

VA SAN DIEGO HEALTHCARE SYSTEM

STEPS TO FOLLOW IF TRAVEL REIMBURSEMENT HAS NOT YET POSTED TO YOUR BANK ACCOUNT

It takes ten to twelve business days from the date your claim was submitted until the funds are deposited into your bank account. If that time has passed and the funds have not posted to your bank account, please do the following:

Call the Beneficiary Travel office Monday through Friday between 8:00a.m. and 4:30p.m. at 858-552-8585, extension 3826 or 5491 to see if your claim has been processed. If it has and you still have not received the funds in your bank account, please call Jane Goff in the VA San Diego Finance Department Monday through Friday between 6:00a.m. and 2:15p.m. at (858) 552-8585, Extension 7407.

Please speak slowly, clearly and provide the following information so that she may research your claim and call you back with an update:

- Your full name
- Your social security number
- Area code and phone number where you can be reached
- Your mailing address
- The date you submitted your travel reimbursement claim
- Was your claim for one appointment date, or for two or more appointment dates?
- Your bank account number
- Your bank's routing number

Each case must be researched. You will receive a call back within 2-3 business days.