FOLLOW THE STEPS BELOW TO CREATE YOUR CLAIM

TRAVEL CLAIM WEBSITE IS:
WWW. ACCESS.VA.GOV

Helpline: 1-800-538-9552

THE TRAVEL OFFICE AT THE VA **CANNOT** RESET YOUR DS-LOGIN PASSWORD OR DO YOUR CLAIM OVER THE PHONE OR AT THE VA
Thank you

STEPS TO FILE A CLAIM IN "ACCESSVA":

WWW.ACCESS.VA.GOV

1. FROM THE MAIN PAGE, SELECT ***"I AM A VETERAN"*** TAB

2. NEXT, SELECT ***"VETERAN TRAVEL CLAIM ENTRY"*** TAB

3. SELECT ***"DS LOGON"*** TAB AND HIT ***"ACCEPT"***

4. ENTER YOUR ***"DS LOGON"*** INFORMATION ***((THIS INFORMATION IS THE SAME USERNAME AND PASSWORD YOU MADE FOR YOUR EBENEFITS.GOV ACCOUNT))*** AND LOGIN

5. NEXT, SELECT THE SECURITY IMAGE ***((THIS IS THE IMAGE YOU SELECTED WHILE CREATING YOUR EBENEFITS.GOV ACCOUNT))*** AND SELECT ***"CONTINUE"***

6. ALLOW THE ***2 PAGES*** TO LOAD. ON THE THIRD PAGE THAT POPS UP, SCROLL TO THE BOTTOM OF THE PAGE AND CHECK THE BOX THAT STATES ***"I AGREE TO THE TERMS AND CONDITIONS IN THE ABOVE PARAGRAPH."*** AND SELECT ***"PROCEED TO PROFILE VIEW"***

7. ON THE NEXT PAGE, ENSURE ALL YOUR INFORMATION AND BANKING INFORMATION IS CORRECT. IF NOT, YOU CAN EDIT AS NECCASARY. ONCE YOU EDIT, SELECT THE ***"REQUEST PROFILE UPDATES"*** BUTTON. ONCE IT SAVED, SCROLL TO THE BOTTOM AND SELECT ***"PROCEED TO MY DASHBOARD"***.

8. FROM, HERE SCROLL TO THE ***"MY APPOINTMENTS"*** BOX, 2ND FROM THE TOP. THIS IS WHERE YOU WILL BEGIN TO CREATE YOUR CLAIMS.

9. TO PUT YOUR APPOINTMENTS IN ORDER BY ***"DATE AND TIME"*** SELECT THE ***"DATE AND TIME"*** TAB, TWICE. THIS WILL PUT THE MOST CURRENT APPOINTMENTS TO THE TOP. PLEASE REMEMBER YOU CAN ONLY GO BACK ***30 DAYS*** FROM TODAYS DATE.

10. SELECT ***"CREATE A CLAIM"*** TAB NEXT TO YOUR APPOINTMENTS

11. ON THE NEXT PAGE, ONCE YOU ENSURE YOUR INFORMATION IS CORRECT, SELECT ***"CREATE CLAIM AND ADD EXPENSES TAB"***

12. SCROLL TO THE BOTTOM OF THIS PAGE. HERE YOU CAN CHOOSE TO ADD DOCUMENTS AS ATTACHMENTS IF NEEDED. MORE IMPORTANTLY, SELECT THE BOX THAT SAYS ***"USED A PERSONAL CAR TO DRIVE TO APPOINTMENT"*** AND SELECT THE ***"ADD MILEAGE"*** TAB.

13. FROM THIS PAGE, ON THE RIGHT SIDE OF THE SCREEN, YOU WILL SEE DIRECTIONS TO AND FROM YOUR HOME TO YOUR APPOINTMENT. ENSURE IT IS CORRECT. ONCE DONE, SCROLL TOWARDS BOTTOM AND SELECT THE ***"ADD EXPENSE"*** TAB

14. FROM THIS PAGE, YOU WILL SCROLL TO THE BOTTOM OF THE PAGE AGAIN, SELECT THE "I AGREE TO THE TERMS IN THE ABOVE PARAGRAPH" AND THEN SELECT ***"SUBMIT CLAIM".*** ******((DO NOT SELECT THE "SAVE CLAIM FOR FUTURE SUBMISSION" TAB. THIS WILL ONLY SAVE THIS CLAIM AND NOT SUBMIT IT))*** ****

15. ONCE YOU HAVE CLICKED THE ***"SUBMIT CLAIM"*** TAB, IT WILL TAKE YOU BACK TO YOUR MAIN DASHBOARD TO CONTINUE SUBMITTING CLAIMS. ****PLEASE NOTE, YOU CANNOT SUBMIT A CLAIM FOR AN APPOINTMENT YOU HAVE NOT ATTENDED OR CHECKED INTO****

*****REPEAT STEPS: 8-15 TO CONTINUE SUBMITTING CLAIMS*****

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. 60-90 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 allows 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.

3. 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.

4. 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.

5. 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?

1. Go to the AccessVA webpage: https://eauth.va.gov/accessva/

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**"

8. 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.

9. 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.

BTSSS Veteran Portal – How to Create and Submit a Claim

1. There are two ways to create a claim from ***My Dashboard***:
   a. **Method 1:** In ***My Appointments,*** click ***Create Claim*** in the ***Associated Claims*** column for the appointment you wish to submit a claim for. Appointments that already have an associated claim will display the claim name in this column rather than the ***Create Claim*** button.

   b. **Method 2:** Click ***Create*** in the upper right of ***My Claims***.

2. **Method 1** opens the ***Initiate a Claim*** form with the appointment details already populated. Confirm the address information on the page is correct, update if necessary, and then click ***Create Claim and Add Expenses***.

3. **Method 2** opens a ***Choose an Appointment*** page that lists only appointments that do not already have an associated claim. These are the same appointments that have ***Create Claim*** buttons in ***My Appointments*** above.
   a. Clicking an appointment in this list opens the same ***Initiate a Claim*** page that clicking ***Create Claim*** for that appointment opens for that appointment in ***My Appointments***.
   b. If the appointment you wish to create a claim for is *not* in this list, click ***I don't see my appointment*** <u>before</u> clicking ***Add New Appointment.***

   c. The ***Choose facility to view appointments from*** page is displayed. Click the ***Select*** button for the facility associated with the appointment you wish to create a claim for.

   d. It will return you to the ***Choose an Appointment*** page with a refreshed list of your appointments for that facility.
   e. If the appointment still does not appear, you can contact a Travel Clerk at that facility *or* click ***Add New Appointment***. The ***Choose an Appointment*** page is displayed. Complete the form and click ***Add New Appointment.***

      i. Submitted claims with ***Completed?*** = ***No*** will *not* be processed until the appointment has been updated and marked by the system as completed.

      ii. If you need to change the ***Facility Name*** and cannot locate the correct one by searching for it by clicking the magnifying glass (opens the search window), click ***Facility not listed.***

iii. The ***Add a Facility*** page is displayed. Complete the form and click ***Add New Facility.***

iv. Your new facility should now appear in ***Facility Name*** on the ***Choose an Appointment*** page.

v. Complete the remainder of the fields on the form and click ***Add New Appointment.***

f. The ***Initiate a Claim*** page appears with the new appointment you created displayed under ***Appointment*** (see ***Initiate a Claim*** page in Step 2, above)***.*** Confirm the address information on the page is correct, update if necessary and then click ***Create Claim and Add Expenses***.

4. The ***Claim Expenses*** page is displayed listing the appointment details in the upper left, the ***Facility Responsible for Payment*** and claim details and any notes in the middle.
   a. Confirm the ***Facility Responsible for Payment*** displayed for the claim is correct and change if necessary.

5. Toward the bottom of the page are a button to ***Add Attachments*** (e.g. receipts, deductible waiver applications, etc.) and checkboxes to begin adding expenses.

6. To begin adding expenses, select one or more checkboxes as appropriate under ***Choose an expense type***.
   a. Selecting ***Used a personal car to drive to appointment*** displays the following buttons:

   b. Selecting ***Took a common carrier to get to appointment (e.g. Train, bus, subway, taxi, airplane, etc.)*** displays the following buttons:

   c. Selecting ***Pre-approved for meals and/or lodging*** displays the following buttons:

   d. Click the ***Add Mileage Expense*** button to display the ***Mileage Expense*** page.

i. Appointment details are displayed in the upper left and ***Date Incurred***, ***From Address*** and ***To Address*** are prepopulated and can be edited if necessary.

ii. The ***Mileage/Reimbursement*** amounts displayed at the bottom of the page are calculated based on the address information and resulting derived route displayed in the map and in the accompanying turn-by-turn directions.

i. The ***Mileage/Reimbursement*** amounts can be changed by selecting the appropriate ***Trip Type*** (***Round Trip*** or ***One Way***). Select ***Challenge Mileage*** = ***Yes*** if you wish to submit a mileage expense for a different mileage. Supply the mileage you wish to be reimbursed for in ***Challenge Requested Mileage*** and a reason for the change in ***Reason for Challenge***.

ii. When all information is supplied and accurate, click the ***Add Expense*** button at the bottom of the page. The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

1. ***Description*** and the ***Requested*** amounts will reflect the ***Challenge Requested Mileage*** if a challenge was entered.

e. Click ***Add Parking Expense*** button to display the ***Other Expense*** page.

i. Appointment details are displayed in the upper left. Supply the correct ***Date Incurred***, ***Description*** and ***Cost Requested*** (e.g. 15.00, without a dollar sign) and click ***Add Expense***. (See Picture Below)

i. The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

f. Click ***Add Toll Expense*** button to display the ***Toll Expense*** page. Supply the correct ***Date Incurred***, ***Location Description*** and ***Cost Requested*** (e.g. 15.00, without a dollar sign) and click ***Add Expense*** (See Below)

i. The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

g. Click ***Add Air Travel Expense*** button to display the ***Air Travel Expense*** page. Supply the correct ***Date Incurred***, ***Description, Vendor, Type, Departed From*** (Airport)***, Arrived At*** (Airport)***, Departure Date, Return Date*** and ***Cost Requested*** (e.g. 15.00, without a dollar sign) and click ***Add Expense***. (See Below) *i.* The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

h. Click ***Add Common Carrier Expense*** button to display the ***Common Carrier Expense*** page. Supply the correct ***Carrier Type, Date Incurred***, ***Description, Cost Requested*** (e.g. 15.00, without a dollar sign), ***Reason Not Using POV, Explanation*** and click ***Add Expense***. (See Below)

i. The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

i. Click ***Add Other Expense*** button to display the ***Other Expense*** page. Supply the correct ***Date Incurred***, ***Description*** and ***Cost Requested*** (e.g. 15.00, without a dollar sign) and click ***Add Expense***. (See Below)

i. The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

j. Click ***Add Lodging Expense*** button to display the ***Lodging Expense*** page. Supply the correct ***Date Incurred***, ***Description, Vendor***, ***Cost Requested*** (e.g. 15.00, without a dollar sign), ***Check In Date***, ***Check Out Date*** and click ***Add Expense***. (See Below)

i. The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

k. Click ***Add Meal Expense*** button to display the ***Mileage Expense*** page. Supply the correct ***Date Incurred***, ***Description, Vendor***, ***Cost Requested*** (e.g. 15.00, without a dollar sign) and click ***Add Expense***. (See Below)

i. The expense is added to the ***Expense Line Items*** on the ***Claim Expenses*** page. You can edit or delete the expense by clicking ***Edit*** or ***Delete***.

l. The ***Expense Line Items*** section of the ***Claim Detail*** form above summarizes the expenses created on the claim and the ***Cost Requested*** and ***Cost Submitted*** amounts for each.

m. After a claim is submitted but before it is ***Approved for Payment***, the ***Cost Requested*** can be adjusted and this new value will appear in the ***Cost Submitted*** field as a different value than the ***Cost Requested***.

n. After a claim is ***Approved for Payment***, the ***Cost Submitted*** value displayed may be different than the ***Cost Requested*** amount if it has been changed by a Travel Clerk during review of the claim or if a deductible has been applied.

7. To save a claim at any point after it's been created or while adding expenses, click ***Save claim for future submission*** at the bottom of the ***Claim Expenses*** page.

8. You are returned to ***My Dashboard*** and the ***Status*** of the claim in ***My Claims*** is ***Saved***.

9. To edit a ***Saved*** claim, click the claim in ***My Claims*** to open the ***Claim Detail*** page and click ***Edit Claim*** at the bottom of the page.

10. To add attachments to a claim (e.g. receipts), click the ***Add Attachments*** button displayed on the ***Claim Detail*** page (see previous figure) or the ***Claim Expenses*** page.
    a. The ***Claim Attachments*** page is displayed. Click the ***Browse*** button to locate the file you wish to attach and then click ***Save Attachment***.

a. A thumbnail of the file appears on the ***Claim Detail*** page with its name. You can repeat this process for each file you wish to add (up to a maximum of 5 files).

11. When a claim is ready to submit, from the ***Claim Expenses*** page (click ***Edit Claim*** first if on the ***Claim Detail*** page), review the ***Beneficiary Travel Agreement Notice*** at the bottom of the page, check the ***I agree to the terms in the above paragraph*** checkbox and click the ***Submit Claim*** button (the button will turn green and can be clicked when you check the ***I agree…*** checkbox).

12. You are taken to ***My Dashboard*** where the submitted claim and its status can be found in ***My Claims***.