

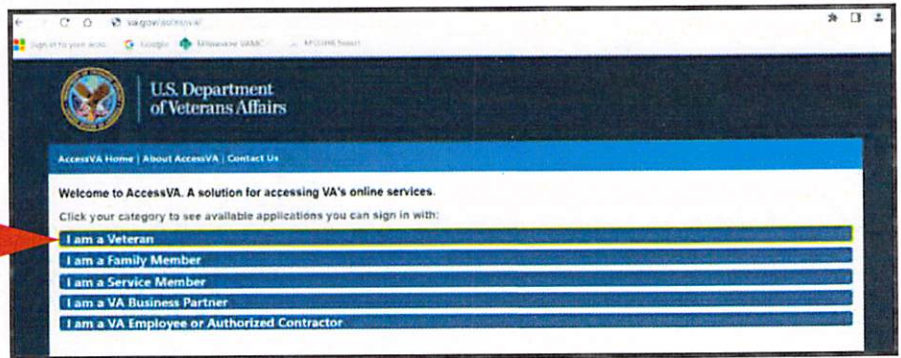


U.S. Department of Veterans Affairs  
Veterans Health Administration  
Milwaukee VA Medical Center

# Using BTSSS to File for Travel Reimbursement (VA Appointment)

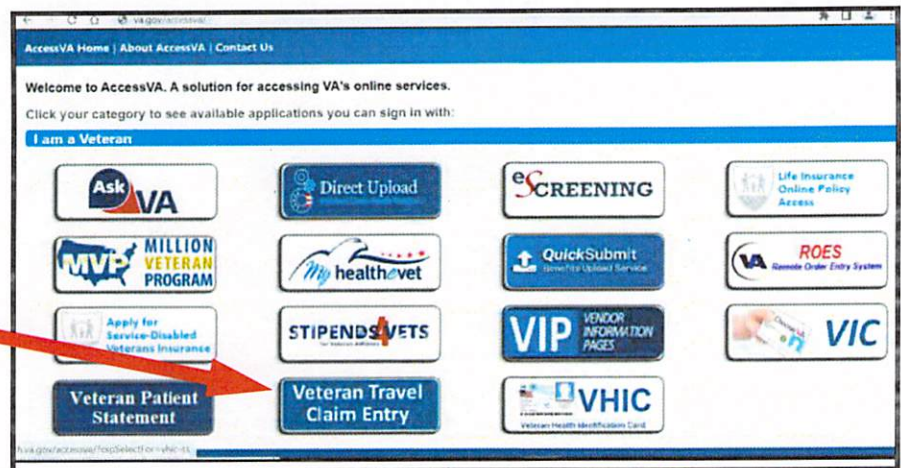
## Step 1

Type **Access.va.gov** into your web browser address bar and Click: **"I am a Veteran"**



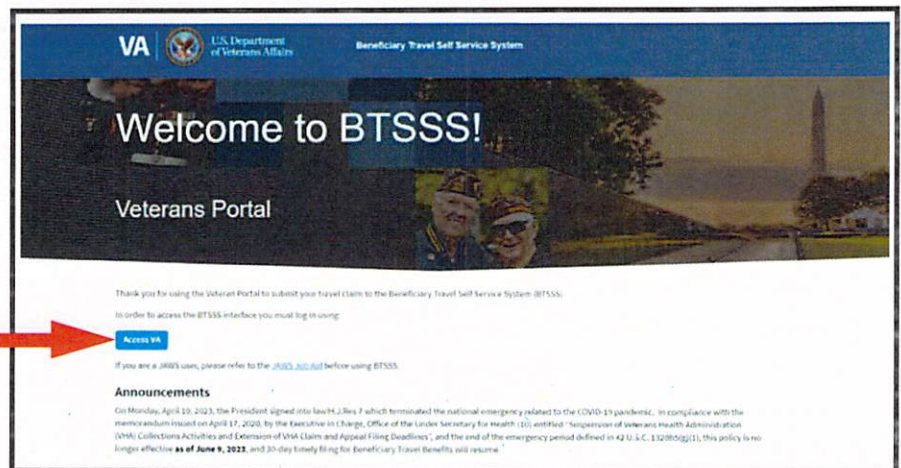
## Step 2

Click: **"Veteran Travel Claim Entry"**



## Step 3

Click: **"Access VA"**



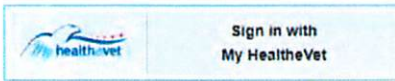
If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.



## Using BTSSS to File for Travel Reimbursement (VA Appointment)

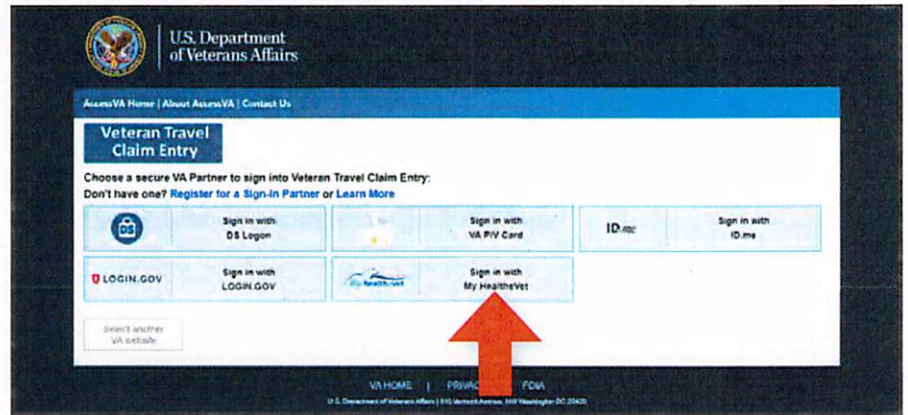
### Step 4

Click: **"Sign in with My HealtheVet"**



Secure Login Redirect Box will pop up.

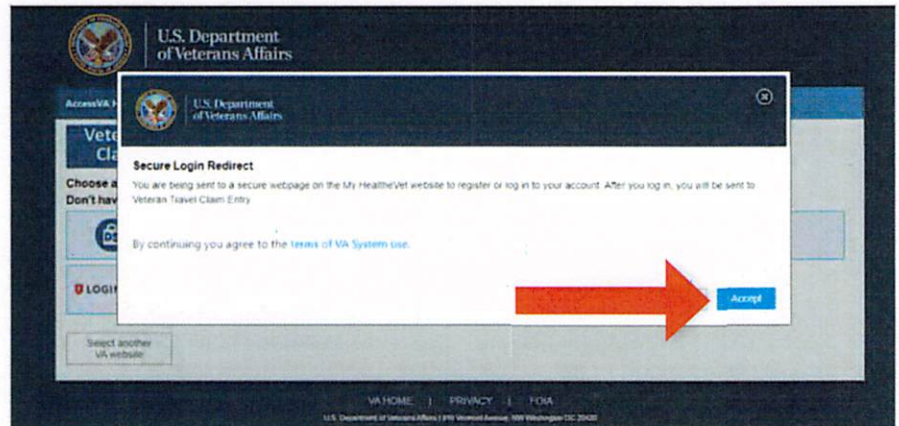
(Any VA Partner can be used, but the **My HealtheVet** option works the best)



### Step 5

Click: **"Accept"**

Accept



### Step 6

Enter your User ID and Password.

Click: **"Sign In"**

Sign in

If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Milwaukee VA Medical Center

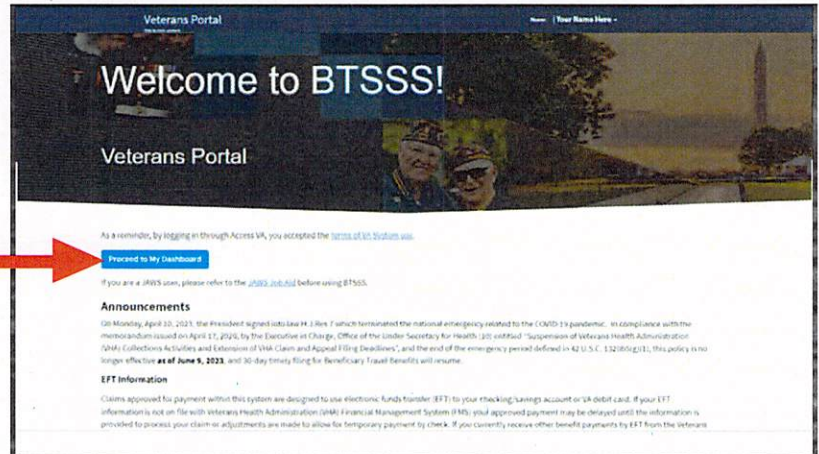
# Using BTSSS to File for Travel Reimbursement (VA Appointment)

## Step 7

When you get this screen, you are in the Beneficiary Travel Self-Service Veteran's Portal

Click: **"Proceed to My Dashboard"**

[Proceed to My Dashboard](#)



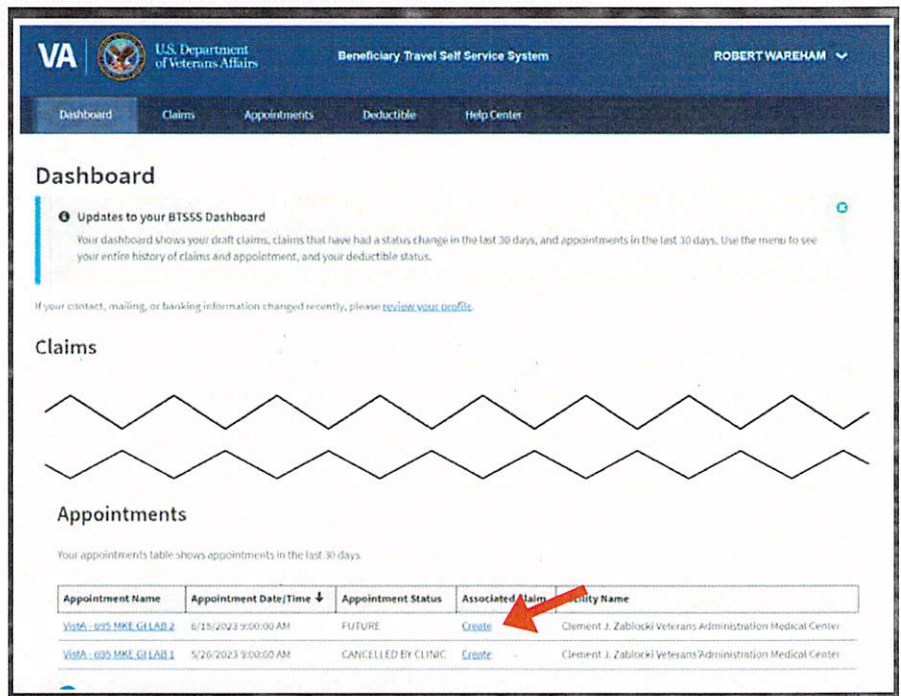
## Step 8

On your Dashboard, Scroll down to **"Appointments"** to find the appointment you want to file a claim for and **Click: "Create"**

[Create](#)

*\*Your dashboard will only show appointments within the last 30 days.*

*\*Claims must be filed within 30 days of appointment.*



If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.



## Using BTSSS to File for Travel Reimbursement (VA Appointment)

### Step 9

Choose your address and **Click:**  
**"Continue"**

Continue >>

### Step 10

On the **Claim Details** page, scroll down to **"Add Expenses"** and click the down arrow.

Choose an expense. For driving use **"Mileage Expense"**.

Then **Click: "Add Selected Expense"**

Add Selected Expense



# Using BTSSS to File for Travel Reimbursement (VA Appointment)

## Step 11

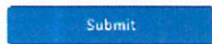
On the **Add Mileage Expense** page, leave the highlighted route selected and scroll and **Click: "Save"** at the bottom of the page.



## Step 12

This will bring you back to the **Claim Details** page.

Scroll down and check **"I agree to the terms in the above paragraphs"** and **Click "Submit"**



*\*If you do not click "Submit", your claim will show as "Incomplete" on your Dashboard*

## Step 13

Click on **your name** and **"sign out"**

If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.

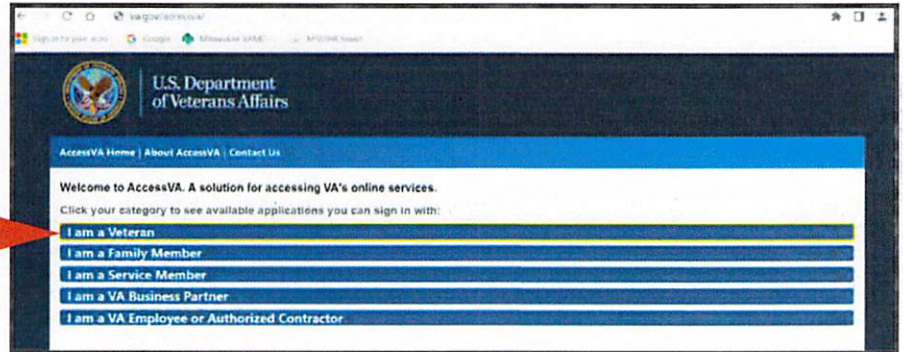


U.S. Department of Veterans Affairs  
Veterans Health Administration  
Milwaukee VA Medical Center

# Using BTSSS to File for Travel Reimbursement (Community Care Appointment)

## Step 1

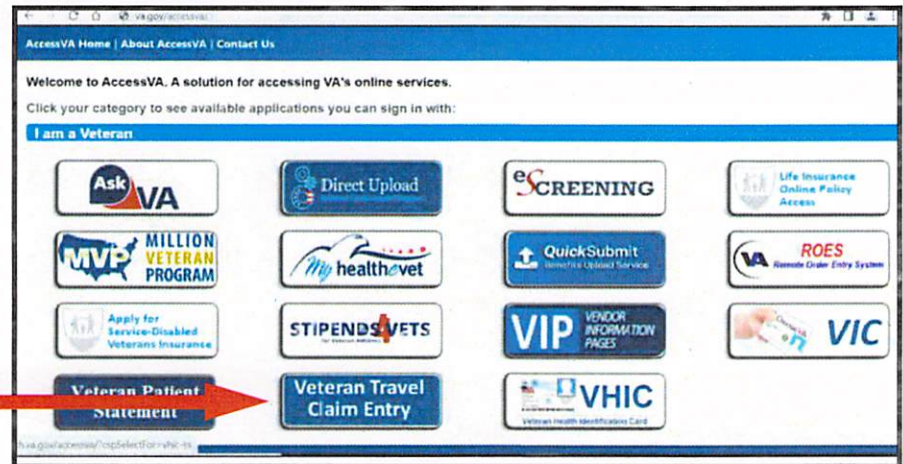
Type **Access.va.gov** into your web browser address bar and Click: **"I am a Veteran"**



## Step 2

Click: **"Veteran Travel Claim Entry"**

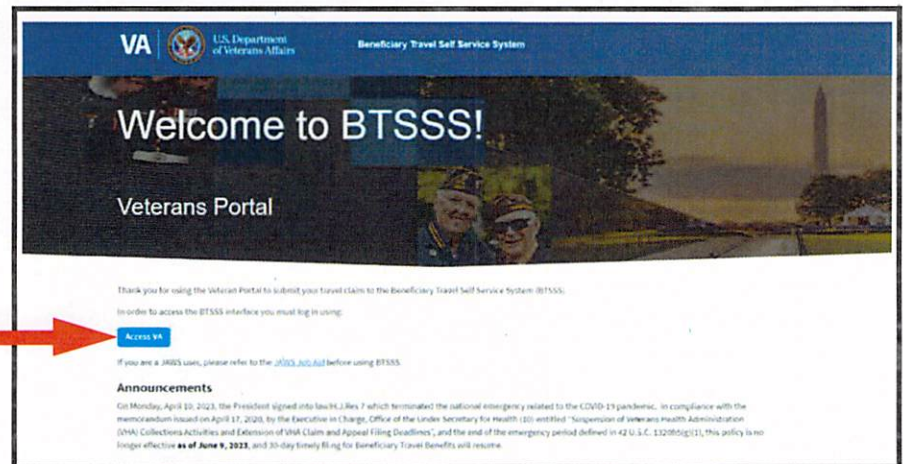
Veteran Travel Claim Entry



## Step 3

Click: **"Access VA"**

Access VA



If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.

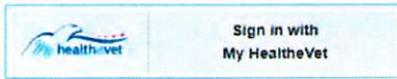


U.S. Department of Veterans Affairs  
Veterans Health Administration  
Milwaukee VA Medical Center

# Using BTSSS to File for Travel Reimbursement (Community Care Appointment)

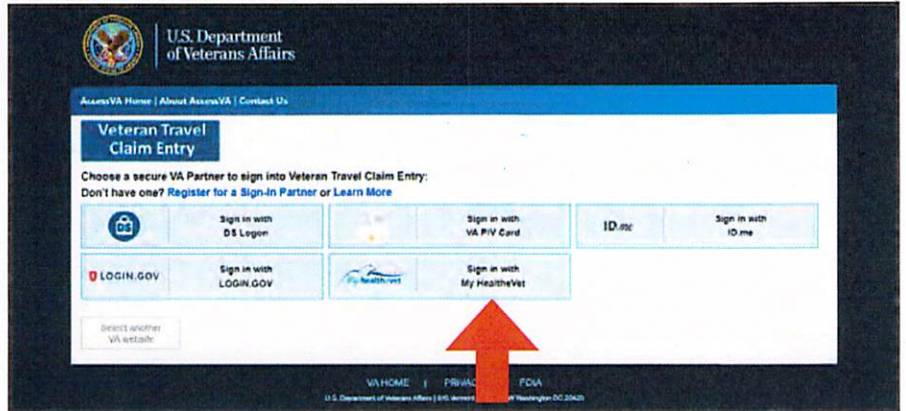
## Step 4

Click: **"Sign in with My HealtheVet"**



Secure Login Redirect Box will pop up.

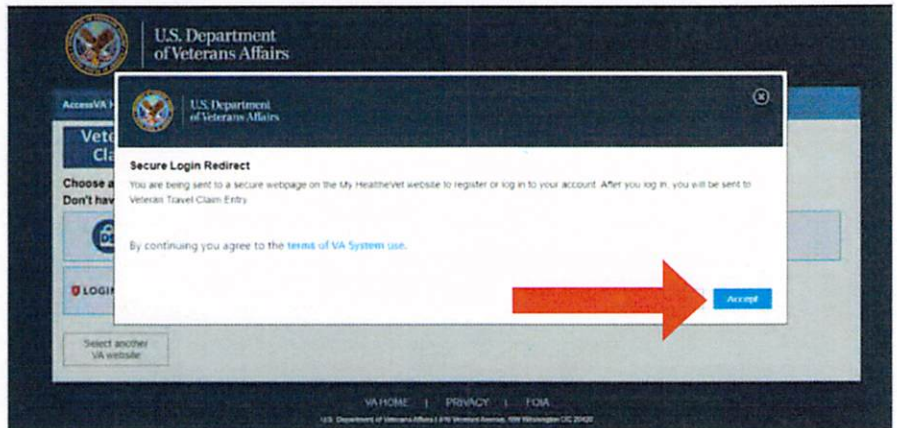
(Any VA Partner can be used, but the **My HealtheVet** option works the best)



## Step 5

Click: **"Accept"**

Accept

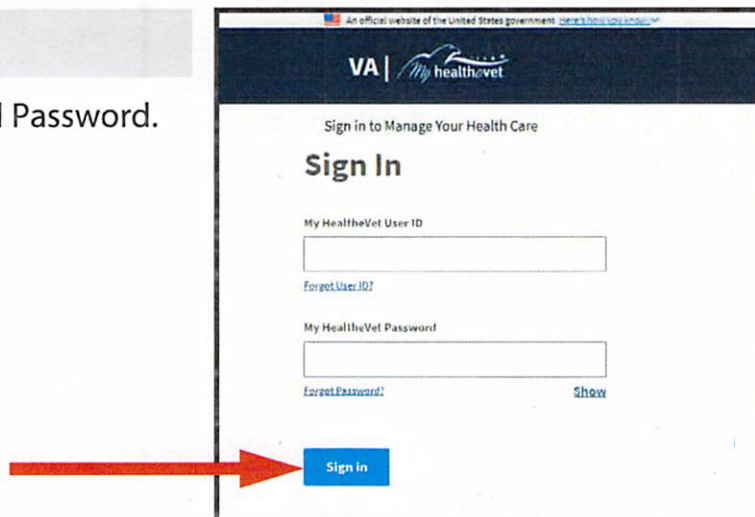


## Step 6

Enter your User ID and Password.

Click: **"Sign In"**

Sign in



If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Milwaukee VA Medical Center

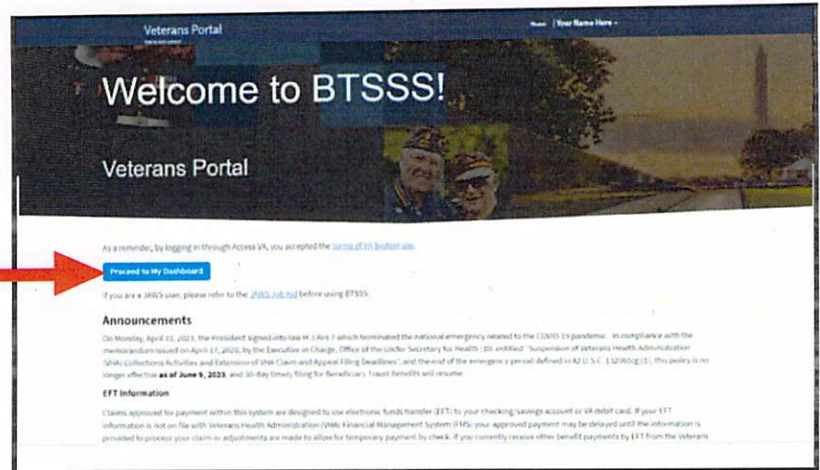
# Using BTSSS to File for Travel Reimbursement (Community Care Appointment)

## Step 7

When you get this screen, you are in the Beneficiary Travel Self-Service Veteran's Portal

Click: **"Proceed to My Dashboard"**

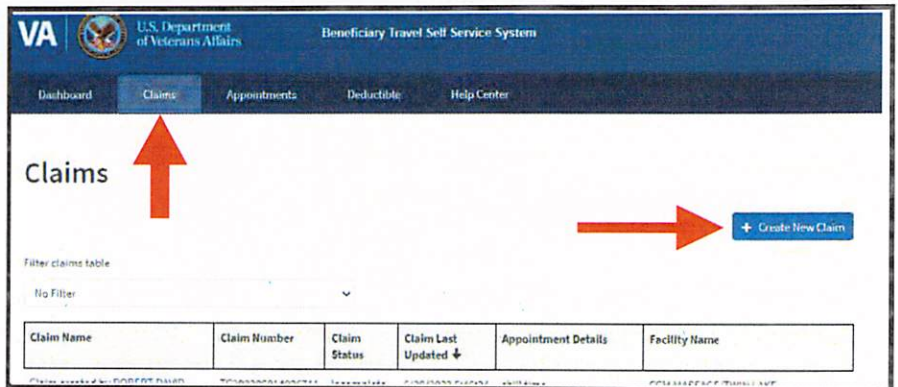
[Proceed to My Dashboard](#)



## Step 8

On your "Dashboard" Click **"Claims"** and then **"Create New Claim"**

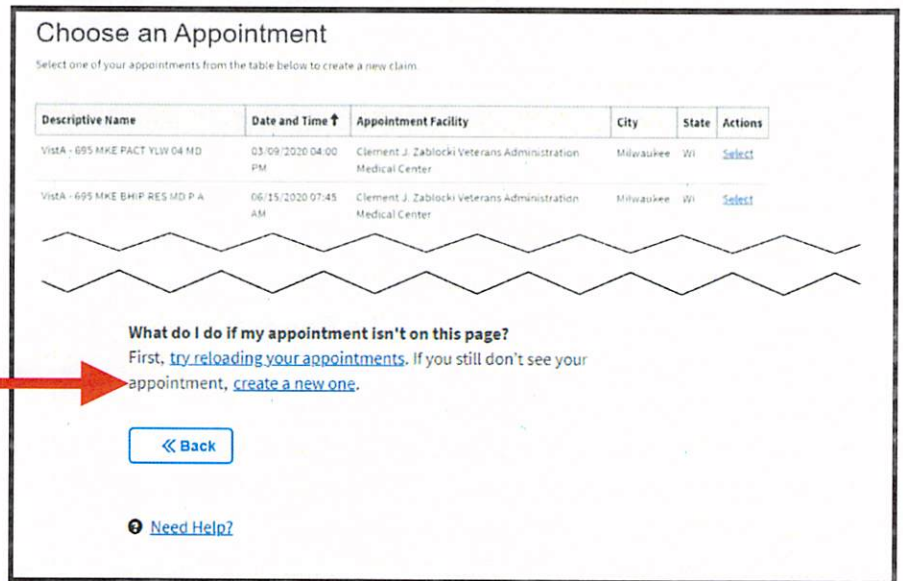
[+ Create New Claim](#)



## Step 9

Your Community Care Appointments will not show.

Click: **"create a new one"** at the bottom of the **Choose an Appointment** page.



If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.







## Using BTSSS to File for Travel Reimbursement (Community Care Appointment)

### Step 12

On the **Claim Details** page, scroll down to **"Add Expenses"** and click the drop down arrow.

Choose an expense. (for driving use "Mileage Expense")

Then **Click: "Add Selected Expense"**

### Add Expenses

Select an expense type

Select Expense ▼

Add Selected Expense


### Step 13

On the **Mileage Expenses** page, leave the highlighted route selected and scroll down.

**Click: "Save"** at the bottom of the page.

### \*Note

*If there are other expenses you wish to claim, you will need to repeat step 13 and fill out the Expense page that opens for each one. You must attach itemized receipts for each additional expense.*



#### Mileage / Reimbursement

Trip Type **(\*Required)**  
Round Trip ▼ Challenge Mileage  
 No  Yes

Mileage Requested **(\*Required)**

Cost **(\*Required)**

Save Cancel

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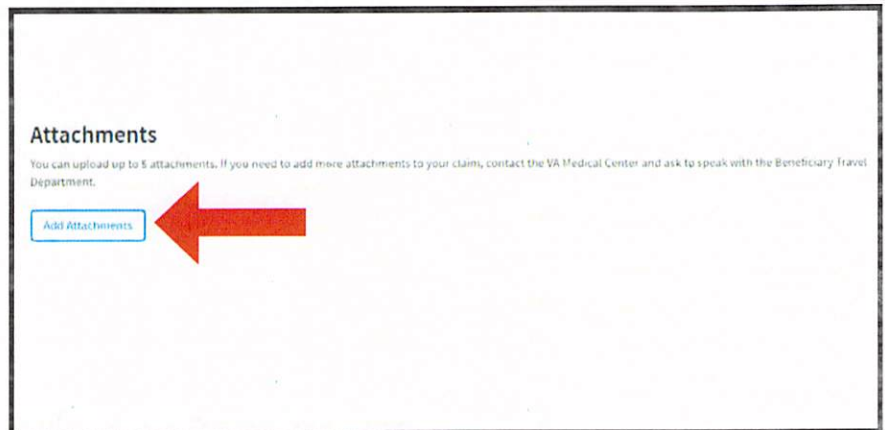
33 min	Light traffic - Leave at 12:17 PM Via Lakefield Rd, I-43 S	25.6 mi
36 min	Light traffic - Leave at 12:17 PM Via WI-60, I-43 S	27.2 mi
47 min	Light traffic - Leave at 12:17 PM Via WI-181, I-41 S	28.5 mi



## Using BTSSS to File for Travel Reimbursement (Community Care Appointment)

### Step 14

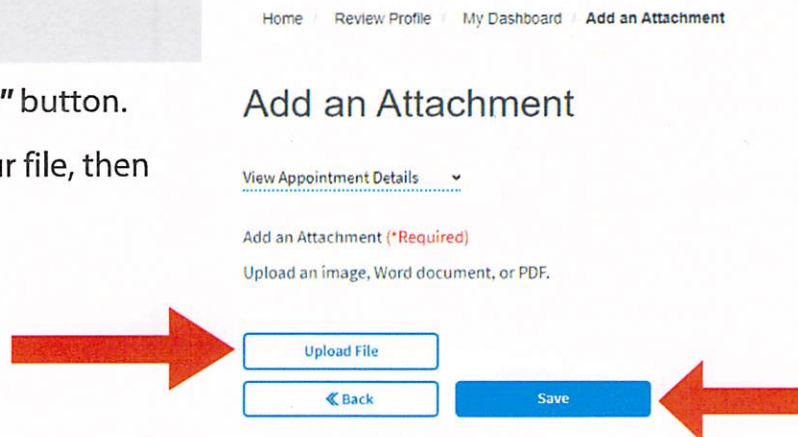
On the **Claim Details** page, scroll down and **Click: "Add Attachments"**



### Step 15

Click the **"Upload File"** button.

Locate and attach your file, then **Click: "Save"**



\* You are required to provide a signed appointment confirmation on non-VA care provider's letterhead. **The letterhead must include:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Name of provider</li> <li>• Address where care was provided</li> <li>• Date(s) of appointment</li> <li>• Type of appointment</li> </ul> | <ul style="list-style-type: none"> <li>• Veteran's name and last 4 of Social Security Number (SSN)</li> <li>• Signed by staff member at the non-VA facility (clerk, nurse, or provider)</li> </ul> |
|--|--|

If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.



## Using BTSSS to File for Travel Reimbursement (Community Care Appointment)

### Step 16

This will bring you back to the **Claim Details** page.

Scroll down and check **"I agree to the terms in the above paragraphs"** and **Click "Submit"**

Submit

*\*If you do not click "Submit", your claim will show as "Incomplete" on your Dashboard*

**Claim Details**  
Add and review your claim expenses and receipts for this appointment.

[View Claim Information](#)

Facility Responsible for Payment **(\*Required)**  
Clement J. Zablocki Veterans Administration Medical Center

**Add Expenses**  
Select an expense type  
Select Expense  
[Add Selected Expense](#)

By clicking the checkbox below I certify the above is true and the information provided for this claim is correct and factual.

**I agree to the terms in the above paragraphs. (\*Required)**

[Save and finish this claim later.](#)

[Back](#) [Submit](#)

Need Help?

### Step 17

Click on **your name** and **"sign out"**

Veterans Portal

Home | Your Name Here -

Home | My Profile | My Dashboard | [Sign Out](#)

My Dashboard

If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Milwaukee VA Medical Center

# Using BTSSS to File for Travel Reimbursement (Appointment is not showing)

## Step 1

On your "Dashboard" Click "Claims: and then "Create New Claim"

+ Create New Claim

U.S. Department of Veterans Affairs  
Beneficiary Travel Self Service System

Dashboard Claims Appointments Deductible Help Center

Claims

+ Create New Claim

Filter claims table  
No Filter

Claim Name	Claim Number	Claim Status	Claim Last Updated	Appointment Details	Facility Name

## Step 2

At the bottom of the Choose an Appointment page Click: "try reloading your appointments"

Choose an Appointment

Select one of your appointments from the table below to create a new claim.

Descriptive Name	Date and Time	Appointment Facility	City	State	Actions
Vista - 695 MKE PACT YLW 04 MD	03/09/2020 04:00 PM	Clement J. Zablocki Veterans Administration Medical Center	Milwaukee	WI	Select
Vista - 695 MKE BHIP RES MD PA	06/15/2020 07:45 AM	Clement J. Zablocki Veterans Administration Medical Center	Milwaukee	WI	Select

What do I do if my appointment isn't on this page?  
First, [try reloading your appointments](#). If you still don't see your appointment, [create a new one](#).

<< Back

Need Help?

## Step 3

Click "Select" next to the Facility Name

Select

Choose a Facility

Appointments may be missing from the Choose an Appointment page for one of two common reasons:

- BTSSS is out of sync with your electronic health record. You can reload the appointments BTSSS shows by selecting the facility on this page. The [Facility Directory](#) can help you select the correct one.
- The facility where you had your missing appointment is not part of your travel benefits profile. If this page does not show the right facilities, [contact your local travel clerk](#).

Facility Name	City	State	Actions
Clement J. Zablocki Veterans Administration Medical Center	Milwaukee	WI	Select

<< Back

If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealthVet.



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Milwaukee VA Medical Center

# Using BTSSS to File for Travel Reimbursement (Appointment is not showing in BTSSS)

## Step 4

At the top of the **Choose an Appointment** page Click **"Dashboard"**

U.S. Department of Veterans Affairs Beneficiary Travel Self Service System

Dashboard Claims Appointments Deductible Help Center

**Choose an Appointment**

Select one of your appointments from the table below to create a new claim.

Descriptive Name	Date and Time ↑	Appointment Facility	City	State	Actions
VietA - 695 MKF PACT VIW 04 MD	03/09/2020 04:00	Clement J. Zablocki Veterans Administration	Milwaukee	WI	Select

## Step 5

If you still do not see your appointment, Click **"Appointments"** to see all previous appointments.

If you still cannot locate the appointment you are looking for, please call the Beneficiary Travel Office or use My HealtheVet to send a Secure Message to:

-----

U.S. Department of Veterans Affairs Beneficiary Travel Self Service System ROBERT WAREHAM ▾

Dashboard Claims Appointments Deductible Help Center

**Choose an Appointment**

Select one of your appointments from the table below to create a new claim.

Descriptive Name	Date and Time ↑	Appointment Facility	City	State	Actions
VietA - 695 MKF PACT VIW 04 MD	03/09/2020 04:00	Clement J. Zablocki Veterans Administration	Milwaukee	WI	Select

If you have questions or problems, please visit your local Beneficiary Travel Office or contact them via phone at 615-225-2849 or by sending a secure message through My HealtheVet.