



**VETERANS
EVALUATION
SERVICES**

A Maximus Company

NCSL: Military and Veterans Affairs Task Force

VES Overview – by Tony De Falco,
Vice President of International Operations

maximus

- Acquired VES in May of 2021
- Largest provider of government-sponsored benefit appeal programs in the U.S.
- Over 40 years of experience supporting the Government and communities with critical health and Veteran's care programs
- Headquartered in Tysons Corner, Virginia (Metro DC)



**VETERANS
EVALUATION
SERVICES**

A Maximus Company

- Founded by a Veteran as MES Solutions in 1978
- Assisting the V.A. since 2008 with medical disability exams for active-duty service members and Veterans around the world
- Headquartered in Houston, Texas



**VETERANS
EVALUATION
SERVICES**

A Maximus Company

Mission Statement

To honor and serve America's Veterans and Active-Duty Claimants by providing quality and timely reports through fair and objective evaluations performed by trained professionals in a respectful and hospitable environment.



VES Overview

- **1 million** Veterans served in 2021 & 2022
- **20, 000 exams** delivered on average each week
- **6,500+** global network of clinicians
- **In all 50 states, D.C, and the five US Territories, plus over 40 countries around the world, and on four military bases.**
- **3,000+ locations** in the U.S including **42 VES clinics** and **4 mobile units**
- **800+** international locations
- **94% satisfaction rating** from Veterans about their exam experience



Compensation & Pension (C&P) Examination

- A C&P exam is a medical examination as part of the VA disability rating process.
- The exam determines if a Veteran's disability is service-related, and if so, how severe.
- The exam can be performed by a VA provider or VA C&P exam contractor like VES.
- C&P exams are not complete physical evaluations or treatment, they are a series of questions, records reviews, and diagnostic testing to determine the scope/severity of the claimed disability to provide a quality and ratable C&P exam.
- The Dept. of Veterans Affairs makes the rating based of the C&P exam; VES does not issue Veteran ratings directly

How We Support the Veterans and Transitioning Service Member Experience



State-of-the-art technology

We deploy the latest technology so that you can communicate with us easily and quickly, and our scheduling technology enables VES to efficiently schedule exams in convenient locations.



Provider network

Our investment in immersive training develops highly productive, empathetic, and skilled examiners who understand the unique concerns of Veterans and transitioning service members.



VES Veteran Liaisons

Our Veteran Liaisons have firsthand experience with military culture and the unique needs of Veterans and transitioning service members because they are all Veterans themselves.



Contact Center representatives

Our trained representatives provide fast answers to questions about exam services while demonstrating their understanding of military culture and the needs of those we serve, including caregivers, survivors, and family members.

Supporting Equitable Access to Professionally Trained Clinicians

- Efforts are made to balance timeliness with convenience to Veterans
- A clinician travel team and 4 mobile units deploy to decrease Vet mileage in remote areas
- Locations with higher average mileage are a focal point for clinician recruiting efforts
- 140+ intakes in local communities and 8 **RCMs** in the field to ensure a positive Vet experience, give VES local knowledge, and assist providers.
- VES is always hiring around the country!



Recent heat map of exam locations and volume



Learn more, visit: www.VES.com

Contact:

Tony De Falco

Vice President, International Services

Tony.DeFalco@VESservices.com

1-877-637-VETS (8387)



Thank you for your time!