

JEN A. KIGGANS

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Congress of the United States
House of Representatives
Washington, DC 20515-4602

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ENERGY & MINERAL RESOURCES

November 19, 2025

The Honorable Douglas A. Collins
Secretary
U.S. Department of Veterans Affairs
810 Vermont Ave, NW
Washington, DC 20420

Dear Secretary Collins,

My state is home to thousands of Americans who use the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), a healthcare benefit program for caregivers and dependents of permanently and totally disabled veterans. CHAMPVA provides coverage for a substantial number and variety of medical healthcare services and supplies.

Caregivers in my district and nationwide rely on CHAMPVA to cover many of their health care needs. But caregivers have said that one of the hardest parts about using CHAMPVA is finding a provider who takes CHAMPVA benefits.

There is no provider directory for CHAMPVA.

I urge that you consider a small fix that would help create a provider directory for CHAMPVA. Doing so would come at no additional expense and make a big impact on providing the best experience for caregivers using CHAMPVA.

The new round of contracts to administer Community Care Network Next Generation presents a unique opportunity to help not only veterans who use community care but caregivers who use CHAMPVA as well.

As you know, the current plan is to require that contract awardees maintain “provider profiles” for doctors and other health care providers who participate in community care.¹ I urge that the new contracts, once finalized, include a requirement that a targeted group of provider profiles include confirmation whether the provider is able and willing to take CHAMPVA. This simple action creates no added burden for providers and lays the foundation for a robust provider directory for CHAMPVA.

Caregivers are often spouses and provide around-the-clock care for disabled veterans at home. Many of these caregivers left their paid, full-time jobs to provide care for their veterans.

¹ *Community Care Network Next Generation Medical Network - East Performance Work Statement*, Dep’t of Veterans’ Affairs, at 57-58 (Version 1.1 May 29, 2025) (on file with staff).

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Time spent calling health care providers asking whether they take CHAMPVA is time better spent with loved ones. Thank you for your urgent consideration and attention.

Sincerely,

A handwritten signature in black ink, appearing to read "J.A. Kiggans", written over a horizontal line.

Jen A. Kiggans
Member of Congress