

Last name	First name	Middle name/initials
ZUBER .....	JENNIFER .....	A
ZUCK .....	AUDREY .....	A

Dated: November 8, 2021.

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## DEPARTMENT OF VETERANS AFFAIRS

[OMB Control No. 2900–0764]

### Agency Information Collection Activity Under OMB Review: Survey of Healthcare Experiences of Patients (SHEP)—Dental Care Patient Satisfaction Survey

**AGENCY:** Veterans Health  
Administration, Department of Veterans  
Affairs.

**ACTION:** Notice.

**SUMMARY:** In compliance with the Paperwork Reduction Act (PRA) of 1995, this notice announces that the Veterans Health Administration, Department of Veterans Affairs, will submit the collection of information abstracted below to the Office of Management and Budget (OMB) for review and comment. The PRA submission describes the nature of the information collection and its expected cost and burden and it includes the actual data collection instrument.

**DATES:** Written comments and recommendations for the proposed information collection should be sent within 30 days of publication of this notice to [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting “Currently under 30-day Review—Open for Public Comments” or by using the search function. Refer to “OMB Control No. 2900–0764.”

**FOR FURTHER INFORMATION CONTACT:** Maribel Aponte, Office of Enterprise and Integration, Data Governance Analytics (008), 1717 H Street NW, Washington, DC 20006, (202) 266–4688 or email [maribel.aponte@va.gov](mailto:maribel.aponte@va.gov). Please refer to “OMB Control No. 2900–0764” in any correspondence.

#### SUPPLEMENTARY INFORMATION:

*Authority:* 44 U.S.C. 3501–3521.

*Title:* Survey of Healthcare Experiences of Patients (SHEP)—Dental Care Patient Satisfaction Survey, VA Form 10–10070.

*OMB Control Number:* 2900–0764.

*Type of Review:* Reinstatement of a previously approved collection.

*Abstract:* The mission of the Veterans Health Administration (VHA) is to provide high quality medical and dental care to eligible veterans. Executive Order 12862, dated September 11, 1993, calls for the establishment and implementation of customer service standards, and for agencies to “survey customers to determine the kind and quality of services they want and their level of satisfaction with current services.”

The overall purpose of the Dental Care Patient Satisfaction Survey is to systematically obtain information from patients, which can be used to identify problems or complaints that need attention and to improve the quality of dental health care services. Information obtained from this dental survey will be made readily available to VA Central Office (VACO), Veterans Integrated Service Network (VISN), VHA field staff, and stakeholders as part of the Network Performance Report and via the VA Intranet. This data will be used to demonstrate that VA is providing timely, high quality health care services to patients.

An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. The **Federal Register** Notice with a 60-day comment period soliciting comments on this collection of information was published at 86 FR 169 on September 3, 2021, pages 49599 and 49600.

*Affected Public:* Individuals or Households.

*Estimated Annual Burden:* 12,600 hours.

*Estimated Average Burden per Respondent:* 15 minutes.

*Frequency of Response:* Once annually.

*Estimated Number of Respondents:* 50,400.

By direction of the Secretary.

**Maribel Aponte,**

*VA PRA Clearance Officer, Office of Enterprise and Integration, Data Governance Analytics, Department of Veterans Affairs.*

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## DEPARTMENT OF VETERANS AFFAIRS

### Announcement for Public Meeting Regarding Health Care Access Standards for Veteran Community Care Program

**AGENCY:** Department of Veterans Affairs.

**ACTION:** Announcement of public meeting.

**SUMMARY:** The Department of Veterans Affairs (VA) is holding a public meeting to seek information from pertinent entities to inform VA’s review of access standards for furnishing hospital care, medical services, and extended care services to covered veterans for purposes of the Veterans Community Care Program. Specifically, VA requests information, including but not limited to the following: Information regarding health plans on the use of access standards for the design of health plan provider networks; referrals from network providers to out-of-network providers; the appeals process for exemptions from benefit limits to out-of-network providers; and the measurement of performance against Federal or state regulatory standards. Further, VA is requesting input on veterans’ experience with the access standards established in 2019.

**DATES:** VA will hold the public meeting virtually on December 1, 2021. The meeting will start at 8:30 a.m. Eastern Time (ET) and conclude at or before 4:30 p.m. ET.

**ADDRESSES:** The meeting will be held virtually and recorded on the Adobe Connect platform. Attendance will be limited to 750 individuals. Advanced registration for a maximum capacity of 30 individuals and groups who wish to offer oral comments, testimonies, and/or technical remarks is required (see registration instructions below). For listening purposes only (lines will be muted), the meeting will be available and can be accessed at the following web link: <https://vacctraining.adobeconnect.com/public-meeting-for-va-health-care-access-standards/>.

VA also published a request for information (RFI) regarding health care access standards on November 4, 2021. Per the RFI, please submit all written comments no later than December 6, 2021. Written comments may be submitted through <http://www.regulations.gov>. Comments should