

Beneficiary Travel Mileage Reimbursement Frequently Asked Questions

Question: Why are you making this change?

Answer: Flyer information.

Question: Will I be able to get cash reimbursement after July 1, 2011?

Answer: The VASNHCS will no longer issue cash payments for mileage reimbursement after July 1, 2011. Instead, we will be reimbursing eligible Veterans by Electronic Funds Transfer (EFT). In order for you to receive mileage reimbursement after July 1, you will need to complete the electronic deposit form to receive your mileage reimbursement.

Question: Where do I get the form?

Answer: It is available in the clinics or on our internet web site at www.lasvegas.va.gov.

Question: How do I submit my completed form?

Answer: Hand it to the clinic clerk at the front desk or mail it to VASNHCS, Attention: Finance Office, PO Box 360001, Las Vegas, NV 89036.

Question: Can I submit the form by fax?

Answer: No. Fax machines can result in smeared bank account numbers thus creating errors in deposits.

Question: Once I submit the form how long will it take for the electronic reimbursement process to be completed?

Answer: Approximately five days.

Question: What happens to the form I submit?

Answer: The information is sent to the VA disbursing office in Austin, Texas.

Question: How will I know the electronic reimbursement process is complete?

Answer: When the money is deposited in your bank account

Question: How long will it take for the money to be put in my bank account?

Answer: Once a voucher is processed a payment is made within seven days.

Question: What do I do if I do not receive the payment in my bank account?

Answer: Call the Finance Office 636-3000, extension 3148 or 3143.

Question: How long do I have to put in my claim after I receive care?

Answer: Thirty (30) days from the date for which you want to be reimbursed.

Question: What if I do not have a permanent address?

Answer: Beneficiary Travel is intended to assist Veterans with transportation from their place of residence to the VA health care facility that can provide the needed care.

Question: Who do I contact if I have questions?

Answer: Call the Finance Office at 702-636-3000, extension 3148 or 3143.

Question: What do I do if I change banks or home address?

Answer: Complete a new electronic deposit form and send to the Finance Office as soon as possible.

Question: How do I find out if I am eligible for travel mileage reimbursement?

Answer: There is a fact sheet in your clinic or you can go to www.lasvegas.va.gov