



Community Care Appointments (Non-VA)

Community Care travel can be easy to file if you have the right documentation. One of the following **MUST** be uploaded as proof of attending the appointment.

*Proof of attending the appointment (such as a doctors note (like the kind they give people who have missed work for an appointment).

*Print out of appointment summary from nurse or provider.

*Copy of bill if you received a bill in the mail for the appointment.



Scan a QR code below for BTSSS videos on how to file a claim for VA and Non-VA appointments.

VA Appt.



Non-VA Appt.



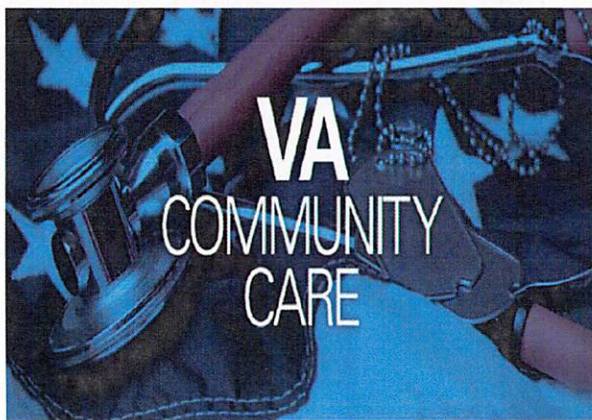
Contacts

Beneficiary Travel Department
3400 Lebanon Rd
Murfreesboro, TN 37129
615-225-2849

Heather Elliott
Beneficiary Travel Supervisor
615-225-3421
heather.elliott1@va.gov

Christopher Dawson
Mobility Manager
615-225-5527
christoper.dawson@va.gov

Beneficiary Travel/Mileage Reimbursement





3 ways to file your travel claim

1. Access.va.gov - This is the Beneficiary Travel Self Service system. It will allow Veterans to file a Travel Claim for their scheduled or unscheduled VA appointment and Community Care appointments. Track the status of your claim. Veterans will get reimbursement within 5 to 7 Business days.

2. PCI - Vet text - Veterans can now file their travel claims vis text message. Veteran must be enrolled in text messaging and have a mobile number on file. Vet text travel claim is only available for scheduled VA appointments. Veterans will get reimbursement within 5 to 7 Business days.

3. VA form 10-3542. Submitting travel claims on the paper form will take longer for reimbursement.

Do you qualify for travel?

*Veterans who served in Regular Service (or were activated for combat through the National Guard or Reserves).

*Veterans after 1980 who served a minimum of 2 years, no time requirement for Veterans before 1980.

*Veterans Discharged with Honorable, General or Honorable for VA Purposes.

*Veterans with a Service Connection (injuries related to time in service).

Service Connection

*Service Connected (SC):

Veteran who has applied for injuries/disabilities through the VA that happened during time in service.

Awarded a Service-Connected Percentage of 0-100%

Can be awarded

Unemployability, making the Veteran 100% SC in the eyes of the VA

*Non-Service Connected (NSC):

Veteran who did not file a claim for any injuries/disabilities from time in service.

Eligible for care in the VA based on Combat Time and/or Income

Reasons travel pay can be denied and/or delayed

*Veteran has not updated their banking information with the VHA

Department of Treasury no longer sends out paper checks.

*Claim was not submitted within 30 days

*Medication pick up/prescription drop off does not qualify

*No physical address provided (PO Box can not be an address)

*Veteran did not submit verification for Community Care appointment

*Must show proof they did attend appointment

*Veteran does not qualify for travel based on eligibility reason.