

## Beneficiary Travel Payments Frequently Asked Questions

**Q: What is changing for me?**

**A:** Cash will no longer be given for travel pay. Cash and check reimbursements for beneficiary travel pay is changing to electronic funds transfer (EFT) by direct deposit to your bank or credit union account.

**Q: When will this change occur?**

**A:** August 15, 2016.

**Q: Why is the VA making this change?**

**A:** The U.S. Department of Treasury has directed that Federal non-tax payments, with few exceptions, will be made by EFT as a part of Government-wide cost reduction initiative. This will include the reduction in cash payments made directly to Veterans.

**Q: What is the benefit of these changes to me?**

**A:** Direct deposit provides a faster and more reliable method of reimbursement than paper checks through the mail, with reimbursements normally being credited to your account within 7 business days. EFT payment processing is more efficient and accurate and will reduce the long wait times at the window to collect a cash payment.

**Q. Will I need to fill out a form every time to get travel pay?**

**A:** Yes. Once your direct deposit is set up you will still need to request reimbursement for each day of travel. You can claim travel through the Kiosk (see enclosed flyer) or you will need to fill out a travel reimbursement form and place it in a drop box in Travel area after checking out from your appointment. Forms and the drop box are located near the beneficiary travel window. Veterans will no longer have to wait in line at the travel window. Staff will collect the forms from the boxes each day for processing.

**Q. Can I claim for travel for past appointments?**

**A:** Yes. As long as your appointments are within the last 30 days. You will need to complete the paper form for each day you are claiming travel and place it in the drop box in the Travel area. You will not be able to claim at the Kiosk as you can only claim travel for today at the Kiosk.

**Q: I receive care at a VA outpatient clinic or CBOC. Will this impact me?**

**A:** Veterans treated at the CBOCs will also receive payment by Direct Deposit. You will need to claim travel through the Kiosk or fill out a form at the CBOC requesting travel pay for every appointment.

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**Q: How does direct deposit work and is it safe?**

**A:** The U.S. Department of the Treasury sends your money through a safe electronic transfer directly to your bank or credit union account. Your personal information is not sent over the Internet.

**Q: How do I sign up for electronic payments?**

**A:** Signing up for direct deposit is easy. All you need to do is complete and submit the Direct Deposit Enrollment form located at the Travel Office or the Agent Cashier's office. A copy of this form was included in a letter that went out to all Veterans who collect travel pay. Unsigned or incomplete direct deposit enrollment forms or incorrect banking information will delay payment.

**Q: What happens to the Direct Deposit form after I fill it out and turn it in?**

**A:** The information you provide will be processed electronically by the VA. The information is used solely for the purposes of enrolling you for direct deposit payments.

**Q: What if I don't have a bank or credit union account?**

**A:** You will need to open an account at a bank or credit union of your choice in order to receive payment by direct deposit.

**Q: What if I don't qualify for a bank account?**

**A:** You can ask for an Electronic Transfer Account (ETA) for you direct deposit. This is a low cost account was designed by the U.S. Department of the Treasury for people who get federal benefit payments. Please visit [www.eta-find.gov/eta](http://www.eta-find.gov/eta) to find a provider near you.

**Q: What if I change banks or change my bank account in the future?**

**A:** Any changes to your bank account, or change in banks will require a new Direct Deposit Enrollment form to be completed and submitted.

**Q: Who do I ask if I have questions about the Direct Deposit form?**

**A:** Any questions regarding completion of the Direct Deposit form or payments can be directed to the Finance Department at 515 699-5999, ext 4267

**Q: Who do I ask if I have questions regarding this change?**

**A:** Please call us at 515 323-1499 and we will answer your questions.