



DEPARTMENT OF VETERANS AFFAIRS  
ROSEBURG HEALTHCARE SYSTEM  
913 NW Garden Valley Blvd.  
Roseburg, Oregon 97471-6513

# Beneficiary Travel

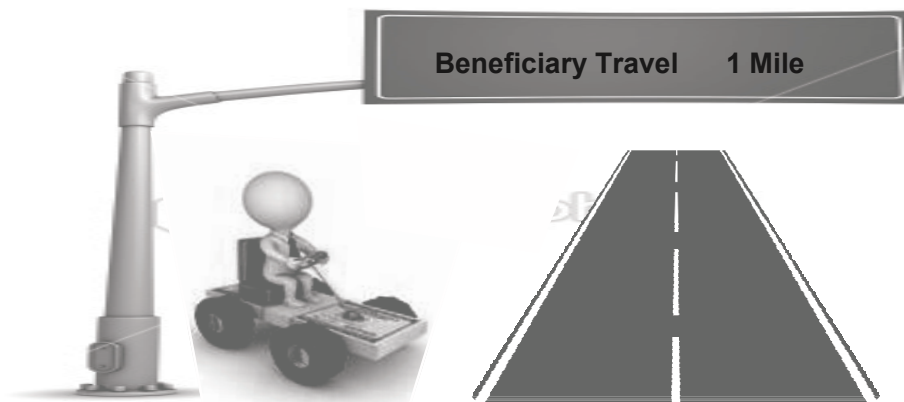
## TRAVEL MILEAGE REIMBURSEMENT CHANGE

~ **Permanent Implementation September 1, 2013** ~

The VARHS is currently in the process of changing our beneficiary travel mileage reimbursement program from a cash reimbursement process to an electronic funds transfer (EFT) process (Direct deposit to your bank account). This has been mandated that all facilities begin the transition.

You can request a waiver from the EFT program if you are not able to establish a bank account. Guidance on requesting waivers can be obtained from the Travel Window or Agent Cashier. Making this change will help us better serve our Veterans by:

- Assisting in reducing Government and taxpayers costs
- Veterans save time not standing in line
- No lost checks or duplicate payments
- Patient safety and privacy and better use of VA resources.



If you do not receive direct deposit already, you will need to complete the attached Direct Deposit Enrollment form, or they are available in all clinics, the Travel Window, and on our web site located at <http://www.roseburg.va.gov> under the RESOURCES tab.

## **NEW Beneficiary Travel EFT Payment Program Frequently Asked Questions**

Question: When will this mandatory change occur?

Answer: This change is being implemented over the next couple of months, starting now with gathering the appropriate information and shifting Veterans to EFT. If you are a Veteran who currently receives Veteran Benefits Administration (VBA) benefits by direct deposit, you may have already been enrolled to receive your beneficiary travel and compensated work therapy payments by direct deposit through an automated process. Check with the point of contact provided in this information packet if you are not sure. After September 1, 2013 cash will not be available for beneficiary travel reimbursement.

Question: Why is the VA making this change?

Answer: The U.S. Department of Treasury has directed that federal non-tax payments, with few exceptions, will be made by EFT as part of a government-wide cost reduction initiative. This will include the reduction in cash payments made directly to Veterans.

Question: What is the benefit of these changes to me?

Answer: EFT provides a faster and more reliable method of reimbursement than paper checks through the mail. EFT payment processing is more efficient and accurate and this will decrease the long wait times at the window to collect a cash payment.

Question: How do I sign up for electronic payments?

Answer: Signing up for direct deposit is easy. All you need to do is complete and submit the direct deposit enrollment form provided in this packet. Unsigned or incomplete direct deposit enrollment forms or incorrect banking information will delay payment. Also, any change to your banking institution or bank account number will require that you notify fiscal (541-440-1000 extension 44265/44790) as soon as possible to avoid payment delays.

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

Answer: The VA will process the information, which is used solely for the purposes of enrolling you for direct deposit payments.

Question: Is there an easier way to request beneficiary travel?

Answer: Veterans eligible for this benefit will be able to fill out a travel reimbursement form and place it in a drop box after checking out from their appointment. Drop boxes are currently located outside of the beneficiary travel window and in all clinic areas. Veterans will no longer have to visit the VA Roseburg Healthcare System (VARHS) travel department and wait in multiple lines. Staff will collect the forms from the boxes each day for processing.

Question: What if I don't have a bank or credit union account?

Answer: You need to open an account in order to receive payment by direct deposit. You can request a waiver, which must state specifically why you are unable to comply.

Question: How does direct deposit work and is it safe?

Answer: The U.S. Department of the Treasury sends your money through a safe electronic transfer directly to your bank or credit union account. Your personal information is not sent over the internet.

Question: Once my direct deposit is set up, what do I need to do to get my beneficiary travel reimbursement?

Answer: You still have to request reimbursement for each day of travel, following the local process at the facility where you receive care. Avoid the lines and submit your request using the facility travel form request and drop boxes for your convenience.

Question: I receive care at a VA outpatient clinic or CBOC. How will this impact me?

Answer: Veterans treated at the Outpatient Clinics and Community-Based Clinics will also receive payment by direct deposit. Please continue to submit your travel request using the form provided at the CBOC. You will actually see your deposit quicker than our current process with paper checks.

Question: Will I still be able to receive some of my reimbursement in cash?

Answer: Cash will remain available to Veterans that meet Treasury exemption guidelines, and to Veterans (on a one-time basis after September 1, 2013) in order to return home as we implement this payment process change. However, you will be required to carry sufficient cash with you to return home for all future appointments. You will be asked to sign a form acknowledging receipt of the one-time payment.

Question: What are the exceptions from the U.S. Department of Treasury?

Answer: A formal process is also being developed for Veterans to request a waiver from direct deposit and debit card. The allowable exceptions are limited and include:

- Individuals born prior to May 1, 1921, and who are receiving payments by check on March 1, 2013;
- Individuals who are ineligible for a Direct Express® card, because the card is suspended or cancelled by the financial agent;
- Individuals who have filed a waiver request with Treasury certifying that payment by EFT would impose a hardship because of the individual's inability to manage an account at a financial institution;
- Mental impairment and Treasury has not rejected the request, or;
- Living in a remote geographic location that lacks the infrastructure to support electronic financial transactions and Treasury has not rejected the request.

Question: What if I don't want to receive my payment by direct deposit?

Answer: If you decline receiving payment by direct deposit, you will be issued a Direct Express Debit MasterCard as soon as the debit card program is available at our facility.

Question: If I have questions about this change in process, who should I contact?

Answer: Questions regarding the beneficiary travel payment change should be directed to the VAR-HS travel office and/or agent cashier.



**Department of Veterans Affairs  
VA Roseburg Healthcare System  
Direct Deposit Enrollment Form**

Dear Veteran,

The U.S. Department of Treasury, under 31 CFR Part 208, now requires Federal payments, including beneficiary travel and compensated work therapy, to be made electronically. The information you provide on this form will be used by the Treasury to transmit payment data through electronic funds transfer to your financial institution.

Complete **all** fields in the Information Section below. To return your form, you may:

- You must attach a voided check to this request form.
- Bring the completed form to the VA Roseburg Healthcare System campus' Agent Cashier Office (Building 1, Room D108) now or at your next appointment.
- Fax it to our secure fax line at (541) 677-3043; or
- Mail to ATTN: AGENT CASHIER/ 913 NW Garden Valley Blvd / Roseburg / OR / 97471

<b>First &amp; Last Name</b> _____	<b>Social Security#</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Address</b> _____	<b>City</b> _____ <b>State</b> _____ <b>Zip</b> _____
<b>Bank Name</b> _____	<b>City</b> _____ <b>State</b> _____ <b>Zip</b> _____
<b>Routing Transit #</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>Account #</b> _____
<small>(Routing Transit # Found on the bottom of your personal check, <u>must have 9 digits</u> and begin with "0", "1", "2" or "3")</small>	
<b>Circle Account Type:</b>	Checking      Savings
<b>Signature</b> _____	<b>Phone #</b> (      ) _____

For questions concerning the EFT process, please contact the Fiscal Office at (541) 440-1000 ext. 44265/44790/45568/44269.

