

## Beneficiary Travel & Compensated Work Therapy Program Payments Frequently Asked Questions

Q: What is changing for me?

A: Cash and check payments for beneficiary travel & compensated work therapy are changing to electronic funds transfer (EFT) by direct deposit to your bank or credit union account.

Q: When will this change occur?

A: This change is occurring now. If you are a Veteran who currently receives VBA benefits by direct deposit, you may have already been enrolled to receive your beneficiary travel and compensated work therapy payments by direct deposit through an automated process. Check with the point of contact provided in this information packet if you are not sure.

Q: Why is the VA making this change?

A: The U.S. Department of Treasury has directed that Federal non-tax payments, with few exceptions, will be made by EFT as a part of Government-wide cost reduction.

Q: What is the benefit of these changes to me?

A: EFT provides a faster and more reliable method of reimbursement than paper checks through the mail, with reimbursements normally being credited to your account within 1 – 2 business days. EFT payment processing is more efficient and accurate. Waiting in long lines to receive payment is eliminated.

Q: How do I sign up for electronic payments?

A: Signing up for direct deposit is easy. All you need to do is complete and submit the Direct Deposit Enrollment form provided in this packet.

Q: What happens to the form after I fill it out and turn it in?

A: The information you provide will be processed electronically by the VA. The information is used solely for the purposes of enrolling you for direct deposit payments.

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Q: What if I don't have a bank or credit union account?

A: You need to open an account in order to receive payment by direct deposit.

Q: How does direct deposit work and is it safe?

A: The U.S. Department of the Treasury sends your money through a safe electronic transfer directly to your bank or credit union account. Your personal information is not sent over the Internet.

Q: Once my direct deposit is set up, what do I need to do to get my beneficiary travel reimbursement?

A: You will still request reimbursement for each day of travel, following the local process at the facility where you received care.

Q: I receive care at a VA outpatient clinic or CBOC. How will this impact me?

A: Veterans treated at the OPC's and CBOCs will also receive payment by Direct Deposit.

Q: I need some cash in order to return home. Will I still be able to receive some of my reimbursement in cash?

A: Cash will remain available to Veterans that meet Treasury exemption guidelines and, on a limited basis, to Veterans in order to return home as we implement this payment process change. However, you need to plan for this in the future and carry sufficient cash with you to return home.

Q: What if I don't want to receive my payment by direct deposit?

A: If you decline receiving payment by direct deposit, you will be issued a Direct Express Debit MasterCard as soon as the debit card program is available at your facility later this year.

Q: If I have questions about this change in process, who should I contact?

A: Questions regarding the beneficiary travel payment change should be directed to the point of contact provided in this information packet.