



VA Defining
HEALTH CARE **EXCELLENCE**
in the 21st Century

DEPARTMENT OF VETERANS AFFAIRS
VA SAN FRANCISCO MEDICAL CENTER
4150 CLEMENT STREET
SAN FRANCISCO, CA 94121

March 21, 2013

Dear Veteran,

As part of our commitment to providing you world class healthcare and services, and to comply with Department of Treasury requirements to process payments by electronic funds Transfer (EFT), the VA San Francisco Medical Center has begun implementing US Treasury requirements for EFT payment processing, including payments for beneficiary travel and compensated work therapy. This change will improve services, provide significant savings to your time by eliminating waiting in long lines, delays associated with check processing, and ensure a safe and efficient way to receive payments.

To avoid the line and save your time, here is what you'll need to do:

1. Read the Frequently Asked Questions.
2. Complete the Direct Deposit Enrollment Form. This form, once completed, will enable the VA to register your bank account information in the VA payment system so that your future claim submissions can be processed and sent to your bank account. Fill out the form completely to avoid processing delays.
3. When the form is completed you can:
 - Bring the completed form to the Agent Cashier's Office now or at your next appointment.
 - Fax it to our secure fax line at (415) 750-6943; or
 - Mail it to ATTN: Agent Cashier: Beneficiary Travel EFT / VA San Francisco Medical Center / 4150 Clement Street / (04C) / San Francisco / CA / 94121

Once your information has been received and direct deposit goes into effect, you will be able to simply fill out a voucher form at the Beneficiary Travel window, turn it in to the Beneficiary Travel Office and payment will be electronically deposited into your bank account.

To help explain this improvement in service, we have included a 'Frequently Asked Questions' sheet. However, if you have any questions that have not been answered, we encourage you to contact the Fiscal Service between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday at (415) 221-4810 ext. 3015, ext. 3013, or ext. 3834.

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. 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.

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.

Beneficiary Travel & Compensated Work Therapy Program Payments Frequently Asked Questions

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.



Department of Veterans Affairs
VA San Francisco Medical Center

Direct Deposit Enrollment Form

Dear Veteran,

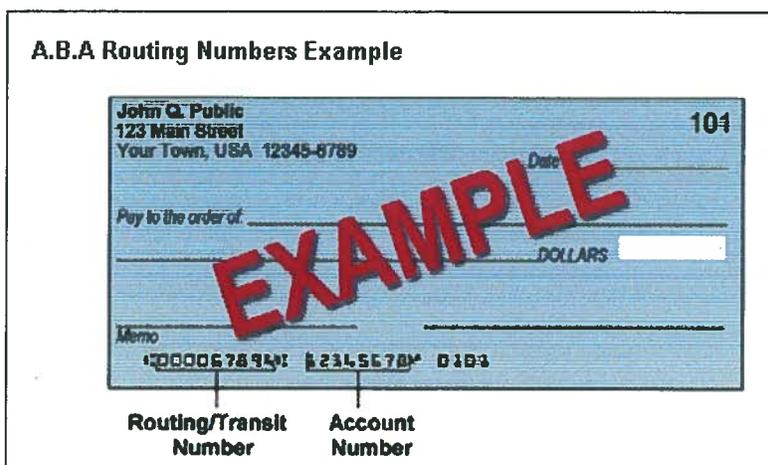
The U.S. Department of Treasury, under 31 CFR Part 208, now requires Federal payments, including beneficiary travel and compensated work therapy, to be made electronically. The information you provide on this form will be used by the Treasury to transmit payment data through electronic funds transfer to your financial institution.

Complete **all** fields in the Information Section below. To return your form, you may:

- **Bring** the completed form to the Agent Cashier's Office located at the VAMC San Francisco or at your next appointment.
- **Fax** it to our secure fax line at (415) 750-6943; or
- **Mail** to ATTN: Agent Cashier: Beneficiary Travel EFT / VAMC San Francisco / 4150 Clement Street / (04) / San Francisco / CA / 94121

First & Last Name _____	Social Security# <input type="text"/>
Address _____	City _____ State _____ Zip _____
Bank Name _____	City _____ State _____ Zip _____
Routing Transit # <input type="text"/>	Account # _____
(Routing Transit # Found on the bottom of your personal check, <u>must have 9 digits</u> and begin with "0", "1", "2" or "3")	
Circle Account Type:	Checking Savings
Signature _____	Phone # () _____

For questions concerning the EFT process, please contact the Fiscal Service at (415) 221-4810 ext. 3015, ext. 3013, or ext. 3834.



APPENDIX A: EXEMPTIONS FROM EFT REQUIREMENT

In accordance with 31 C.F.R. 208.4, payment by electronic funds transfer is not required in the following cases:

A. Exceptions for new recipients:

1. Automatic waivers that require no further action by the recipient:
 - Individuals who are 90 years of age or older before May 1, 2011, and who are receiving payment by check on March 1, 2013;
 - Circumstances where the Federal agency has not yet implemented the Direct Express® card for their benefit payments. In such cases, payments are not required by EFT unless and until these payments become eligible for deposit to a Direct Express® card account; or
 - Individuals whose Direct Express® card was suspended or closed.
 - Individuals receiving payment by check prior to May 1, 2011, or applied for benefits prior to May 1, 2011 and elected payment by check are not required to convert to EFT until March 1, 2013.
2. Hardship waivers that require the individual to contact Treasury for review/approval. These waivers include circumstances where payment by EFT would impose a hardship because of the individual's inability to manage an account at a financial institution or a Direct Express® card account:
 - Because of a mental impairment; or
 - Because the individual lives in a remote geographic location lacking the infrastructure to support electronic financial transactions.

B. Agency Invoked Waivers:

1. Where the political, financial or communications infrastructure in a foreign country does not support payment by EFT.
2. Where the payment is to a recipient within an area designated by the President or an authorized agency administrator as a disaster area. This waiver is limited to payments made within 120 days after the disaster is declared.
3. Where either:
 - a. A military operation is designated by the Secretary of Defense in which uniformed services undertake military actions against an enemy; or
 - b. A call or order to or retention on, active duty of members of the uniformed services is made during a war or national emergency declared by the President or Congress.