

NVS Reference Sheet

This document is a quick reference of NVS Points of Contact for accredited representatives. For any issue not mentioned below, contact your Regional Quality Assurance Specialist. When contacting NVS, ensure you include the veteran's name, TVB ID if applicable, and a brief description of the issue.

Administrative Questions

Theresa Aldana Manager, Administration & Support Operations Administrative inquiries, accreditation questions, travel and lodging questions for training, TVB access, DSO monthly reports

Email: Taldana@vfw.org Phone: (202) 608-8347

Pre- Discharge Claims

Cindy Noel Assistant Director, Field Operations, NVS: Questions related to pre-discharge claims including inquiries about rating reviews for pre-discharge claims.

Email: CNoel@vfw.org Phone: (202) 809-0198

Training Questions

Keith Garrison Assistant Director, Training: Questions about training curriculum, training conferences, and the VFW online learning portal.

Email: KGarrison@vfw.org Phone: (202) 608-8370

Health Questions

Katherine Cassell Assistant Director, Veterans Health Policy: Health related questions about VHA. Issues with VHA or VA outsource facilities including issues with billing for VA appointments.

Email: Kcassell@vfw.org Phone: (202) 608-8371

Board of Veterans Appeals, Quality Assurance and Policy Questions

Jeff Wishneski Assistant Director, Compensation & Pension Policy: Administrative questions about BVA appeals and hearings, Concerns or issues with VA regional offices, Potential Misfiled claims or VA/VFW Policy Questions.

Email: jwishneski@vfw.org Phone: (202)-440-0535

Todd Gruchalla Regional Quality Assurance Specialist (West)

Email: Tgruchalla@vfw.org

Phone: (206) 900-1224

Cynthia Archuleta Regional Quality Assurance Specialist (East)

Email: Carchuleta@vfw.org

Phone: (202) 731-6744

