



Welcome to BTSSS!

Veterans Portal

Thank you for using the Veteran Portal to submit your travel claim to the Beneficiary Travel Self Service System (BTSSS).

In order to access the BTSSS interface you must log in using:

[Access VA](#)

If you are a JAWS user, please refer to the [JAWS Job Aid \(/jaws_users_job_aid.pdf\)](#) before using BTSSS.

Announcements

EFT Information

Claims approved for payment within this system are designed to use electronic funds transfer (EFT) to your checking/savings account or VA debit card. If your EFT information is not on file with Veterans Health Administration (VHA) Financial Management System (FMS) your approved payment may be delayed until the information is provided to process your claim or adjustments are made to allow for temporary payment by check. If you currently receive other benefit payments by EFT from the Veterans Benefits Administration (VBA) your EFT information is not on file with our system unless you have provided it previously to your local VA Medical Center. You can confirm if your EFT information is on file by reviewing your Veteran profile screen. If it is missing please contact your local BT office to update it. They will provide you with the necessary signature forms to have it added.

Facility for Payment

When entering claims, please identify the facility responsible for payment as the facility that provided your care or approved your care for care in the community. For example, if you submit a claim for care or services approved at a non-VA facility, you identify the care VA facility that authorized it as facility responsible for payment. In most situations this will be your preferred or home facility. If you receive care at a VA Community Based Outpatient Clinic (CBOC) this location will be available for selection as an associated facility of its larger parent VA Medical Center. You will see it when you select the location of your appointment.

burden for this collection of information is estimated to average 10 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VACOPaperworkReduAct@va.gov (<mailto:VACOPaperworkReduAct@va.gov>). Please refer to OMB Control No. 2900-0798 in any correspondence. Do not send your completed BTSSS claim or VA Form 10-3542 to this email address.

Privacy Act Information: VA is asking you to provide the information on this form under 38 U.S.C. Sections 111 to determine your eligibility for Beneficiary Travel benefits and will be used for that purpose. Information you supply may be verified through a computer-matching program. VA may disclose the information that you put on the form as permitted by law; possible disclosures include those described in the “routine use” identified in the VA systems of records 24VA19 Patient Medical Record-VA, published in the Federal Register in accordance with the Privacy Act of 1974. Providing the requested information is voluntary, but if any or all of the requested information is not provided, it may delay or result in denial of your request for benefits. Failure to furnish the information will not have any effect on any other benefits to which you may be entitled. If you provide VA your Social Security Number, VA will use it to administer your VA benefits. VA may also use this information to identify Veterans and persons claiming or receiving VA benefits and their records, and for other purposes authorized or required by law.

Respondent burden: **10 minutes**

OMB Control : **2900-0798**

The U.S. Department of Veteran Affairs owns and operates Beneficiary Travel Self Service System (BTSSS).



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