



Media Statement

It is our honor and responsibility to serve the veteran community. We strive to provide excellent service to every veteran, every time. However, unfortunately, there are times when veterans may not get the care they need when they need it. For that, we take responsibility and apologize.

Health Net Federal Services has no higher priority than the fulfillment of our Veterans Choice program obligations in support of our continuing and long-term commitment to the veteran community.

Health Net Federal Services continues working diligently to enhance our network and operating performance. We have increased customer service representatives to assist with call volume and scheduling appointments, and we have added health care providers supporting the program.

We have made improvements but we recognize there is more to do. Developing a complex and consistent new program like Veterans Choice is a team effort, and Health Net Federal Services is working closely with Congress, the Department of Veterans Affairs and health care providers to ensure veterans have the appropriate, coordinated and convenient care they have earned for their service to our nation.

- May 17, 2016