

# Veterans Transportation Program

Travel  
Reimbursement

Special  
modes

Uber

VTS

Mobility Manager: Christopher Dawson

Beneficiary Travel Supervisor: Heather Elliott



Choose **VA**

**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Tennessee Valley Healthcare System

# Beneficiary Travel Eligibility

## Who is eligible for care?

- 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



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# How to file a travel claim

- Access.va.gov – Online system that allows Veteran to claim travel 365 days a year.
- Paper claim – 10-3542
- PCI-Check in - Veterans can now submit a travel claim via PCI Check on their cell phone
  - Must have cell phone number on file and be enrolled in Vet tex.

## Reasons a claim can be denied 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

# Transportation Services

- **Special Mode Travel – Ambulance and Wheelchair Services 615-225-2904**
  - Must be BT eligible
  - Benetravel Consult note must be entered by the clinical before travel dates.
- **Uber Health 615-225-6893**
  - Veteran must be mobile on their own, Uber driver can not assist.
  - Have a smart phone
  - Can not be a surgical procedure appointment or procedure that requires sedation or escort
- **Veterans Transportation Service**
  - Provide transportation to NON-Travel eligible Veterans in the Nashville and Murfreesboro area.

# Questions??

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