

Military Veterans



Timber Pines



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To honor, educate, and assist all US Military veterans, men and women by providing social opportunities, information on veterans' entitlements, and outreach activities that address needs beyond the scope of other support groups

VA Beneficiary Travel – Questions and Answers

* Information provided by James A. Haley Veterans Hospital

Q. What criteria must a Veteran meet to be eligible for Beneficiary Travel?

A. You may be eligible for VA Beneficiary Travel benefits for VA health care services if you meet one of the following:

- Service Connected rating of 30% or more
 - Service Connected 0% to 20% and being treated for your Service Connected Disability
 - Receiving a VA pension, Aid & Attendance or Household pension
 - Veterans whose annual income falls below the income threshold
 - Scheduled Compensation and Pension (C&P) Examination
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Q. How do I get paid?

A. For scheduled appointments, either with records from the facility or proof of appointment attendance from an authorized community provider. Remember, it is important to update your address in the VA system to ensure you receive the correct travel reimbursement. Travel pay is given after your appointment. Veterans must complete & check out from their medical appointment before they can receive reimbursement. VA must be able to verify completion of medical appointment. **YOU MAY HAVE YOUR CLAIM PROCESSED BY THE CLINIC YOU ARE BEING SEEN AT OR BY THE TRAVEL OFFICE.**

Q. Is there a deductible?

A. In most cases, travel benefits are subject to a deductible. Be sure you complete your means test annually as it may change your deductible requirement. The deductible is \$3.00 one-way and \$6.00 roundtrip with a total of every month \$18 deductible retracted before the full reimbursement amount is received. Deductibles do not apply for compensation and pension examinations, travel by an ambulance or a specially equipped van and/or those Veterans in receipt of VA pension.

Q. How much would I get?

A. General Travel is 41.5 cents per mile for qualified scheduled appointments. The trip is calculated using the VA Beneficial Travel Dashboard for round-trip mileage in most cases. **Reimbursement is paid ONLY to the closest VA facility that provides the care you received for the VA care appointment. Unless it is medical necessity to be seen in Tampa or it is an inter facility transfer, reimbursement is paid mileage wise from your annotated address to the closest facility. Example: If you reside in Winter Haven and you come to Tampa for Primary Care but Lakeland CBOC offers Primary Care, you will be reimbursed from Winter Haven to Lakeland. Access to care is not affected and continuity of care does not stipulate the necessity to be paid to Tampa.**

Q. Will I always be paid roundtrip and are there any exceptions where I won't be paid?

A. Generally all appointments will be a roundtrip with the exception of unscheduled appointments, walk-in appointments and emergency room visits which are subject to a one-way reimbursement. We cannot reimburse for prescription pickup, unscheduled prosthetic pick up or appointments that have been cancelled by the patient.

Q. What can I do to make sure my care is at the correct location and/or that I am being paid to where my care is to be?

A. Contact your Social Worker and/or Physician from your Primary Care Team to see about getting your care transferred to the closest facility nearest your residence.

Q. How much time do I have to submit a claim?

A. You have 30 days from the time of the authorized appointment to submit the [VA Form 10-3542](#).

Q. Can I be paid for more than one appointment in a day?

A. Roundtrip pay is subject to one in a 24-hour period unless the Veteran has more than one appointment at different facilities. Example: If you have an appointment in Tampa in the morning and another in Lakeland, you can receive pay twice, one for each facility trip. However, due to the fact that Tampa does provide shuttles to and from the outpatient clinics, we cannot pay to and from each location as the outpatient clinics fall under the Tampa VA Facility.

Q. I meet the criteria. What do I do now?

A. After completion of your appointment, submit [VA Form 10-3542](#) to the clinic clerk for same day processing. For past claims or NON-VA Care/Choice appointments, attach a copy of appointments attendance then mail it to the James A. Haley Veterans' Hospital Travel Office 136A. You may also bring the required information to our drop off location in the main hospital room 1C-107D (Travel Office) and the clerk will assist with processing your claim. We are also encouraging you to use [Myhealth-e-Vet](#) secure messaging system as this program will allow

you to speak directly to a Beneficiary Travel staff member in regards to any concerns you may have. This will also give you the ability to attach and send any claims to be processed if you are unable to visit the facility for turn in. If you would like more information about travel reimbursement contact our Travel Office at (813)972-2000 ext. 6208.

Q. Can I get travel pay for Non-VA Care and/or Veterans CHOICE appointments?

A. VA has authority to pay for transportation of Beneficiary Travel-eligible Veterans to a non-VA health care appointment only if the care is being paid for by VA. Please [email us](#) if you would like a copy of the Non-VA Care Form to submit with your [10-3542](#).

Q. What does Beneficiary Travel - Non- VA Care mean?

A. The Beneficiary Travel program provides eligible Veterans and other beneficiaries mileage reimbursement, common carrier (plane, train, bus, taxi, light rail etc.), or when medically indicated, "special mode" (ambulance, wheelchair van) transport for travel to and from VA health care, or VA authorized Non-VA health care for which the Veteran is eligible.

Q. Beneficiary Travel-Veterans CHOICE Program mean?

A. If you are already enrolled in VA health care, the Veterans CHOICE Program allows you to receive health care within your community. Using this program does NOT impact your existing VA health care or any other VA benefit. Some Veterans may be eligible for travel reimbursement under the CHOICE Program. For more information about the Veterans CHOICE Program, visit: www.va.gov/opa/choiceact. Veterans seeking to use the Veterans CHOICE Program can call 1-866-606-8198 to find out more about the program, confirm their eligibility and schedule an appointment.

Q. Where can I find more information?

A. Please visit our National Link at: https://www.va.gov/HEALTHBENEFITS/vtp/beneficiary_travel.asp to find out more! We are also proud to announce that you can read about our services under the About section on the James A. Haley Veterans' Hospital Facebook page!