

Step-by-step instructions to create profile/file claim

How to submit travel reimbursement claim using the Beneficiary Travel Self Service System (BTSSS)

Overview:

This claim system is secure and completely electronic, you do not need to fill out VA Form 10-3542, Veteran/Beneficiary Claim for Reimbursement of Travel Expenses

You may use your personal computer or smart phone (android or iPhone) to submit your claim.

This system allows you submit your claim in advance of your date of travel and hold it in the system for processing until the date has passed. You may also save a claim for submission at a later date, but if you do this it is not recognized as the date submitted for meeting the 30 calendar day requirement.

Other functions within this system:

- You have a Beneficiary Travel (BT) Profile which contains information used by the system to determine your mileage, electronic payment information, and to contact you if there are questions. You can request updates to the information which alert the Travel Clerk to submit your changes to the VA system of record.
- List of past claims and their status so you can track your claim from submission to payment.
- If a claim is denied you receive notice with the reason and your appeal rights information.
- List of your VA appointments to select for your claim. Community Care appointment information will have to be added by the user when a claim is submitted.
- Current month deductible status or yearly waiver status if approved
- Select or add a departure address for your claim if different from your physical residence address
- Select or add a destination facility for your claim if it is not listed
- Select and add expenses to a claim and upload receipts when required for payment
- View Bing Map and confirm your mileage and route of travel selected for payment or challenge the route
- Electronically certify your claim before submission, replaces the signature requirement on the form.

Let's Get Started – Getting Access

If you are a Veteran, Certified VA Caregiver, or a Veteran who is also a Certified Caregiver You may access the system by entering the following URL for the AccessVA Web Page from your computer or browser within your mobile device <https://eauth.va.gov/accessva>

The AccessVA Web Page will open and ask you to click your category to find the available applications you can sign in with. Select "I am a Veteran" to see the **Veteran Travel Claim Entry** application logo. Caregivers who are not Veterans will make the same selection.



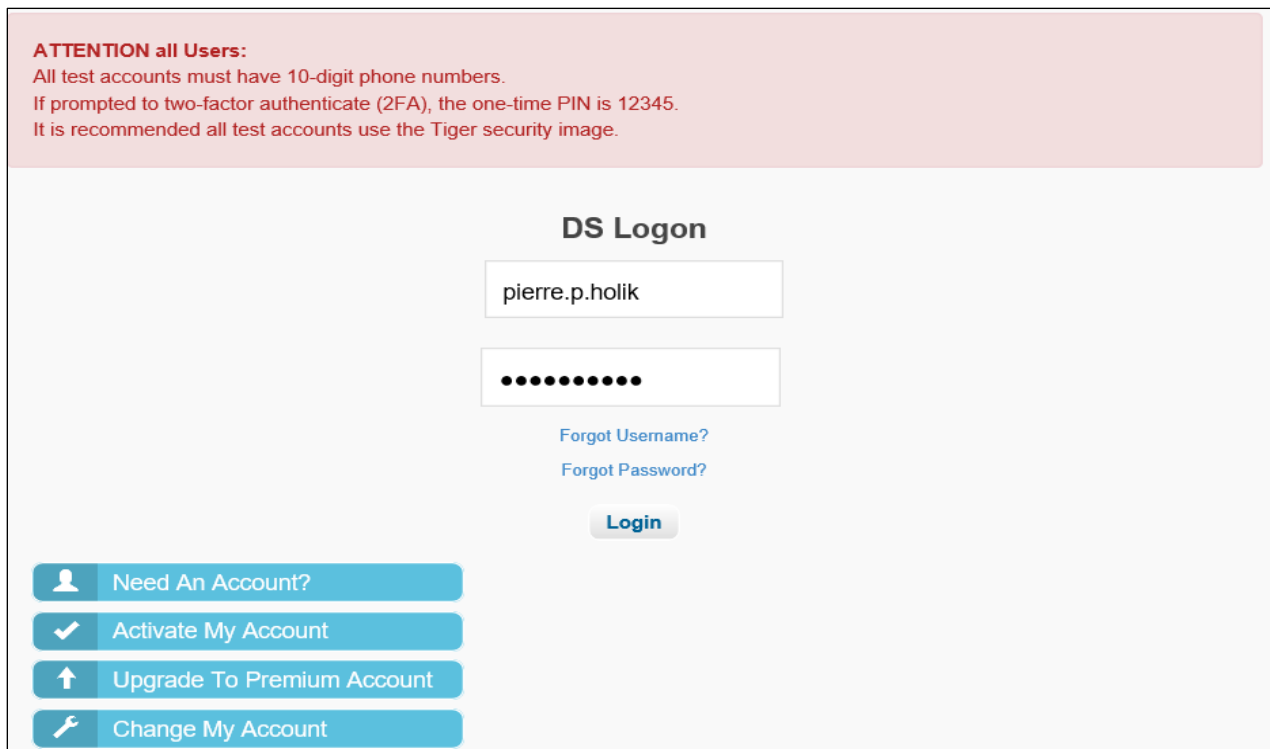
Click on the application logo

You are then directed to a page to select a secure VA Partner to sign into the travel claim entry portal. You use either DS Logon or VA PIV accounts for this application. If you do not have an account for DS Logon or VA PIV then you can select register for a Sign-In Partner on this page. You would then be directed to verify your identity and decide which partner to sign into.

The following describes the sign in process using DS Logon once the verification and registration is complete. After you click on "Sign in with DS Logon," An information box opens for you to accept the Terms of VA System use. After clicking Accept, the DS Login Page opens. You must enter your Username and Password.

If you did not register an account previously you will need to do so now by selecting "Need an Account?" and following the prompts providing the requested information.

If you forgot your username or password click on those links to be directed to a verification process for providing your username or updating your password.



ATTENTION all Users:
All test accounts must have 10-digit phone numbers.
If prompted to two-factor authenticate (2FA), the one-time PIN is 12345.
It is recommended all test accounts use the Tiger security image.

DS Logon

pierre.p.holik

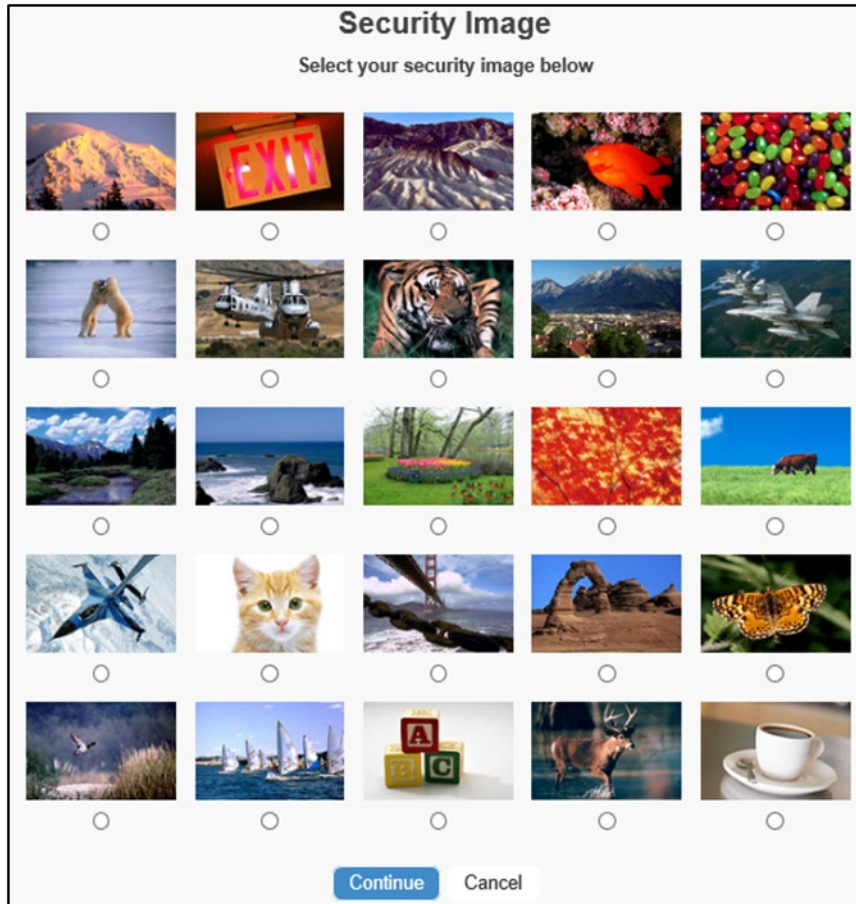
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[Forgot Username?](#)
[Forgot Password?](#)

Login

- Need An Account?
- Activate My Account
- Upgrade To Premium Account
- Change My Account

Once you have entered the correct username and password, click on Login and you will be directed to select the Security Image you chose for your account. Click on the image and select Continue.



You will be prompted to **Wait!** while being directed to BTSSS with a page that displays any system announcements.

You are now directed to the **Veterans Portal Welcome Page**. Here you must agree to the **Terms and Conditions** for use by checking the box and then click on the **Proceed to Profile Review** button when it turns green to continue. The button changes from red to green once the box is checked. This page also displays any system announcements and has two links one for Help which directs you to The Reimbursement Process information page and one for JAWS Job Aid to assist Hearing or Site Impaired Veterans.

[Help](#)

[JAWS Job Aid](#)

ANNOUNCEMENT

This is where any content can be placed for display on the home page of the portal.
Test by JG, 6/4/2020.

Terms and Conditions

▲ WARNING ▲

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You must agree to the terms and conditions before you can access the remainder of the site.

I agree to the terms and conditions in the above paragraph.

[Proceed to Profile Review](#)

I agree to the terms and conditions in the above paragraph.

[Proceed to Profile Review](#)

I am in, now what?

Review your BT profile:

1. Make sure your residential address information is correct. This is used as the default address for determining your mileage for payment.
2. Ensure your Banking information or Direct Express Debit Card information is correct for electronic funds transfer (EFT) to your correct account. Note: Currently BTSSS allows for payment by check, however Treasury may discontinue this option in the future. For secure expedited payments EFT is highly recommended.

3. You can print your profile for record by selecting **Print Profile** however for security your SSN and banking information will not print.
4. You may make changes and request an update by entering the corrected information in the field that needs changed. Once finished select **Request Profile Updates**. Your request will send an alert task to the travel office for completion. Your changes will not immediately take effect. You will receive a notice when the updates are completed. *Caution: If you are making changes to your EFT information, to avoid misrouted or rejected payments, you may want to hold on your claim submission until after your submitted changes have been updated in the system.*
5. When you are done with reviewing your profile you select **Proceed to My Dashboard**
6. If you are entering the claim as a Certified VA Caregiver you will have another option to **Proceed to My Veterans List**.
7. A Veteran who is also a Certified VA Caregiver will have both options to select from based on the type of claim you are entering.

Do you want to submit a claim for yourself or for a Veteran for whom you are the BTSSS Caregiver?

[Proceed to My Dashboard](#)

[Proceed to My Veteran List](#)

8. **Proceed to my Dashboard** takes you to your BTSSS Veterans Portal Dashboard and your name appears above **My Claims** on **My Dashboard** in the upper right corner as the current user.
9. **Proceed to My Veteran List** takes you to a list of Veterans assigned to you and whose claims you can manage. **Select this Veteran** button takes you to their BTSSS Veteran Portal dashboard.

Veterans List

[Help](#)

List of Veterans

Choose the veteran for whom you need to submit a claim. If their name is not listed, please contact the appropriate facility's Travel Clerks for assistance.

Name	Address	
Al Pacino	2408 Dolfield Dr Richmond, VA	Select this Veteran
RICHARD COVALINSKI	1421 W LINCOLNWAY CHEYENNE, WY	Select this Veteran

Review your Dashboard:

There are three areas within the Dashboard that provide information to assist in submitting claims and alerting you to your claim's status.

1. **My Claims** displays information about all claims you have previously submitted. Key in this area is the claim status. Possible claim status values and their meanings:
 - a. **Saved** – A claim that has been created and saved but not yet submitted.
 - b. **Claim Submitted** – A submitted claim for an appointment that has not yet completed.
 - c. **In Manual Review** – A submitted claim that requires manual review by a Travel Clerk before it can be approved for payment.
 - d. **Approved for Payment** – A submitted claim that has been approved for payment but not yet paid.
 - e. **Submitted for payment** – A submitted claim that has been approved for payment and payment request has been submitted to payer.
 - f. **Claim Paid** – A submitted claim that has been approved for payment and payment has completed. (Reimbursements for claims submitted by a Caregiver on behalf of a Veteran claimant will be sent to the Caregiver’s address or deposited in the Caregiver’s account.)
 - g. **On Hold** – A submitted claim that is on hold pending additional information or review.
 - h. **Denied** – A submitted claim that failed an eligibility rule and has been denied after administrative review. These claims contain a link to a **Rejection Letter** and **Your Rights to Appeal Our Decision** document on the **Claim Detail** page with the list of **Rejection Reasons**.
 - i. **Returned or Cancelled** – A claim submitted for payment that could not be completed due to incorrect EFT information (**Returned**) or Check issues by Treasury that was returned due to a bad address (**Cancelled**).
2. **My Appointments** displays all VA appointments within the appointment system of record. It does not display any Community Care appointments or appointments at a VA facility that have not been entered into the Appointment Management System. These are only displayed after manually entering them when submitting a claim.
3. **Current Month Deductible Status** displays information for current month deductible applied to your claims. It also provides information on any yearly deductible waiver you may be authorized based on your administrative eligibility or approved application on file. It will also display your monthly waiver for remaining claims if your maximum trip or deductible has been met. There is also a help link on how to **Apply for Deductible Waiver**.

Submit your claim:

There are two ways to create a claim from My Dashboard. You may go to the **My Appointments** area and click on **Create Claim** in the **Associated Appointments** column or you may click on **Create** in the upper right corner of **My Claims** area. *Note: The appointment list may display multiple appointments on for one date. If you a claim for more than one appointment listed or you add another appointment not listed for the same date it will trigger a manual review to determine your eligibility for the second payment.*

1. **Method 1:** In **My Appointments**, appointments that already have an associated claim will display the claim name in this column rather than the **Create Claim** button.

My Appointments				
Portal Appointments View				
Name	Date & Time ↑	Associated Claim	Facility Name	Owner
Howard non-mileage expense created on Portal for Dry Run 1	10/19/2018 8:09 AM	Claim submitted by HONDRE TARBET on 10/21/2018	Cheyenne VA Medical Center Test	Cheyenne VA Medical Team
UAT Appts 34 - Appointment	11/15/2018 8:00 AM	Create Claim	Cheyenne VA Medical Center Test	SYSTEM
UAT Appts 150 - Appointment	11/16/2018 8:00 AM	Create Claim	Cheyenne VA Medical Center Test	SYSTEM
UAT Appts 266 - Appointment	11/17/2018 8:00 AM	Create Claim	Cheyenne VA Medical Center Test	SYSTEM

< 1 2 3 4 >

2. **Method 1** opens the *Initiate a Claim* form with the appointment details already populated. Confirm the address information on the page is correct, update if necessary, and then click **Create Claim and Add Expenses**.

Initiate a Claim

[Help](#)

Select Address From Previously Submitted Claims:

Profile Address

115 W 15TH ST, , CHEYENNE, WY, 82001, 41.13182, -104.81422

First Name *

HONDRE

Address Line 1 *

115 W 15TH ST

Middle Name

DONNIE

Address Line 2

NOT_FOUND

Last Name *

TARBET

City *

CHEYENNE

Appointment *

UAT Appts 34 - Appointn

State/Province *

WY

Zip/Postal Code *

82001

Create Claim and Add Expenses

Back to Dashboard

3. **Method 2** opens a **Choose an Appointment** page that lists only appointments that do not already have an associated claim. (These are the same appointments that have **Create Claim** buttons in **My Appointments** above.)
 - a. Clicking an appointment in this list opens the same **Initiate a Claim** page that clicking **Create Claim** for that appointment opens for that appointment in **My Appointments**.
 - b. If the appointment you wish to create a claim for is *not* in this list, click **I don't see my appointment** before clicking **Add New Appointment**.

Choose an Appointment

Help

Descriptive Name	Date	Facility	City	State
UAT Appts 34 - Appointment	11/15/2018	Cheyenne VA Medical Center Test	CHEYENNE	WY
UAT Appts 150 - Appointment	11/16/2018	Cheyenne VA Medical Center Test	CHEYENNE	WY
UAT Appts 266 - Appointment	11/17/2018	Cheyenne VA Medical Center Test	CHEYENNE	WY
UAT Appts 382 - Appointment	11/18/2018	Cheyenne VA Medical Center Test	CHEYENNE	WY

I don't see my appointment

Add New Appointment

Back to My Dashboard

- c. The **Choose facility** to view appointments from page is displayed. Click the **Select** button for the facility associated with the appointment you wish to create a claim for.

Choose facility to view appointments from:

Select the facility below where the appointment you are looking for was made. You will then be returned to the previous page where you can select from an updated list of appointments. If you still can't find the appointment, you can return to the previous page to either click on the 'Add an Appointment' button or contact your facility's Travel Clerks for additional assistance.

Don't know your facility? You can use our [Facility Directory](#) to locate a nearby facility.

Facility Name	City	State	
Dayton VA Medical Center Test	Dayton	OH	Select
Cheyenne VA Medical Center Test	CHEYENNE	WY	Select

Return to previous page

- d. It will return you to the **Choose an Appointment** page with a refreshed list that includes all your appointments for that facility.
- e. If the appointment still does not appear, you can contact a Travel Clerk at that facility or click **Add New Appointment**. The **Choose an Appointment** page is displayed. Complete the form and click **Add New Appointment**.
- i. You will not be able to submit the claim unless and until **Completed? = Yes**.
Note: If this is a claim for a future appointment you must still select Completed = Yes. The appointment will not be processed until it has been updated and marked by the system as completed.

- b. Selecting **Took a common carrier to get to appointment (e.g. Train, bus, subway, taxi, airplane, etc.)** displays the following buttons:
 - i. **Add Air Travel Expense** – This requests information on airline and airport in addition to the expense of the ticket.
 - ii. **Add Common Carrier Expense** – This has an area to select the type of common carrier used for other than Air Travel such as Taxi, Bus, Train
 - iii. **Add other Expense** – This is used to add items such as luggage fees
 - c. Selecting **Pre-approved for meals and/or lodging** displays the following buttons:
 - i. **Add Lodging Expense**
 - ii. **Add Meal Expense**
 - d. When you are finished adding expenses the **Expense Line Items** section of the **Claim Detail** form summarizes the expenses created on the claim and the **Cost Requested** and **Cost Submitted** amounts for each expense.
 - e. After a claim is submitted but before it is **Approved for Payment**, the **Cost Requested** can be adjusted and this new value will appear in the **Cost Submitted** field as a different value than the Cost Requested. For example, if you submitted \$100 for lodging but were only authorized \$50 the Travel Clerk will manually adjust this amount.
 - f. After a claim is **Approved for Payment**, the **Cost Submitted** value displayed may be different than the **Cost Requested** amount if it has been changed by a Travel Clerk during review of the claim or if a deductible has been applied.
7. At this point you have the following options:
- a. **Save the claim for future submission** by clicking the button at the bottom of the **Claim Expenses** page. You may want to do this if you need to gather receipts to attach to the claim. Note: Saving a claim does not meet the 30 calendar day submission requirement. A claim is not submitted until you certify it is complete, agree to the terms paragraph, and select the **Submit Claim** button. To edit a saved claim. Click on the claim in **My Claims** to open the **Claim Detail** page and click **Edit Claim** at the bottom of the page.
 - b. Print the claim, click **Print Claim** on the bottom of the **Claim Detail** page.
 - i. Add attachments to a claim (e.g. receipts), click the **Add Attachments** button displayed on the **Claim Detail** page (see previous figure) or the **Claim Expenses** page. When the Claim Attachments page is displayed:
 1. Click the **Browse** button to locate the file you wish to attach and then click **Save Attachment**.
 2. A thumbnail of the file appears on the **Claim Detail** page with its name. You can repeat this process for each file you wish to add (up to a maximum of 5 files).
8. You are now ready to submit your claim.
- a. from the **Claim Expenses** page (click **Edit Claim** first if on the **Claim Detail** page), review the **Beneficiary Travel Agreement Notice** at the bottom of the page, check the **I agree to the terms in the above paragraph** checkbox and click the **Submit Claim** button (the button will turn green and can be clicked when you check the **I agree...** checkbox).

- b. You can also call the Beneficiary Travel Self Service System (BTSSS) toll-free call center at [855.574.7292](tel:855.574.7292) . The call center staff is available to assist you Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.