

deny, suspend or revoke an individual's remote access privileges to claimants' automated claim records generally, as well as ensuring the individual's continued compliance with the agency's requirements for exercise of the remote access privileges. This information concerns the qualifications and conduct of the individual, that is, the appropriateness of the individual to have remote access privileges to represent beneficiaries and claimants.

State licensing entities, such as bar associations, routinely monitor and enforce the individual member's compliance with the rules of conduct which are intended, at least in part, to protect the public. Additionally, under the rules of these organizations, these persons normally have a responsibility to protect and preserve the confidentiality of information concerning their clients.

VA's proposed routine use authorizing disclosures to state licensing entities would allow VA to provide those state licensing entities with information which is relevant to their enforcement activities concerning compliance with those rules. VA gathered the information, at least in part, to help ensure the confidentiality of the VA's information on people who are, in essence, the clients of the individuals who are licensed by the state governmental entities. The purposes are sufficiently similar that the disclosure satisfies the compatibility requirement of subsection (a)(7) of the Privacy Act.

Veterans service organizations and other entities represent veterans on claims matters. To do so effectively, they must have access to the confidential claims records of those veterans. Part of their acceptance within the community they serve is a confidence on the public's part that they and their accredited representatives and employees will zealously protect the privacy of their clients. If veterans perceive that the confidentiality of their records will not be honored, it will limit the effectiveness of these organizations in representing their clients. Thus, in order to effectively represent veterans, they are concerned about ensuring that individuals whom they use to conduct their representational activities act in a manner consistent with the organization's goal of preserving the confidentiality of their clients' claim records.

As we stated in regard to the routine use authorizing disclosure of records to state licensing entities, VA gathered the information about remote access users, at least in part, to help ensure the confidentiality of the VA's information

on it claimants who are, in essence, the clients of the organization which uses the individual representatives and claims agents to prosecute the veterans claims. The purposes are sufficiently similar that the disclosure satisfies the compatibility requirement of subsection (a)(7) of the Privacy Act.

VA has determined that release of information under the circumstances described above is a necessary and proper use of information in this system of records and that the specific routine uses proposed for the transfer of this information is appropriate.

VA is also amending the storage policies and practices for the records in this system of records to reflect the policies and practices applicable to claimants' representatives and attorneys who are granted access to automated claimants' records.

An altered system of records report and a copy of the revised system notice have been sent to the House of Representatives Committee on Government Reform and Oversight, the Senate Committee on Governmental Affairs, and the Office of Management and Budget (OMB) as required by 5 U.S.C. 552a(r) and guidelines issued by OMB (59 FR 37906, 37916-18 (7-25-94)).

The proposed routine uses will be added to the system of records entitled "Veterans and Beneficiaries Identification and Records Location Subsystem—VA" 38VA23 published at 49 FR 38095, August 26, 1975, and amended at 41 FR 11631, March 19, 1976, 43 FR 23798, June 1, 1978, 45 FR 77220, November 21, 1980, 47 FR 367, January 5, 1982, 48 FR 45491, October 5, 1983, 50 FR 13448, April 4, 1985.

Approved: June 5, 1995.

Jesse Brown,
Secretary of Veterans Affairs.

Notice of Amendment to System of Record

In the system of records identified as 38VA23, "Veterans and Beneficiaries Identification and Records Location Subsystem—VA," published at 40 FR 38095, August 26, 1975, and amended at 41 FR 11631, March 19, 1976, 43 FR 23798, June 1, 1978, 45 FR 77220, November 21, 1980, 47 FR 367, January 5, 1982, 48 FR 45491, October 5, 1983, 50 FR 13448, April 4, 1985, is amended by adding the information and revising the entries as shown below:

38VA23

SYSTEM NAME:

Veterans and Beneficiaries Identification and Records Location Subsystems—VA

SYSTEM LOCATION:

Records are maintained at the VA Data Processing Center, 1615 East Woodward Street, Austin, TX, 78722; VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420; VA Records Processing Center, PO Box 5020, St. Louis, MO 63115 and at Neosho, MO.

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ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND THE PURPOSES OF SUCH USES:

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18. The name and address of a prospective, present, or former accredited representative, claims agent or attorney and any information concerning such individual relating to a suspension, revocation, or potential suspension or revocation of that individual's privilege of remote access to Veterans Benefits Administration automated claim records, may be disclosed to any recognized service organization with which the accredited representative is affiliated, and to any entity employing the individual to represent veterans on claims for veterans benefits.

19. The name and address of a former accredited representative, claim agent or attorney, and any information concerning such individual, except a veterans' name and home address, which is relevant to a revocation of remote access privileges to Veterans Benefits Administration automated claim records may be disclosed to an appropriate governmental licensing organization where VA determines that the individual's conduct which resulted in revocation merits reporting.

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POLICIES AND PRACTICES FOR STRONG, RETRIEVING, ACCESSING, RETAINING, AND DISPOSING OF RECORDS IN THE SYSTEM:

STORAGE:

The basic file is on automated storage media (e.g., magnetic tapes and disks), with backup copies of the information on magnetic tape. Such information may be accessed through a data telecommunication terminal system designated the Benefits Delivery Network (BDN). BDN terminal locations include VA Central Office, regional offices, VBA Debt Management Center, some VA health care facilities, Department of Defense Finance and Accounting Service Centers and the U.S. Coast Guard Pay and Personnel Center. An adjunct file (at the Records Processing Center in St. Louis, MO) contains microfilm and paper documents of former manual Central Index claims numbers registers, partial