

BTSSS "In Manual Review" status.

Page 1 of 2

Herdgrunt

Posted: **12:10 PM - Apr 01, 2022**

Does anyone know what triggers and automatic "In Manual Review" status on a travel claim. Every claim but one that I've submitted this calendar year immediately goes into manual review as having previously going straight to payment processing status. I am doing nothing differently, no profile info has changed, all the appointment info has been correct, mileage requested has been the same, everything as before when claims were paid within 3-4 days.

When I inquired of the travel dept why my claims were going into manual review, the reply was "for any one of 94 different reasons." I took that as sarcasm but maybe it's true in general but does not help me on my specific claims.

I've been waiting a few weeks, then sending an email and while I get no explanation of what's going on, I do then get paid within 3-4 days.

Has anyone else experienced this? Shame, because when BTSSS is working, it's wonderful, when something is wrong, it sucks the big one.

Cruiser

Posted: **5:46 AM - Apr 02, 2022**

VA has been trying to fully automate as many processes as possible. For example in some cases they are able to add dependents to a compensation award without any human input; the stars must be perfectly aligned for this to happen successfully. In many, probably most, cases the computer program doesn't like something and kicks it out for a human to process.

I'm sure the situation is the same with travel pay. The slightest little thing that the computer doesn't recognize or know how to deal with will send it to manual review. Heck, there are probably more than 94 different things that could cause this.

I have this same issue with my tax return each year. There is one tiny issue that I know exists that will prevent it from being able to be computer processed. I know in advance that it will be rejected and sent to manual review so I don't even bother filing electronically. I just put it in a stamped envelope with a note and drop it in the mail. It's slower than if processed electronically, but much faster than if I try to file electronically and they then have to send me a letter.

Thankfully we haven't yet reached the point where computers can totally replace humans.

Cruiser.

Herdgrunt

Posted: **7:20 AM - Apr 02, 2022**

That's true I'm sure Cruiser but it should not be the burden on the veteran to find out what's wrong, particularly when everything is submitted in the Fall sailed thru and paid in a few days

Cruiser

Posted: **7:36 AM - Apr 02, 2022**

Herdgrunt wrote: ↑

Apr 02, 2022

That's true I'm sure Cruiser but it should not be the burden on the veteran to find out what's wrong, particularly when everything is submitted in the Fall sailed thru and paid in a few days

You are assuming that there is something "wrong" when there probably isn't. Most likely the computer program simply didn't know how to deal with something such as a simple input error or something didn't exactly match. In most cases the clerk will look at it and process the payment.

For a computer program to process something like this everything has to exactly match up with what the computer expects to see. This often isn't the case even before computers were doing this, but when it's a human they can simply override whatever isn't meeting the exact criteria that the computer is wanting to see.

I suspect that if we didn't have programs like eBenefits and va.gov the claimant would have never known that this was sent to a human to process. There is nothing for the veteran to try to "find out." If there is an actual problem with paying the travel pay the clerk will contact the veteran. Otherwise, you are simply waiting for payment.

Cruiser

Herdgrunt

Posted: **7:53 AM - Apr 02, 2022**

Cruiser wrote: ↑

Apr 02, 2022

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Apr 02, 2022

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Cruiser

You are missing the whole point...I had been instantly approved for payment last year after I enrolled in the program. It was transparent, instant approval, paid in 2-4 days.

Forward to this year, nothing changed on my end, I've doubled and tripled all personal data, in out and submitted claims exactly the same, and every claim is immediately coded "in manual review."

It's very frustrating and it's true human eyes have to see it but do you know how long that takes? I waited 10 weeks on a few of them and when I inquired, I get no reason explained to me just "your claims are now approved."

I thought the idea of automating this process was to quicken it and remove human interaction at the VA.

And are you saying someone at VA travel would call...that's never going to happen at my VA. I've had claims 20 months old where I had to get Patient Advocate to intervene so I just do not think that would ever happen. I guess I'll just make a trip there Monday and stay there until I get an answer

Cruiser

Posted: 8:08 AM - Apr 02, 2022

Herdgrunt wrote: ↑

Apr 02, 2022

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Forward to this year, nothing changed on my end, I've doubled and tripled all personal data, in out and submitted claims exactly the same, and every claim is immediately coded "in manual review."

OK, that's slightly different from the way you initially phrased this by asking about "the burden on the veteran to find out what's wrong." I was saying that there probably isn't anything "wrong," at least not anything that will require any input from the veteran.

It appears that your real question is "why is it taking them so long to process it?" OK, that's a fair question and I agree with you that perhaps you need to light a fire under someone's ass.

I'm having a similar problem now with OPM. I've been trying for eight months to get an answer to a question about my civil service retirement my wife's survivor benefit. For the first six months all they would tell me is that they are requesting my file. Requesting it from where?

Now they aren't responding to my emails at all. I'm going to cc my next email to them to my congressman. This is getting ridiculous.

I thought the idea of automating this process was to quicken it and remove human interaction at the VA.

For most people it has sped things up; however, every so often one falls through the cracks and in those situations it usually ends up taking longer. It's like my issue with IRS. The way they process things now is much faster for the vast majority of people, but when that method can't be used it's slower for a few.

Cruiser

Herdgrunt

Posted: 12:20 PM - Apr 02, 2022

cruiser, I am asking if anyone else has had the same problem.....basically asking if anyone else was rocking along with no issues then suddenly since January, every single entry is a problem. I'm asking if I'm the lone lone ranger.....not why is it taking so long to get paid. Shit, if I didn't email, I still would not be paid.

Here's what I know for sure, when the vet enters his claim and hits "submit" it will return to the home screen and you can see "status." If status shows approved, I'll be paid in 2-4 days.....if status says "in review" then no telling when I'll get paid or why it was not immediately approved. All input data on appointments, mileage, etc, are without question.

So it's an interval VA thing and I do not understand why the burden is on the vet to find out what it is. I'm gonna go vis-a-vis with the travel office monday, I'll report what I find out. I hope it'll help others,

EKco22

Posted: **12:44 PM - Apr 02, 2022**

All in manual review for me before and after January. I don't care enough to call. I donate all mine at the end of the year so when it shows it shows.

Heard some talking at the the VHA that some are pulled for review, some issues with the program due to some new rollout dealing with myhealtyvet with this dumb program ties into so gosh only knows.

I don't feel any burden is on me. How the code is written to deal with these don't interest me and I probably wouldn't understand it anyway. It eventually pays so I care even less to know anything and certainly don't feel a burden to figure anything out because I don't how to write code to fix whatever it is

Herdgrunt

Posted: **3:25 PM - Apr 02, 2022**

Sorry, but no one veteran is an island nor represents the whole island. It should not be on the veteran to spend time to inquire as to what's wrong with a VA program where he/she has followed every single rule, dotted every T and cross every i to receive a benefit that is legally and justifiably theirs. If I were doing something wrong I'd obviously understand, but I'm not.....and I'm not getting paid because of it.

The money don't matter to me either, travel pay is "found money" to me.....but that is not the principle here because many, many veterans do depend on this money and should not be held up in processing for some reason that is not the veteran's fault. I was hoping to find out if others had this problem and if so, how can we help each other in solving it.

And yes, it is a dumb program, they're making the veteran do work that the modern 21st century computer systems should be able to do transparently and effortlessly by the veterans. Think debit card technology..

EKco22

Posted: **3:42 PM - Apr 02, 2022**

Never said that the money didn't matter to because it does as I send it to the fisher huse I also did not say anything about principle. Many things in life when everything followed to a T has hiccups to it. The issue may not have a single thing to do with the veteran input in any way. Most would simply like the program to work as designed. It just doesn't always happen. Not on an island but I get to decide what to invest my time and energy in and this program doesn't make the cut. I have other VA things I am working on.

What you feel is on you is just that. When the system is glitchy, I don't feel it is on me to do anything. They always seem to find a way to get it fixed and paid.

While it is not the veterans fault, they system is what it is and there are issues with it from time to time. Calling the worker who only process them won't really know the answer but instead will most likely know that there is some glitch or an issue with the code that supports the program.

People are involved with that 21st technology and issues arise. Debit cards are not immune. I have absolutely no desire to have yet another card or thing to have to access.

Yes, others have issues with the program. No idea how to solve it as I have no clue what the program code is about or how to write code. I would prefer my paper claim but that does not seem to be the way they are headed.

Again, I am aware of the whole migration of different things in several portals and the VHA one had some severe issues and it just may be a temporary issue. Tons of complaints yesterday and today about VA disability payments being late, short, etc. VA education benefits are currently having issues. None of those are my fault or my kids fault. Things happen. I give time for the system to correct. It all works out in the end.

I had one go straight to paid and it has yet to be paid. These portals always have issues with the way things are displayed. Up until November of last year, the program was always just a blank screen for me. All of a sudden one day, it was all there. There are other parts to the portals that work for other but for others it don't.

Cruiser

Posted: **4:18 PM - Apr 02, 2022**

I still think that you are looking at this all wrong. I don't care what we are talking about, whenever there is an automated process a certain number of them are going to reject and require manual processing. We had to do this all the time at the VARO.

There were certain VBA actions that were automated. If they were supposed to electronically process on July 1st, it was almost guaranteed that within a month we would have a big stack of write outs telling us all of those that didn't process. We would then go about the business of manually processing all of those write outs.

In most cases we wouldn't even know why the electronic processing rejected. If we couldn't see any reason for it to do so we just assumed that it was a computer processing glitch, but the bottom line would be that a whole mess of them rejected.

I'm guessing that somewhere on someone's desk there is a stack of computer write outs (if that's still how they do it) representing the travel pay actions that didn't process waiting for that person to manually process them. I don't know how long it takes for them to get the reject notices, but it wasn't instantly when we got them.

If it has been an extended period of time then you have a valid beef, but keep in mind that even when they manually process it they might not know why it rejected.

Cruiser

Spindrift99

Posted: 8:45 PM - Apr 02, 2022

Herdgrunt wrote: ↑

Apr 02, 2022

That's true I'm sure Cruiser but it should not be the burden on the veteran to find out what's wrong, particularly when everything is submitted in the Fall sailed thru and paid in a few days

What burden? It will get processed. Every one of mine always has gone to manual review despite nothing changing (address or VAMC) in over 20 years. You are probably in the minority of having had them go quickly. BTW, I started using BTSSS since it first rolled out.

charlie.shaw

Posted: 1:22 PM - Sep 27, 2022

In my case, payment is processed within 1 day (no manual review) when all I am claiming is mileage. However, when I also claim tolls (requiring an attachment documenting the charges), it goes into manual review. I currently have one BTSSS submission in that status for 41 days, and another for 14. Just left a v/m for the patient advocate.

BROVET

Posted: 4:33 AM - Sep 28, 2022

My doctor at my clinic asked me why I wasn't putting in for travel pay. I told her that I live quite close to the clinic and after deducting the \$3.00 each way, the remainder would be tiny. It wasn't worth my time to file. She was good with my answer. Now, if I have to drive to the regional office 110 miles, then I always file.

EKco22

Posted: 5:05 AM - Sep 28, 2022

BROVET wrote: ↑

Sep 28, 2022

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I file. Anything I get I donate to the Fisher House at the end of the year.

Herdgrunt

Posted: 9:40 AM - Sep 28, 2022

BROVET wrote: ↑

Sep 28, 2022

My doctor at my clinic asked me why I wasn't putting in for travel pay. I told her that I live quite close to the clinic and after deducting the \$3.00 each way, the remainder would be tiny. It wasn't worth my time to file. She was good with my answer. Now, if I have to drive to the regional office 110 miles, then I always file.

Wow, caring doc. That is probably the last thing I would expect a VA doctor to ask. How would he even know?

Sometimes the clerical at checkout will ask me but never a doc or nurse.

I agree with you on the short-haul trips

Cruiser

Posted: 10:11 AM - Sep 28, 2022

Once my dentist told me that I needed a specific procedure. I asked him how much it would cost and he responded, "I have no idea. Ask the office manager when you check out." 😂

Cruiser

chas.shaw

Posted: 12:34 PM - Oct 04, 2022

charlie.shaw wrote: ↑

Sep 27, 2022

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Two days after I left a v/m for the Patient Advocate office payment was received. Coincidence?

EKco22

Posted: 12:52 PM - Oct 04, 2022

chas.shaw wrote: ↑
Oct 04, 2022

charlie.shaw wrote: ↑
Sep 27, 2022

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Not sure but then it would not explain none of us that call and the payment just shows up

Herdgrunt

Posted: 2:03 PM - Oct 04, 2022

chas.shaw wrote: ↑
Oct 04, 2022

charlie.shaw wrote: ↑
Sep 27, 2022

In my case, payment is processed within 1 day (no manual review) when all I am claiming is mileage. However, when I also claim tolls (requiring an attachment documenting the charges), it goes into manual review. I currently have one BTSSS submission in that status for 41 days, and another for 14. Just left a v/m for the patient advocate.

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Don't know about your situation on that but I can tell you that within a couple days each time of my sending a PM to the Travel dept, my "in manual review" old claims get paid.

I once had to involve Patient Advocacy on some 9-12 month old manual claims and she called me the next day to set up a meeting, told me to bring the paperwork which I did, and then within a few days, maybe 3-4, the money was in the bank.

It can happen.

KRQQZN

Posted: 11:46 AM - Oct 11, 2022

I sent this message to Beneficiary Travel.

Hi, I just want you to know that I'm trying to solve a problem and this isn't personal. Immediately my claims go to "In manual review." It has been that way since I began using BTSSS. I found a website that discusses Veteran issues,

BTSSS "In Manual Review" status. - Veterans Benefits Network, <https://vetsbenefits.net>, which is very helpful. I may be doing something to trigger the computer to kick the claim to you instead of paying the claim. According to the VBN some claims don't need human intervention. I understand the need to account for the proper payment and I want to be part of the solution and not add to the problem. I would appreciate any suggestions that you might have for me.

This is the answer I received from Beneficiary Travel office. "In Manual Review is the status you want your travel claim to be. They are not automatically paid and need to be reviewed, before processing."

I have a claim that hasn't been paid for a week short of 6 months. That tells me that VA needs to hire more reviewers. This has been a problem since BTSSS came onto the picture. What happened to the good old days when we just went to the paymasters window and got the cash. The system has been streamlined all right!

Herdgrunt

Posted: 2:27 PM - Oct 11, 2022

Well....they are automatically paid if all the 94 ducks are lined up...if not, they are automatically in "manual review."

The person thar responded to you obviously is very uninformed

knb979899

Posted: 3:40 PM - Oct 21, 2022

So like others, 2021 no problem with travel pay, a week or so, fast forward 10/2022, nothing since July, contacted many people , Senators, just get we are behind, be patient. Currently awaiting reimbursement for 8 checks due.

I have not any issues. Few months ago, I had on that was out there for about a month but that's it.

Have an appointment next week, will see how that one goes.

EKco22 wrote: ↑
Oct 22, 2022
I have not any issues. Few months ago, I had on that was out there for about a month but that's it.

Have an appointment next week, will see how that one goes.

Well, the BTSSS has been a mess since the beginning. Too many problems. Paper filings with print out of tolls being dropped off. Tired of not getting any results with this impossible system. Had an appointment on Monday 25 October and it does not show in BTSSS. SCRUM. QR scan is lousy. Kiosk FUBAR and INOP.

ks1k wrote: ↑
Oct 27, 2022

EKco22 wrote: ↑
Oct 22, 2022
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Sorry it has been like that for you.

I just had an appointment yesterday. It was not listed. I clicked the button that said don't see your appointment. I followed that and it showed up.

It showed I was checked out, did the claim, and it went to manual review. As in the past, I am sure my check will arrive in the next 3 weeks.

Not a perfect system by any stretch but for me it all works out in the end.

I have always preferred my paper claims and the checks showed up in the mail. I don't do the paper ones because some in there completing them for some reason refuse to practice any personal hygiene and the manner in which they are speaking to people is very unsettling to me.

Hope it fixes for those having issues.

I use the paper claim forms. Fill it out and put it in the box. Within a couple of weeks the deposit shows up in my account.

Badeye

Sent from my SM-A526U1 using Tapatalk

EKco22 wrote: ↑
Oct 27, 2022

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Oct 27, 2022

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Hope it fixes for those having issues.

Logged on today without a 15 character password and today is show as submitted for payment. Right on schedule.

Herdgrunt

Posted: **6:19 PM - Nov 02, 2022**

EKco22 wrote: ↑
Nov 02, 2022

EKco22 wrote: ↑
Oct 27, 2022

ks1k wrote: ↑
Oct 27, 2022

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Hope it fixes for those having issues.

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No surprise.

EKco22

Posted: **6:26 PM - Nov 02, 2022**

Herdgrunt wrote: ↑
Nov 02, 2022

EKco22 wrote: ↑
Nov 02, 2022

EKco22 wrote: ↑
Oct 27, 2022

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No surprise.

Not at all. Oct 26 appointment, filed claim on the 27th and is submitted for payment. Granted I just logged in a few minutes ago since I filed the claim, it may have moved to that sooner.

Herdgrunt

Posted: **6:42 PM - Nov 02, 2022**

Yeah...that's the point of my beef with BTSSS, when it works, it is great, when it doesn't, it truly sucks. I logged on Sunday with my new 15 character PW, filed a claim fir last Wednesdays appointment, status immediately went to "Submittred for payment" and it was in my account yesterday morning.

Conversely , I got paid this a.m. for a claim filed on 10/3 which went "in manual review" when I filed it.

EKco22

Posted: **6:48 PM - Nov 02, 2022**

Have no clue about a 15 character password. I literally just went on without needing that requirement.

Herdgrunt

Posted: **9:33 AM - Nov 03, 2022**

EKco22 wrote: ↑

Nov 02, 2022

Have no clue about a 15 character password. I literally just went on with needing that requirement.

Which logon do you use.....I am using the DS logon which just last week required me to change from my 8 character PW to a 15 character PW. It also did away with the picture authentication and now uses the text code# to my phone.

EKco22

Posted: **9:41 AM - Nov 03, 2022**

Herdgrunt wrote: ↑

Nov 03, 2022

EKco22 wrote: ↑

Nov 02, 2022

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I use ID.me

Herdgrunt

Posted: **9:47 AM - Nov 03, 2022**

EKco22 wrote: ↑

Nov 03, 2022

Herdgrunt wrote: ↑

Nov 03, 2022

EKco22 wrote: ↑

Nov 02, 2022

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that may account for the different PW parameters. I don't know, it's how mine is so it is what it is.

EKco22

Posted: **9:55 AM - Nov 03, 2022**

Herdgrunt wrote: ↑

Nov 03, 2022

EKco22 wrote: ↑

Nov 03, 2022

Herdgrunt wrote: ↑

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that may account for the different PW parameters. I don't know, it's how mine is so it is what it is.

Yeah, I choose not to use the DS logon. I still maintain the login but I find id.me much easier.

KRQQZN

Posted: **7:09 PM - Dec 07, 2022**

Patience paid off. I'm all caught up.

Thanks for the comments letting me know that I wasn't alone.

dontcatchmany

Posted: **7:09 PM - Dec 07, 2022**

In the years since the online system was started I have had only one payment made.

I have a 180 mile one way trip to most of my VA appointments in Durham, NC.

In 2017 I had approximately 8 online travel claims (well over \$1,000.00 if paid) in Manual Review. I stopped by the travel office in Durham and let them know. A few days later the claims were marked paid. I NEVER got the money.

Could someone be doing things illegally? It can happen.

Currently I have 4 claims in Manual Review from October and November and today.
All in Manual Review.

The claims that I was able to make with the Kiosk were paid, but they are all gone now.

Having had a career in various levels of IT for over 30 years, I guarantee there is a lot of incompetence in all levels of the BTSSS system from inception, design, programming, testing and implementation.

I am fed up with it. I raised my right hand 1967 and swore to protect and defend. That same day at the induction center were told that if killed our families got insurance and if injured we would be cared for. Travel Pay is part of that.....100% P&T.

If I am doing something wrong on, tell me. But someone in VA Travel please do what you are being paid to do!

dontcatchmany

Posted: **2:35 PM - Dec 09, 2022**

2019 not 2017

dontcatchmany

Posted: **5:59 AM - Dec 20, 2022**

Well, dayem. Who'd a thunk it.

I had six claims under Manual Review from back in September-November. Yesterday all six were paid to my bank account. As it should have from the get go. The only thing I had done was complain here on this forum...lol! The squeaky wheel?

I wonder what has happened?????

Will prove it out as I have an appointment (actually three) in Durham tomorrow.

If that trip get paid I will say something has been fixed.

BUT! That does not account for the seven x \$150.00 trips in September/October/November and December in 2019 that had been marked paid (after I spoke with the travel office in person) and I never received the money.

Lots of loopholes in a poorly designed and ill constructed monetary system.

I worked a full IT career in the financial industry.....banks. We had 100s of billions of dollars flying through our systems on a daily basis. Had those systems been as poorly operated as the BTSSS a bunch of people/businesses/industries would have had no way to survive. And I would have no job.

Lets hope some things have been fixed.