

GAO

Health, Education, and Human
Services Division Reports

February 1996

**Health
Education
Employment
Social Security
Welfare
Veterans**

Preface

The General Accounting Office (GAO), an arm of the Congress, was established to independently audit government agencies. GAO's Health, Education, and Human Services (HEHS) Division reviews the government's health, education, employment, social security, disability, welfare, and veterans programs administered in the Departments of Health and Human Services, Labor, Education, Veterans Affairs, and some other agencies.

This booklet lists the GAO products issued on these programs. It is divided into two major sections:

- **Most Recent GAO Products:** This section identifies reports and testimonies issued during the past month and provides summaries for selected key products.
- **Comprehensive 1-Year Listings:** This section lists all products published in the last year, organized chronologically by subject as shown in the table of contents. When appropriate, products may be included in more than one subject area.

You may obtain single copies of the products free of charge, by telephoning your request to (202) 512-6000 or faxing it to (301) 258-4066. Additional ordering details appear at the end of this booklet. Instructions for getting on GAO's mailing list appear on page 41 of this booklet.

You may access the Most Recent GAO Products section of this booklet on Internet. Instructions appear on the last two pages of this booklet.



Janet L. Shikles
Assistant Comptroller General

Contents

Preface		1
Most Recent GAO Products (January 1996)	Health Employment Veterans Affairs and Military Health	6 9 9
Health (Comprehensive 1-Year Listing)	Access and Infrastructure Employee and Retiree Health Benefits Financing Health Care Reform Related Issues HHS Public Health Service Agencies Long-Term Care and Aging Managed Care Medicare and Medicaid Prescription Drugs Provider Issues Public Health and Education Quality and Practice Standards Substance Abuse and Drug Treatment Other Health Issues	10 10 10 11 11 12 12 13 16 17 17 18 18 19
Education (Comprehensive 1-Year Listing)	Department of Education Early Childhood Development Elementary and Secondary Education Higher Education	20 20 21 22
Employment (Comprehensive 1-Year Listing)	Equal Employment Opportunities Labor and Management Relations Training and Employment Assistance Workplace Quality Other Employment Issues	24 24 25 25 26

Contents

Social Security, Disability, and Welfare (Comprehensive 1-Year Listing)	Children's Issues Pensions Social Security and Disability Welfare Other Products Related to Social Security, Disability, and Welfare	28 28 29 31 31
Veterans Affairs and Military Health (Comprehensive 1-Year Listing)	Military Health Care Veterans' Benefits Veterans' Health Care	33 33 33 34
Major Contributors		37
Order Form		39
Mailing List Request Form		41
Change of Address Notification Form		43
Internet Instructions		45

Abbreviations

AFDC	Aid to Families With Dependent Children
COLA	Cost of living allowance
CSRS	Civil Service Retirement System
DC	District of Columbia
DOD	Department of Defense
DOE	Department of Energy
DOL	Department of Labor
EEO	Equal Employment Opportunity
EEOC	Equal Employment Opportunity Commission
ERISA	Employee Retirement Income Security Act of 1974
FDA	Food and Drug Administration, Department of Health and Human Services
GAO	General Accounting Office
GSA	General Services Administration
HCFA	Health Care Financing Administration
HEHS	Health, Education, and Human Services Division, GAO
HHS	Department of Health and Human Services
HMO	health maintenance organization
HRD	Human Resources Division, GAO
JOBS	Job Opportunities and Basic Skills program
MSHA	Mine Safety and Health Administration, DOL
NASA	National Aeronautics and Space Administration
NIH	National Institutes of Health
NPR	National Performance Review
NRC	Nuclear Regulatory Commission
OHA	Office of Hearings and Appeals, Social Security Administration
OSHA	Occupational Safety and Health Administration, DOL
PBGC	Pension Benefit Guarantee Corporation
SSA	Social Security Administration
SSI	Supplemental Security Income
T&A	time and attendance
TRICARE	DOD nationwide managed health care program
VA	Department of Veterans Affairs

Most Recent GAO Products (January 1996)

Health

Selected Summaries

Medicare: Millions Can Be Saved by Screening Claims for Overused Services (Report, 1/30/96, GAO/HEHS-96-49).

Medicare contractors routinely pay hundreds of millions of dollars in Medicare claims without first determining if the services provided are medically necessary. For each of six groups of medical procedures GAO reviewed, more than half of the 17 contractors surveyed were not using prepayment screens to check these claims for medical necessity. Even when evidence points to overuse nationwide, each of the Medicare contractors usually decides on its own which procedures to screen. Millions of dollars in Medicare claims for these six groups of procedures would have been denied if all contractors had screened the claims for medical necessity. GAO's review of 7 of the 17 contractors revealed that between \$29 million and \$150 million was paid for claims that may have been medically unnecessary. Problems with controlling payments for widely overused procedures persist because the Health Care Financing Administration (HCFA) lacks an effective national strategy. HCFA has not exercised its statutory authority to take an active role in promoting more local medical policies and prepayment screens for widely overused procedures.

For information on ordering this report, call (202) 512-6000. For more information on the topics discussed in this report, contact William M. Reis at (617) 565-7488.

Fraud and Abuse: Providers Target Medicare Patients in Nursing Facilities (Report, 1/24/96, GAO/HEHS-96-18).

Although most providers are honest and bill appropriately, a wide array of provider types—including durable medical equipment suppliers, laboratories, physicians, optometrists, and psychiatrists—have been involved in the fraudulent or abusive billing of Medicare for services and supplies furnished to nursing facility patients. The wrongdoing has generally focused on billing Medicare for unnecessary or undelivered services or misrepresenting a service to obtain reimbursement. The investigations GAO reviewed probed activities in over 40 states, with many providers operating in multiple states. Although not quantifiable, the evidence suggests that fraud and abusive billing activities are frequent and

widespread. Medicare needs to change the way it reimburses for services and supplies provided to beneficiaries residing in nursing facilities. Because these facilities have a primary role in planning their residents' care, they are in the best position to monitor the provision of services and supplies. Although options exist for such involvement of nursing facilities, all require structural—and therefore long-term—changes. In the meantime, certain incremental changes would make the nursing facility environment less hospitable to fraudulent or abusive billing activities.

For information on ordering this report, call (202) 512-6000. For more information on the topics discussed in this report, contact Barry D. Tice at (202) 512-7119.

Medicare HMOs: Rapid Enrollment Growth Concentrated in Selected States
(Report, 1/18/96, GAO/HEHS-96-63).

About 2.8 million Medicare beneficiaries—about 7 percent of the total—were enrolled in risk-contract health maintenance organizations (HMO) as of August 1995. This was double the percentage enrolled in 1987. The growth has been particularly rapid in the past 4 years and has centered on certain states. California and Florida, for example, have more than half of all enrollees. The available data show two key characteristics that are common to many locations where HMOs have decided to sign risk contracts with Medicare: (1) HMOs are relatively well established as medical providers to the general population and (2) the amount of money the government pays risk-contract HMOs for each enrollee tends to be relatively high where enrollment is the highest. In addition, two key factors may affect Medicare beneficiaries' decisions to enroll in HMOs: (1) HMOs increase their attractiveness by not charging Medicare's normal deductibles and coinsurance and often providing services beyond basic coverage and (2) some Medicare beneficiaries join HMOs to continue receiving medical benefits provided by their former employers.

For information on ordering this report, call (202) 512-6000. For more information on the topics discussed in this report, contact Michael F. Gutowski at (202) 512-7119.

Health Insurance for Children: State and Private Programs Create New Strategies to Insure Children (Report, 1/18/96, GAO/HEHS-96-35).

In the mid-1960s, states and private organizations began developing health insurance programs to increase health care access for children. By 1995,

14 states and at least 24 private-sector organizations had such programs. The number of children enrolled in the six programs GAO visited ranged from more than 5,000 to more than 100,000. These programs operated within fixed and often limited budgets and were funded by various nonfederal sources. To better target their resources, the state- and privately funded programs restricted eligibility to low-income, uninsured, or underinsured children. Nonetheless, limited budgets compelled five of the six programs to cap enrollment at times and to place eligible children on waiting lists. To manage their costs, the programs used several strategies. Some limited services covered, but all covered basic preventive and outpatient services. Some of the programs that did not provide inpatient care relied on Medicaid to provide this service. Other cost-management strategies included patient cost sharing through premiums and copayments, enrolling children in managed care, and using competitive bidding to select insurers. The six programs were designed to attract both providers and families. Initial surveys suggested that children in these programs increased their access to and appropriate use of health care.

For information on ordering this report, call (202) 512-6000. For more information on the topics discussed in this report, contact Sarah F. Jaggar at (202) 512-7119.

Medicaid: Spending Pressures Spur States Toward Program Restructuring
(Testimony, 1/18/96, GAO/T-HEHS-96-75).

Several factors, including federal mandates that expand eligibility, medical price inflation, and creative financing schemes, have contributed to rising Medicaid costs. To contain these costs, 22 states have recently sought section 1115 waivers from federal regulations that inhibit their ability to operate extensive managed care programs. Some of these states have mandated the enrollment of their acute care populations—primarily for low-income women and children—in managed care programs and have expanded coverage to previously ineligible individuals. Arizona, which runs a Medicaid managed care program under a federal waiver obtained over a decade ago, has lowered Medicaid spending by millions of dollars. It also leads the states in its development of information systems for collecting medical encounter data essential for assessing quality of care.

For information on ordering this report, call (202) 512-6000. For more information on the topics discussed in this report, contact Kathryn G. Allen at (202) 512-7119.

Other Health Products

State Medicaid Financing Practices (Letter, 1/23/96, GAO/HEHS-96-76R).

Employment

Employment Products

Military Equal Opportunity: Problems with Services' Complaint Systems Are Being Addressed by DOD (Report, 1/26/96, GAO/NSIAD-96-9).

Veterans Affairs and
Military Health

Veterans Affairs and
Military Health Products

Fiscal Year 1996 VA Certification (Letter, 1/29/96, GAO/HEHS-96-84R).

Health (Comprehensive 1-Year Listing)

Access and Infrastructure

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Sarah F. Jaggart at (202) 512-7119.

Mammography Services: Initial Impact of New Federal Law Has Been Positive (Report, 10/27/95, GAO/HEHS-96-17).

Employee and Retiree Health Benefits

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Michael F. Gutowski at (202) 512-7119.

Small Employer Association Health Plans (Letter, 12/6/95, GAO/HEHS-96-59R).

Employer-Based Health Plans: Issues, Trends, and Challenges Posed by ERISA (Report, 7/25/95, GAO/HEHS-95-167). Testimony on same topic (7/25/95, GAO/T-HEHS-95-223).

Financing

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Jonathan Ratner or William J. Scanlon at (202) 512-7119.

Health Insurance For Children: State and Private Programs Create New Strategies to Insure Children (Report, 1/18/96, GAO/HEHS-96-35).

Ryan White Care Act of 1990: Opportunities to Enhance Funding Equity (Report, 11/13/95, GAO/HEHS-96-26). Testimony on same topic (4/5/95, GAO/T-HEHS-95-126, and 2/22/95, GAO/T-HEHS-95-91). Correspondence on same topic (2/14/95, GAO/HEHS-95-79R, and 3/31/95, GAO/HEHS-95-119R).

Community Health Center Grants (Letter, 10/11/95, GAO/HEHS-96-13R).

Medical Liability: Impact on Hospital and Physician Costs Extends Beyond Insurance (Report, 9/29/95, GAO/AIMD-95-169).

Health Insurance Portability: Reform Could Ensure Continued Coverage for up to 25 Million Americans (Report, 9/19/95, GAO/HEHS-95-257).

Cost Factors in CARE Act Formula (Letter, 9/15/95, GAO/HEHS-95-256R).

Medigap Insurance: Insurers' Compliance With Federal Minimum Loss Ratio Standards, 1988-93 (Report, 8/23/95, GAO/HEHS-95-151).

Health Insurance For Children: Many Remain Uninsured Despite Medicaid Expansion (Report, 7/19/95, GAO/HEHS-95-175).

Health Insurance Regulation: National Portability Standards Would Facilitate Changing Health Plans (Testimony, 7/18/95, GAO/T-HEHS-95-205).

Health Insurance Regulation: Variation in Recent State Small Employer Health Insurance Reforms (Report, 6/12/95, GAO/HEHS-95-161FS).

Health Care Reform Related Issues

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Michael F. Gutowski, Rosamond Katz, or Scott L. Smith at (202) 512-7119.

Health Care Task Force (Letter, 11/9/95, GAO/GGD-96-45R).

Cost of Health Care Task Force Related Activities (Testimony, 3/14/95, GAO/T-GGD-95-114).

HHS Public Health Service Agencies

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Bruce D. Layton, James O. McClyde, or Sarah F. Jaggar at (202) 512-7119.

FDA Export Reform (Letter, 12/21/95, GAO/HEHS-96-60R).

Changes in FDA Structure (Letter, 12/8/95, GAO/HEHS-96-53R).

Medical Devices: FDA Review Time (Letter Report, 10/30/95, GAO/PEMD-96-2).

FDA Drug Approval: Review Time Has Decreased in Recent Years (Report, 10/20/95, GAO/PEMD-96-1).

FDA Import Automation: Serious Management and Systems Development Problems Persist (Report, 9/28/95, GAO/AIMD-95-188).

Cancer Drug Research: Contrary to Allegation, NIH Hydrazine Sulfate Studies Were Not Flawed (Report, 9/13/95, GAO/HEHS-95-141).

Health Care Shortage Areas: Designations Not a Useful Tool for Directing Resources to the Underserved (Report, 9/8/95, GAO/HEHS-95-200).

Health Research Misconduct: HHS' Handling of Cases is Appropriate, but Timeliness Remains a Concern (Report, 8/3/95, GAO/HEHS-95-134).

Practice Guidelines: Overview of Agency for Health Care Policy and Research Efforts (Testimony, 7/25/95, GAO/T-HEHS-95-221).

Reassignment of Two NIH Employees (Letter, 7/5/95, GAO/OSI-95-14R).

Immunization: HHS Could Do More to Increase Vaccination Among Older Adults (Report, 6/8/95, GAO/PEMD-95-14).

Long-Term Care and Aging

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact James C. Musselwhite or William J. Scanlon at (202) 512-7119.

Immunization: HHS Could Do More to Increase Vaccination Among Older Adults (Report, 6/8/95, GAO/PEMD-95-14).

Long-Term Care: Current Issues and Future Directions (Report, 4/13/95, GAO/HEHS-95-109).

Managed Care

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Sarah F. Jaggar, Jonathan Ratner, or William J. Scanlon at (202) 512-7119.

Medicare Managed Care Growth (Letter, 10/18/95, GAO/HEHS-96-47R).

Medicare Managed Care: Enrollment Growth Underscores Need to Revamp HMO Payment Methods (Testimony, 7/12/95, GAO/T-HEHS-95-207).

Medicare Managed Care: Program Growth Highlights Need to Fix HMO Payment Problems (Testimony, 5/24/95, GAO/T-HEHS-95-174).

Community Health Centers: Challenges in Transitioning to Prepaid Managed Care (Report, 5/4/95, GAO/HEHS-95-138). Testimony on same topic (5/4/95, GAO/T-HEHS-95-143).

Defense Health Care: DOD's Managed Care Program Continues to Face Challenges (Testimony, 3/28/95, GAO/T-HEHS-95-117).

Medicare and Medicaid

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Kathryn G. Allen, Thomas G. Dowdal, or Barry D. Tice at (202) 512-7119.

Medicare: Millions Can Be Saved by Screening Claims for Overused Services (Report, 1/30/96, GAO/HEHS-96-49).

Fraud and Abuse: Providers Target Medicare Patients in Nursing Facilities (Report, 1/24/96, GAO/HEHS-96-18).

Medicare HMOs: Rapid Enrollment Growth Concentrated in Selected States (Report, 1/18/96, GAO/HEHS-96-63).

Medicaid: Spending Pressures Spur States Toward Program Restructuring (Testimony, 1/18/96, GAO/T-HEHS-96-75).

State Medicaid Financing Practices (Letter, 1/23/96, GAO/HEHS-96-76R).

Medigrant: Hawaii's Base Year Funding (Letter, 12/15/95, GAO/HEHS-96-74R).

Medicare: Enrollment Growth and Payment Practices for Kidney Dialysis Services (Report, 11/22/95, GAO/HEHS-96-33).

Medicare Transaction System: Strengthened Management and Sound Development Approach Critical to Success (Testimony, 11/16/95, GAO/T-AIMD-96-12).

Medicaid Section 1115 Waivers: Flexible Approach to Approving Demonstrations Could Increase Federal Costs (Report, 11/8/95, GAO/HEHS-96-44).

Medicare Managed Care: Growing Enrollment Adds Urgency to Fixing HMO Payment Problem (Report, 11/8/95, GAO/HEHS-96-21).

Fraud and Abuse: Medicare Continues to Be Vulnerable to Exploitation by Unscrupulous Providers (Testimony, 11/2/95, GAO/T-HEHS-96-7).

Medicaid and Children's Insurance (Letter, 10/20/95, GAO/HEHS-96-50R).

Medicare Managed Care Growth (Letter, 10/18/95, GAO/HEHS-96-47R).

Fraud and Abuse Provisions in H.R. 2425 (Letter, 10/7/95, GAO/HEHS-96-37R).

Arizona Medicaid: Competition Among Managed Care Plans Lowers Program Costs (Report, 10/4/95, GAO/HEHS-96-2).

Medigrant: Florida (Letter, 10/2/95, GAO/HEHS-96-11R).

Medicare Spending: Modern Management Strategies Needed to Curb Billions in Unnecessary Payments (Report, 9/19/95, GAO/HEHS-95-210).

Durable Medical Equipment: Regional Carriers' Coverage Criteria Are Consistent With Medicare Law (Report, 9/19/95, GAO/HEHS-95-185).

Preventing Abusive Medicare Billing (Letter, 9/5/95, GAO/HEHS-95-260R).

Medicaid: Tennessee's Program Broadens Coverage but Faces Uncertain Future (Report, 9/1/95, GAO/HEHS-95-186).

Medicare: Antifraud Technology Offers Significant Opportunity to Reduce Health Care Fraud (Report, 8/11/95, GAO/AIMD-95-77).

Medicare Competitive Bidding (Letter, 8/11/95, GAO/HEHS-95-238R).

Medicare: Excessive Payments for Medical Supplies Continue Despite Improvements (Report, 8/8/95, GAO/HEHS-95-171).

Medicare: Increased HMO Oversight Could Improve Quality and Access to Care (Report, 8/3/95, GAO/HEHS-95-155). Testimony on same topic (8/3/95, GAO/T-HEHS-95-229).

Medicare: Modern Management Strategies Could Curb Fraud, Waste, and Abuse (Testimony, 7/31/95, GAO/T-HEHS-95-227).

Medicaid: Local Contributions (Letter, 7/28/95, GAO/HEHS-95-215R).

Medicare: Enhancing Health Care Quality Assurance (Testimony, 7/27/95, GAO/T-HEHS-95-224).

Medicaid: Matching Formula's Performance and Potential Modifications (Testimony, 7/27/95, GAO/T-HEHS-95-226).

Medicare: Adapting Private Sector Techniques Could Curb Losses to Fraud and Abuse (Testimony, 7/19/95, GAO/T-HEHS-95-211).

Health Insurance For Children: Many Remain Uninsured Despite Medicaid Expansion (Report, 7/19/95, GAO/HEHS-95-175).

Medicare: Allegations Against ABC Home Health Care (Testimony, 7/19/95, GAO/T-OSI-95-18). Report on same topic (7/19/95, GAO/OSI-95-17).

Medicare Providers' Legal Expenses (Letter, 7/18/95, GAO/HEHS-95-214R).

Medicare Managed Care: Enrollment Growth Underscores Need to Revamp HMO Payment Methods (Testimony, 7/12/95, GAO/T-HEHS-95-207).

Medicaid: State Flexibility in Implementing Managed Care Programs Requires Appropriate Oversight (Testimony, 7/12/95, GAO/T-HEHS-95-206).

Medicare: Rapid Spending Growth Calls for More Prudent Purchasing (Testimony, 6/28/95, GAO/T-HEHS-95-193).

Medicaid: Statewide Section 1115 Demonstrations' Impact on Eligibility, Service Delivery, and Program Cost (Testimony, 6/21/95, GAO/T-HEHS-95-182).

Medicare: Modern Management Strategies Needed to Curb Program Exploitation (Testimony, 6/15/95, GAO/T-HEHS-95-183).

Medicare Managed Care: Program Growth Highlights Need to Fix HMO Payment Problems (Testimony, 5/24/95, GAO/T-HEHS-95-174).

Medicare: Reducing Fraud and Abuse Can Save Billions (Testimony, 5/16/95, GAO/T-HEHS-95-157).

Medicare Claims: Commercial Technology Could Save Billions Lost to Billing Abuse (Report, 5/5/95, GAO/AIMD-95-135).

Medicaid Managed Care: More Competition and Oversight Would Improve California's Expansion Plan (Report, 4/28/95, GAO/HEHS-95-87).

Medicaid: Spending Pressures Drive States Toward Program Reinvention (Report, 4/4/95, GAO/HEHS-95-122). Testimony on same topic (GAO/T-HEHS-95-129).

Medicaid: Restructuring Approaches Leave Many Questions (Report, 4/4/95, GAO/HEHS-95-103).

Medicare: Tighter Rules Needed to Curtail Overcharges for Therapy in Nursing Homes (Report, 3/30/95, GAO/HEHS-95-23).

Medicaid: Experience With State Waivers to Promote Cost Control and Access to Care (Testimony, 3/23/95, GAO/T-HEHS-95-115).

Medicare and Medicaid: Opportunities to Save Program Dollars by Reducing Fraud and Abuse (Testimony, 3/22/95, GAO/T-HEHS-95-110).

Medicare Secondary Payer Program (Letter, 3/6/95, GAO/HEHS-95-101R).

GAO's 1995 High Risk Reports: Medicare Claims (Report, 2/95, GAO/HR-95-8).

Medicare Secondary Payer Program: Actions Needed to Realize Savings (Testimony, 2/23/95, GAO/T-HEHS-95-92).

Uninsured and Children on Medicaid (Letter, 2/14/95, GAO/HEHS-95-83R).

Medicare: Opportunities Are Available to Apply Managed Care Strategies (Testimony, 2/10/95, GAO/T-HEHS-95-81).

Medicare: High Spending Growth Calls for Aggressive Action (Testimony, 2/6/95, GAO/T-HEHS-95-75).

Prescription Drugs

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact John C. Hansen at (202) 512-7119.

Pharmacy Benefit Managers: Early Results on Ventures With Drug Manufacturers (Report, 11/9/95, GAO/HEHS-96-45).

Nonprescription Drugs: Value of a Pharmacist-Controlled Class Has Yet to Be Demonstrated (Report, 8/24/95, GAO/PEMD-95-12).

Prescription Drugs and the Elderly: Many Still Receive Potentially Harmful Drugs Despite Recent Improvements (Report, 7/24/95, GAO/HEHS-95-152).

Prescription Drug Prices: Official Index Overstates Producer Price Inflation (Report, 4/28/95, GAO/HEHS-95-90).

Provider Issues

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Sarah F. Jaggart at (202) 512-7119.

National Health Service Corps: Opportunities to Stretch Scarce Dollars and Improve Provider Placement (Report, 11/24/95, GAO/HEHS-96-28).

Indian Health Service: Improvements Needed in Credentialing Temporary Physicians (Report, 4/21/95, GAO/HEHS-95-46).

Public Health and Education

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Sarah F. Jaggart at (202) 512-7119.

Community Health Center Grants (Letter, 10/11/95, GAO/HEHS-96-13R).

Montana's Medical Assistance Facilities (Letter, 10/2/95, GAO/HEHS-96-12R).

Planned Parenthood (Letter, 8/9/95, GAO/HEHS-95-216R).

Hospital-Based Home Health Agencies (Letter, 7/19/95, GAO/HEHS-95-209R).

Vaccines for Children: Reexamination of Program Goals and Implementation Needed to Ensure Vaccination (Report, 6/22/95, GAO/PEMD-95-22).

Immunization: HHS Could Do More to Increase Vaccination Among Older Adults (Report, 6/8/95, GAO/PEMD-95-14).

Vaccines for Children: Barriers to Immunization (Testimony, 5/4/95, GAO/T-PEMD-95-21).

Community Health Centers: Challenges in Transitioning to Prepaid Managed Care (Report, 5/4/95, GAO/HEHS-95-138). Testimony on same topic (5/4/95, GAO/T-HEHS-95-143).

Tuberculosis: Costly and Preventable Cases Continue in Five Cities
(Report, 3/16/95, GAO/HEHS-95-11).

Quality and Practice Standards

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Sandra K. Isaacson at (202) 512-7174 or George F. Poindexter at (202) 512-7213.

Mammography Services: Initial Impact of New Federal Law Has Been Positive (Report, 10/27/95, GAO/HEHS-96-17).

Health Care: Employers and Individual Consumers Want Additional Information on Quality (Report, 9/29/95, GAO/HEHS-95-201).

Patient Self-Determination Act: Providers Offer Information on Advance Directives but Effectiveness Uncertain (Report, 8/28/95, GAO/HEHS-95-135).

Impact of Organ Allocation Variances (Letter, 7/31/95, GAO/HEHS-95-203R).

Medicare: Enhancing Health Care Quality Assurance (Testimony, 7/27/95, GAO/T-HEHS-95-224).

Maine Practice Guidelines (Letter, 4/4/95, GAO/HEHS-95-118R).

Electromagnetic Interference with Medical Devices (Letter, 3/17/95, GAO/RCED-95-96R).

Substance Abuse and Drug Treatment

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Sarah F. Jaggart at (202) 512-7119.

Treatment of Hardcore Cocaine Users (Letter, 7/31/95, GAO/HEHS-95-179R).

Other Health Issues

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Sarah F. Jaggar at (202) 512-7119.

Environmental Impact on Health

Superfund: Information on Current Health Risks (Report, 7/19/95, GAO/RCED-95-205).

Health and Safety: DOE's Epidemiological Data Base Has Limited Value for Research (Report, 6/6/95, GAO/RCED-95-126).

Miscellaneous

Financial Audit: U.S. Senate Health Promotion Revolving Fund for the Periods Ended 9/30/93 and 12/31/92 (Report, 5/3/95, GAO/AIMD-95-105).

Education (Comprehensive 1-Year Listing)

Department of Education

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Joseph J. Eglin, Jr., at (202) 512-7009, Lawrence J. Horinko at (202) 512-7001, Eleanor L. Johnson at (202) 512-7209, or Wayne B. Upshaw at (202) 512-7006.

Department of Education: Efforts by the Office for Civil Rights to Resolve Asian-American Complaints (Report, 12/11/95, GAO/HEHS-96-23).

Adult Education: Measuring Program Results Has Been Challenging (Report, 9/6/95, GAO/HEHS-95-153).

Student Financial Aid: Data Not Fully Utilized to Identify Inappropriately Awarded Loans and Grants (Report, 7/11/95, GAO/HEHS-95-89).

Federal Family Education Loan Information System: Weak Computer Controls Increase Risk of Unauthorized Access to Sensitive Data (Report, 6/12/95, GAO/AIMD-95-117).

Department of Education: Information on Consolidation Opportunities and Student Aid (Testimony, 4/6/95, GAO/T-HEHS-95-130).

Adult Education Act (Letter, 2/16/95, GAO/HEHS-95-65R).

Department of Education: Opportunities to Realize Savings (Testimony, 1/18/95, GAO/T-HEHS-95-56).

Early Childhood Development

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Eleanor L. Johnson at (202) 512-7209 or Fred E. Yohey, Jr., at (202) 512-7218.

Head Start: Information on Federal Funds Unspent by Program Grantees (Report, 12/29/95, GAO/HEHS-96-64).

Early Childhood Centers: Services to Prepare Children for School Often Limited (Report, 3/21/95, GAO/HEHS-95-21).

Early Childhood Programs: Promoting the Development of Young Children in Denmark, France, and Italy (Report, 2/22/95, GAO/HEHS-95-45BR).

Elementary and Secondary Education

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Lawrence J. Horinko at (202) 512-7001, Eleanor L. Johnson at (202) 512-7209, Fred E. Yohey, Jr., at (202) 512-7218, or Wayne B. Upshaw at (202) 512-7006.

School Finance: Three States' Experiences With Equity in School Funding (Report, 12/19/95, GAO/HEHS-96-39).

School Facilities: States' Financial and Technical Support Varies (Report, 11/28/95, GAO/HEHS-96-27).

School Finance: Trends in U.S. Education Spending (Report, 9/15/95, GAO/HEHS-95-235).

DOD Dependents Schools: Enrollment Categories, Numbers, and Locations (Report, 9/18/95, GAO/HEHS-95-149).

Schools and Workplaces: An Overview of Successful and Unsuccessful Practices (Report, 8/31/95, GAO/PEMD-95-28).

D.C. Public School Enrollment (Letter, 8/28/95, GAO/AIMD-95-229R).

Vocational Education: Changes at High School Level After Amendments to Perkins Act (Report, 7/12/95, GAO/HEHS-95-144).

District of Columbia: Weaknesses in Personnel Records and Public Schools' Management Information and Controls (Testimony, 6/14/95, GAO/T-AIMD-95-170).

School Safety: Promising Initiatives for Addressing School Violence (Report, 4/25/95, GAO/HEHS-95-106).

School Facilities: America's Schools Not Designed or Equipped for 21st Century (Report, 4/4/95, GAO/HEHS-95-95). Testimony on same topic (4/4/95, GAO/T-HEHS-95-127).

School Facilities: Condition of America's Schools (Report, 2/1/95, GAO/HEHS-95-61).

Higher Education

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Joseph J. Eglin, Jr., at (202) 512-7009, Eleanor L. Johnson at (202) 512-7209, or Wayne B. Upshaw at (202) 512-7006.

Financing College Facilities: Factors Limit Connie Lee's Ability to Help More Schools (Report, 12/8/95, GAO/HEHS-96-6).

Higher Education: Selected Information on Student Financial Aid Received by Legal Immigrants (Report, 11/24/95, GAO/HEHS-96-7).

National Service Programs AmeriCorps*USA—Early Program Resource and Benefit Information (Testimony, 10/17/95, GAO/T-HEHS-96-14). Report on same topic (8/29/95, GAO/HEHS-95-222).

Land-Grant College Revenues (Letter, 10/20/95, GAO/HEHS-96-10R).

AmeriCorps*USA Clarifications (Letter, 9/11/95, GAO/HEHS-95-267R).

AmeriCorps*USA Benefit-Cost Study (Letter, 9/7/95, GAO/HEHS-95-255R).

Direct Student Loans (Letter, 8/25/95, GAO/HEHS-95-225R).

College Savings: Information on State Tuition Prepayment Programs (Report, 8/3/95, GAO/HEHS-95-131).

Vocational Education: 2-Year Colleges Improve Programs, Maintain Access for Special Populations (Report, 7/26/95, GAO/HEHS-95-163).

Teacher Training: Status and Participants' Views of Delta Teachers Academy (Report, 6/29/95, GAO/RCED-95-208).

Student Loan Defaults: Department of Education Limitations in Sanctioning Problem Schools (Report, 6/19/95, GAO/HEHS-95-99).

Direct Student Loans: Selected Characteristics of Participating Schools (Testimony, 3/30/95, GAO/T-HEHS-95-123).

Higher Education: Restructuring Student Aid Could Reduce Low-Income Student Dropout Rate (Report, 3/23/95, GAO/HEHS-95-48).

**Education
(Comprehensive
1-Year Listing)**

GAO's 1995 High Risk Reports: Student Financial Aid (Report, 2/95, GAO/HR-95-10).

Guaranteed Student Loans: Actions to Ensure Continued Student Access to Subsidized Loans (Report, 2/24/95, GAO/HEHS-95-64).

Multiple Teacher Training Programs: Information on Budgets, Services, and Target Groups (Report, 2/22/95, GAO/HEHS-95-71FS).

Adult Education Act (Letter, 2/16/95, GAO/HEHS-95-65R).

GAO Education Reports (Letter, 2/3/95, GAO/HEHS-72R).

Employment (Comprehensive 1-Year Listing)

Equal Employment Opportunities

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Lawrence J. Horinko at (202) 512-7001, or Wayne B. Upshaw at (202) 512-7006.

Military Equal Opportunity: Problems with Services' Complaint Systems Are Being Addressed by DOD (Report, 1/26/96, GAO/NSIAD-96-9).

Military Equal Opportunity: Certain Trends in Racial and Gender Data May Warrant Further Analysis (Report, 11/17/95, GAO/NSIAD-96-17).

Equal Employment Opportunity: Women and Minority Representation at Interior, Agriculture, Navy, and State (Report, 9/29/95, GAO/GGD-95-211).

Equal Employment Opportunity: DOL Contract Compliance Reviews Could Better Target Federal Contractors (Report, 9/28/95, GAO/HEHS-95-177).

Employment Discrimination: Most Private-Sector Employers Use Alternative Dispute Resolution (Report, 7/5/95, GAO/HEHS-95-150).

Federal Affirmative Employment: Progress of Women and Minority Criminal Investigators at Selected Agencies (Report, 4/25/95, GAO/GGD-95-85).

Equal Employment Opportunity: Group Representation in Key Jobs at the National Institutes of Health (Report, 3/16/95, GAO/GGD-95-83).

Equal Opportunity: DOD Studies on Discrimination in the Military (Report, 3/95, GAO/NSIAD-95-103).

Labor and Management Relations

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Charles A. Jeszeck at (202) 512-7036 or Sigurd R. Nilsen at (202) 512-7003.

Federal Employee Redress: An Opportunity for Reform (Testimony, 11/29/95, GAO/T-GGD-96-42).

Worker Protection: Federal Contractors and Violations of Labor Law (Report, 10/24/95, GAO/HEHS-96-8).

Federal Personnel Management: Views on Selected NPR Human Resource Recommendations (Report, 9/18/95, GAO/GGD-95-221BR).

Training and Employment Assistance

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Lawrence J. Horinko at (202) 512-7001, Charles A. Jeszeck at (202) 512-7036, Sigurd R. Nilsen at (202) 512-7003, or Wayne B. Upshaw at (202) 512-7006, .

Job Corps Program (Letter, 11/9/95, GAO/HEHS-96-61R).

Department of Labor: Senior Community Service Employment Program Delivery Could Be Improved Through Legislative and Administrative Actions (Report, 11/2/95, GAO/HEHS-96-4). Testimony on same topic (11/2/95, GAO/T-HEHS-96-57).

Job Corps: High Costs and Mixed Results Raise Questions About Program's Effectiveness (Report, 6/30/95, GAO/HEHS-95-180).

Department of Labor: Rethinking the Federal Role in Worker Protection and Workforce Development (Testimony, 4/4/95, GAO/T-HEHS-95-125).

Multiple Employment Training Programs: Information Crosswalk on 163 Employment Training Programs (Report, 2/14/95, GAO/HEHS-95-85FS).

Multiple Employment Training Programs: Major Overhaul Needed to Create a More Efficient, Customer-Driven System (Testimony, 2/6/95).

Workplace Quality

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Lawrence J. Horinko at (202) 512-7001, Charles A. Jeszeck at (202) 512-7036, or Sigurd R. Nilsen at (202) 512-7003.

MSHA Lobbying (Letter, 10/19/95, GAO/HEHS-96-9R).

OSHA: Potential to Reform Regulatory Enforcement (Testimony, 10/17/95, GAO/T-HEHS-96-42).

Schools and Workplaces: An Overview of Successful and Unsuccessful Practices (Report, 8/31/95, GAO/PEMD-95-28).

Department of Labor: Rethinking the Federal Role in Worker Protection and Workforce Development (Testimony, 4/4/95, GAO/T-HEHS-95-125).

Other Employment Issues

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Lawrence J. Horinko at (202) 512-7001, Charles A. Jeszeck at (202) 512-7036, or Sigurd R. Nilsen at (202) 512-7003, or Fred E. Yohey, Jr., at (202) 512-7218.

Veterans' Preference: Data on Employment of Veterans (Report, 12/29/95, GAO/GGD-96-13).

Postal Employment and Barcoding (Letter, 12/15/95, GAO/GGD-96-54R).

Legislative Branch Reductions (Letter, 12/15/95, GAO/GGD-96-57R).

Retention Allowances: Usage and Compliance Vary Among Federal Agencies (Report, 12/11/95, GAO/GGD-96-32).

Government Shutdown: Funding Lapse Furlough Information (Letter, 12/1/95, GAO/GGD-96-52R).

Federal Job Classification: Comparison of Job Content with Grades Assigned in Selected Occupations (Report, 11/6/95, GAO/GGD-96-20).

Review of Compensation Comparability Report (Letter, 10/30/95, GAO/GGD-96-34R).

Defense Contractors: Pay, Benefits, and Restructuring During Defense Downsizing (Report, 10/10/95, GAO/NSIAD-96-19BR).

Federal Reorganization: Congressional Proposal to Merge Education, Labor, and EEOC (Report, 6/7/95, GAO/HEHS-95-140). Testimony on same topic (6/29/95, GAO/T-HEHS-95-188).

Personnel Practices: Selected Characteristics of Recent Ramspeck Act Appointments (Testimony, 5/24/95, GAO/T-GGD-95-173).

Title 6 T&A Data (NASA) (Letter, 5/23/95, GAO/AIMD-95-140R).

Title 6 T&A Data (NRC) (Letter, 5/23/95, GAO/AIMD-95-139R).

Administratively Uncontrollable Overtime (Letter, 4/14/95, GAO/GGD-95-129R).

Federal Quality Management: Strategies for Involving Employees (Report, 4/18/95, GAO/GGD-95-79).

Federal Downsizing: The Administration's Management of Workforce Reductions (Testimony, 3/2/95, GAO/T-GGD-95-108).

Labor's Regional Structure and Trust Funds (Letter, 2/10/95, GAO/HEHS-95-82R).

Block Grants: Characteristics, Experience, and Lessons Learned (Report, 2/9/95, GAO/HEHS-95-74). Testimony on same topic (2/9/95, GAO/T-HEHS-95-80).

GAO Labor Products (1990-1995) (Letter, 2/3/95, GAO/HEHS-95-73R).

Social Security, Disability, and Welfare (Comprehensive 1-Year Listing)

Children's Issues

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact David P. Bixler at (202) 512-7201, Diana S. Eisenstat at (202) 512-5562, or Robert L. MacLafferty at (415) 904-2123.

Child Support

Child Support Enforcement: States and Localities Move to Privatized Services (Report, 11/20/95, GAO/HEHS-96-43FS).

Child Support Enforcement: Opportunity to Reduce Federal and State Costs (Testimony, 6/13/95, GAO/T-HEHS-95-181).

Other Children's Issues

Child Welfare: Complex Needs Strain Capacity to Provide Services (Report, 9/26/95, GAO/HEHS-95-208).

Children and Families Services Programs (Letter, 9/1/95, GAO/HEHS-95-191R).

Federal Reimbursement for Foster Care (Letter, 8/11/95, GAO/HEHS-95-197R).

Child Welfare: Opportunities to Further Enhance Family Preservation and Support Activities (Report, 6/15/95, GAO/HEHS-95-112).

Child Support Enforcement: Opportunity to Reduce Federal and State Costs (Testimony, 6/13/95, GAO/T-HEHS-95-181).

Foster Care: Health Needs of Many Young Children Are Unknown and Unmet (Report, 5/26/95, GAO/HEHS-95-114).

Child Care: Recipients Face Service Gaps and Supply Shortages (Testimony, 3/1/95, GAO/T-HEHS-95-96).

Pensions

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Michael D. Packard at (202) 512-7250 or Donald C. Snyder at (202) 512-7204.

Pension Benefit Guaranty Corporation

PBGC (Letter, 8/24/95, GAO/AIMD-95-225R).

Public and Private Pension
Issues

Proposed Pension Reversion (Letter, 10/24/95, GAO/HEHS-96-54R).

Federal Pensions: Thrift Savings Plan Has Key Role in Retirement Benefits
(Report, 10/19/95, GAO/HEHS-96-1).

Private Pension Plans: Efforts to Encourage Infrastructure Investment
(Report, 9/8/95, GAO/HEHS-95-173).

Pension COLAS (Letter, 8/11/95, GAO/HEHS-95-219R).

Combined Fund Analysis (Letter, 8/7/95, GAO/HEHS-95-230R).

Federal Retirement System Financing (Testimony, 6/28/95,
GAO/T-GGD-95-197).

Overview of Federal Retirement Programs (Testimony, 5/22/95,
GAO/T-GGD-95-172).

Federal Retirement: Benefits for Members of Congress, Congressional
Staff, and Other Employees (Report, 5/15/95, GAO/GGD-95-78). Testimony on
same topic (5/15/95, GAO/T-GGD-95-165).

CSRS Funding (Letter, 4/3/95, GAO/GGD-95-200R).

Federal Retirement Issues (Testimony, 3/10/95, GAO/T-GGD-95-111).

Social Security and
Disability

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Cynthia A. Bascetta at (202) 512-7207, Michael T. Blair at (404) 679-1944, Christopher C. Crissman at (202) 512-7051, Cynthia M. Fagnoni at (202) 512-7202, or Rolland H. Miller at (202) 512-7246.

Disability

Social Security Disability: Management Action and Program Redesign
Needed to Address Long-Standing Problems (Testimony, 8/3/95,
GAO/T-HEHS-95-233).

Disability Insurance: Broader Management Focus Needed to Better
Control Caseload (Testimony, 5/23/95, GAO/T-HEHS-95-164).

D.C. Disability Retirement Rate (Report, 3/31/95, GAO/GGD-95-133).

**Social Security, Disability, and Welfare
(Comprehensive
1-Year Listing)**

Supplemental Security Income: Recipient Population Has Changed as Caseloads Have Burgeoned (Testimony, 3/27/95, GAO/T-HEHS-95-120).

Social Security: New Functional Assessments for Children Raise Eligibility Questions (Report, 3/10/95, GAO/HEHS-95-66).

Social Security: Federal Disability Programs Face Major Issues (Testimony, 3/2/95, GAO/T-HEHS-95-97).

**Social Security
Administration**

Social Security Trust Funds (Letter, 12/12/95, GAO/AIMD-96-30R).

Supplemental Security Income: Disability Program Vulnerable to Applicant Fraud When Middlemen Are Used (Report, 8/31/95, GAO/HEHS-95-116).

OHA Backlogs (Letter, 7/28/95, GAO/HEHS-95-228R).

Supplemental Security Income: Growth and Changes in Recipient Population Call for Reexamining Program (Report, 7/7/95, GAO/HEHS-95-137).

Social Security Administration: Leadership Challenges Accompany Transition to an Independent Agency (Report, 2/15/95, GAO/HEHS-95-59).

**Other Social Security
Programs**

SSA's Rehabilitation Programs (Letter, 9/7/95, GAO/HEHS-95-253R).

Welfare

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact David P. Bixler at (202) 512-7201.

Welfare To Work: Approaches That Help Teenage Mothers Complete High School (Report, 9/29/95, GAO/HEHS/PEMD-95-202).

Welfare To Work: Child Care Assistance Limited; Welfare Reform May Expand Needs (Report, 9/21/95, GAO/HEHS-95-220).

Welfare to Work: State Programs Have Tested Some of the Proposed Reforms (Report, 7/14/95, GAO/PEMD-95-26).

Low-Income Families (Letter, 6/28/95, GAO/HEHS-95-162R).

Welfare Benefits: Potential to Recover Hundreds of Millions More in Overpayments (Report, 6/20/95, GAO/HEHS-95-111).

Welfare Programs: Opportunities to Consolidate and Increase Program Efficiencies (Report, 5/31/95, GAO/HEHS-95-139).

Welfare to Work: Most AFDC Training Programs Not Emphasizing Job Placement (Report, 5/19/95, GAO/HEHS-95-113).

Welfare to Work: Measuring Outcomes for JOBS Participants (Report, 4/17/95, GAO/HEHS-95-86).

Means-Tested Programs (Letter, 2/24/95, GAO/HEHS-95-94R).

Welfare Reform: Implications of Proposals on Legal Immigrants' Benefits (Report, 2/2/95, GAO/HEHS-95-58).

Other Products Related to Social Security, Disability, and Welfare

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Diana S. Eisenstat at (202) 512-5562.

Thrift Savings Plan (Letter, 11/14/95, GAO/HEHS-96-66R).

Federal Grants to New Jersey (Letter, 11/8/95, GAO/AIMD-96-8R).

Block Grants: Issues in Designing Accountability Provisions (Report, 9/1/95, GAO/AIMD-95-226).

Illegal Aliens: National Net Cost Estimates Vary Widely (Report, 7/25/95, GAO/HEHS-95-133).

Veterans Affairs and Military Health (Comprehensive 1-Year Listing)

Military Health Care

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Daniel M. Brier at (202) 512-6803 or George F. Poindexter at (202) 512-7213.

Military Physicians: DOD's Medical School and Scholarship Program (Report, 9/29/95, GAO/HEHS-95-244).

Defense Health Care: Despite TRICARE Procurement Improvements, Problems Remain (Report, 8/3/95, GAO/HEHS-95-142).

Defense Health Care: Problems With Medical Care Overseas Are Being Addressed (Report, 7/12/95, GAO/HEHS-95-156).

Operation Desert Storm: Health Concerns of Selected Indiana Persian Gulf War Veterans (Report, 5/16/95, GAO/HEHS-95-102).

Wartime Medical Care: Aligning Sound Requirements with New Combat Care Approaches Is Key to Restructuring Force (Testimony, 3/30/95, GAO/T-NSIAD-95-129).

Defense Health Care: DOD's Managed Care Program Continues to Face Challenges (Testimony, 3/28/95, GAO/T-HEHS-95-117).

Defense Health Care: Issues and Challenges Confronting Military Medicine (Report, 3/22/95, GAO/HEHS-95-104).

Veterans' Benefits

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact Irene P. Chu at (202) 512-7102.

Veterans' Preference: Data on Employment of Veterans (Report, 12/29/95, GAO/GGD-96-13).

Hispanic Veterans (Letter, 11/2/95, GAO/HEHS-96-25R).

VA Student Financial Aid: Opportunity to Reduce Overlap in Approving Education and Training Programs (Report, 10/30/95, GAO/HEHS-96-22).

Veterans' Benefits: Effective Interaction Needed Within VA to Address Appeals Backlog (Report, 9/27/95, GAO/HEHS-95-190).

Veterans Benefits Modernization: Further Service Improvement Depends on Coordinated Approach (Testimony, 6/22/95, GAO/T-AIMD-95-184).

Veterans' Benefits: VA Can Prevent Millions in Compensation and Pension Overpayments (Report, 4/28/95, GAO/HEHS-95-88).

Concurrent Receipt (Letter, 4/27/95, GAO/HEHS-95-136R).

Veterans Compensation: Offset of DOD Separation Pay and VA Disability Compensation (Report, 4/3/95, GAO/NSIAD-95-123).

Veterans' Benefits: Basing Survivors' Compensation on Veterans' Disability Is a Viable Option (Report, 3/6/95, GAO/HEHS-95-30).

Veterans' Benefits: Better Assessments Needed to Guide Claims Processing Improvements (Report, 1/13/95, GAO/HEHS-95-25).

Veterans' Health Care

For information on ordering these reports, call (202) 512-6000. For more information on the topics discussed, contact James R. Linz at (202) 512-7110 or Paul R. Reynolds at (202) 512-7109.

Fiscal Year 1996 VA Certification (Letter, 1/29/96, GAO/HEHS-96-84R).

VA Health Care: Trends in Malpractice Claims Can Aid in Addressing Quality of Care Problems (Report, 12/21/95, GAO/HEHS-96-24).

VA Health Care: How Distance From VA Facilities Affects Veterans' Use of VA Services (Report, 12/20/95, GAO/HEHS-96-31).

VA Health Care: Effects of Facility Realignment on Construction Needs Are Unknown (Report, 11/17/95, GAO/HEHS-96-19).

Fiscal Year 1996 VA Certification (Letter, 11/14/95, GAO/HEHS-96-67R).

VA Health Care: Efforts to Increase Sharing With DOD and the Private Sector (Testimony, 10/18/95, GAO/T-HEHS-96-41).

VA Health Care Delivery: Top Management Leadership Critical to Success of Decision Support Systems (Report, 9/29/95, GAO/AIMD-95-182).

VA Clinic Funding (Letter, 9/19/95, GAO/HEHS-95-273R).

Proposed VA Hospital at Travis Air Force Base (Letter, 9/19/95, GAO/HEHS-95-268R).

VA Medical Resources Allocation (Letter, 9/12/95, GAO/HEHS-95-252R).

Medical Care Budget Alternatives (Letter, 9/12/95, GAO/HEHS-95-247R).

VA Health Care: Need for Brevard Hospital Not Justified (Report, 8/29/95, GAO/HEHS-95-192).

VA Construction Contract Award Delays (Letter, 8/25/95, GAO/HEHS-95-240R).

VA Health Care: Issues Affecting Eligibility Reform (Testimony, 7/19/95, GAO-T-HEHS-95-213).

VA Health Care: Physician Peer Review Identifies Quality of Care Problems but Actions to Address Them Are Limited (Report, 7/7/95, GAO/HEHS-95-121).

Brockton Substance Abuse (Letter, 6/2/95, GAO/HEHS-95-172R).

VA Savings Options (Letter, 5/18/95, GAO/HEHS-95-165R).

VA's Florida Network Planning (Letter, 5/16/95, GAO/HEHS-95-160R).

Operation Desert Storm: Health Concerns of Selected Indiana Persian Gulf War Veterans (Report, 5/16/95, GAO/HEHS-95-102).

VA Health Care: Challenges and Options for the Future (Testimony, 5/9/95, GAO/T-HEHS-95-147).

VA Health Care: Retargeting Needed to Better Meet Veterans' Changing Needs (Report, 4/21/95, GAO/HEHS-95-39).

Barriers to VA Managed Care (Letter, 4/20/95, GAO/HEHS-95-84R).

**Veterans Affairs and Military Health
(Comprehensive
1-Year Listing)**

Major Contributors

Jessie L. Battle
David W. Bieritz
Susan Y. Higgins
James L. Kirkman
Stephen F. Palincsar

Major Contributors

GAO

Order Form

U.S. General Accounting Office
P.O. Box 6015
Gaithersburg, MD 20884-6015
Fax Number (301) 258-4066
Telephone Number (202) 512-6000

For ordering single copies only.
(No Cover Page Required)

8 Digit Customer ID*
(top of mailing label)

8 digit grid for Customer ID

or your full mailing address below*

Name

Name grid

Organization

Organization grid

Address

Address grid

Address

Address grid

City, State and ZIP

City, State and ZIP grid

Sample Order*
(to order
GAO/HEHS-94-83W

Sample order grid: GAO / HEHS - 94 - 83W

*Note: Please fill the
blanks as shown in this
example without
touching the sides of
the box.

Multiple order form grids for GAO/HEHS-94-83W



Postage
Required
Post Office will
not deliver
without proper
postage.

U.S. General Accounting Office
P.O. Box 6015
Gaithersburg, MD 20884-6015



Mailing List Request Form

Address Information

To receive this booklet each month, check here: _____.

Name: _____
Organization: _____
Address: _____

Which of the following best describes your organization?

<input type="checkbox"/> Congress (2)	<input type="checkbox"/> Other Federal Government (8)
<input type="checkbox"/> Press (3)	<input type="checkbox"/> State/Local Government (9)
<input type="checkbox"/> Library (Non-University) (5)	<input type="checkbox"/> Trade/Interest Group (10)
<input type="checkbox"/> University (6)	<input type="checkbox"/> Law Firm (11)
<input type="checkbox"/> Private Industry (7)	<input type="checkbox"/> All Others (99)

Areas of Interest

To receive future reports and testimonies, check your area(s) of interest.

HEALTH

Access/Infrastructure (78)
 Employee/Retiree Benefits (77)
 Financing (64)
 Health Care Reform (85)
 HHS Public Health Service (8)
 Long-Term Care/Aging (73)
 Malpractice (79)
 Managed Care (80)
 Medicare/Medicaid (11)
 Prescription Drugs (81)
 Provider Issues (82)
 Public Health/Education (83)
 Quality/Practice Standards (25)
 Substance Abuse/Treatment (84)
 Other Health Issues (86)

EDUCATION

Department of Education (27)
 Early Childhood Develop. (70)
 Armed Forces (35)
 Elementary/Secondary (02)
 Higher Education (39)
 School-to-Work Transition (01)

EMPLOYMENT

Equal Opportunities (00)
 High Performance Work (38)
 Labor/Mgt. Relations (57)
 Training/Employment Assistance (60)
 Workplace Quality (07)
 Other Employment Issues (47)

SOCIAL SECURITY, DISABILITY, & WELFARE

Children's Issues (59)
 Pensions (61)
 Social Security & Disability (58)
 Welfare (75)
 Other Social Security, Disability & Welfare Issues (96)

VETERANS AFFAIRS & MILITARY HEALTH

Military Health (05)
 Veterans' Benefits (74)
 Veterans' Health Care (10)

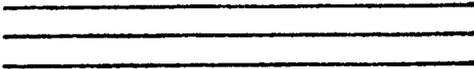
Fax or Mail To:

Janet Shikles, Assistant Comptroller General
U.S. General Accounting Office
Fax (202) 512-5806

(2/96)

Turn this page over, fold on the dotted lines, and affix stamp.

Mailing List Request Form



Postage
Required
Post Office will
not deliver
without proper
postage.

Janet Shikles, Assistant Comptroller General
U.S. General Accounting Office
HEHS, NGB/ACG
441 G Street, NW.
Washington, D.C. 20548

Change of Address Notification Form

Requesting Changes

Please complete the following information.

To change name, organization, or address, enter appropriate changes below.

Old Information

(Customer Number on Mailing Label above Name)

Name: _____

Organization: _____

Address: _____

New Information

Name: _____

Organization: _____

Address: _____

Fax or Mail To:

Janet Shikles, Assistant Comptroller General
U.S. General Accounting Office
Fax (202) 512-5806

(2/96)

Turn this page over, fold on the dotted lines, and affix stamp.

Change of Address Notification Form

Postage
Required
Post Office will
not deliver
without proper
postage.

Janet Shikles, Assistant Comptroller General
U.S. General Accounting Office
HEHS, NGB/ACG
441 G Street, NW.
Washington, D.C. 20548

Internet Instructions

To access this publication as a FULL TEXT ASCII or PDF (Portable Document Format) electronic file from the Government Printing Office (GPO), follow these steps: (Note: PDF files are available only via World Wide Web (WWW) or a Wide Area Information Server (WAIS) client.).

Via WWW via GAO Home Page:

- 1) Go to: `\http://www.gao.gov` .
- 2) Select "Search for GAO Reports - Directly Through GPO Access".
- 3) Perform search for "Health Education Employment Social Security Welfare Veterans". Use quotes. NOTE: Be sure to hit SUBMIT button to process search.
- 4) Download or mail the file(s) to yourself.

Via TELNET:

- 1) TELNET to: `<swais.access.gpo.go>`.
- 2) Login as `guest` .
(MUST be lower case).
- 3) Select GAO database.
- 4) Follow steps #3 & #4 above for Via WWW via GAO Home Page.

Via Dial-in:

- 1) Modem settings: VT-100 emulation (8,N,1).
- 2) Dial (202) 512-1661.
- 3) Type "SWAIS".
- 4) Login as `guest 1 636.1 636 1 636`. (MUST be lower case).
- 5) Select GAO database.
- 6) Follow step #3 listed above for VIA GAO WWW Home Page.
- 7) For downloading files, follow your modem software guidelines.

See "Helpful Hints" and "WAIS Manual" files for more information on searching techniques. For additional access options or questions on using the GPO system, contact GPO at `<help@eids05.eids.gpo.go>` or (202) 512-1530. Please do NOT use this GAO e-mail address for questions about the GPO system or for ordering reports.

For further details, retrieve GAO's FAQ (Frequently Asked Questions) by sending e-mail to: `info@www.gao.gov`. Include the word "info" in the message body.

Ordering Information

The first copy of each GAO report and testimony is free. Additional copies are \$2 each. Orders should be sent to the following address, accompanied by a check or money order made out to the Superintendent of Documents, when necessary. VISA and MasterCard credit cards are accepted, also. Orders for 100 or more copies to be mailed to a single address are discounted 25 percent.

Orders by mail:

**U.S. General Accounting Office
P.O. Box 6015
Gaithersburg, MD 20884-6015**

or visit:

**Room 1100
700 4th St. NW (corner of 4th and G Sts. NW)
U.S. General Accounting Office
Washington, DC**

**Orders may also be placed by calling (202) 512-6000
or by using fax number (301) 258-4066, or TDD (301) 413-0006.**

Each day, GAO issues a list of newly available reports and testimony. To receive facsimile copies of the daily list or any list from the past 30 days, please call (202) 512-6000 using a touchtone phone. A recorded menu will provide information on how to obtain these lists.

For information on how to access GAO reports on the INTERNET, send an e-mail message with "info" in the body to:

info@www.gao.gov

**United States
General Accounting Office
Washington, D.C. 20548-0001**

**Bulk Rate
Postage & Fees Paid
GAO
Permit No. G100**

**Official Business
Penalty for Private Use \$300**

Address Correction Requested
