

VA San Diego Healthcare System Beneficiary Travel Reimbursement

Frequently Asked Questions

How and where do we submit our travel claims?

You may submit requests for travel reimbursement through any of the following ways: 1) You can use any of the 32 touch screen kiosks located throughout the VA medical center and Community Based Outpatient Clinics, 2) You may fill out a travel reimbursement request form and mail it in, fax it, or drop it off in the wall mounted box in the travel lobby at the VA Medical Center. Directions are included with the form. The form is available in the travel lobby on the first floor of the VA Medical Center in La Jolla and can also be printed from the VA San Diego website. 3) If you are at one our Community Based Outpatient Clinics located in Sorrento Valley, Oceanside, Mission Valley, Escondido, Chula Vista or El Centro, you can give your completed form to clinic staff to forward to the Travel office at the VA Medical Center in La Jolla.

If I go to appointments out in town under the VA's Choice Program, can I get travel reimbursement?

Yes. Please use the Travel Reimbursement Request form mentioned above. For Choice claims, you will need to attach documentation from the doctor's office showing you completed the appointment. The documentation must show your name, the date of the appointment and the address of the doctor's office.

How long from the date of my appointment do I have to submit my request for travel reimbursement?

Thirty calendar days

Is there a website where I can learn more about this?

Yes. The website is <http://www.sandiego.va.gov/> Once you are in that website, scroll down and look to the lower right 'Resources' and under that look for 'Veterans Transportation'. Click on that to open up more information about Veterans Transportation and Beneficiary Travel reimbursement services.

What happens after I use a touch screen kiosk machine?

Using the kiosk replaces having to wait in line and walk up to the travel office window to do your claim. When you enter your information into the kiosk, a request for reimbursement automatically prints in the travel office. The office staff then process it for electronic direct deposit to your account.

Have the eligibility rules for travel changed?

No, they have not changed.

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

Check with or call the VA Beneficiary Travel office at the VA Medical Center in La Jolla at 858-552-8585, extension 5490 or 5491 between the hours of 8:00a.m. and 4:30p.m. Monday through Friday.

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

The time varies from 7-10 days to three weeks depending on current workload levels.

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

Please call the VA Beneficiary Travel office at 858-552-8585, extension 5490 or 5491 to see if your claim has been processed. If it has been processed but you still have not received the funds into your bank account, please contact Jane Goff in the Finance Department at 858-552-8585, Extension 7407 between the hours of 6:00a.m. and 2:15p.m. Monday through Friday.

What if I don't have a bank account?

You can be reimbursed by U.S. Treasury check mailed to you. After the Travel Department has processed your claim and it has gone to the Finance Department, a U.S. Treasury check will be mailed to you within two weeks. However, as the Department of Veterans Affairs seeks to stop sending out paper checks, we strongly recommend you establish a bank account as soon as possible. The Department of Veterans Affairs has not established a date when paper checks will end but it is strongly recommended that you open a bank account as that will make travel reimbursement easier and faster for you.

I don't receive mail at my residential address. I use a P.O. Box. How does that affect my claim?

Mileage calculation is based upon the distance from the Veteran's actual residential address to the location where care was received. You can ask the Health Benefits and Enrollment Department to enter your street address, and keep your P.O. Box for mail delivery.

The Beneficiary Travel office is located on the first floor of the VA Medical Center and is adjacent to the Welcome Desk.

It is open from 8:00a.m. to 4:30p.m. Monday through Friday. It is closed on weekends and holidays.

858-552-8585, Extension 5490 / 5491