

**VA**



U.S. Department  
of Veterans Affairs

# News Release

Office of Public Affairs  
Media Relations

Washington, DC 20420  
(202) 461-7600  
[www.va.gov](http://www.va.gov)

FOR IMMEDIATE RELEASE  
June 29, 2020

## **VA rolls out simplified travel reimbursement system for Veterans, beneficiaries**

**WASHINGTON** — The U.S. Department of Veterans Affairs (VA) is rolling out a new system in July for Veterans and eligible beneficiaries to submit and track transportation reimbursement claims using VA’s secure web-based portal, [Access VA](#).

The Beneficiary Travel Self-Service System (BTSSS), which is accessible 24/7, 365 days a year, will simplify how [eligible Veterans and beneficiaries](#) claim mileage reimbursement for travel to and from both VA health care or VA authorized non-VA health care service locations.

“VA is working diligently to find new ways to innovate and simplify how we serve Veterans and their beneficiaries,” said VA Secretary Robert Wilkie. “Streamlining the Beneficiary Travel Self-Service System will help our Veterans get their travel reimbursements more securely and efficiently.”

BTSSS enables Veterans and caregivers to submit claims for reimbursement of costs from a personally owned vehicle, common carrier, meals and/or lodging, and other travel related expenses such as tolls, parking and luggage.

The national implementation across [Veterans Integrated Service Networks \(VISN\)](#) will run in phases through November. The first phase will start in July and includes VA Salt Lake City Health Care System, Kansas City VA Medical Center, Bay Pines VA Health Care System, Bay Pines, FL and Minneapolis VA Health Care System. The implementation will continue in phases beginning on the following dates:

- September 8: VISN’s 1, 9, 12, 17, 21, 22
- October 5: VISN’s 2, 6, 10, 15, 20
- November 2: VISN’s 4, 5, 7, 8, 16, 19, 23

As BTSSS goes live, the use of kiosks will be discontinued however, in person claims and hard-copy submissions are still available. For more information on BTSSS and eligibility, visit the [VA Travel Pay Reimbursement](#) webpage.

###