

BENEFICIARY TRAVEL SELF-SERVICE SYSTEM

GET EASY FILING. FASTER PAYMENTS.

The Beneficiary Travel Self-Service System (BTSSS) is VA's preferred method to receive claims & supporting documentation for reimbursement of general health care travel. This includes regular transportation, like car, plane, train, bus, taxi, or light rail.

TOP REASONS TO USE BTSSS

- » Access 24/7/365 portal from your PC, tablet or smart phone
- » Get faster payments & direct deposit
- » Check the status of your claim anytime, anywhere
- » Save time with prefilled appointments, mileage, & other information

GET STARTED IN 4 EASY STEPS

Step 1: Start direct deposit

You will need your bank's name, account & routing numbers to set-up direct deposit to your checking or savings account. If you do not have direct deposit already, complete & return VA Form 10091. The form can be faxed or hand delivered to the local beneficiary travel office. Normal processing time is 3–5 business days.

Step 2: Create a DS logon on level 2 (premium) account

A DS Logon is an ID that will let you access many VA & DoD sites with one username & password. A DS Logon Level 2 (Premium) account is the same as an eBenefits Premium account, but is different from a My HealtheVet account.

If you do not have a DS Logon, or you are not sure, you can register, verify or update your DS Logon account by visiting the access.va.gov website, selecting "I am a Veteran," clicking "Veteran Travel Claim Entry," & choosing "Sign in with DS Logon." For help with a DS Logon, call the Support Center at 800-477-8227 (select option 2, & then option 2 again).

Step 3: Create a BTSSS profile

Your banking information is required for direct deposit, or you will receive a check by mail. Your banking information should match what was provided in step 1.

Sign into BTSSS using the Veteran Travel Claim Entry portal at the access.va.gov website. Choose "Proceed to Profile Review." Enter or save any updates to your personal, contact, or banking information & select "Request Profile Updates." Your request will send a notification to the travel office for completion. You will receive a notice when the updates are complete.

Step 4: File or track a claim

You can file a claim in two ways:

Option 1: Go to the "My Appointments" area. In the "Associated Appointments" column, click "Create Claim" for the appointment related to your claim.

Option 2: Go to the "My Claims" area. Click "Create" in the upper right corner. Then, click "Create a Claim" for the appointment related to your claim.

Both options will open a claim form. Using this form, you can confirm or update the details of your travel.

To check the status of a submitted claim, go to "My Claims." From there, you can see if your claim was submitted, approved for payment, or paid.

NEED HELP?

- » Download the [BTSSS User Guide](#)
- » Contact a travel clerk at your local VA medical facility
- » Call the Beneficiary Travel Help Desk: 855-574-7292 or DS Logon Support Center: 800-477-8227

[Access VA](#)



[Get travel pay](#)



VA



U.S. Department of Veterans Affairs
Veterans Health Administration