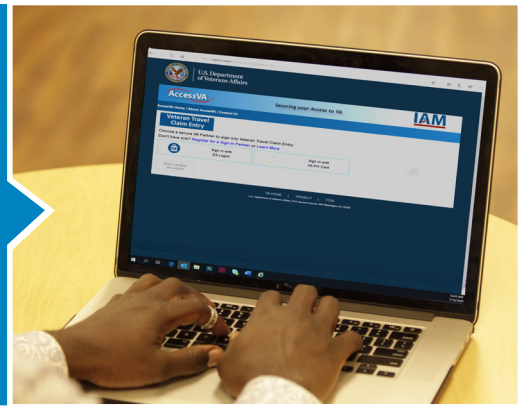


U.S. DEPARTMENT OF VETERANS AFFAIRS

# FILING VA TRAVEL CLAIMS: QUESTIONS AND ANSWERS



## WHAT IS VA TRAVEL CLAIM REIMBURSEMENT?

VA travel pay reimbursement through the Beneficiary Travel program pays eligible Veterans back for mileage and other travel expenses to and from approved health care appointments.

## AM I ELIGIBLE FOR TRAVEL PAY?

VA offers two types of travel pay reimbursement: general health care travel and special mode transportation. As a Veteran, you may be eligible for one or both. A Veteran may be eligible for beneficiary travel services if the following criteria are met:

- have a service-connected (SC) rating of 30 percent or more, or
- are traveling for treatment of a SC condition, or
- receive a VA pension, or your income does not exceed the maximum annual VA pension rate, or
- are traveling for a scheduled compensation or pension, or if not otherwise eligible as noted above, and
- have a vision impairment, spinal cord injury or disorder, or a double or multiple amputation who's travel in connection with care provided through a VA special disabilities rehabilitation program (including programs provided by spinal cord injury centers, blind rehabilitation centers and prosthetics rehabilitation centers) if such care is provided on an in-patient basis or during a period in which you are provided with temporary lodging at a facility of the Department to make such care more accessible.

## WHAT'S THE FASTEST WAY TO SUBMIT A NEW CLAIM AND GET FASTER PROCESSING OF A PENDING CLAIM?

For new claims and any pending claims, log in to Beneficiary Travel Self-Service System (BTSSS) and create a profile. An updated profile is required now to file a claim online and to process previously submitted kiosk and hard copy claims. Visit AccessVA and select the Veteran Travel Claim Entry icon to get started.  
<https://access.va.gov>.

## HOW DO I SUBMIT A TRAVEL REIMBURSEMENT CLAIM FOR GENERAL HEALTH CARE TRAVEL USING BTSSS?

VA is phasing in a new web-based portal to submit and process beneficiary travel claims at select locations. The portal, BTSSS, is VA's preferred method to accept travel reimbursement claims. Once implemented, claims submitted using the kiosks will be phased out. However, hard-copy submissions will still be available. Check with your Beneficiary Travel Office to find out when the BTSSS is available at your facility. To submit a claim, visit <https://access.va.gov>, select the Veteran Travel Claim Entry icon, and logon using a DS Log on Level 2 account. Log in to BTSSS and create your profile today to allow faster processing of any pending claims.

## WHAT IS A DS LOG ON LEVEL 2 ACCOUNT?

A DS Logon is an ID issued by Department of Defense (DoD) that allows Veterans and caregivers to access many VA and DoD sites with one user username and password. A DS Log on Level 2 account is required to file a travel claim using BTSSS.

## WHY SHOULD I USE BTSSS?

BTSSS automates the claims process to ensure timely processing and payment of travel reimbursement claims. With BTSSS, turnaround time to evaluate and settle a claim is generally less than 5 days. BTSSS allows Veterans and caregivers to submit claims 24/7, 365 days a year from a computer or mobile device. It also allows users to electronically track the status of a claim request.

## CAN I GET HELP TO FILE MY FIRST CLAIM?

There are several sources of help to file a claim. Eligible Veterans and caregivers may get help from a travel clerk at the facility or refer to the BTSSS user's guide at <https://www.va.gov/health-care/get-reimbursed-for-travel-pay>.

Beneficiary Travel Help Desk for Veterans and caregivers:  
1-855-574-7292.