

## **Veteran Portal Instructions for Veterans**

### **Questions and Answers**

#### **Who is eligible for Beneficiary Travel Reimbursement?**

Veterans and caregivers may be eligible for travel pay. A list of eligibility requirements can be found on the [VA Travel Pay Reimbursement](#) webpage.

#### **How do I submit a travel reimbursement claim?**

VA is phasing in a new web-based portal to submit and process beneficiary travel claims beginning July 2020 and continuing through November 2020. The new portal, the Beneficiary Travel Self-Service System (BTSSS), is VA's preferred method to receive travel reimbursement claims. Once implemented, BTSSS will phase out claims submitted through the facility kiosks. However, in-person claims, and hard-copy submissions will still be available. BTSSS is available through the [AccessVA](#) website.

#### **Are there advantages to using the Beneficiary Travel Self-Service System?**

The BTSSS automates the claims process to ensure timely processing and payment of travel reimbursement claims. With BTSSS, turnaround time to evaluate and settle a claim is less than 5 days. BTSSS allows Veterans and caregivers to submit claims 24/7, 365 days a year from a computer or mobile device. It also allows users to electronically track the status of a claim request.

#### **Can I get help to file my first claim?**

There are several sources of help for filing a claim. BTSSS was built with several self-help tools to guide users through the process of logging on and submitting/tracking claims. Additionally, a user's guide for BTSSS is available on the [VA Travel Pay Reimbursement](#) webpage. Lastly, Veterans who do not have access to a computer can get help from a travel clerk at the facility.

#### **How do I access BTSSS?**

BTSSS is available through the AccessVA webpage. To submit a claim, [Visit AccessVA](#), select submit a travel claim, and logon using a DS Log on Level 2 account. A DS Logon is an ID issued by DoD that will allow Veterans and caregivers to access many VA and DoD sites with one user username and password. [Need a DS Log on?](#)

#### **Why is VA launching BTSSS?**

The current claims submission processes are 100% manual. BTSSS will significantly reduce human intervention for each reimbursement claim request and improve tracking, reporting, and the auditing capability for all stages of the claims process.

## WHY Should I use this new BTSSS System?

- Submit claims online 24/7, 365 days a year
- Track the status of submitted claims
- Reduce processing time for submitted claims
- Use self-help tools to make claim submissions fast and easy
- Veteran Portal claims are being paid by EFT within 3 to 4 days from date of submission
- Paper and Kiosk claims are taking approx. 30-35 days to process from date of submission
- [Visit AccessVA](#), select submit a travel claim, and logon using a DS Log on account.

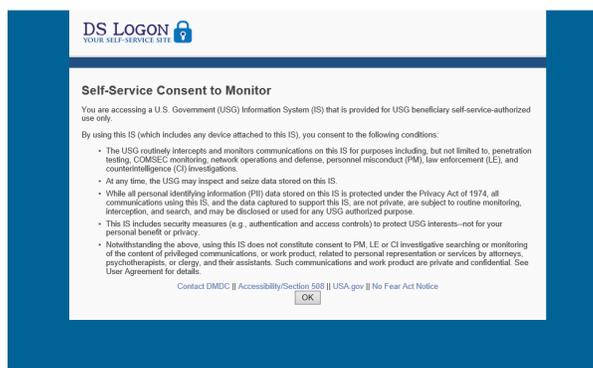
A DS Logon is an ID issued by DoD that will allow Veterans and caregivers to access many VA and DoD sites with one user username and password. [Need a DS Log on?](#)

## How Do I Get a DS Log On?

1. Go to the DS Logon by clicking the hyperlink above or:

<https://myaccess.dmdc.osd.mil/identitymanagement/consent?continueToUrl=%2Fidentitymanagement%2Fauthenticate.do%3Fexecution%3De1s1>

2. A “Self-Service Consent to Monitor” page will show up – you must click “OK” to proceed.



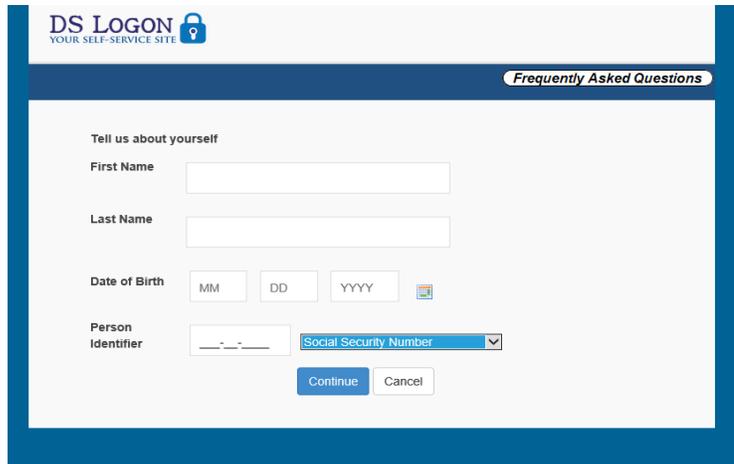
3. The next page that opens will be the DS Logon Sign-in page – the Veteran must submit their DS Logon Username and Password to proceed.

## I DO NOT have a DS Logon Username or Password – what do I do?

1. First - Go to the bottom left of the screen and click on “Need an Account”

2. Second - You will select the second option that states, “I am one of the following:” and click on the blue “Continue Button” on the bottom of the page.

- Next you will enter your First and Last Name, DOB, and your “Person Identifier”. When you get to the Person Identifier – go to the right and click on the drop-down box. Change “DoD Number” to “Social Security Number”. Go to the left and type in your SSN and then click on the blue “Continue” box.



DS LOGON  
YOUR SELF-SERVICE SITE

Frequently Asked Questions

Tell us about yourself

First Name

Last Name

Date of Birth MM DD YYYY 

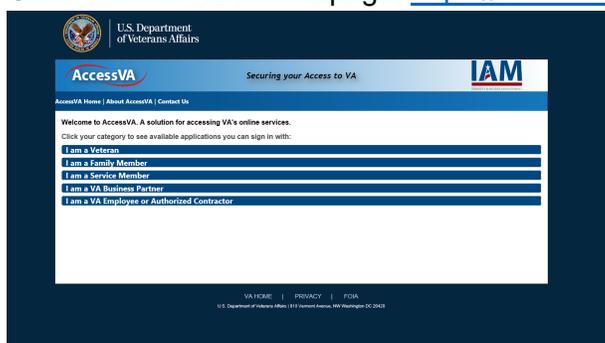
Person Identifier  Social Security Number

Continue Cancel

- The next page will open, and you choose a “Security Image” that you will verify every time you sign in. Then it will assign you a Username and you create a password.
- If you are having difficulty with your DS Logon Username or Password, or you cannot access the system, you can contact the DMDC/DEERS Support Office.
  - They are open Monday through Friday - 8:00 a.m. to 8:00 p.m. EST.
  - (800) 538-9552** or **(866) 363-2883** for the hearing impaired
  - You can also contact the Travel Clerk at your local VAMC

## Now that I have a DS Logon, how do I use this new BTSSS System?

- Go to the AccessVA webpage: <https://eauth.va.gov/accessva/>



U.S. Department of Veterans Affairs

AccessVA Securing your Access to VA IAM

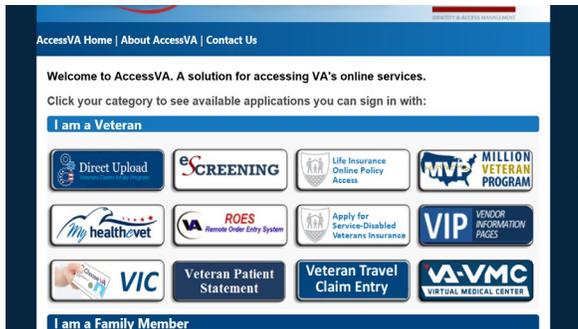
AccessVA Home | About AccessVA | Contact Us

Welcome to AccessVA. A solution for accessing VA's online services.  
Click your category to see available applications you can sign in with:

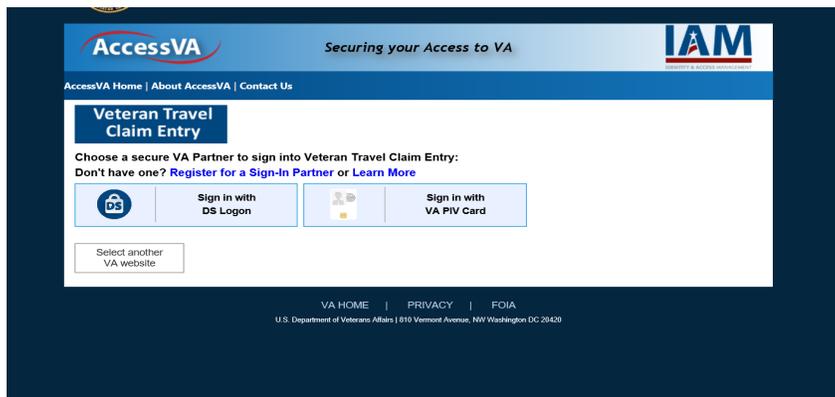
- I am a Veteran
- I am a Family Member
- I am a Service Member
- I am a VA Business Partner
- I am a VA Employee or Authorized Contractor

VA HOME | PRIVACY | FOIA  
U.S. Department of Veterans Affairs | 1111 Vermont Avenue, NW | Washington, DC 20330

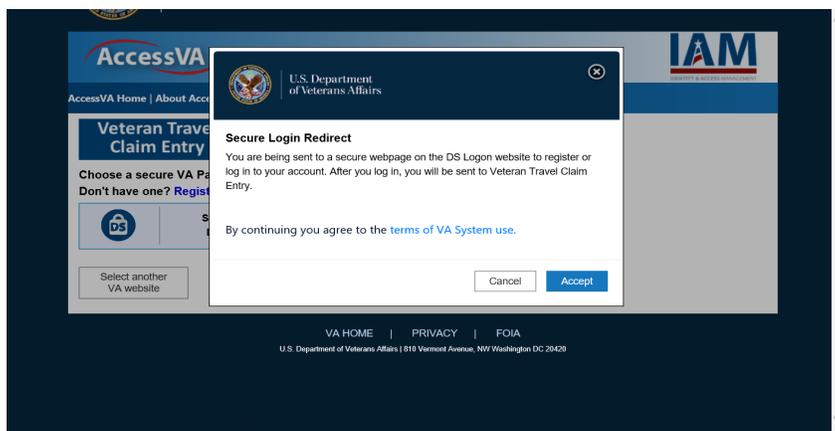
2. Click on the first blue line that states **"I am a Veteran"** and a second window opens. Look in the middle of the page, and a little to the right and you will click on the blue button named **"Veteran Travel Claim Entry"**



3. A new page opens. You will click the button that is labeled **"Sign in with DS Logon"**



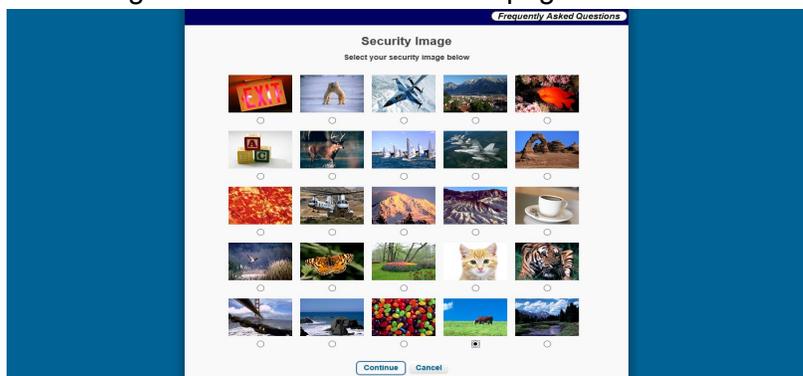
4. A pop up will open redirecting you to the DS Logon Page. You must click **"Accept"**



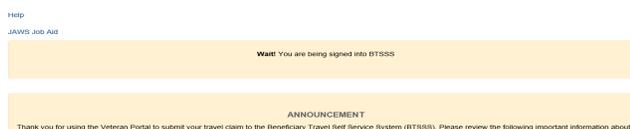
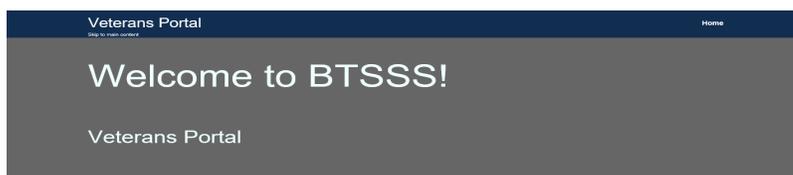
5. You will then be redirected to the DS Logon page. You must enter your DS Logon Username and Password. Then click **“LOGIN”**



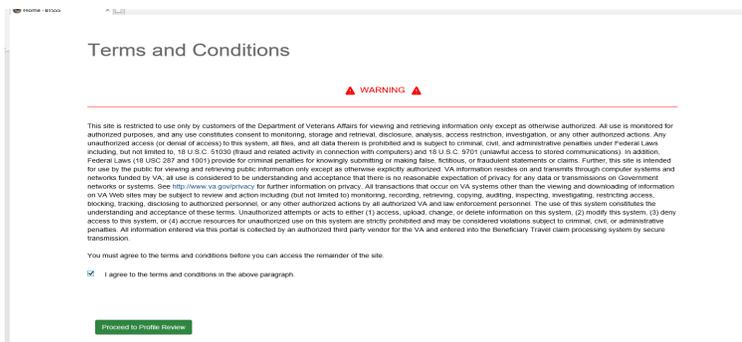
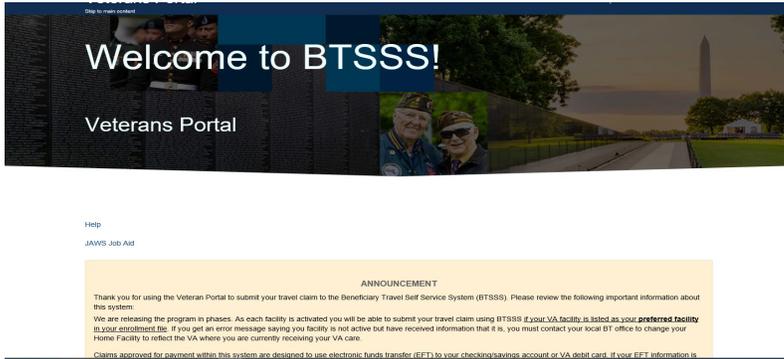
6. Next, you must click on the button below your **“Security Image”** you selected previously and then go down to the bottom of the page and click **“Continue”**.



7. You will then be redirected to the BTSSS Veteran Portal and you will see the following screen pop up for approx. 5-10 seconds **“Wait! You are being signed into BTSSS”**



- The page above will disappear and then the Welcome to BTSSS page opens. You must scroll down the page to the Terms and Conditions and click the box agree that you agree and then click the green **“Proceed to Profile Review”** button.



- Next the Review Profile page will open. You will need to verify all the information is still correct and nothing has changed. If everything is the same scroll down the page and click the blue button **“Proceed to My Dashboard”**.

***If something has changed***, like your phone number, email, or address, you can update that information here. Simply make the corrections on the form and then scroll to the bottom of the page and click on **“Request Profile Updates”**. After the page refreshes, scroll to the bottom of the page and click the blue button **“Proceed to My Dashboard”**.

10. Next you will be directed to your dashboard on the BTSSS Veteran Portal. On this screen you will see an area titled “My Claims” on top and an area titled “My Appointments” on the bottom. From this screen you can create your own claims in the claims section for the appointments showing in my appointments section. You can also see the status of all your current claims.

### My Claims

Portal Claims View + [Create](#)

Name	Submitted Date	Claim Status	Adjudicated Date	Adjudicated Type	Appointment	Caregiver	Claim Number ↓	Owner
There are no records to display.								

### My Appointments

Portal Appointments View +

Name ↑	Date & Time	Associated Claim	Facility Name	Owner
There are no records to display.				

My Appointment isn't listed