



VA Defining
HEALTH CARE **EXCELLENCE**
in the 21st Century

DEPARTMENT OF VETERANS AFFAIRS
VA San Diego Healthcare System
3350 La Jolla Village Dr.
San Diego, CA 92161

December 7, 2012

In Reply Refer to: 641/136

Dear Veteran:

As part of our commitment to providing you world class healthcare and services, the Beneficiary Travel Office at the VA Medical Center in La Jolla has taken steps that will improve services and reduce the time spent waiting in line for travel reimbursement. Beginning January 1, 2013, the VA San Diego Healthcare System will begin reimbursing eligible Veterans for travel expenses directly into their bank accounts. This move to electronic reimbursement provides significant savings to your time and ensures a safe and efficient way to receive payments. It also allows the VA to further embrace green initiatives and reduce the amount of paperwork involved in processing benefits.

To avoid the line and save your time, here is what you'll need to do:

1. Read through all enclosed documents.
2. Complete the form titled 'ACH VENDOR/MISCELLANEOUS PAYMENT ENROLLMENT FORM'. This is the form that, once completed, will allow the VA to register your bank account information into the computer so that your future claim submissions can be processed and sent to your bank account. Please be sure to fill the form out completely. Any missing information will delay processing of your future travel claims. If you are a Veteran who is already receiving monthly disability payments, your banking information is already on file with the VA and you do not need to fill out this form.
3. Turn the completed 'ACH VENDOR/MISCELLANEOUS PAYMENT ENROLLMENT FORM' into the Beneficiary Travel Office at the VA Medical Center in La Jolla or mail it to:

VA Medical Center
ATTN: Patient Travel Office (136C)
3350 La Jolla Village Drive
San Diego, CA 92037

Once your information has been received and the direct deposit program goes into effect on January 1, 2013, you will be able to simply fill out a voucher form at the Beneficiary Travel window, turn it in to the clerk at the window and payment will be electronically deposited into your bank account within twelve business days.

To help explain this improvement in service, we have included a 'Frequently Asked Questions' sheet. However, if you have any questions that have not been answered, we encourage you to



call the Beneficiary Travel Office between the hours of 8:00a.m. and 4:30p.m. Monday through Friday at (858) 552-7464.

We believe this new process will be beneficial to you and all of our Veterans. We appreciate you choosing the VA San Diego Healthcare System as your provider of choice.

Sincerely,



Jeffrey T. Gering, FACHE
Director

ACH VENDOR/MISCELLANEOUS PAYMENT ENROLLMENT FORM

This form is used for Automated Clearing House (ACH) payments with an addendum record that contains payment-related information processed through the Vendor Express Program. Recipients of these payments should bring this information to the attention of their financial institution when presenting this form for completion.

PRIVACY ACT STATEMENT

The following information is provided to comply with the Privacy Act of 1974 (P.L. 93-579). All information collected on this form is required under the provisions of 31 U.S.C. 3322 and 31 CFR 210. This information will be used by the Treasury Department to transmit payment data, by electronic means to vendor's financial institution. Failure to provide the requested information may delay or prevent the receipt of payments through the Automated Clearing House Payment System.

AGENCY INFORMATION

U.S. Department of Veterans Affairs - Financial Services Center			
11-1036183	36001200	<input type="checkbox"/>	<input type="checkbox"/> CTX
P.O. BOX 149971			
Austin, TX 78714-8971			
CONTACT PERSON NAME		PERSONAL NUMBER	
ADDITIONAL INFORMATION			

VETERAN INFORMATION

NAME	SOCIAL SECURITY NUMBER
PHYSICAL ADDRESS	
TELEPHONE NUMBER	

FINANCIAL INSTITUTION INFORMATION

BANK NAME	
BANK ADDRESS	
BANK TELEPHONE NUMBER	
NINE-DIGIT ROUTING TRANSIT NUMBER	
DEPOSITOR ACCOUNT NUMBER	
TYPE OF ACCOUNT	
<input type="checkbox"/> CHECKING	<input type="checkbox"/> SAVINGS <input type="checkbox"/> LOCKBOX
VETERAN SIGNATURE & DATE	

BENEFICIARY TRAVEL DIRECT DEPOSIT FREQUENTLY ASKED QUESTIONS

Why is the VA making this change?

We are making this change to better serve our Veterans. Please read this information to learn more and please contact our Beneficiary Travel staff at 858-552-7464 with any questions you may have.

When will this change take place?

The VA San Diego Healthcare System will begin the direct deposit process for Beneficiary Travel reimbursement on January 1, 2013.

Have the eligibility rules for Beneficiary Travel changed as well?

No. The eligibility criteria for Beneficiary Travel benefits remain unchanged.

This is new to me. How do I know if I am eligible to receive Beneficiary Travel reimbursement?

Check with, or call the Beneficiary Travel office at the VA Medical Center in La Jolla at 858-552-7464 between the hours of 8:00a.m. and 4:30p.m. Monday through Friday.

How does this work? How will I receive reimbursement?

The funds will be deposited directly into your bank account.

What do I need to do?

Veterans who are already receiving disability pay each month **do not** need to fill out an enrollment form to have travel reimbursements sent to their bank accounts. They are already registered. Enrollment forms are being mailed to Veterans who do not receive disability pay. If you do not receive a form, you may pick one up from the Beneficiary Travel office at the VA Medical Center. Follow the instructions in the packet and fill out the attached forms. Give the completed form back to the Beneficiary Travel office or mail it to the address listed in the instructions.

Can I fax my completed forms in?

No. Faxing can result in smeared bank account numbers which will result in errors in deposits.

What happens to the form after I fill it out and turn it in?

The information you provide is processed electronically the VA. The information is used solely for the purposes of Beneficiary Travel direct deposit.

Do I need to fill out a claim form each time I want to be reimbursed?

Yes. There is a common misconception that by filling out the form one time that all future appointments are tracked and automatically reimbursed. That is false information. You must fill out and submit a claim form each time you want to be reimbursed. Claim forms are available at the Beneficiary Travel office on the first floor of the VA Medical Center in La Jolla as well as at each one of the VA community based outpatient clinics in Oceanside, Escondido, Mission Valley, Chula Vista and El Centro. However, the Beneficiary Travel office at the VAMC La Jolla is the only reimbursement processing location.

(CONTINUED ON REVERSE SIDE)

How long does it take from the time I submit my claim until the funds are in my bank account?

Up to twelve business days.

What do I do if I don't see the funds deposited into my bank account after that time?

Contact the Beneficiary Travel office at the VA Medical Center by calling (858) 552-7464 between the hours of 8:00a.m. and 4:30p.m. Monday through Friday.

Will I still be able to get cash reimbursement after January 1, 2013?

Yes. However, there are limitations that you'll need to be aware of. If you are requesting reimbursement for more than one visit, you may receive cash reimbursement for only one of the visits. You can be given cash for only one visit each day you come to the Beneficiary Travel window for a reimbursement claim. All other claims will be processed to be deposited electronically into your bank account.

What if I don't have a bank account?

You can be reimbursed by U.S. Treasury check mailed to you. U.S. Treasury checks take approximately four to six weeks to arrive. However, as the Department of Veterans Affairs seeks to stop sending out paper checks in the future, we strongly recommend you establish a bank account as soon as possible.

Do I still need a mileage card?

Yes. The process for obtaining a mileage card remains unchanged as well. Mileage cards are issued by the Beneficiary Travel office after proof of residential address has been submitted by the Veteran.

I don't receive mail at my residential address. I use a post office box. How does that affect my claim?

Mileage calculation is based upon the distance from the Veteran's actual residential address to the location of care within the VA Healthcare System. Therefore, proof of residential address must be provided so that the distance traveled can be accurately determined.

What does the VA accept as proof of residential address and how often do I have to show it?

Proof of address is required before a mileage card can be made or replaced, as in the cases of lost or missing cards. Proof of address is required once every six months. We accept any one of the following documents as proof of your residential address: 1) Current residential rental or lease agreement listing the Veteran's name, street address, city, state and zip code. 2) Current mortgage document listing the Veteran's name, street address, city, state and zip code. 3) Current utility bill (gas, electric, water, sewage, cable or phone) listing the Veteran's name, street address, city, state and zip code. We cannot accept driver's license, vehicle registration, insurance documents, bank account statements, or any other documents as proof of address other than those listed in 1-3 above. Please note: Proof of address is inspected by Beneficiary Travel staff before a mileage card can be made, but copies of the proof of address are not retained on file.

We greatly appreciate the assistance, patience and understanding of all Veterans as we move forward in this important process that will allow us to serve you better. Please do not hesitate to contact us with any questions or concerns. The Beneficiary Travel office is open Monday through Friday from 8:00a.m. to 4:30p.m. and can be reached at (858) 552-7464.

You may submit your completed reimbursement request one of three ways:

1. If you are at the VA Medical Center in La Jolla, please drop it off at the Beneficiary Travel office located on the first floor adjacent to the Welcome Desk near the main entrance.
2. If you are at one of our Community Based Outpatient Clinics you may give your completed form to clinic staff that will then send it via inter-office mail to the Beneficiary Travel office at the VA Medical Center in La Jolla.
3. If you are at home, you can mail it to the travel office of the VA at the following address:

VA Medical Center
ATTN: Beneficiary Travel office (136C)
3350 La Jolla Village Drive
San Diego, CA 92037

As per CFR 38, Part 70 (VA Beneficiary Travel regulations), all claims for mileage reimbursement must be submitted within thirty calendar days from the date of care.

The VA San Diego Healthcare System (VASDHS) requires proof of actual residential address once every six months or sooner if the veteran's address changes. The VA can request the Veteran to provide proof of actual residential address at any time in connection with a request for reimbursement. The VA San Diego accepts any one of the following as proof of actual residential address:

1. Current residential rental or lease agreement listing the Veteran's name, actual residential address, city, state and zip code.
2. Current mortgage document listing the Veteran's name, actual residential address, city, state and zip code.
3. Current residential utility bill listing the Veteran's name, actual residential address, city, state and zip code.

We cannot accept driver's license, vehicle registration, VA mail, bank statements, or any items other than those listed above as proof of address. Once shown valid proof of address, the travel clerk will calculate the distance from that address to medical facilities within the VA San Diego Healthcare System.

Once shown proof of address, the travel office clerk will produce a mileage card and will issue it to the Veteran. The card will be valid for six months. Its expiration date will be stamped on the card at the time of issue. Before renewing, the Veteran will need to furnish the Beneficiary Travel office with current proof of address as above.

Veterans determined to be eligible for Beneficiary Travel benefits may be reimbursed for allowable travel expenses related to care within the VA San Diego Healthcare System facilities, including any external services care directed and approved by a VA credentialed provider prior to such care being provided. Although a Veteran may choose to receive care or services at the VA medical facility of his/her choosing, in accordance with the CFR 38, Part 70 VA Beneficiary Travel regulations, reimbursement is calculated based on the distance from the Veteran's actual residential address to the nearest VA medical facility capable of providing the same care that was provided within the VA San Diego Healthcare System. It is important to note that no suggestion is made or implied for a Veteran to change the location of his/her care. Reimbursement is calculated **as if** the Veteran had utilized the closer facility capable of providing the same type of care. Additionally, for external care, commonly referred to as "fee basis" care, reimbursement is calculated based on the distance from the Veteran's actual residential address to the provider if the Veteran and the provider are both within the VA San Diego catchment area. If the Veteran resides outside of the VA San Diego catchment area and utilizes external care with a provider who is inside the VA San Diego catchment area, reimbursement will be calculated from the Veteran's actual residential address to the VA medical center serving his/her catchment area.

If you are requesting reimbursement of a Compass pass, you must present your claim in person at the window of the Beneficiary Travel office at the VA Medical Center in La Jolla. The reason for this is because travel office staff must see your Compass pass receipt. The receipt must be an original. No copies can be accepted.

In all claim cases any eligible Veteran reserves the right to submit claims for any VA medical appointment that has occurred within the last thirty calendar days. Cash reimbursement may be provided, on demand, for a maximum of one visit per day when presenting in person at the travel window. All other claims for the past thirty days will be processed for electronic direct deposit into the Veteran's bank account.

**You may reach the Beneficiary Travel office directly between the hours of 8:00a.m. – 4:30p.m.
Monday through Friday at (858) 552-7464.**
