



U.S. Department of Veterans Affairs
Veterans Health Administration

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Office of Public Affairs

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Press Release

New travel reimbursement system for Vets begins Oct. 5, 2020

The U.S. Department of Veterans Affairs (VA) has announced that the Central Virginia VA Health Care System will begin to use the new Beneficiary Travel Self-Service System (BTSSS) to reimburse eligible Veterans and beneficiaries for travel to and from VA medical appointments.

The new system will allow users to submit and track transportation reimbursement claims using a secure web-based portal on the [Access VA](#), available 24/7, 365 days a year. New travel reimbursement claims for Beneficiary Travel should be submitted through a new-web-based portal.

The system replaces the kiosk method and eliminates the need for hard copy submissions and in-person claim submissions when a computer or mobile device is available.

VA will launch the Beneficiary Travel Self-Service System (BTSSS) on October 5, 2020 through the Access VA website; however, the system will not be activated until your local facility enables the program.

The system offers eligible Veterans and beneficiaries the following advantages:

- More convenience and ease in submitting claims 24hours a day, 7 days a week,
- Timely processing and payment of travel reimbursements,
- Self-help tools to find answers to questions, and
- Capability to track a claim and your complete claims history

Before logging in for the first time, you will need a DS logon account issues by the Department of Defense (DOD). A DS Logon is an ID that enables veterans and caregivers to access VA and DOD sites with one username and password.

To submit a claim or get information about DS Log on, visit <https://access.va.gov/accessva>. Select the description that fits your status best (such as Veteran, Beneficiary, VHA Employee) then choose BTSSS.

If you need any assistance or more information about BTSSS please contact Central Virginia Healthcare System Beneficiary Travel Department at 804-675-5000 ext. 4680/5803.

Sincerely,
Beneficiary Travel Department, Health Administration Service
Central Virginia VA Health Care System

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