

Travel pay option added to check-in kiosks in Biloxi, Pensacola VA medical facilities

Veterans receiving care at the Biloxi VA and Joint Ambulatory Care Center in Pensacola can now process travel pay claims from any check-in kiosks located throughout the facilities.

This feature was added to the kiosks to help expedite travel pay claims for patients who are eligible for that benefit. This function cannot be used for non-VA care or Veterans Choice Act appointments. Travel pay requests for those types of appointments will have to be processed at the travel pay window in Biloxi or Pensacola.

As more veterans use the kiosks for this function, it should help veterans avoid potentially long wait times to process travel pay claims at the Medical Administration Service's travel pay windows where this paperwork is usually accomplished.

To use this feature at one of the check-in kiosks, Veterans should simply follow these steps:

1. Select the Beneficiary Travel Pay option
2. Use your Veterans Health Identification Card or manually type in your identifying information
3. Choose one of two options; select to request travel pay for today's appointment, or request travel pay for an appointment within the last 30 days
4. Read the disclaimers and manually sign the screen using your finger
5. Press the Submit button. You are now finished!

If there are issues with the request, the kiosk will advise veterans to present to the travel pay clerk. The kiosks cannot determine if a veteran is eligible for travel pay benefits, however. Veterans should be aware that this is not a feature that can be done on the MyHealthVet kiosks, which are also located in the facilities.

"We are excited to add this electronic feature for the veterans we serve," Danette Scott, MAS chief, said. "Customer service is very important to us, so streamlining a process such as travel pay is exciting news. We are working on adding this feature to our kiosks at the Eglin Community Based Outpatient Clinic in the very near future."

