

Author Full Name : Anonymous**Received Date :** 10/17/2024 12:12 PM**Comments Received :**

The following documents contain a wealth of information since your long overdue ICR was approved way back on July 17, 2017 and expired July 31, 2020.

Popular kiosks returned to VA clinics, hospitals after veterans complained about new online system

<https://www.stripes.com/veterans/2024-10-09/veterans-travel-expenses-medical-care-kiosks-15457893.html>

VA Brings Back Travel Claims Kiosks After Pushback from Veterans, Caregivers [https://www.military.com/daily-](https://www.military.com/daily-news/2024/10/04/va-brings-back-travel-claims-kiosks-after-pushback-veterans-caregivers.html)

[news/2024/10/04/va-brings-back-travel-claims-kiosks-after-pushback-veterans-caregivers.html](https://www.military.com/daily-news/2024/10/04/va-brings-back-travel-claims-kiosks-after-pushback-veterans-caregivers.html)

VA's online claims system comes under fire in House subcommittee

<https://thehill.com/homenews/house/4718530-va-travel-claims-system-under-fire-house/>

Lawmakers Unload on VA's Troubled Travel Reimbursement System

<https://www.meritalk.com/articles/lawmakers-unload-on-vas-troubled-travel-reimbursement-system/>

The VA Beneficiary Travel Self-Service System: Mission Accomplished?, The Subcommittee on Technology Modernization Oversight Hearing, June 6, 2024:

<https://docs.house.gov/Committee/Calendar/ByEvent.aspx?EventID=117397>

<http://docs.house.gov/meetings/VR/VR11/20240611/117397/HHRG-118-VR11-WList-20240611.pdf>

<http://docs.house.gov/meetings/VR/VR11/20240611/117397/HHRG-118-VR11-Wstate-HeimanR-20240611.pdf>

Additional Assessments of Mileage Reimbursement Data and Veterans' Travel Costs Needed, GAO-24-106816, May 28, 2024: <https://www.gao.gov/products/gao-24-106816>

Veteran pleads for help as VA leaders struggle to keep pace with reimbursement claims

<https://www.alaskasnewsresource.com/2024/04/12/veteran-pleads-help-va-leaders-struggle-keep-pace-with-reimbursement-claims/>

Status Update Final to OIG Update, April 10, 2024: Attached to message.

Beneficiary Travel OIT Update, April 10, 2024: Attached to message.

Veteran travel 101: Applying for travel reimbursement <https://news.va.gov/129612/veteran-travel-101-applying-for-reimbursement/>

Kiosks and Veteran Experience Project Charter Veterans Health Administration Version 1.0, 03/26/24: Attached to message.

VA Survey, Beneficiary Travel Self Service System (BTSSS), 02/29/2024:

https://downloads.regulations.gov/VA-2024-VACO-0002-0137/attachment_1.pdf

Beneficiary Travel Self Service System (BTSSS) Survey Sampling Methodology Report, 10 August 2023:

<https://www.reginfo.gov/public/do/DownloadDocument?objectID=134880901>

Maine Delegation Calls on VA Secretary to Fix Travel Reimbursement System

<https://pingree.house.gov/news/documentsingle.aspx?DocumentID=4710>

New Online VA Travel Reimbursement Program Is Failing Veterans, Inspector General Finds

<https://www.military.com/daily-news/2023/06/13/new-online-va-travel-reimbursement-program-failing-veterans-inspector-general-finds.html>

Goals Not Met for Implementation of the Beneficiary Travel Self-Service System, OIG 21-03598-92, May 31, 2023:

<https://www.vaoig.gov/reports/review/goals-not-met-implementation-beneficiary-travel-self-service-system>

Privacy Impact Assessment for the VA IT System called: Beneficiary Travel Self-Service System (BTSSS), October 2, 2022:

[https://department.va.gov/privacy/wp-](https://department.va.gov/privacy/wp-content/uploads/sites/5/2023/05/FY23BeneficiaryTravelSelfServiceSystemBTSSSPIA.pdf)

[content/uploads/sites/5/2023/05/FY23BeneficiaryTravelSelfServiceSystemBTSSSPIA.pdf](https://department.va.gov/privacy/wp-content/uploads/sites/5/2023/05/FY23BeneficiaryTravelSelfServiceSystemBTSSSPIA.pdf)

Beneficiary Travel (BT) Frequently Asked Questions (FAQ), September 2022:

https://www.va.gov/healthbenefits/resources/publications/10-621_BT

A Should Make It Easier for Veterans to Get Reimbursed for Appointment Travel, Senator Says

<https://www.military.com/daily-news/2022/08/25/va-pushed-make-it-easier-veterans-get-reimbursed-travel-appo>