



**DEPARTMENT OF VETERANS AFFAIRS  
CENTRAL IOWA HEALTH CARE SYSTEM**  
3600 30<sup>th</sup> Street  
Des Moines, IA 50310

VA Clinic-Mason City  
520 S. Pierce, Suite 150  
Mason City, IA 50401

VA Clinic-Ft. Dodge  
2419 Second Ave N  
Ft. Dodge, IA 50501

VA Clinic-Knoxville  
1515 West Pleasant St  
Knoxville, IA 50138

VA Clinic-Marshalltown  
101 Iowa Ave W  
Marshalltown, IA 50158

VA Clinic-Carroll  
311 S Clark St, Suite 275  
Carroll, IA 51401

Dear Veteran,

This letter is to notify you of upcoming changes in processing beneficiary travel payments at the VA Central Iowa Healthcare System (VACIHCS). Currently, these payments are received either by cash at the Agent Cashier Office, Treasury Check, or Electronic Funds Transfer (EFT).

Starting August 15, 2016 VACIHCS will no longer issue cash for travel reimbursements and will instead start to process payments directly to your bank account by Direct Deposit (also known as an Electronic Funds Transfer, or EFT). This change is necessary to meet the Department of Treasury EFT rule, (31CFR. Part 208), requiring Federal payments to be made electronically; reducing cash, and eliminating paper checks.

We currently do not show your bank account information for us to make a Direct Deposit (EFT). Please complete the attached Direct Deposit Enrollment form and provide it to us per the instructions included on the form.

To make this easier for you to claim Beneficiary Travel, the Veteran Service Point of Service Kiosks now has a module to request Beneficiary Travel for today's appointment. For your convenience, Kiosks are located in each main clinical area, the main lobby or next to the Beneficiary Travel Office. Please see the enclosed flyer with step by step instructions.

We have included a frequently asked questions and answers flyer with this letter, if you have any further questions you can contact one of our staff members at 515 323-1499.

Sincerely,

*Michael K Carstens*

MICHAEL K. CARSTENS  
Business Office Manager