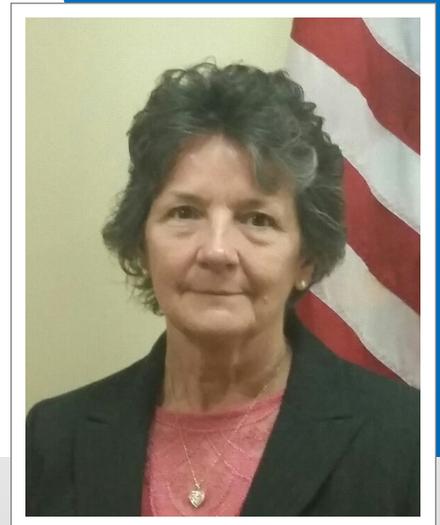


voices))) of integrity



Debbie Miller

Director, Florida/Caribbean Consolidated Patient Account Center (CPAC)
Veterans Health Administration

“Our core values unite us as an organization.”

My name is Debbie Miller, and currently I serve as director of the Florida Caribbean CPAC. CPAC stands for consolidated patient account center.

My core responsibilities involve the timely and accurate generation of third-party insurance claims for the services that are provided to our Veterans. I think that the vision that the Secretary has given us with MyVA directly relates to the services that the CPAC provides and directly impacts Veterans health care.

The funds that the Florida Caribbean CPAC collect from third party insurance carriers is for the health care that is rendered to Veterans who have benefits with these insurance companies, and these funds go right back to the medical centers in VISN 8. This money is used to provide improved health care services for our nation’s Veterans.

I believe that integrity is the core of all the standardized processes that we have in place here in the CPAC. I think our core values unite us as an organization, and it really allows us to connect with the larger VA mission. And I think

we show that daily in the type of work that we do. I think it is incumbent on us as VA employees to ensure that Veterans receive not only the best health care services from the VA, but also any service that is related to their VA benefits that they are entitled to.

We have the general need of getting revenue functions done timely and accurately in accordance with VHA regulations, but I try not to lose sight of the impact that it has on our Veterans, and where I can really focus on making a difference when a Veteran has a concern or a situation that is just very difficult, trying everything I can to make to easier for that Veteran. Whether it means spending extra time doing extra research, I just think that’s really important because I think our Veterans do deserve it.

I also believe it is important to demonstrate financial responsibility in our organization, and to be cost-effective and efficient because that ultimately benefits all of us, the American taxpayers.