports of USPS delays

10P4P,

Please review the request below and provide response to VHA 10P4 Communication Group before 12pm Aug 17th. Please cc VHA 10P4 Actions for tracking.

Thank you

(b)(6)

From: (b)(6) @va.gov>
Sent: Friday, August 14, 2020 4:08 PM
To: VHA 10P Actions (b)(6) @va.gov>
Cc: VHA CO 10B2B Media (b)(6) @va.gov>
Subject: RE: [EXTERNAL] reports of USPS delays

10P,

Query from the Wall Street Journal. Does Pharmacy track the following:

Finally, Mr. Wilkie told me that VA would share with me the data regarding prescription orders/deliveries/delays and to reach out to you to get that information. Could you provide any applicable data on prescription volumes, delivery timelines and delays? If you send in a database or spreadsheet form so I can plot the info that would be helpful.

If so, could this information be provided easily or would it take several days to provide?

Thanks, (b)(6)

From: (b)(6)@va.gov>
Sent: Friday, August 14, 2020 2:07 PM
To: (b)(6)@va.gov>; Michaud, Gerald (Jerry) (b)(6)@va.gov>;
 VHA CO 10B2B Media (b)(6)@va.gov>
Cc: Cashour, Curtis (b)(6)@va.gov>
Subject: FW: [EXTERNAL] reports of USPS delays

VHA, see the highlighted below. Would you recommend a FOIA for this info?

Thanks.

From: (b)(6)@wsj.com>
Sent: Friday, August 14, 2020 2:02 PM
To: Cashour, Curtis (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: [EXTERNAL] reports of USPS delays

Curt and (b)(6)

I spoke with Secy Wilkie last week and he said there had been no delays in VA mail-order prescription services despite reports of such. Is that still the case? Have there been delays in prescription deliveries to veterans and if so what is the cause and the action being taken to remedy it?
 Does VA have a response to the letters sent by members of the House and Senate asking about reports of delays?
 Does Mr. Stone have any comment on the matter and is he available for an interview?
 If delays are occurring, Are USPS policies causing delays in delivery? Has Mr. Wilkie spoken with the president about solutions to the issue and if so, what was the content of those discussions?
 Finally, Mr. Wilkie told me that VA would share with me the data regarding prescription orders/deliveries/delays and to reach out to you to get that information. Could you provide any applicable data on prescription volumes, delivery timelines and delays? If you send in a database or spreadsheet form so I can plot the info that would be helpful.

Thank you,

(b)(6)

--
 (b)(6)

Staff Reporter

The Wall Street Journal

(b)(6) (Mobile, WhatsApp, Signal)

From: (b)(6)
Sent: Tue, 1 Sep 2020 16:14:04 +0000
To: Valentino, Michael (VACO); Franchi, Mariano (CMOP) (b)(6)
Robert
Cc: (b)(6) (PBM) (b)(6) VHA 10P4 Communication
Group; VHA 10P4 Actions
Subject: RE: Prescriptions update

Understood. We are going back to the reporter to ask for specifics.

Standby.

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Tuesday, September 1, 2020 11:23 AM
To: (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) @va.gov>
Cc: (b)(6) (PBM) (b)(6) @va.gov>; (b)(6) @va.gov>; VHA 10P4 Communication Group (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>
Subject: RE: Prescriptions update

Hi (b)(6)

I've added the CMOP folks for input but in my opinion, it is going to be difficult to respond to these questions because the reporter hasn't provided any details about their "understanding".

Mike

From: (b)(6)
Sent: Tuesday, September 1, 2020 11:12 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (PBM) (b)(6) @va.gov>; (b)(6) @va.gov>; VHA 10P4 Communication Group (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>
Subject: FW: Prescriptions update

Mike,

See below from Connecting Vets. Please let me know if you can answer these questions or if I should redirect some to other SMEs.

Requesting response by 2:30 p.m. as the reporter is looking to file her story before the end of the day.

Thanks, (b)(6)

Q: I understand that VA pharmacies have been receiving complaints from some patients that their medications have been delayed. Does VA have an estimate of how many patients have contacted the department about these issues?

A:

Q: I understand that at least one VA pharmacy is experiencing USPS delays of up to 20 days for some prescriptions, including antidepressants, anti-anxiety medications, medications to treat and prevent pain and seizures, and that those medications had to be replaced because of the delays. Are there some geographic areas, or particular VA locations, that are seeing longer delays, while others are not? I know the overall average time hasn't increased that much (based on what we discussed previously) but if there are some areas more affected than others, I think that would help me, and readers, understand things a bit better.

A:

Q: I've been told that some delays have led to breaks in medication therapy for some patients. Does VA have an estimate of how many veterans may have experienced these breaks so far? What does VA do in situations where a patient may experience a gap in their medication therapy?

A:

Q: I've heard that some folks are concerned that medications that are delayed may sit in storage that may not be temperature controlled, and therefore there's a risk some medications may become less effective over time. Is this a concern for VA at all?

A:

Q: I understand that some VA pharmacies have had to replace 100 or more prescriptions by shipping them overnight through other shipment providers or by having patients pick them up. Does VA have an estimate of how many pharmacies are dealing with situations like this?

A:

Q: I have also been told that patients who get an emergency refill while they wait, but who then eventually receive their delayed mail-order prescriptions, are keeping those additional refills and VA providers are working to extend the date for their next refill to accommodate that. Is this accurate?

A:

From: (b)(6)@va.gov>
Sent: Tuesday, September 1, 2020 10:43 AM
To: (b)(6)@va.gov>; VHA CO 10B2B Media (b)(6)@va.gov>
Cc: Cashour, Curtis (b)(6)@va.gov>
Subject: FW: Prescriptions update

VHA – see below. Please let us know your recommended response.

Thanks.

From: (b)(6)@connectingvets.com>
Sent: Tuesday, September 1, 2020 10:37 AM
To: (b)(6)@va.gov>
Subject: [EXTERNAL] Prescriptions update

Hi (b)(6)

I'm putting together an update on USPS issues that have affected some VA prescriptions.

I've gotten some information in recent weeks and wanted to run it by you for accuracy/clarity and to see if VA has any additional information to add that might be helpful for readers/listeners.

I understand that VA pharmacies have been receiving complaints from some patients that their medications have been delayed. Does VA have an estimate of how many patients have contacted the department about these issues?

I understand that at least one VA pharmacy is experiencing USPS delays of up to 20 days for some prescriptions, including antidepressants, anti-anxiety medications, medications to treat and prevent pain and seizures, and that those medications had to be replaced because of the delays. Are there some geographic areas, or particular VA locations, that are seeing longer delays, while others are not? I know the overall average time hasn't increased that much (based on what we discussed previously) but if there are some areas more affected than others, I think that would help me, and readers, understand things a bit better.

I've been told that some delays have led to breaks in medication therapy for some patients. Does VA have an estimate of how many veterans may have experienced these breaks so far? What does VA do in situations where a patient may experience a gap in their medication therapy?

I've heard that some folks are concerned that medications that are delayed may sit in storage that may not be temperature controlled, and therefore there's a risk some medications may become less effective over time. Is this a concern for VA at all?

I understand that some VA pharmacies have had to replace 100 or more prescriptions by shipping them overnight through other shipment providers or by having patients pick them up. Does VA have an estimate of how many pharmacies are dealing with situations like this?

I have also been told that patients who get an emergency refill while they wait, but who then eventually receive their delayed mail-order prescriptions, are keeping those additional refills and VA providers are working to extend the date for their next refill to accommodate that. Is this accurate?

I'd like to put this story together by COB today, if possible, so if you could get back to me by 3:30 p.m., I'd really appreciate it, but if not, please let me know and I'll see if we can extend it.

Thank you,

(b)(6)

Capitol Hill, VA reporter

Connecting Vets | Radio.com | CBS Radio Eye on Veterans

(b)(6)

Entercom Communications | Washington D.C.

1015 Half Street, S.E., Suite 200

Washington, D.C. 20003

entercom.com | radio.com

From: (b)(6)
Sent: Mon, 17 Aug 2020 18:33:02 +0000
To: Evans, Neil C; Valentino, Michael (VACO) (b)(6); Frisbee, Kathleen L.
Cc: Taylor, Beth A; Llorente, Maria D.
Subject: RE: USPS Delay Information

My HealtheVet update on USPS information to Veterans:

Last week, we updated an existing article on Rx Refills during the pandemic through My HealtheVet and other refill options. This was a paragraph added based on specific talking points provided by OPIA through Alan Greilsamer:

Delivery times can be affected by weather and the COVID-19 pandemic. Using the Track Delivery feature on My HealtheVet (sign in required), you can obtain the tracking number in use by either the U.S. Postal Service or UPS.

We promoted it to the 967,000 subscribers of the MHV newsletter on Wednesday, August 12. Later on the same day, the VEO national bulletin to all known Veterans with email address was sent out that included a link to this story. That added another 30,000 views to the article for a to-date total of about 57,000 pageviews.

If VHA leadership, working with OPIA and other offices, feels we need to alter or add to this message, we are happy to help.

(b)(6)
 (b)(6) OCC/VCHIO
 US Dept of Veterans Affairs
<https://www.myhealth.va.gov>
 (b)(6)

From: Evans, Neil C (b)(6)@va.gov>
Sent: Monday, August 17, 2020 1:44 PM
To: Valentino, Michael (VACO) (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; Frisbee, Kathleen L.
 (b)(6)@va.gov>
Cc: Taylor, Beth A (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>
Subject: FW: USPS Delay Information

Mike,

Renee looped Connected Care/ My HealtheVet in on this topic and your suggestion about getting messaging up on MHV or VA.gov.

Would you mind keeping (b)(6) in the loop re: this issue and we'll think about how best we can get the content presented to Veterans on MHV and/or via the MHV newsletter?

We don't have background on the issue yet, so we'll need someone to help fill us in. Not sure if the issue is that we are actually seeing delays, or that we are concerned about possible delays and so we want Veterans to queue up their refill requests in advance (for example, as soon as they've received the prior supply), or both.

Neil

From: Evans, Neil C

Sent: Monday, August 17, 2020 1:38 PM

To: Insley, Marcia (b)(6) @va.gov>; Oshinski, Renee (b)(6) @va.gov>; Hume, Charles (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) @va.gov>; Frisbee, Kathleen L. (b)(6) @va.gov>

Cc: Taylor, Beth A (b)(6) @va.gov>

Subject: RE: USPS Delay Information

Thanks Renee. As Marcia noted, My HealtheVet is part of Connected Care and as you are aware, we're in the process of being moved from OHI → PCS.

We can coordinate with Mike Valentino to better understand the current state of affairs and then consider how best to get this messaging included on the site or in the MHV newsletter which sees *significant* Veteran engagement.

From: Insley, Marcia (b)(6) @va.gov>

Sent: Monday, August 17, 2020 12:28 PM

To: Oshinski, Renee (b)(6) @va.gov>; Hume, Charles (b)(6) @va.gov>; Evans, Neil C (b)(6) @va.gov>; (b)(6) @va.gov>

Cc: Insley, Marcia (b)(6) @va.gov>

Subject: RE: USPS Delay Information

This is under Connected Care which has migrated to Patient Care Services. Adding Neil and (b)(6)

(b)(6)

From: Oshinski, Renee (b)(6) @va.gov>

Sent: Monday, August 17, 2020 12:26 PM

To: Hume, Charles (b)(6)@va.gov>; Insley, Marcia (b)(6)@va.gov>
Subject: FW: USPS Delay Information

Not sure, do you guys own MyHealtheVet? See suggestion below.

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 12:07 PM
To: Oshinski, Renee (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>
Cc: Czarnecki, Tammy (b)(6)@va.gov>; VHA OEM EMCC Command Staff (b)(6)@va.gov>; (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>
Subject: RE: USPS Delay Information

Hi Renee,

I'm suggesting that (b)(6) consider using the information we put together on delays to compile a general statement for use by local facility PAOs. Some VISNs are already doing this independently so we could wind up with disparate messaging.

Also, if not already done, maybe MyHealtheVet should add the same message to their homepage and maybe to VA's homepage encouraging Veterans to reorder their meds as soon as they receive a shipment.

Mike

From: Oshinski, Renee
Sent: Monday, August 17, 2020 11:58 AM
To: Kim, Paul D., MD (b)(6)@va.gov>; Valentino, Michael (VACO) (b)(6)@va.gov>
Cc: Czarnecki, Tammy (b)(6)@va.gov>; VHA OEM EMCC Command Staff (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: USPS Delay Information

Mike/Paul – I was presuming that the response that Mike V suggested was going to be the agency response. Is there a need for us to go out and do a separate tasking?

From: Kim, Paul D., MD (b)(6)@va.gov>
Sent: Monday, August 17, 2020 11:55 AM
To: Oshinski, Renee (b)(6)@va.gov>
Cc: Czarnecki, Tammy (b)(6)@va.gov>; Valentino, Michael (VACO) (b)(6)@va.gov>; VHA OEM EMCC Command Staff (b)(6)@va.gov>
Subject: FW: USPS Delay Information
Importance: High

Renee,

As an FYI, the EMCC has received some inquiries from VISNs regarding whether there will be a VACO response and/or direction to the field. I did speak to Mike earlier.

Paul

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 11:44 AM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>; Michaud, Gerald (Jerry) (b)(6)@va.gov>; Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6) PBM) (b)(6)@va.gov>; Llorente, Maria D (b)(6)@va.gov>; (b)(6) (PBM) (b)(6)@va.gov>; Taylor, Beth A (b)(6)@va.gov>; Matthews, Kameron (b)(6)@va.gov>
Subject: RE: USPS Delay Information
Importance: High

Hi (b)(6)

The first e-mail attachment contains an incoming request from the SVAC majority and the document I prepared for Dr. Stone that we suggested could be used in a response.

The second e-mail attachment is an incoming request from Congressman Joe Cunningham (CMOP data needed for the response is pending).

The third e-mail attachment is related to the request to provide weekly updates to Dr. Stone regarding CMOP package delivery.

Adding Jerry to weigh in on whether there is a need to prepare something for facility PAOs to use if/when contacted about USPS delays (my office and Paul Kim's office are receiving a fair number of inquiries on this topic).

Mike

From: Valentino, Michael (VACO)
Sent: Monday, August 17, 2020 11:18 AM
To: (b)(6)@va.gov>
Cc: (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: USPS Delay Information

No but we received at least one Congressional inquiry that we responded to through OCLA.

From: (b)(6)
Sent: Monday, August 17, 2020 11:16 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: USPS Delay Information

That would be great if you could send.

So no requests to brief Congress that you are aware of? Thanks.

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
Department of Veterans Affairs

Desk: (b)(6)

Cell: (b)(6)

From: Valentino, Michael (VACO) (b)(6) @va.gov>

Sent: Monday, August 17, 2020 11:15 AM

To: (b)(6) @va.gov>

Cc: (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;

VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>

Subject: Re: USPS Delay Information

I sent him talking points a week or so ago to use at his weekly committee briefings. He said it was exactly what he needed (will send you the e-mail string and attachment).

This morning, we received a request to provide a weekly update each Monday and we are working to pull that together.

Get [Outlook for iOS](#)

From: (b)(6) @va.gov>

Sent: Monday, August 17, 2020 11:06:30 AM

To: Valentino, Michael (VACO) (b)(6) @va.gov>

Cc: (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;

VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>

Subject: USPS Delay Information

Good Morning All,

Two Questions for you:

1. Has anyone reached out schedule a Hill briefing/phonecall on USPS issues for VHA?
2. I know Dr. Stone mentioned in this mornings 7:45 standup that he was looking to get weekly updates on this issue. However I would also like to request some talking points on the overall issue and any data we have on USPS delays and what that means for VHA to have ready for his several briefs with Members and staff on the Hill through out the week. Do you have something already put together or something you can get ready by COB today?

Thank you!!!

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
Department of Veterans Affairs

Desk: (b)(6)

Cell: (b)(6)

From: (b)(6)
Sent: Tue, 1 Sep 2020 16:25:52 +0000
To: (b)(6) (PBM); Valentino, Michael (VACO) (b)(6)
 (CMOP)
Cc: VHA 10P4 Actions
Subject: FW: USPS Delay Information
Attachments: USPS to UPS Tucson CMOP.xlsx

FYI

From: (b)(6)@va.gov>
Sent: Tuesday, September 1, 2020 12:24 PM
To: (b)(6)@va.gov>
Cc: VHA 10P Actions (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>
Subject: FW: USPS Delay Information

Good afternoon (b)(6)

10P clears the following response to the follow-up questions.

Response:

- **Would love to see the rate comparison – did some back of the envelope work and struggling to find how UPS is cheaper.**
 - Please see attached spreadsheet for complete comparison.
- **When did this plan come into play? How many states are affected?**
 - This was originally considered in late 2019 as a possible cost savings measure. Analysis was done for several months to verify it would truly save money. May of 2020 is when it was discussed with the VA medical centers that would be affected. After continued discussion and agreement, it was put into place on August 24.
 - Since this is driven by delivery zone and the packages are shipped from Tucson, AZ, potentially all states except for Arizona and New Mexico are affected, as they all have some area that is considered zone 5 from Tucson. The attached spreadsheet gives a list of affected medical centers and states from July 2020.
- **Is the 10k a month a national number or just Montana?**
 - It is a national number. While not all sites will see a savings from this, VA as a whole will. As shown by the attached spreadsheet, if we had made this change in June, VA would have saved roughly \$40,000 in July.

Many thanks

(b)(6)

From: (b)(6)@va.gov>
Sent: Monday, August 31, 2020 6:00 PM
To: (b)(6)@va.gov>
Cc: VHA 10P Actions (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>; Taylor, Beth A (b)(6)@va.gov>; Matthews, Kameron (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>
Subject: RE: USPS Delay Information

All received some follow up questions below:

- Would love to see the rate comparison – did some back of the envelope work and struggling to find how UPS is cheaper.
- When did this plan come into play? How many states are affected?
- Is the 10k a month a national number or just Montana?

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

From: (b)(6)
Sent: Monday, August 24, 2020 9:58 AM
To: (b)(6)@va.gov>
Cc: VHA 10P Actions (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>; Taylor, Beth A (b)(6)@va.gov>; Matthews, Kameron (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>
Subject: RE: USPS Delay Information

Thanks.

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

From: (b)(6)@va.gov>
Sent: Monday, August 24, 2020 9:56 AM
To: (b)(6)@va.gov>
Cc: VHA 10P Actions (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>; Taylor, Beth A (b)(6)@va.gov>; Matthews, Kameron (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>
Subject: FW: USPS Delay Information

Good morn (b)(6)

10P clears the response below.

Request:

Today (**Friday 21 AUG**) during Dr. Stone's 8 Corners COVID call SVAC asked Dr. Stone to confirm that as of Monday CMOP will be diverting from USPS to another vendor in Montana. If this is accurate how does VA intend to accommodate last mile deliveries (which USPS usual takes on) in highly rural areas like Montana?

Response:

Yes; however, the conversion on Monday, August 24, 2020 is not related to a decrease in mail delivery performance by the United States Postal Service (USPS). This is a pre-planned cost saving initiative to shift delivery of CMOP packages from USPS rural priority mail delivery zones to United Parcel Service (UPS) second day air delivery. The cost saving initiative is estimated to save \$10,000 per month. As part of the pre-planned cost saving initiative in Montana, CMOP will continue to use USPS for package delivery to post office (PO) boxes and other delivery locations not covered by UPS.

Many thanks

(b)(6)

From: (b)(6)@va.gov>
Sent: Friday, August 21, 2020 5:20 PM
To: (b)(6) (PBM) (b)(6)@va.gov>; Valentino, Michael (VACO) (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>; Kim, Paul D., MD (b)(6)@va.gov>; Michaud, Gerald (Jerry) (b)(6)@va.gov>; Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6)@va.gov>; Llorente, Maria D. (b)(6)@va.gov>; (b)(6) (PBM) (b)(6)@va.gov>; Taylor, Beth A (b)(6)@va.gov>; Matthews, Kameron (b)(6)@va.gov>
Subject: RE: USPS Delay Information

10P,

For your clearance:

Today during Dr. Stone's 8 Corners COVID call SVAC asked Dr. Stone to confirm that as of Monday CMOP will be diverting from USPS to another vendor in Montana. If this is accurate how does VA intend to accommodate last mile deliveries (which USPS usual takes on) in highly rural areas like Montana?

Proposed response: Yes; however, the conversion on Monday, August 24, 2020 is not related to a decrease in mail delivery performance by the United States Postal Service (USPS). This is a pre-planned cost saving initiative to shift delivery of CMOP packages from USPS rural priority mail delivery zones to United Parcel Service (UPS) second day air delivery. The cost saving initiative is estimated to save \$10,000 per month. As part of the pre-planned cost saving initiative in Montana, CMOP will continue to use USPS for package delivery to post office (PO) boxes and other delivery locations not covered by UPS.

Thank you!

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
Department of Veterans Affairs
Desk: (b)(6)
Cell: (b)(6)

From: (b)(6) (PBM) (b)(6) @va.gov>

Sent: Friday, August 21, 2020 5:14 PM

To: (b)(6) @va.gov>; Valentino, Michael (VACO)

(b)(6) @va.gov>

Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;

VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>; Kim, Paul D., MD

(b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; Franchi, Mariano (CMOP)

(b)(6) @va.gov>; (b)(6) @va.gov>; Llorente, Maria D.

(b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Taylor, Beth A

(b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>

Subject: RE: USPS Delay Information

Yes.

From: (b)(6) @va.gov>

Sent: Friday, August 21, 2020 5:12 PM

To: (b)(6) (PBM) (b)(6) @va.gov>; Valentino, Michael (VACO)

(b)(6) @va.gov>

Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;

VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>; Kim, Paul D., MD

(b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; Franchi, Mariano (CMOP)

(b)(6) @va.gov>; (b)(6) @va.gov>; Llorente, Maria D.

(b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Taylor, Beth A

(b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>

Subject: RE: USPS Delay Information

Will this be a permanent change?

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
Department of Veterans Affairs

Desk: (b)(6)

Cell: (b)(6)

From: (b)(6) (PBM) (b)(6) @va.gov>

Sent: Friday, August 21, 2020 4:27 PM

To: (b)(6) @va.gov>; Valentino, Michael (VACO)

(b)(6) @va.gov>

Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>;

VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>; Kim, Paul D., MD

(b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; Franchi, Mariano (CMOP)

(b)(6) @va.gov>; (b)(6) @va.gov>; Llorente, Maria D.

(b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Taylor, Beth A

(b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>

Subject: RE: USPS Delay Information

Hi (b)(6)

Response to questions below.

SVAC is under the impression that as of Monday CMOP is diverting from USPS to another vendor in Montana. Is this accurate? And if so how do we intend to accommodate last mile deliveries (which USPS usually takes on) in highly rural areas like Montana?

Response:

Yes; however, the conversion on Monday, August 24, 2020 is not related to a decrease in mail delivery performance by the United States Postal Service (USPS). This is a pre-planned cost saving initiative to shift delivery of CMOP packages from USPS rural priority mail delivery zones to United Parcel Service (UPS) second day air delivery. The cost saving initiative is estimated to save \$10,000 per month. As part of the pre-planned cost saving initiative in Montana, CMOP will continue to use USPS for package delivery to post office (PO) boxes and other delivery locations not covered by UPS.

Thank you,

(b)(6)

From: (b)(6) @va.gov>

Sent: Friday, August 21, 2020 4:02 PM

To: (b)(6) (PBM) (b)(6) @va.gov>; Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>; Kim, Paul D., MD (b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>; (b)(6) @va.gov>; Llorente, Maria D. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Taylor, Beth A (b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>
Subject: RE: USPS Delay Information

Thank you – and yes I am tracking that.

SVAC staff had an internal VA Montana email in hand (allegedly) that stated the change for Montana. That's why I wanted to follow up with you.

Thanks.

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
 Department of Veterans Affairs

Desk: (b)(6)

Cell: (b)(6)

From: (b)(6) (PBM) (b)(6) @va.gov>
Sent: Friday, August 21, 2020 4:01 PM
To: (b)(6) @va.gov>; Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>; Kim, Paul D., MD (b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>; (b)(6) @va.gov>; Llorente, Maria D. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Taylor, Beth A (b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>
Subject: RE: USPS Delay Information

Hi (b)(6)

The document that we sent up today had the Memphis, TN and Lexington, KY areas that will shift from USPS to UPS starting on Monday the 24th.

Let me double check on Montana and I will respond shortly.

(b)(6)

From: (b)(6) @va.gov>
Sent: Friday, August 21, 2020 3:33 PM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>; Kim, Paul D., MD (b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Llorente, Maria D. (b)(6) @va.gov>; (b)(6) (PBM) <Jennifer.Zacher@va.gov>; Taylor, Beth A. (b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>
Subject: RE: USPS Delay Information

All,

Follow up from Dr. Stone's call today that I need an answer on this afternoon:

SVAC is under the impression that as of Monday CMOP is diverting from USPS to another vendor in Montana. Is this accurate? And if so how do we intend to accommodate last mile deliveries (which USPS usually takes on) in highly rural areas like Montana?

Thanks!

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:44 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>; Kim, Paul D., MD (b)(6) @va.gov>; Michaud, Gerald (Jerry) (b)(6) @va.gov>; Franchi, Mariano (CMOP) (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Llorente, Maria D. (b)(6) @va.gov>; (b)(6) (PBM) (b)(6) @va.gov>; Taylor, Beth A. (b)(6) @va.gov>; Matthews, Kameron (b)(6) @va.gov>
Subject: RE: USPS Delay Information
Importance: High

Hi (b)(6)

The first e-mail attachment contains an incoming request from the SVAC majority and the document I prepared for Dr. Stone that we suggested could be used in a response.

The second e-mail attachment is an incoming request from Congressman Joe Cunningham (CMOP data needed for the response is pending).

The third e-mail attachment is related to the request to provide weekly updates to Dr. Stone regarding CMOP package delivery.

Adding Jerry to weigh in on whether there is a need to prepare something for facility PAOs to use if/when contacted about USPS delays (my office and Paul Kim's office are receiving a fair number of inquiries on this topic).

Mike

From: Valentino, Michael (VACO)
Sent: Monday, August 17, 2020 11:18 AM
To: (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: USPS Delay Information

No but we received at least one Congressional inquiry that we responded to through OCLA.

From: (b)(6)
Sent: Monday, August 17, 2020 11:16 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: USPS Delay Information

That would be great if you could send.

So no requests to brief Congress that you are aware of? Thanks.

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
 Department of Veterans Affairs

Desk: (b)(6)

Cell: (b)(6)

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 11:15 AM
To: (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: Re: USPS Delay Information

I sent him talking points a week or so ago to use at his weekly committee briefings. He said it was exactly what he needed (will send you the e-mail string and attachment).

This morning, we received a request to provide a weekly update each Monday and we are working to pull that together.

Get [Outlook for iOS](#)

From: (b)(6)@va.gov>
Sent: Monday, August 17, 2020 11:06:30 AM
To: Valentino, Michael (VACO) (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>; VHA 10P Actions (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: USPS Delay Information

Good Morning All,

Two Questions for you:

1. Has anyone reached out schedule a Hill briefing/phonecall on USPS issues for VHA?
2. I know Dr. Stone mentioned in this mornings 7:45 standup that he was looking to get weekly updates on this issue. However I would also like to request some talking points on the overall issue and any data we have on USPS delays and what that means for VHA to have ready for his several briefs with Members and staff on the Hill through out the week. Do you have something already put together or something you can get ready by COB today?

Thank you!!!

V/r,

(b)(6)

Office of Congressional and Legislative Affairs
 Department of Veterans Affairs

Desk: (b)(6)

Cell: (b)(6)

Site Parent	Site Name	Site City	Site State	Number Of Packages	USPS Cost	UPS Base Cost	UPS Delivery Area Surcharge	UPS Residential Surcharge	UPS Total Cost	Savings/Increase
402	TOGUS	AUGUSTA	ME	10					\$	(25.91)
405	VA MEDICAL CTR #405	WHITE RIVER JCT	VT	7					\$	(23.26)
436	FORT HARRISON VAMC	FT HARRISON	MT	2,012					\$	1,113.58
436	MILES CITY	MILES CITY	MT	4					\$	3.08
436	BILLINGS CBOC	FT HARRISON	MT	473					\$	312.45
437	FARGO	Fargo	ND	26					\$	(6.87)
438	VA SIOUX FALLS 57117	SIOUX FALLS	SD	19					\$	(46.61)
442	CHEYENNE VAM	CHEYENNE	WY	508					\$	539.79
442	SIDNEY CLINIC	CHEYENNE	WY	30					\$	81.18
442	GREELEY CLINIC	CHEYENNE	WY	11					\$	7.25
442	TORRINGTON VA MOC	CHEYENNE	WY	9					\$	20.29
442	MOC - CHEYENNE	CHEYENNE	WY	9					\$	23.87
442	STERLING CLINIC	CHEYENNE	WY	3					\$	2.54
442	FORT COLLINS CLINIC	CHEYENNE	WY	11					\$	(1.17)
442	LARAMIE CLINIC	CHEYENNE	WY	8					\$	15.88
442	RAWLINS	CHEYENNE	WY	10					\$	26.92
459	MATSLUNAGA VAMC	HONOLULU	HI	1,342					\$	(5,747.87)
460	WILMINGTON VAMC	WILMINGTON	DE	3					\$	(9.24)
463	JUNEAU VA CLINIC	ANCHORAGE	AK	1					\$	(12.85)
463	FAIRBANKS CBOC	ANCHORAGE	AK	17					\$	(61.84)
463	MAT-SU CBOC	ANCHORAGE	AK	36					\$	(165.96)
463	ALASKA VA HSRD	ANCHORAGE	AK	1,029					\$	(5,022.59)
463	KENAI VA CBOC	ANCHORAGE	AK	34					\$	(73.40)
501	ALAMOGORDO	ALBUQUERQUE	NM	1					\$	0.92
501	ARTESIA DIV	ALBUQUERQUE	NM	3					\$	(1.10)
501	RIO RANCHO CBOC	ALBUQUERQUE	NM	2					\$	1.52
501	ALBUQUERQUE	ALBUQUERQUE	NM	21					\$	(16.07)
501	GALLUP DIV	ALBUQUERQUE	NM	1					\$	2.77
501	SILVER CITY DIV	ALBUQUERQUE	NM	1					\$	(0.01)
501	SANTA FE DIV	ALBUQUERQUE	NM	2					\$	(0.21)
502	ALEXANDRIA	PINEVILLE	LA	23					\$	(8.49)
502	FORT POLK CBOC	PINEVILLE	LA	2					\$	(1.31)
503	STATE COLLEGE CLINIC	ALTOONA	PA	18					\$	(75.53)
506	ANN ARBOR VAMC	TOLEDO	OH	20					\$	(60.01)
506	JACKSON CBOC	TOLEDO	OH	3					\$	(24.54)
506	TOLEDO VA OPT CLINIC	TOLEDO	OH	5					\$	(26.05)
506	FLINT CBOC	TOLEDO	OH	1					\$	(0.70)
508	ATLANTA	DECATUR	GA	43					\$	(182.93)
509	AUGUSTA VAMC	AUGUSTA	GA	6					\$	(3.05)
509	UPTOWN	AUGUSTA	GA	11					\$	(16.07)
512	GB CLINIC-VA MED CTR	BALTIMORE	MD	1					\$	(3.14)
512	CAMBRIDGE CLINIC	PERRY POINT	MD	2					\$	(8.11)
512	BALTIMORE VAMC	BALTIMORE	MD	28					\$	(95.87)
512	FORT MEADE CBOC	BALTIMORE	MD	2					\$	(6.40)
512	PERRY POINT	PERRY POINT	MD	2					\$	(1.33)
515	VAMC BATTLE CREEK MI	BATTLE CREEK	MI	16					\$	(51.48)
515	VA GRAND RAPIDS OPC	GRAND RAPIDS	MI	15					\$	(77.14)
516	FEE RXS FT MYERS	FORT MYERS	FL	1					\$	(9.04)
516	MANATEE COUNTY CBOC	BAY PINES	FL	2					\$	(8.17)
516	SARASOTA COUNTY CBOC	BAY PINES	FL	1					\$	(0.70)
516	OUTPATIENT BAY PINES	BAY PINES	FL	25					\$	(73.84)
516	FEE RXS BAY PINES	BAY PINES	FL	1					\$	(5.08)
516	CHARLOTTE CITY CBOC	FORT MYERS	FL	3					\$	(5.55)
516	FT MYERS VA CLINIC	FORT MYERS	FL	6					\$	(18.99)
516	SOUTHSIDE PETE CBOC	BAY PINES	FL	2					\$	(11.81)
516	COLLIER COUNTY CBOC	FORT MYERS	FL	1					\$	(5.14)
517	GREENWATER CBOC	BECKLEY	WV	1					\$	(0.70)
517	VAMC BECKLEY	BECKLEY	WV	2					\$	(2.48)
519	WEST TEXAS HCS	BIG SPRING	TX	4					\$	4.67
520	EGLIN CLINIC	BILOXI	MS	3					\$	(4.17)
520	PENSACOLA VAMC	PENSACOLA	FL	35					\$	(93.79)
520	BILOXI VAMC	BILOXI	MS	23					\$	(47.67)
520	MOBILE CLINIC	MOBILE	AL	5					\$	(7.49)
520	PANAMA CITY	BILOXI	MS	4					\$	(4.96)
521	GADSDEN (CBOC)	BIRMINGHAM	AL	1					\$	(0.01)
521	SHOALS (CBOC)	BIRMINGHAM	AL	2					\$	(1.10)
521	BIRMINGHAM VAMC	BIRMINGHAM	AL	13					\$	(31.42)
521	CHILDERSBURG (CBOC)	BIRMINGHAM	AL	2					\$	0.04
521	LESSNER	BIRMINGHAM	AL	1					\$	(2.08)
521	CALLAHAN VA CLINIC	BIRMINGHAM	AL	1					\$	(2.08)
521	GUNTERSVILLE (CBOC)	GUNTERSVILLE	AL	1					\$	0.98
521	HUNTSVILLE (CBOC)	BIRMINGHAM	AL	2					\$	0.97
521	ANNISTON (CBOC)	BIRMINGHAM	AL	2					\$	(1.10)
521	IZVA CLINIC	BIRMINGHAM	AL	2					\$	(4.16)
523	WEST FOXBURY	WEST FOXBURY	MA	1					\$	(3.20)
523	BROCKTON	BROCKTON	MA	1					\$	(3.20)
523	IZ BOSTON	BOSTON	MA	1					\$	(3.20)
523	BOSTON	BOSTON	MA	1					\$	(3.20)
528	DUNKIRK CBOC	BUFFALO	NY	1					\$	(11.43)
528	BUFFALO VA DOM	BUFFALO	NY	15					\$	(50.41)
528	LOCKPORT CBOC	BUFFALO	NY	1					\$	(1.13)
528	BATAVIA	BATAVIA	NY	5					\$	(22.28)
528A5	CLINTON CROSSINGS	CANANDA/GUA	NY	8					\$	(31.11)
528A5	CANANDA/GUA	CANANDA/GUA	NY	2					\$	(10.25)
528A6	BATH	BATH	NY	2					\$	(12.43)
528A7	SYRACUSE, NY	SYRACUSE	NY	30					\$	(157.63)
528A7	WATERTOWN CBOC	SYRACUSE	NY	2					\$	(17.42)
528A7	BINGHAMTON CBOC	SYRACUSE	NY	1					\$	(0.20)
528A8	TROY CBOC	ALBANY	NY	2					\$	(12.37)
528A8	GLENS FALLS CBOC	ALBANY	NY	1					\$	(0.20)
528A8	SIDNEY CBOC	ALBANY	NY	1					\$	(9.12)
528A8	PLATTSBURGH CBOC	ALBANY	NY	1					\$	(3.20)
528A8	ALBANY	ALBANY	NY	6					\$	(18.87)
529	BUTLER VAMC	BUTLER	PA	26					\$	(100.98)
531	BOISE	BOISE	ID	1,704					\$	1,036.98
534	OPC SAVANNAH (CBOC)	CHARLESTON	SC	2					\$	(3.47)
534	VAMC CHARLESTON	CHARLESTON	SC	13					\$	(24.75)
534	GOOSE CREEK (CBOC)	CHARLESTON	SC	3					\$	(5.31)
534	MYRTLE BEACH (CBOC)	CHARLESTON	SC	1					\$	(2.77)
537	CROWN POINT / AB/OPC	CROWN POINT	IN	2					\$	(5.54)
537	CHICAGO VA FACIL BOM	CHICAGO	IL	1					\$	(3.07)
537	WESTSIDE (CHICAGO)	CHICAGO	IL	6					\$	(33.77)
537	CBOC CHICAGO HEIGHTS	CROWN POINT	IN	1					\$	(2.71)
538	ATHENS CBOC (VAMC)	CHILLICOTHE	OH	1					\$	(2.77)
538	LANCASTER CBOC (VAMC)	CHILLICOTHE	OH	1					\$	(0.70)
538	CHILLICOTHE	CHILLICOTHE	OH	12					\$	(61.75)
538	PORTSMOUTH CBOC (VA)	CHILLICOTHE	OH	4					\$	(15.42)
539	CINCINNATI	CINCINNATI	OH	18					\$	(61.62)
540	CR	CLARKSBURG	WV	17					\$	(47.89)
541	PARMA CBOC	CLEVELAND	OH	12					\$	(65.07)
541	CLEVELAND	CLEVELAND	OH	72					\$	(263.89)
541	YOUNGSTOWN	CLEVELAND	OH	13					\$	(73.76)
541	AKRON	CLEVELAND	OH	8					\$	(58.48)

541	CANTON	CLEVELAND	OH	13		\$	(51.50)
542	COATESVILLE VAMC 119	COATESVILLE	PA	4		\$	(26.51)
544	FLORENCE (CBOC)	COLUMBIA	SC	3		\$	(5.38)
544	ANDERSON (CBOC)	GREENVILLE	SC	2		\$	(2.54)
544	SPARTANBURG CBOC	GREENVILLE	SC	2		\$	(5.48)
544	SUMTER (CBOC)	COLUMBIA	SC	2		\$	(5.48)
544	ROCK HILL CBOC	COLUMBIA	SC	1		\$	(2.14)
544	GOPC	GREENVILLE	SC	2		\$	(24.58)
544	DORN MEDICAL CENTER	COLUMBIA	SC	11		\$	(35.64)
546	HOMESTEAD CBOC	MIAMI	FL	1		\$	(3.20)
546	FEMBROKE PINES CBOC	MIAMI	FL	1		\$	(19.64)
546	MIAMI VAMC	MIAMI	FL	17		\$	(51.85)
546	DEERFIELD BEACH CBOC	MIAMI	FL	1		\$	(3.20)
546	HOLLYWOOD CBOC	MIAMI	FL	1		\$	(3.07)
546	INPATIENT - MIAMI	MIAMI	FL	3		\$	(4.32)
546	OAKLAND PARK O.P.C.	OAKLAND PARK	FL	7		\$	(27.22)
548	DELRAY CBOC	WEST PALM BEACH	FL	2		\$	(6.40)
548	BOCA RATON CBOC	WEST PALM BEACH	FL	1		\$	(3.20)
548	WPB VAMC	WEST PALM BEACH	FL	6		\$	(38.26)
549	FT WORTH	FT WORTH	TX	6		\$	1.50
549	DENTON CBOC	BONHAM	TX	1		\$	(1.23)
549	GREENVILLE (CBOC)	BONHAM	TX	2		\$	4.67
549	DALLAS	DALLAS	TX	33		\$	(1.97)
549	DECATUR CBOC	BONHAM	TX	1		\$	2.77
549	BONHAM	BONHAM	TX	4		\$	5.29
550	PEORIA	PEORIA	IL	3		\$	(6.18)
552	LIMA	DAYTON	OH	1		\$	(0.70)
552	DAYTON	DAYTON	OH	9		\$	(37.43)
553	YALE CBOC	DETROIT	MI	1		\$	0.23
553	DETROIT VAMC	DETROIT	MI	31		\$	(103.97)
554	FITZSIMMONS	DENVER	CO	1		\$	(2.77)
554	LAKEWOOD	DENVER	CO	1		\$	2.77
554	DENVER PTSD-RRTP	AURORA	CO	68		\$	(15.64)
554	COLORADO SPRINGS	DENVER	CO	14		\$	(19.89)
556	556ZA	NORTH CHICAGO	IL	13		\$	(42.43)
556	Jovell FHCC	NORTH CHICAGO	IL	1		\$	(2.77)
557	BALDWIN COUNTY (BOC)	DUBLIN	GA	1		\$	(11.45)
557	BRUNSWICK (CBOC)	DUBLIN	GA	1		\$	(0.70)
557	CARL VINSON VAMC	DUBLIN	GA	5		\$	(22.61)
558	DURHAM VAMC (119)	DURHAM	NC	14		\$	(47.14)
558	GREENVILLE (CBOC)	DURHAM	NC	4		\$	(10.72)
558	KALEIGH III (CBOC)	DURHAM	NC	1		\$	(4.91)
558	MOREHEAD CITY	DURHAM	NC	1		\$	1.37
558	HILLDALE ROAD	DURHAM	NC	3		\$	(3.20)
561	East Orange	East Orange	NJ	3		\$	(13.38)
561	SUSSEX VA CLINIC	EAST ORANGE	NJ	1		\$	(1.07)
561	Lyons	East Orange	NJ	1		\$	(3.20)
561	BERGEN COUNTY OFC	EAST ORANGE	NJ	1		\$	(9.17)
562	ERIE	Erie	PA	3		\$	(7.94)
564	GENE TAYLOR VHSO	MOUNT VERNON	MO	1		\$	(0.23)
564	JOPLIN VHSO	FAYETTEVILLE	AR	1		\$	(2.08)
564	FAYETTEVILLE VA	FAYETTEVILLE	AR	2		\$	(2.25)
565	FAYETTEVILLE HCC	FAYETTEVILLE	NC	9		\$	(44.59)
565	FAYETTEVILLE NC VA	FAYETTEVILLE	NC	7		\$	(10.45)
565	GOLDSBORO CBOC	FAYETTEVILLE	NC	2		\$	(4.27)
565	Hanley (CBOC)	Fayetteville	NC	1		\$	0.23
565	WILMINGTON (CBOC)	FAYETTEVILLE	NC	2		\$	(0.84)
568	LEE COUNTY VA CLINIC	FAYETTEVILLE	NC	2		\$	(2.91)
568	VAMC Ft Meade, SD	FT MEADE	SD	4		\$	5.36
56844	VAMC HOT SPRINGS, SD	HOT SPRINGS	SD	2		\$	5.54
570	OAKHURST CBOC	Fresno	CA	15		\$	33.99
570	MERCED CBOC	FRESNO	CA	167		\$	218.53
570	VACCHS FRESNO, CA	FRESNO	CA	148		\$	202.00
570	TULARE CBOC	FRESNO	CA	4		\$	7.72
573	JACKSONVILLE 2	JACKSONVILLE	FL	1		\$	(2.71)
573	OCALA (CBOC)	LAKE CITY	FL	2		\$	(2.54)
573	TALLAHASSEE VAOPC	TALLAHASSEE	FL	1		\$	(2.77)
573	JACKSONVILLE VAOPC	JACKSONVILLE	FL	2		\$	(3.25)
573	LAKE CITY VAMC	LAKE CITY	FL	1		\$	(4.47)
573	GAINESVILLE VAMC	LAKE CITY	FL	20		\$	(42.14)
573	FERRY VA CLINIC	TALLAHASSEE	FL	1		\$	(11.92)
573	JACKSONVILLE 5 POINT	JACKSONVILLE	FL	3		\$	(6.31)
573	VILLAGES (CBOC)	GAINESVILLE	FL	5		\$	(24.07)
573	WAYCROSS (CBOC)	LAKE CITY	FL	1		\$	0.23
573	ST MARYS (CBOC)	GAINESVILLE	FL	1		\$	(9.58)
573	LAKE CITY VA CLINIC	LAKE CITY	FL	1		\$	(6.04)
573	ST AUGUSTINE (CBOC)	GAINESVILLE	FL	1		\$	1.59
575	MOAB VA CLINIC	GRAND JUNCTION	CO	1		\$	2.77
575	MONTROSE CBOC	GRAND JUNCTION	CO	1		\$	(2.08)
575	GRAND JUNCTION VAMC	GRAND JUNCTION	CO	9		\$	1.74
578	Hines VAMC	Hines	IL	28		\$	(56.24)
578	ELGIN CLINIC HINES	HINES	IL	1		\$	(2.08)
578	AURORA CL-HINES	HINES	IL	2		\$	(7.94)
580	BEAUMONT VAOPC	BEAUMONT	TX	1		\$	2.77
580	LUFKIN VA OF CLINIC	LUFKIN	TX	1		\$	(0.23)
580	HOUSTON	HOUSTON	TX	23		\$	(6.96)
580	HOUSTON VAMC (CON)	HOUSTON	TX	3		\$	3.14
580	HOUSTON VAMC (GAL)	HOUSTON	TX	1		\$	1.06
580	HOUSTON VAMC (TOM)	HOUSTON	TX	2		\$	1.76
581	HUNTINGTON VAMC	HUNTINGTON	WV	1		\$	(0.70)
583	INDIANAPOLIS VAMC	INDIANAPOLIS	IN	73		\$	(338.90)
585	IRONWOOD CBOC	IRON MOUNTAIN	MI	1		\$	0.23
585	IRON MOUNTAIN	IRON MOUNTAIN	MI	6		\$	(10.85)
585	MARQUETTE	IRON MOUNTAIN	MI	1		\$	0.23
586	VAMC JACKSON	JACKSON	MS	60		\$	(84.58)
589	KANSAS CITY	KANSAS CITY	MO	16		\$	2.95
58944	COLUMBIA-MO VAMC	COLUMBIA	MO	25		\$	(1.88)
58945	TOPEKA	TOPEKA	KS	8		\$	12.71
58946	LEAVENWORTH	LEAVENWORTH	KS	12		\$	2.77
58947	WICHITA VAMC	WICHITA	KS	20		\$	0.19
590	NORFOLK/VA BCH CBOC	VIRGINIA BEACH	VA	2		\$	(1.40)
590	HAMPTON VAMC	HAMPTON	VA	20		\$	(61.51)
590	CHESAPEAKE VA CBOC	HAMPTON	VA	1		\$	(6.98)
593	VAMC NORTHEAST PCC Division	LAS VEGAS	NV	1		\$	(2.08)
593	VASNICS	LAS VEGAS	NV	67		\$	(85.62)
595	IFRANON VAMC	IFRANON	PA	26		\$	(92.61)
596	Cooper Drive	Lexington	KY	3		\$	(24.74)
596	Jeestown Rd (Lex,KY)	Lexington	KY	8		\$	(5.61)
598	NLR PHARMACY	NORTH LITTLE ROCK	AR	11		\$	(13.49)
600	IR VA Medical Center	LONG BEACH	CA	42		\$	(66.89)
603	LOUISVILLE VAMC	LOUISVILLE	KY	7		\$	(12.67)
605	VICTORVILLE CBOC	LOMA LINDA	CA	1		\$	(3.20)
605	PALM DESERT CBOC	LOMA LINDA	CA	1		\$	(2.08)
605	ACC-LOMA LINDA	LOMA LINDA	CA	2		\$	(0.93)

605	SUN CITY CBOC	LOMA LINDA	CA	2	\$	(2.78)
605	LOMA LINDA VA	LOMA LINDA	CA	47	\$	(65.67)
607	VA MADISON/BARABOO	MADISON	WI	1	\$	(6.01)
607	VA MADISON/ROCKFORD	MADISON	WI	2	\$	(4.16)
607	VA MADISON/WEST	MADISON	WI	3	\$	0.90
607	MADISON	MADISON	WI	11	\$	(22.02)
607	VA MADISON/BEAVERDAM	MADISON	WI	2	\$	0.91
607	VA MADISON/FREEPORT	MADISON	WI	1	\$	(0.01)
608	VAMC MANCHESTER	MANCHESTER	NH	2	\$	(22.08)
610	ST JOSEPH COUNTY VA	MARION	IN	3	\$	(14.82)
610	MARION (NIHCS)	MARION	IN	4	\$	(9.61)
610	FORT WAYNE (NIHCS)	MARION	IN	7	\$	(18.12)
610	FORT WAYNE VA CLINIC	MARION	IN	1	\$	(2.77)
612	REDDING OPC (119)	REDDING	CA	678	\$	658.97
612	MCCELLELLAN OPC (119)	MCCELLELLAN	CA	957	\$	155.29
612	CHICO CBOC (119)	CHICO	CA	419	\$	425.66
612	Yuba Cty (CBOC)	McClellan	CA	164	\$	85.67
612	SACTO VA CENTER-119	MATHER	CA	2,289	\$	382.81
612	FAIRFIELD OPC (119)	TRAVIS AFB	CA	384	\$	13.24
612	MARTINEZ OPC (119)	MARTINEZ	CA	1,009	\$	(236.60)
612	MARE ISLAND OPC 119	MARE ISLAND	CA	215	\$	(33.63)
612	OAKLAND OPC (119)	OAKLAND	CA	437	\$	(239.61)
613	MARTINSBURG VAMC	MARTINSBURG	WV	14	\$	(53.42)
614	VAMC MEMPHIS, TN	MEMPHIS	TN	2	\$	(1.16)
618	MINNEAPOLIS VAMC	MINNEAPOLIS	MN	32	\$	(32.51)
619	TUSKEGEE	TUSKEGEE	AL	2	\$	(0.47)
619	WIREGRASS CBOC	MONTGOMERY	AL	1	\$	(5.40)
619	WINDOW - MONTGOMERY	MONTGOMERY	AL	2	\$	(3.25)
619	FT BENNING CBOC	TUSKEGEE	AL	1	\$	0.23
619	MGY EAST CLINIC	MONTGOMERY	AL	4	\$	(13.43)
620	MONTROSE VAHVCS	MONTROSE	NY	1	\$	(3.20)
620	CASTLE POINT VAHVCS	MONTROSE	NY	1	\$	(3.14)
620	NEW CITY CBOC VA	MONTROSE	NY	1	\$	(3.20)
621	JAMES H QUILLEN VAMC	MOUNTAIN HOME	TN	31	\$	(72.08)
623	MUSKOGEE	MUSKOGEE	OK	14	\$	26.24
623	TOPC	TULSA	OK	8	\$	(4.04)
626	CLARKSVILLE CBOC	MURFREESBORO	TN	1	\$	(2.08)
626	BOWLING GREEN	MURFREESBORO	TN	2	\$	(14.13)
626	EOANE COUNTY CBOC	MURFREESBORO	TN	2	\$	(1.91)
626	CHATTANOOGA	MURFREESBORO	TN	2	\$	(1.83)
626	COKEVILLE CBOC	MURFREESBORO	TN	2	\$	(1.10)
626	NASHVILLE	MURFREESBORO	TN	10	\$	(26.46)
626	ALVIN C. YORK	MURFREESBORO	TN	2	\$	(11.66)
629	HOUMA 629GA	BATON ROUGE	LA	1	\$	(2.02)
629	BATON ROUGE OPC	BATON ROUGE	LA	5	\$	(23.06)
629	NEW ORLEANS VAMC	BATON ROUGE	LA	20	\$	(35.68)
630	Brooklyn	New York	NY	1	\$	(3.20)
630	New York	New York	NY	1	\$	(3.20)
631	WORCESTER	WORCESTER	MA	1	\$	(3.20)
631	SPRINGFIELD	SPRINGFIELD	MA	1	\$	(3.14)
631	NORTHAMPTON	LEEDS	MA	6	\$	(32.25)
632	Northport	Northport	NY	3	\$	(15.63)
635	OKLAHOMA CITY VAMC	OKLAHOMA CITY	OK	53	\$	30.13
636	OMAHA	OMAHA	NE	16	\$	(21.25)
636A4	GRAND ISLAND	GRAND ISLAND	NE	7	\$	(5.47)
636A5	LINCOLN	LINCOLN	NE	10	\$	(10.90)
636A6	CENTRAL IOWA	DES MOINES	IA	26	\$	(48.23)
636A8	IOWA CITY	IOWA CITY	IA	29	\$	(45.66)
637	ECOCASHVILLE	ASHEVILLE	NC	2	\$	(2.84)
637	ASHEVILLE	ASHEVILLE	NC	14	\$	(11.68)
637	HICKORY	ASHEVILLE	NC	2	\$	(0.47)
640	MONTFERRY	PALO ALTO	CA	435	\$	36.79
640	FREMONT	PALO ALTO	CA	106	\$	(41.92)
640	SONORA CLINIC	PALO ALTO	CA	118	\$	217.39
640	CAPITOLA CLINIC	PALO ALTO	CA	63	\$	(24.39)
640	MODESTO CLINIC	PALO ALTO	CA	378	\$	46.15
640	VA 1 MOBILE	PALO ALTO	CA	3	\$	(1.47)
640	PALO ALTO	PALO ALTO	CA	1,569	\$	(266.62)
640	LIVERMORE	PALO ALTO	CA	413	\$	(3.83)
640	STOCKTON CLINIC	PALO ALTO	CA	390	\$	0.80
640	MENLO PARK	PALO ALTO	CA	79	\$	(14.66)
640	SAN JOSE, CA	PALO ALTO	CA	433	\$	(365.70)
642	PHILADELPHIA VAMC	PHILA	PA	7	\$	(27.88)
644	PHOENIX VA HCS(119C)	PHOENIX	AZ	126	\$	(246.24)
644	MIDTOWN CLINIC	PHOENIX	AZ	7	\$	(17.17)
644	HE CLINIC	PHOENIX	AZ	4	\$	(1.79)
646	UNIVERSITY DR VA IGH	PITTSBURGH	PA	42	\$	(302.65)
648	PORTLAND	PORTLAND	OR	2,915	\$	(5,485.18)
648	VANCOUVER PHARMACY DIV	Portland	OR	1,104	\$	(2,071.53)
649	FRESCOTT NAVAHCS	PRESOTT	AZ	30	\$	(50.49)
650	NEW BEDFORD OPC	PROVIDENCE	RI	1	\$	(3.20)
650	VAMC PROVIDENCE	PROVIDENCE	RI	3	\$	(13.38)
652	VAMC 652	RICHMOND	VA	10	\$	(38.91)
653	EUGENE HCC	EUGENE	OR	255	\$	(422.32)
653	ROSEBURG VAMC	ROSEBURG	OR	1,926	\$	(1,760.82)
654	VA SNHCS (119)	RENO	NV	1,781	\$	1,306.75
655	SAGINAW	SAGINAW	MI	26	\$	(75.10)
656	ST CLOUD	ST. CLOUD	MN	16	\$	(14.29)
657	JEFFERSON BRKS VAMC	ST LOUIS	MO	13	\$	(21.83)
657	JOHN COCHRAN VAMC	ST LOUIS	MO	16	\$	(35.15)
657A4	POPLAR BLUFF	POPLAR BLUFF	MO	30	\$	(33.22)
657A5	MARION	MARION	IL	10	\$	(14.28)
657A5	EVANSVILLE OPC	MARION	IL	6	\$	(4.56)
658	SALEM VAMC	SALEM	VA	9	\$	(8.87)
658	STAUNTON CBOC	STAUNTON	VA	1	\$	(3.20)
658	TAZEWELL CBOC	SALEM	VA	1	\$	(3.07)
659	WSOPC-SVAMC	SALSBURY	NC	15	\$	(79.27)
659	SALISBURY VAMC	SALSBURY	NC	25	\$	(86.05)
659	SOUTH CHARLOTTE	SALSBURY	NC	10	\$	(39.51)
660	VAMC SLC-OUTPATRI	Salt Lake City	UT	37	\$	(45.17)
662	EUREKA CA	SAN FRANCISCO	CA	94	\$	111.39
662	SANTA ROSA CA	SAN FRANCISCO	CA	130	\$	21.66
662	SAN FRANCISCO CA	SAN FRANCISCO	CA	1,623	\$	470.64
662	PRRTP SAN FRAN	SAN FRANCISCO	CA	4	\$	2.65
662	CLEARLAKE CBOC	SAN FRANCISCO	CA	115	\$	121.80
663	SOUTH SOUND CBOC	SEATTLE	WA	10	\$	(8.14)
663	DDTP63	SEATTLE	WA	3	\$	(6.27)
663	AMERICAN LAKE DIV	TACOMA	WA	2,131	\$	(4,178.51)
663	MOUNT VERNON CBOC	SEATTLE	WA	39	\$	(72.53)
663	SEATTLE DIVISION	SEATTLE	WA	4,096	\$	(8,173.51)
663	PORT ANGELES CBOC	SEATTLE	WA	9	\$	(8.75)
663	PUG-MOBILE MED UNIT	SEATTLE	WA	3	\$	0.96
664	SAN DIEGO VAMC	SAN DIEGO	CA	59	\$	(105.23)
664	MISSION VALLEY OPC	SAN DIEGO	CA	7	\$	(18.83)

664	OCEANSIDE CBOC	SAN DIEGO	CA	5		\$	(4.94)
666	WORLD	SHERIDAN	WY	5		\$	6.87
666	SHERIDAN VAMC	SHERIDAN	WY	526		\$	933.70
666	AFTON VA CLINIC	SHERIDAN	WY	3		\$	4.28
667	MONROE/SHREVEPORT	SHREVEPORT	LA	1		\$	(0.23)
667	TEXARIANA/SHREVEPORT	SHREVEPORT	LA	2		\$	5.54
667	LONGVIEW/SHREVEPORT	SHREVEPORT	LA	2		\$	4.67
667	OVERTON BROOKS VAMC	SHREVEPORT	LA	8		\$	5.93
668	SPOKANE	SPOKANE	WA	2,168		\$	(3,562.53)
668	SANDPOINT CLINIC	SPOKANE	WA	87		\$	(12.71)
668	LIBBY CLINIC	SPOKANE	WA	25		\$	52.31
671	AUDIE MURPHY VAMC	SAN ANTONIO	TX	39		\$	(3.07)
671	NEW BRAUNFELS CBOC	SAN ANTONIO	TX	2		\$	0.83
671	NORTH CENTRAL FED VA	SAN ANTONIO	TX	1		\$	(0.23)
671	KERRVILLE VAMC	KERRVILLE	TX	5		\$	6.04
671	SOUTH BEXAR OPC	SAN ANTONIO	TX	1		\$	(0.23)
671	SPINAL CORD INJURY	SAN ANTONIO	TX	1		\$	(1.47)
671	FRANK TEJEDA OPC	SAN ANTONIO	TX	9		\$	(3.57)
672	PONCE OPC	PONCE	PR	63		\$	(589.10)
672	VA MEDICAL CENTER	SAN JUAN	PR	127		\$	(1,004.00)
672	ARECIBO CBOC	SAN JUAN	PR	4		\$	(28.75)
672	GUAYAMA CBOC	PONCE	PR	1		\$	(0.64)
672	CEIBA CBOC	CEIBA	PR	9		\$	(68.48)
672	MAYAGUEZ OPC	MAYAGUEZ	PR	47		\$	(371.71)
673	TAMPA	TAMPA	FL	19		\$	(86.44)
673	SOUTH HILLSBOROUGH	RIVERVIEW	FL	1		\$	(2.77)
673	CB-LAKELAND	TAMPA	FL	2		\$	(5.84)
673	FASCO	NEW PORT RICHEY	FL	4		\$	(11.02)
674	AUSTIN	WACO	TX	41		\$	12.33
674	BRYAN	WACO	TX	5		\$	8.21
674	CEDAR PARK	WACO	TX	5		\$	(0.64)
674	TEMPLE	WACO	TX	118		\$	14.71
674	WACO	WACO	TX	9		\$	5.43
674	PALESTINE	WACO	TX	2		\$	5.54
674	BROWNWOOD	WACO	TX	1		\$	2.77
674	LA GRANGE	WACO	TX	1		\$	2.77
675	DAYTONA BEACH OPC	DAYTONA BEACH	FL	5		\$	(13.93)
675	LAKE BALDWIN OPC	ORLANDO	FL	3		\$	(3.95)
675	VIERA OPC	VIERA	FL	7		\$	(24.37)
675	ORLANDO VAMC	ORLANDO	FL	33		\$	(101.53)
676	TOMAH VAMC - 119	TOMAH	WI	8		\$	(14.50)
678	SOUTHERN AZ VA HLS	TUCSON	AZ	72		\$	(87.34)
679	TUSCALOOSA VAMC	TUSCALOOSA	AL	7		\$	(8.35)
687	WALLOWA COUNTY VA	WALLA WALLA	WA	1		\$	(0.35)
687	WALLA WALLA VAMC	WALLA WALLA	WA	1,409		\$	(2,141.05)
688	REMOTE ACCESS	GREENBELT	MD	14		\$	(55.96)
689	VACT-NEWINGTON,CT	NEWINGTON	CT	8		\$	(34.40)
691	BAKERSFIELD ACC	LOS ANGELES	CA	7		\$	(13.98)
691	LOS ANGELES ACC	LOS ANGELES	CA	10		\$	(10.86)
691	SEPULVEDA ACC	LOS ANGELES	CA	7		\$	(13.01)
691	WEST LA ACC	LOS ANGELES	CA	26		\$	(54.00)
692	KLAMATH FALLS CBOC	WHITE CITY	OR	100		\$	259.32
692	GRANTS PASS CBOC	WHITE CITY	OR	128		\$	91.52
692	VA WHITE CITY 692	WHITE CITY	OR	709		\$	626.87
693	WILKES-BARRE	WILKES-BARRE	PA	6		\$	(27.79)
695	GREEN BAY CBOC	MILWAUKEE	WI	6		\$	(10.80)
695	MILWAUKEE	MILWAUKEE	WI	40		\$	(125.89)
695	FOX VALLEY VA SOC	APPLETON	WI	1		\$	(7.47)
740	S ENTERPRISE CBOC	CORPUS CHRISTI	TX	1		\$	(0.23)
740	MCALLEN OPC	MCALLEN	TX	7		\$	(0.86)
740	CORPUS CHRISTI OPC	CORPUS CHRISTI	TX	7		\$	(1.55)
740	HARLINGEN	HARLINGEN	TX	4		\$	(2.10)
741	DUBLIN CHAMPVA MBM	DUBLIN	GA	215		\$	(300.21)
750	VAHCS EL PASO	EL PASO	TX	18		\$	(36.10)
757	COLUMBUS VAOPC	COLUMBUS	OH	23		\$	(113.72)
757	NEWARK CBOC	COLUMBUS	OH	1		\$	(0.70)
757	GROVE CITY CBOC	COLUMBUS	OH	1		\$	0.29
8045	Claremore Indian Hospital	Claremore	OK	1		\$	(6.23)
				43,227		\$	(39,449.54)

From: (b)(6)
Sent: Tue, 18 Aug 2020 10:39:38 +0000
To: Valentino, Michael (VACO)
Subject: RE: VIEWS 3366402 – Letter Addressed to SECVA and PM General Regarding Concerns of Delayed USPS Deliveries for Veteran Prescriptions

Thank you.

V/r,

(b)(6)

Office of the Deputy Under Secretary for Health
 for Policy and Services (10P)

Work ph: (b)(6)

Cell: (b)(6)

Email: (b)(6)@va.gov

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 3:55 PM
To: (b)(6)@va.gov>; (b)(6) (PBM)
 (b)(6)@va.gov>; VHA 10P4 Correspondence Action Group
 (b)(6)@va.gov>
Cc: VHA 10P Correspondence (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; Franchi, Mariano (CMOP) (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6) (PBM) (b)(6)@va.gov>
Subject: RE: VIEWS 3366402 – Letter Addressed to SECVA and PM General Regarding Concerns of Delayed USPS Deliveries for Veteran Prescriptions

PBM SMEs are (b)(6) and (b)(6) (copied here).

Mike

From: (b)(6)
Sent: Monday, August 17, 2020 3:18 PM
To: Valentino, Michael (VACO) (b)(6)@va.gov>; (b)(6) (PBM)
 (b)(6)@va.gov>; VHA 10P4 Correspondence Action Group
 (b)(6)@va.gov>
Cc: VHA 10P Correspondence (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>
Subject: FW: VIEWS 3366402 – Letter Addressed to SECVA and PM General Regarding Concerns of Delayed USPS Deliveries for Veteran Prescriptions
Importance: High

10P4P,

Please review the attached letter. If your office has equity, please identify your SME(s) and answer the questions in the chart below by 10:00 a.m. tomorrow (or next business day). Thank you.

1. Does SECVA have an interest in this issue?	Y	
2. Does this issue have media interest?	Y	
3. Is this issue considered a "hot topic"?	Y	
4. Is there previous reporting for this issue or similar issues?	Y	
• If so, please provide VIEWS numbers (right) and background info (below)	#: _____	
Inquiries received from SVAC majority and Congressman Joe Cunningham. No VIEWS numbers noted.		
5. Is this letter Simple or Complex?	S	

V/r,

(b)(6)

Office of the Deputy Under Secretary for Health
for Policy and Services (10P)

Work ph: (b)(6)

Cell: (b)(6)

Email: (b)(6)@va.gov

From: (b)(6)@va.gov>

Sent: Monday, August 17, 2020 3:07 PM

To: VHA 10P Correspondence (b)(6)@va.gov>; VHA 10N Correspondence

(b)(6)@va.gov>; VHA 10D Support Staff (b)(6)@va.gov>

Cc: VHA CO 10B1 Review Staff (b)(6)@va.gov>

Subject: VIEWS 3366402 – Letter Addressed to SECVA and PM General Regarding Concerns of Delayed USPS Deliveries for Veteran Prescriptions

Importance: High

10N, 10P, and 10D:

Please review the attached letter. If your office has equity, please identify your SME(s) and answer the questions in the chart below by 10:00 a.m. tomorrow (or next business day). Thank you.

1. Does SECVA have an interest in this issue?	Y	N
2. Does this issue have media interest?	Y	N
3. Is this issue considered a "hot topic"?	Y	N
4. Is there previous reporting for this issue or similar issues?	Y	N
If so, please provide VIEWS numbers (right) and background info (below)	#: _____	
5. Is this letter Simple or Complex?	S	C

(b)(6)

U.S. Department of Veterans Affairs
VHA Office of Executive Correspondence (10B1)

(b)(6)

(b)(6) @va.gov

From: VAExecSec (b)(6) @va.gov>

Sent: Monday, August 17, 2020 3:03 PM

To: (b)(6) @va.gov>; (b)(6) @va.gov>;
 (b)(6) (VACO) (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) BAH (b)(6) @va.gov>; Terrell, Brandye, VBAVACO (b)(6) @va.gov>;
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 VBAVACO (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) CSEMO)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; Yang, Robert B. (b)(6) @va.gov>; VACO HRAOSP Front Office
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) VHACO) (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) VBAVACO (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; Wagner, John (Wolf) (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; McVicker, Carrie A (b)(6) @va.gov>; (b)(6) VBAVACO
 (b)(6) @va.gov>; (b)(6) VBAVACO (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; Viveiros, Jeannie
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; Mitrano, Catherine (SES) (OGC) (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) (BAH) (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) VBAVACO
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) VBAVACO
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) VBAVACO
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6) (OCLA)
 (b)(6) @va.gov>; (b)(6) @va.gov>; Howard, Tom (NCA)
 (b)(6) @va.gov>; (b)(6) (OAWP) (b)(6) @va.gov>; (b)(6) (VACO)
 (b)(6) @va.gov>; Murray, Edward (b)(6) @va.gov>; (b)(6) VBAVACO
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) VBAVACO (b)(6) @va.gov>; Mason, Cheryl
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) VBAVACO (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) VBAVACO (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)
 (b)(6) @va.gov>; (b)(6) @va.gov>; (b)(6)

(b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)VHACO (b)(6)@va.gov>; Poon, Peter
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)(Booz Allen Hamilton (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; (b)(6)@va.gov>
Cc: McVicker, Carrie A. (b)(6)@va.gov>; (b)(6)@va.gov>;
 (b)(6)(VACO (b)(6)@va.gov>; (b)(6)@va.gov>;
 (b)(6)@va.gov>

Subject: ***CONGRESSIONAL LEAN LETTER NOTIFICATION AUGUST 17, 2020***

Importance: High

Good Afternoon,

EXECSEC received the following Congressional LEAN letter(s) on 8/17/2020:

1. VIEWS 3366402 – Letter Addressed to SECVA and PM General Regarding Concerns of Delayed USPS Deliveries for Veteran Prescriptions

Writer – (b)(6)

Correspondence Liaisons, if your office has equity in the attached letter(s), please fill out the questionnaire below and provide SME information to "001B"

(b)(6)@va.gov) **no later than 10:00 a.m. on the following business day.**

*****As a reminder we will have our regular spreadsheet Thursday meeting @930:AM*****

1. Does SECVA have an interest in this issue?	Y	N
2. Does this issue have media interest?	Y	N
3. Is this issue considered a "hot topic"?	Y	N

4. Is there previous reporting for this issue or similar issues?	Y	N
If so, please provide VIEWS numbers (right) and background info (below)	#: _____	
5. Is this letter Simple or Complex?	S	C

****Compliance / timely responses will be tracked and reported.***

*****No response needed if your office has NO EQUITY in the letter.***

(b)(6)

***U.S. Department of Veterans Affairs
Office of the Executive Secretary***

(b)(6)

(b)(6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP
From: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A5941BF8631A4BD4AA63AA8732C5FD05-(b)(6)
 (b)(6)@va.gov>
 Oshinski, Renee /o=ExchangeLabs/ou=Exchange Administrative Group
To: (FYDIBOHF23SPDLT)/cn=Recipients/cn=56925a4f59df47d19fcceb5e7c270bc0-Oshinski, R
 (b)(6)@va.gov>
 Czarnecki, Tammy /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=7f4012e074ac4891979c9cd6bc08dfa9-Czarnecki,
 (b)(6)@va.gov>;
 Valentino, Michael (VACO) /o=ExchangeLabs/ou=Exchange Administrative Group
CC: (FYDIBOHF23SPDLT)/cn=Recipients/cn=6519e043df55494a98f3c0074f52f8e0-Valentino,
 (b)(6)@va.gov>;
 VHA OEM EMCC Command Staff /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=55e2ed25b08047dcb7d61413088e5953-VHA OEM Man
 (b)(6)@va.gov>
Subject: FW: USPS Delay Information
Date: 2020/08/17 11:55:21
Importance: High
Priority: Urgent
Type: Note

Renee,

As an FYI, the EMCC has received some inquiries from VISNs regarding whether there will be a VACO response and/or direction to the field. I did speak to Mike earlier.

(b)(6)

From: Valentino, Michael (VACO) (b)(6)@va.gov>
Sent: Monday, August 17, 2020 11:44 AM
To: (b)(6)@va.gov>
Cc: (b)(6) (VHACO) (b)(6)@va.gov>; VHA 10P4 Actions (b)(6)@va.gov>;
 VHA 10P Actions <VHA10PActions@va.gov>; (b)(6)@va.gov>; (b)(6)
 (b)(6)@va.gov>; Michaud, Gerald (Jerry) (b)(6)@va.gov>; Franchi, Mariano (CMOP)
 (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6) (PBM)
 (b)(6)@va.gov>; Llorente, Maria D (b)(6)@va.gov>; (b)(6)
 (PBM) (b)(6)@va.gov>; Taylor, Beth A (b)(6)@va.gov>; Matthews, Kameron
 (b)(6)@va.gov>
Subject: RE: USPS Delay Information
Importance: High

Hi (b)(6)

The first e-mail attachment contains an incoming request from the SVAC majority and the document I prepared for Dr. Stone that we suggested could be used in a response.

The second e-mail attachment is an incoming request from Congressman Joe Cunningham (CMOP data needed for the response is pending).

The third e-mail attachment is related to the request to provide weekly updates to Dr. Stone regarding CMOP package delivery.

Adding Jerry to weigh in on whether there is a need to prepare something for facility PAOs to use if/when contacted about USPS delays (my office and Paul Kim's office are receiving a fair number of inquiries on this topic).

Mike

From: Valentino, Michael (VACO)
Sent: Monday, August 17, 2020 11:18 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; (b)(6) @va.gov>
Subject: RE: USPS Delay Information

No but we received at least one Congressional inquiry that we responded to through OCLA.

From: (b)(6)
Sent: Monday, August 17, 2020 11:16 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: RE: USPS Delay Information

That would be great if you could send.

So no requests to brief Congress that you are aware of? Thanks.

V/r,

(b)(6)
 (b)(6) to the Under Secretary for Health
 Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

From: Valentino, Michael (VACO) (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:15 AM
To: (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D. (b)(6) @va.gov>
Subject: Re: USPS Delay Information

I sent him talking points a week or so ago to use at his weekly committee briefings. He said it was exactly what he needed (will send you the e-mail string and attachment).

This morning, we received a request to provide a weekly update each Monday and we are working to pull that together.

Get [Outlook for iOS](#)

From: (b)(6) @va.gov>
Sent: Monday, August 17, 2020 11:06:30 AM
To: Valentino, Michael (VACO) (b)(6) @va.gov>
Cc: (b)(6) (VHACO) (b)(6) @va.gov>; VHA 10P4 Actions (b)(6) @va.gov>; VHA 10P Actions (b)(6) @va.gov>; Boyd, Teresa D (b)(6) @va.gov>
Subject: USPS Delay Information

Good Morning All,

Two Questions for you:

1. • Has anyone reached out schedule a Hill briefing/phonecall on USPS issues for VHA?
2. • I know Dr. Stone mentioned in this mornings 7:45 standup that he was looking to get weekly updates on this issue. However I would also like to request some talking points on the overall issue and any data we have on USPS delays and what that means for VHA to have ready for his several briefs with Members and staff on the Hill through out the week. Do you have something already put together or something you can get ready by COB today?

Thank you!!!

V/r,

(b)(6)
 (b)(6) to the Under Secretary for Health
 Office of Congressional and Legislative Affairs
 Department of Veterans Affairs
 Desk: (b)(6)
 Cell: (b)(6)

(b)(6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP
Sender: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A5941BF8631A4BD4AA63AA8732C5FD05 (b)(6) @va.gov>
 Oshinski, Renee /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=56925a4f59df47d19fcecb5e7c270bc0-Oshinski, R
 (b)(6) @va.gov>;
 Czarnecki, Tammy /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=7f4012e074ac4891979c9cd6bc08dfa9-Czarnecki,
 (b)(6) @va.gov>;
Recipient: Valentino, Michael (VACO) /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=6519e043df55494a98f3c0074f52f8e0-Valentino,
 (b)(6) @va.gov>;
 VHA OEM EMCC Command Staff /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=55e2ed25b08047dcb7d61413088e5953-VHA OEM Man
 (b)(6) @va.gov>
Sent Date: 2020/08/17 11:55:17
Delivered Date: 2020/08/17 11:55:21

Valentino, Michael (VACO) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP
From: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6519E043DF55494A98F3C0074F52F8E0-VALENTINO, (b)(6)@va.gov>
 (b)(6) (CMOP) /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=3e8e330f852c4728b13c39ea6dd250c4-(b)(6)
To: (b)(6)@va.gov>;
 (b)(6) /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=4072e33ad4734ec996b5e49db8ca919b-(b)(6)
 (b)(6)@va.gov>
 (b)(6) (PBM) /o=ExchangeLabs/ou=Exchange Administrative Group
CC: (FYDIBOHF23SPDLT)/cn=Recipients/cn=5e0978bc96bb44e7ae2c94c43b55d094-(b)(6)
 (b)(6)@va.gov>
Subject: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays
Date: 2020/08/13 12:14:00
Priority: Normal
Type: Note

Hi guys.....don't know if this will help to answer the questions.....its the final version I sent to Dr. Stone.....

Mike

From: (b)(6)
Sent: Thursday, August 13, 2020 12:09 PM
To: VHA 10P4P Action (b)(6)@va.gov>
Cc: VHA 10P4 Actions (b)(6)@va.gov>
Subject: FW: RFI: SVAC Majority - Pharmacy Services, USPS delays

Good afternoon,

Please see the request below and provide to **10P4 NLT 10 a.m., Aug 18.**

Request:

OCLA is in receipt of the following RFI's from the SVAC Majority RE: Pharmacy service and USPS delays. If you have questions or concerns, please let me know. Also note that my colleague (b)(6) cc'd here will be taking over the Pharmacy portfolio effective 8/17.

We had some questions about VA's pharmacy service and use of USPS given reports of delays we have recently seen.

- • * How many prescriptions does VA fill each year and how many are delivered via USPS? Via other delivery methods?
- • * How does VA track timeliness of prescription delivery via USPS and other delivery methods, and what are those metrics?
- • * How does VA track complaints from patients about prescription delivery and how are those complaints addressed?

- • * What options does VA have for sending prescriptions without using USPS? What factors would trigger VA to use something other than USPS for delivering prescriptions?
- • * What impact do USPS delays and use of non-USOS services have on the CMOP, specifically the one in Kansas?
- • * Please provide any other relevant information on how VA is mitigating reported delays in USPS service to get veterans their prescriptions in a timely manner.

V/r,

(b)(6)

Office of the Deputy Under Secretary for Health
for Policy and Services (10P)

Work ph: (b)(6)

Cell: (b)(6)

Email: (b)(6)@va.gov

From: (b)(6)@va.gov>

Sent: Thursday, August 13, 2020 11:55 AM

To: VHA 10P Actions (b)(6)@va.gov>

Cc: (b)(6)@va.gov>; (b)(6)@va.gov>

Subject: RFI: SVAC Majority - Pharmacy Services, USPS delays

Good morning 10P,

OCLA is in receipt of the following RFI's from the SVAC Majority RE: Pharmacy service and USPS delays. If you have questions or concerns, please let me know. Also note that my colleague (b)(6), cc'd here will be taking over the Pharmacy portfolio effective 8/17.

Please acknowledge receipt and suspense of August 18th

Thank you,

(b)(6)

We had some questions about VA's pharmacy service and use of USPS given reports of delays we have recently seen.

- • * How many prescriptions does VA fill each year and how many are delivered via USPS? Via other delivery methods?

- * How does VA track timeliness of prescription delivery via USPS and other delivery methods, and what are those metrics?
- * How does VA track complaints from patients about prescription delivery and how are those complaints addressed?
- * What options does VA have for sending prescriptions without using USPS? What factors would trigger VA to use something other than USPS for delivering prescriptions?
- * What impact do USPS delays and use of non-USOS services have on the CMOP, specifically the one in Kansas?
- * Please provide any other relevant information on how VA is mitigating reported delays in USPS service to get veterans their prescriptions in a timely manner.

(b)(6)

Congressional Relations Officer
Office of Congressional and Legislative Affairs
Department of Veterans Affairs

(b)(6)

- desk
- cell

Valentino, Michael (VACO) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP
Sender: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6519E043DF55494A98F3C0074F52F8E0-VALENTINO,
(b)(6)@va.gov>
(b)(6) /o=ExchangeLabs/ou=Exchange Administrative Group
(FYDIBOHF23SPDLT)/cn=Recipients/cn=3e8e330f852c4728b13c39ea6dd250c4-(b)(6)
(b)(6)@va.gov>;
(b)(6) /o=ExchangeLabs/ou=Exchange Administrative Group
Recipient: (FYDIBOHF23SPDLT)/cn=Recipients/cn=4072e33ad4734ec996b5e49db8ca919b-(b)(6)
(b)(6)@va.gov>;
(b)(6) (PBM) /o=ExchangeLabs/ou=Exchange Administrative Group
(FYDIBOHF23SPDLT)/cn=Recipients/cn=5e0978bc96bb44e7ae2c94c43b55d094-(b)(6)
(b)(6)@va.gov>
Sent Date: 2020/08/13 12:14:42
Delivered Date: 2020/08/13 12:14:00
(b)(6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP
From: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4FF0FE692B31483E909235222067A767-(b)(6)
(b)(6)@va.gov>
VHA 10P4P Action /o=ExchangeLabs/ou=Exchange Administrative Group
To: (FYDIBOHF23SPDLT)/cn=Recipients/cn=8dc3dab451414f59b9797e8ed199c1e8-VHA 10P4P A
(b)(6)@va.gov>
VHA 10P4 Actions /o=ExchangeLabs/ou=Exchange Administrative Group
CC: (FYDIBOHF23SPDLT)/cn=Recipients/cn=3032f7b70fa040f4b908d840344740b3-VHA 10P4 Ac
(b)(6)@va.gov>
Subject: FW: Quick Question-mail-in pharmacy delays
Date: 2020/08/13 15:16:24
Priority: Normal
Type: Note

Good afternoon,

Please see the query below and respond **by noon Tuesday August 18th**. I have attached our previously cleared response but do not recall seeing anything specific to Charleston.

Request:

Please see the question below from Rep. Joe Cunningham's office regarding mail-in pharmacy delays.

- • * We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?
- • * Any insight you could provide would be greatly appreciated- thank you!

Thanks.

(b)(6)

Health Systems Specialist
Department of Veterans Affairs
Office of the Deputy Under Secretary for Health for Policy and Services (10P)
Office: (b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 3:10 PM
To: VHA 10P Actions (b)(6)@va.gov>
Cc: VHA 10B3 Legislative Team (b)(6)@va.gov>
Subject: FW: Quick Question-mail-in pharmacy delays

Good Afternoon,

Please see the question below from Rep. Joe Cunningham's office regarding mail-in pharmacy delays.

- • * We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?
- • * Any insight you could provide would be greatly appreciated- thank you!

(b)(6)

From: (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 2:50 PM
To: (b)(6)@va.gov>

Cc: OCLA COVID Team (b)(6)@va.gov>; VHA 10B3 Legislative Team (b)(6)@va.gov>

Subject: FW: Quick Question

Hi (b)(6)

Please see the email below that 10B2 forwarded to our team. It came to 10B2 from the communications team in Rep. Joe Cunningham's office. The original request is at the bottom of the email chain.

10B3 can take this for action and send the response back to you and the OCLA COVID Team. Thank you.

- • **We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?**

- • *** Any insight you could provide would be greatly appreciated- thank you!**

(b)(6)

From: (b)(6)@va.gov>

Sent: Thursday, August 13, 2020 2:34 PM

To: (b)(6)@va.gov>; VHA 10B3 Legislative Team

(b)(6)@va.gov>

Cc: (b)(6)@va.gov>; (b)(6)@va.gov>; (b)(6)

(CMOP)(b)(6)@va.gov>; VHA CO 10B2B Media (b)(6)@va.gov>

Subject: RE: Quick Question

Hi (b)(6)

Adding the VHA Legislative Team for assistance on this one.

As a heads up, OPIA provided a response back to the Post and Courier yesterday afternoon.

Thanks, (b)(6)

From: (b)(6)@va.gov>

Sent: Thursday, August 13, 2020 2:15 PM

To: VHA CO 10B2B Media (b)(6)@va.gov>

Cc: (b)(6)@va.gov>; (b)(6) (CMOP) (b)(6)@va.gov>; (b)(6)

(b)(6)@va.gov>

Subject: FW: Quick Question

Good afternoon!

Please see the request below. Your assistance with providing information is appreciated.

(b)(6)

(b)(6)

Consolidated Mail Outpatient Pharmacy 766
3725 Rivers Avenue Suite 2
North Charleston, South Carolina 29405

(b)(6)

(b)(6)@va.gov

From: (b)(6)@va.gov>
Sent: Thursday, August 13, 2020 2:01 PM
To: (b)(6)@mail.house.gov>
Cc: (b)(6)@va.gov>; (b)(6)@va.gov>
Subject: RE: Quick Question

Hi (b)(6) — not that I am aware of. As you probably know, the VA Consolidated Mail out Pharmacy (CMOP) is a separate entity from the VAMC. I have added their Director (b)(6) and Deputy Director (b)(6) to provide any information about their operations. Thank you.

(b)(6)

Ralph H. Johnson VA Medical Center
109 Bee St.
Charleston, SC 29401

(b)(6)

o
m

(b)(6)

(b)(6)@va.gov

[Twitter @CharlestonVAMC](#) | [Facebook VAMCCharleston](#) | [@CharlestonVAMC](#)

Need assistance from Public Affairs or Medical Media? Enter a [Work Order](#).

From: (b)(6)@mail.house.gov>
Sent: Thursday, August 13, 2020 10:54 AM
To: (b)(6)@va.gov>
Subject: [EXTERNAL] Quick Question

Hi (b)(6)

We've heard some reports that some VA mail-in pharmacy sites are experiencing delays due to Postal Service delays. The Congressman was curious if the Charleston pharmacy mail facility was experiencing any of these delays?

Any insight you could provide would be greatly appreciated- thank you!

(b)(6)

(b)(6)

Office of Congressman Joe Cunningham (SC-01)
530 Johnnie Dodds Blvd, Suite 201
Mt. Pleasant, SC 29464

(b)(6)

office
mobile

Do you get our newsletter?



Logo sm

Sender: (b)(6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4FF0FE692B31483E909235222067A767-(b)(6)
(b)(6)@va.gov>

Recipient: VHA 10P4P Action /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=8dc3dab451414f59b9797e8ed199c1e8-VHA 10P4P A (b)(6)@va.gov>;
VHA 10P4 Actions /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=3032f7b70fa040f4b908d840344740b3-VHA 10P4 Ac (b)(6)@va.gov>

Sent Date: 2020/08/13 15:16:22

Delivered Date: 2020/08/13 15:16:24

From: (b)(6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6E9CE7EB565C46EBBC5154A2AF06CCF6-(b)(6)
(b)(6)@va.gov>

To: (b)(6) /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=fbcadadea2ff414a9185f75239063865-(b)(6)
(b)(6)@va.gov>;
VHA 10B /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=4e8da02703bf40af822fcc49b8463979-VHA 10B (b)(6)@va.gov>

CC: VHA 10P Actions /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=5098b521b1f34f8a97f74be24709d62f-VHA 10P Act (b)(6)@va.gov>;
VHA 10P4 Actions /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=3032f7b70fa040f4b908d840344740b3-VHA 10P4 Ac (b)(6)@va.gov>

Subject: FW: USPS Delays

Date: 2020/08/06 08:16:58

Importance: High

Priority: Urgent

Type: Note

Good morning (b)(6) and team

10P clears the response below regarding USPS delays.

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA. My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Response: Approximately 90% of Consolidated Mail Outpatient Pharmacy (CMOP) packages are shipped to Veterans by the United States Postal Service (USPS). CMOP has detected hot spots with delivery delays (Detroit, parts of NY and NJ) and proactively converted from USPS to UPS 2nd day air for those areas until service levels could be returned. CMOP also identified a delivery service issue with UPS in the AZ area and converted to Fed-Ex for roughly 5-weeks until service levels were restored with UPS. CMOP staff proactively monitor delivery issues in an attempt to identify hot spots with delivery delay concerns so that we can attempt to mitigate thru the use of another existing vendor. PBM has proactively worked with VA's Office of Information and Technology (OI&T) to develop and implement a patch the enable local VAMCs to send needed refill requests to CMOP sooner. VAMC sites that experience delayed deliveries can use this new function to mitigate delivery delays experienced by veterans.

VA's Consolidated Mail Outpatient Pharmacies (CMOPs) proactively monitor shipping times and have noticed delays across all delivery system partners. Currently they have identified United States Postal Service (USPS) average number of days to deliver has increased from 2.3 days in June of 2019 to 2.86 days in July of 2020. With United Parcel Service (UPS), on time delivery for next day service has decreased from 98.56% to 95.67% in the past 5-months. In areas CMOP has detected hot spots with delivery delays, staff have proactively converted to alternate delivery partners until service levels in these areas return to previous timelines. In addition, CMOP has also implemented a new Pharma-Code that is being transmitted to the USPS to identify prescription packages and to help prioritize their delivery. This has been completed for first class and priority mail. CMOP is working with USPS to also enact this service improvement for parcel select light weight delivery service as well.

Many thanks

(b)(6)

From: (b)(6)@va.gov <mailto:(b)(6)@va.gov> >
 Sent: Wednesday, August 5, 2020 11:05 AM
 To: VHA 10P Actions (b)(6)@va.gov <mailto:(b)(6)@va.gov> >
 Cc: (b)(6)@va.gov <mailto:(b)(6)@va.gov> >
 Subject: FW: USPS Delays

Good morning 10P,

Please see the request below from VFW regarding USPS delays and provide a response by 2:00 PM August 7, 2020.

Request: VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of

medication from VA.

My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Thank you,

(b)(6)

Acting VHA VSO Liaison

Office of the Under Secretary for Health (10)

810 Vermont Ave. NW (Room 815F)

Washington DC, 20420

Office: (b)(6)

iPhone:

Email: (b)(6)@va.gov <mailto:(b)(6)@va.gov>

From: (b)(6)@vfw.org>

Sent: Wednesday, August 5, 2020 10:29 AM

To: (b)(6)@va.gov <mailto:(b)(6)@va.gov>

Cc: (b)(6)@vfw.org <mailto:(b)(6)@vfw.org>

Subject: [EXTERNAL] FW: USPS Delays

Good morning, (b)(6)

VFW has been receiving questions from veterans regarding USPS delays and whether these potentially affect delivery of medication from VA.

My understanding is that most VA prescriptions are handled by private carriers (UPS), but do you have any insight as to whether VHA is seeing delays in delivering medication due to USPS delays?

Please let me know what you think.

Thanks,

(b)(6)

From: (b)(6)

Sent: Wednesday, August 5, 2020 9:59 AM

To: (b)(6)@vfw.org <mailto:(b)(6)@vfw.org>; (b)(6)@vfw.org

<mailto:(b)(6)@vfw.org>; (b)(6)@vfw.org <mailto:(b)(6)@vfw.org>; (b)(6)

<(b)(6)@vfw.org <mailto:(b)(6)@vfw.org>

Cc: (b)(6)@vfw.org <mailto:(b)(6)@vfw.org>

Subject: USPS Delays

Teammates,

Quick question. I had a couple veterans call over the past three days regarding the USPS delays - two-week delays - if I'm not mistaken in deliveries. The concern is for prescription drug mail orders. Have you heard how USPS delays could potentially delay the delivery of veterans prescription meds from the VA? Do you have contacts in VA who we can ask this question of? Should we simply ask Jason Beardsley about it?

Sincerely,

(b)(6)

(b)(6)

Veterans of Foreign Wars (VFW)

200 Maryland Ave., NE

Washington, DC 20002

(b)(6)

@vfw.org>

Office: (b)(6)

Cell: (b)(6)

"No One Does More For Veterans!"

(b)(6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP
Sender: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6E9CE7EB565C46EBBC5154A2AF06CCF6-(b)(6)
 (b)(6)@va.gov>
 (b)(6) /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=fbcadadea2ff414a9185f75239063865-(b)(6)
 (b)(6)@va.gov>;
 VHA 10B /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=4e8da02703bf40af822fcc49b8463979-VHA 10B
 (b)(6)@va.gov>;
Recipient: VHA 10P Actions /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=5098b521b1f34f8a97f74be24709d62f-VHA 10P Act
 (b)(6)@va.gov>;
 VHA 10P4 Actions /o=ExchangeLabs/ou=Exchange Administrative Group
 (FYDIBOHF23SPDLT)/cn=Recipients/cn=3032f7b70fa040f4b908d840344740b3-VHA 10P4 Ac
 (b)(6)@va.gov>

Sent Date: 2020/08/06 08:16:57

Delivered Date: 2020/08/06 08:16:58