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Agency Information Collection Activities; Proposals, Submissions, and Approvals: Veteran/Beneficiary Claim for Reimbursement of Travel Expenses; OMB No. 0798

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Comment on ICR-Veteran/Beneficiary Claim for Reimbursement of Travel Expenses; Cogswell, Charles

Submitter Information

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General Comment

My name is Charles A Cogswell, (SSN: 045-44-1639). I am a 100% VA disable Veteran. I want to file a complaint about the Access VA, DS Login website I been using to collect my VA travel pay reimbursement after I have made a VA Medical appointment.

We use to have to fill out a simple form and drop it off at the local veteran travel reimbursement office. Then they stopped that process and we could only file our travel request for reimbursement through Access VA, DS Login website. This website is the most complicated and most unreliable website I ever had to use. I have a good deal of computer knowledge and I can't imagine how a fellow veteran with lesser ability than I have successfully use this system to receive travel payment reimbursement. It doesn't allow you to save your password and if you incorrectly enter your username or password twice it locks you out of the system for 24 hours. I have also been suspended from using the system for 30 days for failing to enter my correct username or password. Once successfully login to the website DS Login VA Travel recording system there is a very difficult recording process which must be done exactly without absolutely no help or understanding how to correctly record your VA Medical visits for travel payments.

I don't see why this process is being used at all. When a veteran with more than 30% VA disability does show up for a VA medical appointment. VA travel reimbursement should be automatically credited to that Veteran. If the travel was by private transportation, public transportation, or by medical transportation the VA should be aware at the time of the Veterans arrival how they traveled to their medical appointments.

No Veteran should be forced to provide forms or record computer website requests for travel pay on a

computer. It should come reimbursed to the Veteran automatically unless the Veteran had to use a more unusual travel method than normally used.