

# **Beneficiary Travel (BT)**

## **User Manual**



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# 1. Introduction

The Beneficiary Travel application allows mileage claims to be created quickly and easily. Options on the Beneficiary Travel menu provide access to functions to determine and issue beneficiary travel pay. Travel reimbursement is given to specific categories of eligible Veterans, some of whom are subject to monthly deductibles. The deduction requirement may be waived for any Veteran who meets specific criteria, subject to the approval of the local medical center director or designee. Some of the categories eligible for this waiver have income limitations in which case an income certification form is completed and signed yearly by the Veteran, and noted in the system. Once processed in the system cash reimbursement is paid on VA Form (VAF) 70-3542d, Voucher for Cash Reimbursement of Beneficiary Travel Expenses.

Non-employee attendants identified as Caregiver or enrolled as Collaterals for the Transplant program will be issued travel reimbursement under the Caregiver or Collateral's name. All other non-employee attendants who are eligible for travel reimbursement will be issued payment under the Veteran's name in the computer.

The Beneficiary Travel Enhancement project in 2012 added features for easy creation of Special Mode claims, deductible waiver, income information retrieval, as well as automatic determination of eligibility for Veterans to receive Beneficiary Travel reimbursement payments. The enhancement project added a series of reports with standard metrics to be run at the local level. These reports can be displayed on the monitor, printed out locally, or exported as a delimited text file to be imported into spreadsheet software (e.g. Excel). After being exported from the BT system, these reports can be sent from the local facilities to the Chief Business Office (CBO) to be aggregated into national reports for metrics and planning purposes.

Note: Veterans Financial Assessment (VFA) – Means Tests less than 1 year old from the VFA Start Date and forward will be considered valid (current) and will not expire.

## **2. Orientation**

### **2.1. Is this Chapter for You?**

If you are just learning to use Veterans Health Information Systems and Technology Architecture (VistA) software, this chapter will introduce you to a small but important part of the VistA world—signing on, entering data, and getting out. You do not have to be a computer expert or know a lot of technical terms to use VistA software. You do have to follow instructions. And, in general, you need to be curious, flexible, and patient. This chapter will help you to get started. If you are an experienced VistA user, this chapter can serve as a reminder.

### **2.2. How Does VistA Work?**

VistA software packages use the computer in an interactive fashion. An interactive system involves a conversation with the computer. The computer asks you to supply information and immediately processes it. You will be interacting with the software by responding to prompts (the questions) in the program. Your responses are recognized by the computer when you complete the interaction by pressing the Return or Enter key.

This software is "menu driven." A menu is a screen display which lists all of the choices (options) available. You will see only the menus, options, and functions, which you have security clearance to use. Once you have made a selection, the software can display another menu (submenu) or you might be asked to answer questions which allow the computer to perform tasks.

#### **2.2.1. Exiting an Option**

In most cases, when you begin an option you will continue through it to a normal ending. At times however, you might want to exit the option to do something else. To stop what you are doing, enter a caret ^, which can also be referred to as an up-arrow or circumflex (Shift-6 on most keyboards). You can use the caret at almost any prompt to terminate the line of questioning and return to the previous level in the routine. Continue entering the caret to completely exit the system.

#### **2.2.2. Entering Data**

Each response that you type must be followed by pressing the Return key (or Enter key) to indicate you have completed that entry. In many cases, you need only enter the first few letters (called shortcut synonyms) of an option or field, and the computer fills in the rest. Shortcut synonyms help increase speed and accuracy.

If a prompt has no "default response" and you want to bypass the question, press the Return or Enter key and the computer will go on to the next question. You will be allowed to bypass a question only if the information is not required to continue with the option. If the prompt has a default response, entering Return or Enter is the same as entering the default response.

Some typists use the lower case L for the number 1 and the letter O for zero. Please keep in mind that with this software the number 1 and the letter l are not interchangeable. Also, the number 0 and the letter O are not interchangeable.

### 2.2.3. Obtaining Help

If you need assistance while interacting with the software, enter a question mark or two to receive on-line help.

?        Entering a single question mark at a prompt will provide a brief help message.

??       Using two question marks will provide a more detailed help message, but may also start displaying a long list of responses to choose from.

### 2.2.4. Responding to Prompts

When the computer prompts you with a question, typically a colon : will follow. Several types of prompts may be used including yes/no, select, and default. Prompts usually ask for information that is later stored as a field in a file, like the basic prompt shown below:

DATE OF BIRTH:    Enter a value, like March 3, 1960, then press the Return or Enter key.

### 2.2.5. Select Prompt

If the answer to the prompt is a choice of several alternatives, the question can appear prefixed with the word Select, as below:

Select PATIENT NAME:

### 2.2.6. Yes/No Prompt

If the question requires either a Yes or No response (in which case simply Y or N, upper or lower case, is acceptable), the question will usually be followed by a question mark rather than a colon.

ARE YOU SURE?

Sometimes, the text of the question will include, within parentheses, the different allowable responses that you can make to that question:

ARE YOU SURE (Y/N)?

### 2.2.7. Default Prompt

Sometimes the question that the computer is asking has a standard expected answer. This is known as the default response. In order to save you the trouble of typing the most probable answer, the computer provides the answer followed with a double slash //. Either you enter nothing (also known as a null response) by pressing the Return key to accept the default response as your answer, or you can type a different response:

IS IT OKAY TO DELETE? NO//

### 2.2.8. Invalid Response

The computer software checks each answer immediately after it is entered. Whenever the computer determines that an answer is invalid for any reason, it usually beeps, displays two question marks, and repeats the question on a new line.



### 2.2.9. LAYGO

VistA software checks your answers against an internally stored table of valid answers. If your answer is not stored in this table but the Learn-As-You-GO (LAYGO) mode is allowed, the computer adds your response as one of those valid answers.

### 2.2.10. Entering Dates and Times

When the acceptable answer to a question is a date, use the following answer formats. Note that the response is not case sensitive; upper or lower case input is acceptable:

Examples of Valid Dates:

JAN 20 1957 or 20 JAN 57 or 1/20/57 or 012057  
T (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.  
T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO), etc.  
If the year is omitted, the computer uses the CURRENT YEAR.  
If only the time is entered, the current date is assumed.  
Follow the date with a time, such as JAN 20@10, T@10AM, 10:30, etc.  
You may enter a time, such as NOON, MIDNIGHT or NOW.

The year portion of the date can be left off; normally the system will assume current year. Occasionally, the software will allow you to enter a time-of-day in connection with a date, for example, 4:00 P.M. on July 20, 1994. To do this, type the date in one of the above forms followed by an at sign @, followed by the time. For example, you might enter:

20 JUL 94@4PM

In this mode, you can enter time either as military (four digit) time, hour AM/PM, or hour:minute:second AM/PM, or simply NOW (or Now or now) for the current date/time.

The colon : can be omitted. AM/PM can also be omitted if the time being entered is between 6 A.M. and 6 P.M. Thus, today at 3:30 P.M. can be entered as:

T@330

Use MID as a response to mean 12:00 A.M. (midnight) and NOON as a response to mean 12:00 P.M. for time associated with dates:

T+3W@MID

### 2.2.11. Making Corrections

When you want to delete an answer previously entered without substituting any other answer, enter an at sign @ as a response to that prompt. This leaves the answer blank.

DATE OF BIRTH: May 21, 1946//@

In this example, the date on file has been erased and now there is no answer to the "DATE OF BIRTH" prompt; it is null.

The system will ask you to confirm that you really intend to delete the information.

**Note:** You may not be able to delete a response if the information is required:

ARE YOU SURE?

This question is a safety feature, giving you a chance to change your mind now, without re-editing later.

### 2.2.12. Spacebar Recall Feature

When using this software, you might want to answer a prompt with a code meaning *the same as before*. For prompts that ask you to select one of several existing entries, the computer is capable of remembering what your last response was the last time you answered the same prompt. This feature is called spacebar recall and employs the spacebar and Return keys. Different hardware and software configurations support this feature to different degrees.

You generally can repeat information you entered the last time you responded to this prompt by entering a space and pressing the Return or Enter key. For example, you might wish to do a series of procedures for one patient. Each time (after the first), you are asked for the patient's name, you can enter a space and press the Return key and the computer will enter the same patient. The example below assumes that the user entered 5EAST at the last Select WARD: prompt.

Select WARD: <space><return> 5EAST

### 3. Beneficiary Travel Menu

Below is an overview of the BT menu and option structure as it appears to users, followed by a summary of each option.

---

	Bene Travel Account file Enter/Edit
	Claim Enter/Edit
	Distance Enter/Edit
	Edit the BT Dashboard configuration file
	Income Certification Eligibility
	Parameter Rates Enter/Edit
	Report of Claim Amounts
	Reprint of 70-3542d form
EDL	Edit Denial Letters Template
	View of Claim
MAN	Manual Deductible Waiver
ALT	BT Alternate Income Enter/Edit
RDL	Reprint Denial of Benefits Letters
RPTS	Beneficiary Travel Reports ...

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#### 3.1. Beneficiary Travel Reports Submenu

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SUM	Summary Report
AUD	Audit Report
CL	Clerk Report
PAT	Travel Pattern Report
SP	Special Mode Report
FISC	Fiscal Report

---

#### 3.2. Summary of Main Menu items

##### BENE TRAVEL ACCOUNT FILE ENTER/EDIT

This option allows the supervisor to enter/edit data in the BENE TRAVEL ACCOUNT file.

##### CLAIM ENTER/EDIT

This option is used to enter new beneficiary travel claims into the system or edit existing ones. VAF 70-3542d, Voucher for Cash Reimbursement of Beneficiary Travel Expenses, may be printed through this option for the appropriate account types.

##### DISTANCE ENTER/EDIT

This option is used to enter or edit the distance in miles between cities and towns and the primary treating medical center. This option should no longer be used after implementation of the Beneficiary Travel Dashboard because mileage should be determined through BT Dashboard and Bing maps.

##### EDIT THE BT DASHBOARD CONFIGURATION FILE

This option allows the BT Supervisor or ADPAC to add VA and non-VA Institutions and CBOC's and their treating specialties. Alternate addresses can be entered if the address in the Institution file returns a zero (0) on the BT Dashboard.

#### INCOME CERTIFICATION ELIGIBILITY

The Income Certification Eligibility option is used to file basic income certification. However, it does not replace the manual completion of the income certification form.

#### PARAMETER RATES ENTER/EDIT

This option allows the user to define and edit the site specific beneficiary travel parameters.

#### REPORT OF CLAIM AMOUNTS

The Report of Claim Amounts option allows the user to print a variety of statistical reports for a specified date range.

#### REPRINT OF 70-3542D FORM

This option is used to reprint the standard preformatted beneficiary travel form for cash reimbursement.

#### EDIT DENIAL LETTERS TEMPLATE

The Edit Denial Letters Template option allows supervisors the ability to change the denial letters if necessary due to CBO or legislative changes. These changes will be directly into the templates and will affect all future denial letters once the changes have been made.

#### VIEW OF CLAIM

This option allows the user to review a previously entered travel claim for a patient.

#### MANUAL DEDUCTIBLE WAIVER

The Manual Deductible Waiver option allows the user to be able to enter manual waiver information into the system.

#### BT ALTERNATE INCOME ENTER/EDIT

The BT Alternate Income Enter/Edit option allows the user to enter or edit an alternate income for either POW or Hardship cases.

#### REPRINT DENIAL OF BENEFITS LETTERS

The Reprint Denial of Benefits Letters option allows the user to reprint a denial of benefits letter for a Veteran.

#### BENEFICIARY TRAVEL REPORTS...

The Beneficiary Travel Reports option allows the user to access a sub-menu of report options. These reports can be displayed, printed, or exported as text files.

### **3.3. Summary of Reports Sub-Menu Options**

#### SUMMARY REPORT

The Summary Report option allows the user to print a total report for either Special Mode or Mileage claims to be used for reporting metrics and planning purposes. This report can also be exported as a text file for import into other software.

#### AUDIT REPORT

The Audit Report option allows the user to print a full report of Mileage claims to be used by the CBO for aggregation for National reporting metrics. This report can also be exported as a text file for import into other software.

#### CLERK REPORT

The Clerk Report option allows the user to print either a full or total report for either Special Mode or Mileage claims based on entry clerk. This report can also be exported as a text file for import into other software.

#### TRAVEL PATTERN REPORT

The Travel Pattern Report option allows the user to print a full report of Mileage claims to be used to analyze mileage travel patterns. This report can also be exported as a text file for import into other software.

#### SPECIAL MODE REPORT

The Special Mode Report option allows the user to print either a full or total report of Special Mode claims for a specified date range. This report can also be exported as a text file for import into other software.

#### FISCAL REPORT

The Fiscal Report option allows the user to print a sub-set of the fields on the 70-3542d Voucher form for a specified date range. This report can also be exported as a text file for import into other software.

## 4. User Instructions

### 4.1. Bene Travel Account file Enter/Edit

The Bene Travel Account file Enter/Edit option is used to make new entries in the BENE TRAVEL ACCOUNT file (#392.3) or edit existing entries.

This file was distributed with the following accounts.

825 EMERGENCIES  
\*826 INTERFACILITY  
826 SPECIAL MODE - NON-EMERGEN  
827 C&P EXAMINATIONS  
\*827 SPECIAL MODE  
\*828 ALL OTHER  
829 ALL OTHER  
\*829 C&P  
921 INTERFACILITY

\* Inactive accounts

This option would typically be used when Fiscal Service has made a change to an account name or number or added a new account. Accounts may not be deleted, only inactivated. When a change occurs, the old entry is inactivated and the correct entry added.

Entry of a new account must be made in the format: account number - <space> - account name (upper case).

Only holders of the DGBT SUPERVISOR security key may access this option.

Warning about adding or editing accounts:

As of the BT Enhancements patch DGBT\*1.0\*20 release, entries in the BENEFICIARY TRAVEL ACCOUNT file 392.3 must conform to new rules. The Beneficiary Travel Supervisor or ADPAC can make the necessary changes through the Bene Travel Account file Enter/Edit option:

- A. All accounts for mileage claims that are not of Type 4 (ALL OTHER) or Type 5 (C&P) should be inactivated. Or, if any of the accounts with types other than 4 or 5 need to remain active, the account type should be changed to 4 or 5. A facility can have more than one account of type 4 or type 5, but the default will be the first active account that the system detects.
- B. A facility can have only one active special mode account (Type 3). It must contain the exact characters "SPECIAL MODE – NON-EMERGEN" in the text of the .01 ACCOUNT field. A 3-digit account code can precede or follow the required text. All other Type 3 entries must be inactivated.

## 4.2. Claim Enter/Edit

The Claim Enter/Edit option is used to enter new travel claims into the system or edit existing ones. Travel may be paid to the Veteran or his attendant or to a carrier such as hired car, ambulance company, etc.

The user will be notified if an attempt is made to enter a claim for a date on which other claims already exist for the selected patient. This is a safeguard against duplicate claims.

An account type of ALL OTHER or C&P signifies payment to the Veteran or his attendant and allows for the printing of VAF 70-3542d, Voucher for Cash Reimbursement of Beneficiary Travel Expenses. For account types other than ALL OTHER or C&P, this option is used mainly for data storage and report purposes. No other forms can be generated through the Beneficiary Travel Menu at this time.

Depending on the account type of the claim entered, you may be prompted for such information as whether travel is one-way or round-trip, one-way mileage, deductible amount, attendant/payee, mode of transportation, authorizing person (must be in NEW PERSON file), and carrier.

The system also prompts for most economical cost of travel. Enter the amount of the Common Carrier fee(s) when the claimant presents receipt(s) of the actual incurred cost for travel by a mode other than privately owned vehicle and the mode was not medically necessary or the use of a privately owned vehicle was reasonably accessible. The entry prompts the system to compare the amount entered to the allowed mileage reimbursement for the same travel by privately owned vehicle. The system will determine the lesser cost and display it as the amount payable. If the Common Carrier fee is determined to be the lesser cost, the Applied Deductible is waived.

If the Common Carrier fee was determined to be "required" as medically necessary or a privately owned vehicle was not reasonably accessible then the fees will be entered in the Common Carrier field and the full amount of the receipt reimbursed as the amount payable without deductible.

If C&P account type is selected, you will also be asked whether or not the visit is a C&P review visit. Review visits are no longer paid at a different rate than the standard mileage. Answering Yes or No at this prompt will not change the rate per mile used to calculate the amount payable. Assigning the C&P account to a claim will automatically waive the Applied Deductible.

Different prompts will appear depending on whether you are adding a new claim or editing an existing one. These prompts concern the place of departure and destination. The prompts do not appear when entering a new claim as the system automatically fills in the patient's address and the health care facility's address.

Depending on how the site parameter is set at your facility, the "other expenses" prompts (meals & lodging, ferry, bridges, etc.) may or may not be asked when using this option.

The system will issue a warning message in the REMARKS area of the administrative information screen if there is an income discrepancy or deductible change.

### Special Mode Trip Tracking

Prior to enhancement patch DGBT\*1\*20, VA *Special Mode* payments were handled outside the BT software. VA Medical Center (VAMC) facilities adopted various labor-intensive solutions to track special mode trips including paper and electronic spreadsheets and BT "clinics" in VistA. The following features

enable travel clerks and supervisors to fully capture and track Special Mode Transportation Authorization and Special Mode Transportation Vendor Billing.

The initial steps in creating a *Special Mode* claim are the same as for creating a *Mileage* claim:

- From the main Beneficiary Travel Menu, **Claim Enter/Edit** option, the user will create a claim.
- The user will specify the division, patient, and date for the claim.
- The user will verify that the patient passes eligibility requirements for BT reimbursement.

The system will then ask the user if they are creating a *Mileage* or a *Special Mode* claim. If this is a *Mileage* claim, then the system will process the remainder of the claim using the existing logic for mileage claims. If the user indicates that this is a *Special Mode* claim, then the system will prompt for the *Mode of Transportation*. The user must select one response from the following choices:

- *Air Ambulance Fixed*
- *Air Ambulance Rotary*
- *ALS(Advanced Life Support) Ambulance*
- *BLS (Basic Life Support) Ambulance*
- *Stretcher (Ambulette)*
- *Wheelchair Van*
- *Other*

If *Other* is selected from the above list, the user will be asked to enter up to 25 characters of text describing the mode of transportation.

Next, the user will be asked if this trip was pre-authorized. If the user response is *NO*, then the system will ask whether or not authorization for the BT claim is *approved* or *denied*. If it is *denied*, the system will deny the claim, issue an Appeal Rights document, and prompt for the *Vendor*. The user must select a *Vendor* from the list of vendors already in the system.

If the claim has not been denied, the system will then prompt the user for the *Vendor* associated with the claim. The user will must select a *Vendor* from the list of vendors already in the system.

The user will then enter the following information:

- a) Departure Location for the trip (defaults to the patient *Address*).
- b) Destination Location for the trip (defaults to the *Address* of the selected division).
- c) Any additional remarks for the claim.
- d) Information from the Vendor's Invoice. This includes the following fields. *Note: [R] indicates that the user is required to enter a value for the field. [O] indicates that the field is optional:*
  - i. *Invoice number* [R]
  - ii. *Date that the bill was received* [O]
  - iii. *Whether the trip was Round-Trip or One-Way* [R]
  - iv. *How many Total Miles were traveled* [R]
  - v. *Base Rate Fee* [R]
  - vi. *Mileage Fee* [R]



- vii. *No-Show/No-Load Fee* [O]
- viii. *Wait Time Fee* [O]
- ix. *Extra Crew Fee* [O]
- x. *Special Equipment Fee* [O]
- xi. *Total Invoice Amount* [R]

If the value entered for *Total Invoice Amount* does not equal the sum of the component fees, then the user will be prompted to correct the claim before continuing. The user will then enter any final remarks and complete the claim.

### **Net Income Display**

The BT system will display the Veteran's *Net Income* instead of *Gross Income*. *Net Income* is defined as the Veteran's *Gross Income* minus the following *Deductibles*:

- a. Education costs for the Veteran only. (Does not include education costs attributed to family members.)
- b. Adjusted medical costs for the Veteran and family members
- c. Funeral costs

*Note: There will be times when no value for Income is displayed. For more information, please see the **Income and Status Display from Means and Co-pay tests** section below.*

### **Automatic Deductible Zero**

The BT system will determine if the deductible should be waived for Veterans who report *Income* below the appropriate pension threshold. The BT system will automatically set the *Deductible* for a claim to zero (\$0) if any of the following conditions are true:

- a) The Veteran receives a VA Pension. This includes:
  - i. Veterans with a VA Pension
  - ii. Veterans with a VA Pension and Aid and Attendance (A&A)
- b) Veterans with a VA Pension and House Bound (HB). The Veteran meets the criteria for low-income eligibility. This includes:
  - i. Low income by means test (MT)/prescription (Rx) co-pay test outcome
  - ii. Projected income test, such as those from an offline income test that is entered manually into the BT system, determines income below thresholds
- c) The *Mode of Transportation* selected for the claim is *Common-Carrier*

### **Automatic Eligibility Determination**

The BT system will correctly determine if a Veteran is eligible for BT reimbursement. There are several checks that the BT system will make when determining eligibility, as well as several checks that require input from the user.

When the BT user starts a claim, the system will perform the following three automatic checks:

- a) If the Veteran is *Service Connected* (SC) 30% or greater, then he will be eligible for BT reimbursement. Otherwise, go to step b.
- b) If the Veteran receives a VA pension, then he will be eligible for BT reimbursement. Otherwise, go to step c.
- c) If the Veteran is below the low income eligibility thresholds based upon his current means test or Rx co-pay test, then he will be eligible for BT reimbursement. Otherwise, go to step d.

If any of the above automatic checks (a, b, or c) indicate that the Veteran is eligible for BT reimbursement then the BT system will ask the user if they want to continue the claim or deny for other reasons. If the user continues the claim processing for this determination is complete.

If, however, the Veteran does not qualify using tests outlined above, the BT system will ask the user for additional information in order to determine if the Veteran is eligible for BT reimbursement:

- d) The BT system will ask the user if the Veteran is traveling for a SC appointment. If the user responds *YES* then the Veteran will be eligible for BT reimbursement. Otherwise, go to step g.
- e) The BT system will ask the user if the Veteran is traveling for a C&P appointment. If the user responds *YES* then the Veteran will be eligible for BT reimbursement.

If either of the above manual checks (d or e) indicate that the Veteran is eligible for BT reimbursement then the processing for this determination is complete. If, however, the Veteran does not qualify using either of the manual tests outlined above, the BT system will inform the user that the Veteran does not qualify for BT reimbursement. The BT system will then ask the user if they want to continue with the claim anyway. If the user responds *NO* then the claim will be denied and this part of the processing is complete. *NOTE: At this point in the processing the BT system will auto-generate a BT Denial of Benefits Letter.*

If the user responds *YES* then the BT system will ask the user to specify the reason why the claim is being continued even though the Veteran has not been found eligible for BT reimbursement. The list of possible reasons is:

- *Caregiver*
- *Transplant*
- *Other*

If the user selects *OTHER* then the BT system allows the user to manually enter a reason why the claim is being continued even though the Veteran has not been found eligible for BT reimbursement. Once the user enters a reason, the eligibility-checking process is complete and the user can continue with the claim.

If the system determines that the Veteran is eligible for reimbursement based on the three automatic checks above (a, b, or c) the system will continue with the claim. The user will be then offered another question to allow for the denial of claims based on reasons such as non-qualifying appointment or claim older than 30 days.

The question will be stated as:

Answer NO if you want to deny claim for any reason. Want to continue? Yes//

Answering No here will start the denial workflow allowing the user to select the appropriate denial reason to generate the denial letter.

Answering Yes here will continue processing the claim.

### **BT Deductible Tracking**

The BT system will count the total number of one-way and round trips the Veteran has made to any VAMC under account 829 (i.e. mileage claims only) in the current calendar month. This total will be displayed as a message on the Beneficiary Travel Claim Information screen.

The BT system will retrieve the total dollar amount deducted for the current calendar month for all trips made to any VAMC. This value is displayed as a message on the Beneficiary Travel Claim information screen.

The BT system will determine if the Veteran has qualified to have the deductible waived for a mileage claim. The deductible will be waived if any of the following conditions are met:

- a. The Veteran has made at least 6 trips under account 829 (i.e. mileage claims only) to any VAMC in the current calendar month. For the purposes of this requirement each round trip is counted as 2 trips and each one-way trip is counted as 1 trip. For example, the BT system will waive the deductible if the Veteran has made 4 one-way trips and one round trip to any VAMC in the current calendar month.
- b. The total amount already deducted for the Veteran in the current calendar month is greater than or equal to eighteen (\$18) dollars.
- c. The Veteran has an approved manual waiver on file with any site in the BT system
- d. The Veteran receives a VA pension.
- e. The Veteran meets the criteria for low-income eligibility.
- f. The clerk selects Common Carrier as Mode of Transportation.

The BT system displays a message on the Beneficiary Travel Claim Information screen indicating whether or not the Veteran has qualified to have the deductible waived for a mileage claim.

Lastly, if the Veteran qualifies to have the deductible waived for a mileage claim (account 829) the BT system sets the deductible amount to \$0 in the claim.

### **Waiver Expiration**

If the Veteran has an authorized Waiver to the Deductible in effect, the BT system will display a message to the user on the Beneficiary Travel Claim Information screen indicating when the Waiver expires. The expiration date for the waiver will be calculated as follows:

- a. If the Veteran qualifies for the waiver because they receive a VA pension then the system will display *PENSION* as the expiration date.
- b. If the Veteran qualifies for the waiver because they are below the low-income eligibility thresholds based upon a current Rx co-pay test then the system will display the date when the associated test Rx co-pay expires.

- c. If the Veteran qualifies for the waiver because they are below the low-income eligibility thresholds based upon a current Means Test then the system will display the text “MEANS TEST DO NOT EXPIRE”.
- d. For all other cases the system will display “12/31/xx”.

#### **Income and Status Display from Means and Co-pay tests**

The BT system displays *Income* and *Status* on the Beneficiary Travel Claim Information screen. This will be achieved by performing the following steps:

1. If the Veteran has a valid Rx co-pay record on file which was performed within the last year and has a status of *Non Exempt*, then the *Income* field will remain blank and the *BT Income* field will display *INELIGIBLE*.
2. If the Veteran does not have a valid RX co-pay test on file which was conducted within the last year and does have a valid means test (MT) on file, then the system will display the Veteran’s *Net Income* in the *Income* Field.
3. If the Veteran has one or more RX co-pay records on file, but was not performed within the last year, then the *Income* field will remain blank. In addition, the *Status* field will display *EXPIRED*.
4. If the Veteran does not have a valid Means Test on file, then the *Income* field will remain blank. In addition, the *Status* field will display *EXPIRED*.

#### **Display Last Address Change Date**

The BT system will display the *Date* of the last change to the Veteran’s *Address*. This date is retrieved from the *Address Change* log in the *Eligibility* and *Enrollment* data in VistA. The date of the most recent address change will be displayed on the Beneficiary Travel Claim Information screen just below the address information, and above the eligibility information. The format for the date display is:

Date Address Last Changed: MMM DD, YYYY

#### **Message on Service Connected Appointment Only**

The BT system displays a message to the user if the Veteran is only eligible for *SC Conditions* if the Veteran is less than 30% SC, and does not pass the *Low-Income Eligibility* test, then the BT system will display “*BT Alert: ELIGIBLE FOR SC APPOINTMENTS ONLY*” on the Beneficiary Travel Claim Information screen. The message will be displayed just above the Veteran’s *Income*.

### **Previous Income Information Retrieval**

There will be times when changes in a Veteran's administrative eligibility for BT or changes in BT rules/regulations grant a Veteran reimbursement of travel for claims that were previously denied or never requested by the Veteran. To correctly process such claims the BT system will do the following:

- 1) When a claim is entered for a previous year, the BT system will locate and use the income information from the Veteran's MT or Rx co-pay test that was in effect at the time the trip was made. BT will check to see if the Veteran had a valid Rx co-pay test created during the 364 days prior to the date of the travel. BT system will locate and use the income information from the Veteran's MT that was in effect at the time the trip was made.
- 2) This prior-year income value will be used when determining if the Veteran is eligible to receive BT reimbursement and/or a deductible waiver for that claim.
- 3) This prior-year income value will also be displayed on the Beneficiary Travel Claim Information screen in a manner that distinguishes it from the Veteran's current income.

### **Common Carrier Mode of Transportation**

The BT system captures additional information when a Veteran uses a Common Carrier as the means of transportation for a trip. The BT system asks the user if the method of transportation for a mileage claim was Common Carrier. If the user responds *YES* then the BT system asks the user to specify the type of Common Carrier by selecting a value from choices in the BT database.

If the user selects a Common Carrier other than *BUS* the BT system will ask for the *Common Carrier Reimbursement Amount* as well as the *Date of Reimbursement*:

If the user selects *BUS* as the Common Carrier mode of transportation, the BT system will then ask for the type of Bus Ticket. The options are: *TICKET* or *PASS*.

- a. Selecting *TICKET* indicates that this was a one-time use ticket (i.e. not a bus pass).
- b. If the user selects *PASS*, then the BT system will require the user to enter the *Date* when the Bus Pass expires.

After the user enters the required information for the *BUS* Common Carrier mode of transportation, the BT system will ask the user for the *Common Carrier Reimbursement Amount* as well as the *Date of Reimbursement*.

If the Veteran has an existing valid claim in the BT system for which the mode of transportation is *BUS PASS*, and the *Date* when the *BUS PASS* expires is be greater than the current date, then the Beneficiary Travel Claim Information screen will display the following:

BT Alert: BUS PASS ISSUED - EXPIRES MMM DD, YYYY

MMM DD, YYYY is the *Date* when the *Bus Pass* expires. The message will be displayed directly above the Veteran's *Income* information.

### **Denial of Benefits**

If the claim is denied for any reason, the BT system allows the user to generate a Denial of Benefits letter when it has been determined that the Veteran is not eligible for BT reimbursement. After the claim is denied, the system will do the following:

1. Ask if the user wants to issue a Denial of Benefits Letter to the Veteran. If the user responds *NO* the processing for this feature is complete.
2. If the user responds *YES*, the BT application asks the user what type of Denial of Benefits Letter to generate. The valid responses are limited to the following choices:

- **30 Day Application Requirement** Selected if the request for payment consideration was received more than 30 calendar days from the date the Veteran completed travel associated with his appointment, or the date he became administratively eligible for payment of Beneficiary Travel benefits. *NOTE: this option is available upon denial of either Special Mode or Mileage claims.*
- **NSC High Income** Selected if the Veteran is Non-Service Connected (NSC) with income above the established low income threshold or his income is not on file to determine a low income status exists for consideration of payment. *NOTE: this option available upon denial of either Special Mode or Mileage claims.*
- **SC <30% Non-SC Appointment** Selected if the Veteran is SC with a rating of less than 30%, with income above the established low income threshold or not on file to determine if a low income status exists, and his medical appointment was not coded as treating his service connected condition(s). *NOTE: this option is available upon denial of either Special Mode or Mileage claims.*
- **Non-Qualified Appointment** Selected if the Veteran's appointment(s) associated with his date of travel do not qualify for payment. *NOTE: this option is available upon denial of Special Mode or Mileage claims.*
- **Non-Veteran** VistA lists the Veteran's enrollment category as a Non-Veteran. *NOTE: this option is available upon denial of either Special Mode or Mileage claims.*
- **Medical Review (Special Mode claims)** Selected if pre-authorization was not obtained before using special mode transport and the BT medical review team determined the Veteran's

condition at the time of transport failed to qualify as an emergency to authorize payment. *NOTE: this option is only available when the type of claim being denied is Special Mode.*

3. The BT system will then save the user response with the claim and generate the appropriate Denial of Benefits letter based upon the user response to step 2 above. The user will also be asked to select the printer to be used.

## Claim Enter/Edit Examples:

### Example 1: ENTERING A MILEAGE TRAVEL CLAIM

Select Beneficiary Travel Claim MENU option: CL  
Select DIVISON: Albany  
Select PATIENT: ?  
Answer with PATIENT NAME, or SOCIAL SECURITY NUMBER, or last 4 digits  
of SOCIAL SECURITY NUMBER, or first initial of last name with last  
4 digits of SOCIAL SECURITY NUMBER  
Do you want the entire 87-Entry PATIENT List? N (No)  
Select PATIENT: DGBTPATIENT, TESTING A  
Select TRAVEL CLAIM DATE/TIME: NOW// ??  
Examples of Valid Dates:  
JAN 20 1957 or 20 JAN 57 or 1/20/57 or 012057  
T (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.  
T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO), etc.  
If the year is omitted, the computer uses CURRENT YEAR. Two digit year  
assumes no more than 20 years in the future, or 80 years in the past.  
If only the time is entered, the current date is assumed.  
Follow the date with a time, such as JAN 20@10, T@10AM, 10:30, etc.  
You may enter a time, such as NOON, MIDNIGHT or NOW.  
You may enter NOW+3' (for current date and time Plus 3 minutes  
\*Note--the Apostrophe following the number of minutes)  
Time is REQUIRED in this response.

Time is required when adding a new CLAIM date.  
If there is more than one claim per date, select by number to edit.

Enter a 'P' to display Past CLAIM dates for editing.

Select TRAVEL CLAIM DATE/TIME: NOW//

Are you sure you want to add a new claim? YES//

At this point the Administrative Screen opens to display information about the claimant that is used by the BT clerk to determine if the claim will be paid or denied. Items displayed include:

- Primary and secondary administrative eligibility
- Current Income on file by Means Test, Co-pay test, Alternate Income test, or BT Income Certification
- Deductible Waiver status
- Calendar month one way and round-trips recorded within the BT package at any VA facility
- Deductible Applied within the calendar month at any VA facility
- Date of Last Address Change display (from Registration package)
- Eligible for SC Only
- Bus Pass payment display

The BT package is designed to automatically determine administrative eligibility for payment by reviewing the claimant's Primary and Secondary Eligibility, Income, and Appointments within VistA. If the system does not determine the claimant is eligible it will ask a series of questions for the BT clerk to further define the eligibility and approve completion of the claim for payment or deny the claim and issue a denial letter.

If the system determines that the Veteran is eligible for reimbursement based on the three automatic checks, the system will continue with the claim. The user will be asked another question to allow for the denial of claims based on reasons such as non-qualifying appointment or claim older than 30 days:

Answer NO if you want to deny claim for any reason. Want to continue? Yes//



Answering NO here will start the denial workflow allowing the user to select the appropriate denial reason to generate the denial letter.

Answering YES here will continue processing the claim.

If the Veteran does not pass the automatic checks then another series of questions will be asked:

IS THIS A CLAIM FOR A SERVICE CONNECTED APPOINTMENT? No//  
IS THIS A CLAIM FOR A COMP AND PENSION APPOINTMENT? No//

PATIENT IS NOT ELIGIBLE FOR BT REIMBURSEMENT

CONTINUE WITH CLAIM? No// YES  
SELECT REASON FOR ELIGIBILITY: ??

Enter a code from the list.

Select one of the following:

1	Caregiver
2	Transplant
3	Other

SELECT REASON FOR ELIGIBILITY:  
This is a required response. Enter '^' to exit  
SELECT REASON FOR ELIGIBILITY: 3 Other  
SPECIFY OTHER REASON FOR ELIGIBILITY: ??

Is this a Mileage or Special Mode Claim?: M// ILEAGE  
Enter 'M' for Mileage Claim or RETURN to continue procesing Mileage  
claim or 'S' for Special Mode Claim.

Select one of the following:

M	MILEAGE
S	SPECIAL MODE

The package now displays past claim information, patient visits, admissions, and appointments associated with the date of claim as listed in the VistA structure. Upon completion of the review the clerk is then prompted to confirm the date/time of the claim and asked to continue completing the claim.

Select Account: ?  
Answer with BENEFICIARY TRAVEL ACCOUNT, or ACCOUNT NUMBER  
Choose from:  
829 ALL OTHER 829  
827 C&P 827  
ATTENDANT/PAYEE: ?  
Enter the name in 'Last,First Middle' format between 3-30 characters.  
With the exception of the comma, period, space, hyphen, dash and  
apostrophe punctuation characters should be avoided.

Please wait, checking mileage

MILEAGE/ONE WAY: ?  
Type a Number between 0 and 10000, 0 Decimal Digits  
  
If patient used a common carrier, then the mileage entered here would be  
only the mileage needed to get to the common carrier pick up point.  
MILEAGE/ONE WAY: 1

ONE WAY / ROUND TRIP: ??  
Choose from:  
1 ONE WAY  
2 ROUND TRIP  
ONE WAY / ROUND TRIP: 2

COMMON CARRIER USED? NO// ?  
Enter either 'Y' or 'N'.

COMMON CARRIER USED? NO//

**Note:** The mileage claim workflow is unchanged if “Common Carrier used?” is answered NO.

MEALS & LODGING: 0//

Type a Dollar Amount between 0 and 10000, 2 Decimal Digits

FERRY, BRIDGES, ETC.:0//

Type a Dollar Amount between 0 and 10000, 2 Decimal Digits

MOST ECON.COST: 0//

Type a Dollar Amount between 0 and 10000, 2 Decimal Digits

DEDUCTIBLE AMOUNT: 6//

Type a Dollar Amount between 0 and 10000, 2 Decimal Digits

REMARKS: ??

Answer must be 1-79 characters in length and not containing a "".

The BT Clerk needs to review the summary information for completeness before printing the voucher. Print the voucher and enter electronic signature if applicable. Review the printed voucher for accuracy.

**Note:** If “Common Carrier used?” is answered YES then new questions will be asked.

COMMON CARRIER USED? NO// YES

COMMON CARRIER MODE: ?

Enter the mode of transportation used for this Beneficiary Travel Claim.

Answer with BENEFICIARY TRAVEL MODE OF TRANSPORTATION, or NUMBER

Choose from:

- |   |                |
|---|----------------|
| 1 | AIRPLANE       |
| 2 | BUS            |
| 3 | HIRED CAR/VAN  |
| 4 | METRO TRANSIT  |
| 5 | NON-PROFIT VAN |
| 6 | TAXI           |

You may enter a new BENEFICIARY TRAVEL MODE OF TRANSPORTATION, if you wish  
ANSWER MUST BE 3-30 CHARACTERS IN LENGTH, ENTER THE TYPE OF  
TRANSPORTATION USED FOR BENEFICIARY TRAVEL

COMMON CARRIER MODE: TAXI

...OK? Yes// (Yes)

**Note:** This is the standard Common Carrier workflow for all Modes except BUS.

COMMON CARRIER DATE REIMBURSED: AUG 30,2012// ?

Examples of Valid Dates:

JAN 20 1957 or 20 JAN 57 or 1/20/57 or 012057

T (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.

T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO), etc.

If the year is omitted, the computer uses CURRENT YEAR. Two digit year  
assumes no more than 20 years in the future, or 80 years in the past.

Enter a date which is less than or equal to NOW.

Enter date reimbursement was given for use of common carrier. No future  
dates allowed.

COMMON CARRIER DATE REIMBURSED: AUG 30,2012// (AUG 30, 2012)

COMMON CARRIER FEE: ?

Type a dollar amount between 0 and 1000000, 2 decimal digits.

COMMON CARRIER FEE: 25

COMMON CARRIER REQUIRED: ?

Is Common Carrier required?

Choose from:

- |   |     |
|---|-----|
| 1 | YES |
| 0 | NO  |

COMMON CARRIER REQUIRED: Y YES

MEALS & LODGING: 0// ?

**Note:** If “Common Carrier MODE?” is answered BUS then new questions will be asked.

```

COMMON CARRIER MODE: BUS// BUS
    ...OK? Yes// (Yes)

BUS PASS OR TICKET: ?
    Choose whether the patient has a monthly bus pass or a single use ticket.
    Choose from:
        P          PASS
        T          TICKET
BUS PASS OR TICKET: P PASS
BUS PASS EXPIRATION DATE: ?
    Examples of Valid Dates:
        JAN 20 1957 or 20 JAN 57 or 1/20/57 or 012057
        T (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.
        T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO), etc.
    If the year is omitted, the computer uses CURRENT YEAR. Two digit year
    assumes no more than 20 years in the future, or 80 years in the past.
    Enter the expiration date for the patient's bus pass.
BUS PASS EXPIRATION DATE: 9/30 (SEP 30, 2012)
COMMON CARRIER DATE REIMBURSED: AUG 30,2012// ?
    Examples of Valid Dates:
        JAN 20 1957 or 20 JAN 57 or 1/20/57 or 012057
        T (for TODAY), T+1 (for TOMORROW), T+2, T+7, etc.
        T-1 (for YESTERDAY), T-3W (for 3 WEEKS AGO), etc.
    If the year is omitted, the computer uses CURRENT YEAR. Two digit year
    assumes no more than 20 years in the future, or 80 years in the past.

    Enter a date which is less than or equal to NOW.
    Enter date reimbursement was given for use of common carrier. No future
    dates allowed.
COMMON CARRIER DATE REIMBURSED: AUG 30,2012//
COMMON CARRIER FEE: 25// ?
    Type a dollar amount between 0 and 1000000, 2 decimal digits.
COMMON CARRIER FEE: 25//
COMMON CARRIER REQUIRED: YES// ?
    Is Common Carrier required?
    Choose from:
        1          YES
        0          NO

```

Note: If “COMMON CARRIER REQUIRED?” is answered NO then Common Carrier Fee will ignored and the Most Economical amount will be compared to any entered mileage amount to determine the lesser amount to be paid.

Note: If “COMMON CARRIER REQUIRED?” is answered YES then Common Carrier Fee will be paid regardless of any Most Economical amount entered.

Expected Output:

Voucher form VA 70-3542d

## Example 2: DENIAL OF BENEFITS DURING MILEAGE TRAVEL CLAIM ENTRY

In this example, the patient has no unexpired Means or Co-pay tests, so no income amount is included in the informational display.

```
Beneficiary Travel Claim Information <Screen 1>

Claim Date: AUG 30,2012@21:23

Name: DGBTPATIENT,TESTING A      PT ID: 000-00-0450P      DOB: MAY 4,1950
Address: 2821 ANYWHERE STREET
        LATHAM, NEW YORK 12110

Date Address Last Changed: JUN 14, 2012

Eligibility: SC LESS THAN 50%      SC%: 10

Disabilities:  FOREARM MUSCLE INJURY (10%-SC)

BT Alert: ELIGIBLE FOR SC APPOINTMENTS ONLY

Income:  (Year: 2012)              Source of Income:  COPAY TEST
No. of Dependents: 1                MT Status: NOT APPLICABLE

BT Income: INELIGIBLE
TOTAL TRIPS THIS MONTH: 1 ONE WAY, 1 RD TRIP      WAIVER GRANTED: NO
TOTAL DEDUCTIBLE THIS MONTH: 9
Continue processing claim? YES//

Answer NO if you want to deny claim for any reason. Want to continue? Yes//
```

The question above will only display if automatic eligibility checks are passed.  
The following two questions will be skipped if eligibility is automatic.

```
IS THIS A CLAIM FOR A SERVICE CONNECTED APPOINTMENT? No// ?
IS THIS A CLAIM FOR A COMP AND PENSION APPOINTMENT? No// ?

PATIENT IS NOT ELIGIBLE FOR BT REIMBURSEMENT

CONTINUE WITH CLAIM? No//

Not Eligible: PATIENT AGREES WITH DENIAL OF CLAIM

Select one of the following:

M      MILEAGE
S      SPECIAL MODE

Is this a Mileage or Special Mode Claim?: M// ILEAGE

CLAIM HAS BEEN DENIED AND DENIAL OF BENEFITS LETTER WILL BE ISSUED

Select Denial Reason: ?
  Answer with BENEFICIARY TRAVEL DENIAL REASONS
  Choose from:
  30 DAY APPLICATION REQUIREMENT
  NON-QUALIFIED APPOINTMENT
  NON-VETERAN
  NSC HIGH INCOME
  SC<30% NON-SC APPOINTMENT

Select Denial Reason: 30 DAY APPLICATION REQUIREMENT
ISSUE DENIAL OF BENEFITS LETTER? // ?
```

ENTER 'YES' OR 'NO'.

ISSUE DENIAL OF BENEFITS LETTER? // YES

DEVICE: HOME// UCX/TELNET Right Margin: 80//

DEPARTMENT OF VETERANS AFFAIRS  
1ALBANY  
33384 88TH ST  
ALBANY, NEW YORK 12112

AUG 30,2012  
500/136B  
D0450P

Beneficiary Travel Payment Decision

Dear Veteran,

We regret to inform you that your request for the VA to reimburse the cost of your transportation to and from your medical appointment on AUG 30,2012 is denied.

For our office to authorize reimbursement of your transportation costs you must meet administrative eligibility and application rules found within the Beneficiary Travel regulations at 38 Code of Federal Regulations Part 70, " Beneficiary Travel under 38 U.S.C. 111 within the United States .

Your bill has been denied for the following reason:

Your request for payment consideration was received greater than 30 calendar days from the date you completed travel associated with your date you completed travel associated with your appointment or the date you became administratively eligible for payment of Beneficiary Travel benefits.

If you disagree with this decision follow the instructions on the enclosed VA Form 4107VHA, "Your Rights to Appeal Our Decision." The Notice of Disagreement should be delivered to the Beneficiary Travel Supervisor at your local facility. A second review of your case will be conducted at that time to ensure all facts surrounding the decision were considered to determine if the denial met all regulatory guidelines or to reverse the original decision. If we do not rule in your favor, you will be provided a Statement of Case, which describes the facts, laws, regulations, and reasons for our decision

Sincerely,

JOHN CLERK  
Beneficiary Program Specialist

PLEASE COMPLETE THE INVOICE INFORMATION.

Beneficiary Travel Claim Information <Screen 2>

Name: DGBTPATIENT,TESTING A PT ID: 000-00-0450P DOB: MAY 4,1950

	Date/Time	Account	Deductible	Amt. Paid
Past Claims:	AUG 15,2012@09:00	829 ALL OTHER	\$0.00	\$41.50
	AUG 9,2012@17:21	829 ALL OTHER	\$3.00	\$24.38
	AUG 8,2012@10:00	829 ALL OTHER	\$6.00	\$2.30

Visits For: AUG 30,2012 \* \* \* \* CURRENTLY AN INPATIENT \* \* \* \*

Admitted On: JUN 23,2012@16:31:18      Ward Location: TESTWARD

Appointments: NONE RECORDED FOR THIS DATE

Complete claim for AUG 30,2012@21:23? Yes// ?

ENTER 'Y'ES OR 'N'O

Complete claim for AUG 30,2012@21:23? Yes//      (Yes)

Beneficiary Travel Claim Information <Enter/Edit>

Name: DGBTPATIENT,TESTING A      PT ID: 000-00-0450P      DOB: MAY 4,1950

**NOTE:** If the total invoice does not equal the sum of the component fees, the system will prompt the clerk to correct the claim before continuing.

This concludes the Special Mode claim. The claim does not print. However, the information is stored for reporting, tracking, and audit purposes.

### Example 3: ENTERING A SPECIAL MODE TRAVEL CLAIM

Select PATIENT: TDGGLYN,ZLUB S 1-11-01 000004667P NO NSC VET  
ERAN BE/BR/BO/

Enter a 'P' to display Past CLAIM dates for editing.  
Time is required when adding a new CLAIM.

Select TRAVEL CLAIM DATE/TIME: NOW// (JAN 14, 2013@10:12) JAN 14,2013@10:12

Are you sure you want to add a new claim? Yes// (Yes)

#### Beneficiary Travel Claim Information <Screen 1>

Claim Date: JAN 14,2013@10:12

Name: TDGGLYN,ZLUB S PT ID: 000-00-4667P DOB: JAN 11,1901

Address: 999 ESSEX STREET  
WOOD MILL CONV HOME  
ST RICHARDS, DISTRICT OF COLUMBIA 12345

Date Address Last Changed: DEC 31, 2003

Eligibility: AID & ATTENDANCE

Income: Source of Income:  
No. of Dependents: MT Status: EXPIRED

BT Income: NOT RECORDED

WAIVER EXPIRES: PENSION

TOTAL TRIPS THIS MONTH: 1 ONE WAY, 0 RD TRIP WAIVER GRANTED: YES  
TOTAL DEDUCTIBLE THIS MONTH: 0  
Continue processing claim? YES//

Answer NO if you want to deny claim for any reason. Want to continue? Yes//  
(Yes)

Eligible: Recipient of VA Pension

Select one of the following:

M MILEAGE  
S SPECIAL MODE

Is this a Mileage or Special Mode Claim?: M// SPECIAL MODE

MODE OF TRANSPORTATION: ALS AMBULANCE

WAS TRIP PRE-AUTHORIZED? YES

SELECT VENDOR: OPERATION LIFE SAFETY PH:202 833-9999 NO:872606  
ORD ADD:1329 18TH STREET NW FMS:  
WASHINGTON, DC 20036-6516 CODE: FAX:

...OK? Yes// (Yes)

PLACE OF DEPARTURE [LINE 1]: 999 ESSEX STREET//  
PLACE OF DEPARTURE [LINE 2]: WOOD MILL CONV HOME//  
CITY OF DEPARTURE: ST RICHARDS//  
STATE OF DEPARTURE: DISTRICT OF COLUMBIA Replace  
ZIP CODE/DEPARTURE: 12345//

DESTINATION [LINE 1]: LOWELL VCCC//  
DESTINATION [LINE 2]: 130 MARSHALL ROAD

DESTINATION [LINE 3]:  
CITY: LOWELL//  
STATE OF DESTINATION: MASSACHUSETTS//  
ZIP CODE/DESTINATION: 01852//

INVOICE NUMBER: 654321

INVOICE DATE: T (JAN 14, 2013)

ONE WAY/ROUND TRIP:ONE WAY TRIP

TOTAL MILES: 445

BASE RATE FEE: 100

MILEAGE FEE: 341

NO-SHOW/NO-LOAD FEE:

WAIT TIME FEE:

EXTRA CREW FEE:

SPECIAL EQUIPMENT FEE:

TOTAL INVOICE: 886

TOTAL INVOICE DOES NOT EQUAL THE SUM OF THE COMPONENT FEES.  
YOU MUST CORRECT THE CLAIM BEFORE CONTINUING

BASE RATE FEE: 100//

MILEAGE FEE: 341//

NO-SHOW/NO-LOAD FEE:

WAIT TIME FEE:

EXTRA CREW FEE:

SPECIAL EQUIPMENT FEE:

TOTAL INVOICE: 441

REMARKS:

Beneficiary Travel Claim Information <Screen 2>

Name: TDGGLYN,ZLUB S PT ID: 000-00-4667P DOB: JAN 11,1901

	Date/Time	Account	Deductible	Amt. Paid
Past Claims:	JAN 9,2013@11:14	921 INTERFACILI	\$0.00	\$0.42
	JAN 4,2013@10:26		\$0.00	\$0.00
	MAY 2,1990@11:00	825 EMERGENCIES	\$0.00	\$316.00
	SEP 29,1989@10:00	825 EMERGENCIES	\$0.00	\$64.00
	AUG 10,1989@12:30	826 INTERFACILI	\$0.00	\$64.00

Visits For: JAN 14,2013

Appointments: NONE RECORDED FOR THIS DATE

Complete claim for JAN 14,2013@10:12 ? Yes// (Yes)

FILING..... COMPLETED...

PRESS RETURN TO CONTINUE OR '^' TO STOP....



Claim Date: JAN 14,2013@10:12      Division: LOWELL VCCC

Name: TDGGLYN,ZLUB S      PT ID: 000-00-4667P      DOB: JAN 11,1901

Depart From: 999 ESSEX STREET      To: LOWELL VCCC  
ST RICHARDS, DC 12345      130 MARSHALL ROAD  
LOWELL, MA 01852

Eligibility: AID & ATTENDANCE      SC%: 0

Account: 826 SPECIAL MODE - NON-EMERGENT

  

Mode/Trans: ALS AMBULANCE	One Way/Round Trip:	ONE WAY
Carrier: OPERATION LIFE SAFETY	Total Miles Traveled:	445.00
Invoice: 654321	Base Rate Fee:	\$100.00
Date Received: JAN 14,2013	Mileage Fee:	\$341.00
Pre-Authorized: YES	No-Show/No Load Fee:	\$0.00
Payment: APPROVED	Wait Time Fee:	\$0.00
Auth. Person: TRAVCLRK,ABCD	Extra Crew Fee:	\$0.00
	Equipment Fee:	\$0.00
	Total Invoice Amount:	\$441.00

```
<I>nformation, <D>isplay claim, <E>dit claim, or <Q>uit Quit//
```

Select PATIENT:

#### Example 4: DENIAL OF BENEFITS DURING SPECIAL MODE TRAVEL CLAIM ENTRY

NOTE: This example does not show any income for 2012 because the Rx Copay Test is older than 365 days.

```
Beneficiary Travel Claim Information <Screen 1>

Claim Date: AUG 30,2012@21:27

Name: DGBTPATIENT,TESTING A      PT ID: 000-00-0450P      DOB: MAY 4,1950
Address: 2821 ANYWHERE STREET
        LATHAM, NEW YORK 12110

Date Address Last Changed: JUN 14, 2012

Eligibility: SC LESS THAN 50%      SC%: 10

Disabilities:  FOREARM MUSCLE INJURY (10%-SC)

BT Alert: ELIGIBLE FOR SC APPOINTMENTS ONLY

Income:  (Year: 2012)              Source of Income:  COPAY TEST
No. of Dependents: 1                MT Status: NOT APPLICABLE

BT Income: INELIGIBLE
TOTAL TRIPS THIS MONTH: 1 ONE WAY, 1 RD TRIP      WAIVER GRANTED: NO
TOTAL DEDUCTIBLE THIS MONTH: 9
Continue processing claim? YES//
IS THIS A CLAIM FOR A SERVICE CONNECTED APPOINTMENT? No// y  (Yes)

Eligible: Patient stated SERVICE CONNECTED APPOINTMENT

Select one of the following:

M      MILEAGE
S      SPECIAL MODE

Is this a Mileage or Special Mode Claim?: S// PECIAL MODE

MODE OF TRANSPORTATION: ALS AMBULANCE//

WAS TRIP PRE-AUTHORIZED? NO//
IS AUTHORIZATION APPROVED? YES// NO

CLAIM HAS BEEN DENIED AND DENIAL OF BENEFITS LETTER WILL BE ISSUED

Select Denial Reason: ?
Answer with BENEFICIARY TRAVEL DENIAL REASONS
Choose from:
30 DAY APPLICATION REQUIREMENT
MEDICAL REVIEW
NON-QUALIFIED APPOINTMENT
NON-VETERAN
NSC HIGH INCOME
SC<30% NON-SC APPOINTMENT

Select Denial Reason: MEDICAL REVIEW
ISSUE DENIAL OF BENEFITS LETTER? // YES

DEVICE: HOME//  UCX/TELNET      Right Margin: 80//

DEPARTMENT OF VETERANS AFFAIRS
1ALBANY
33384 88TH ST
ALBANY, NEW YORK 12112
```

AUG 30,2012  
500/136B  
D0450P

Beneficiary Travel Special Mode Payment Decision

Dear Veteran,

We regret to inform you that your request for the VA to provide payment for the cost of the special mode transportation you received on AUG 30,2012 is denied.

Special mode of transportation includes ambulance, stretcher van, wheelchair van or any mode of transportation specially designed to transport a disabled person. In order for the VA to reimburse for a special mode of transportation; you must meet the administrative eligibility criteria of 38 Code of Federal Regulations Part 70, "Beneficiary Travel under 38 U.S.C. 111 within the United States, and VA must determine that your medical condition required the type of special mode transport. In addition the travel must be pre-authorized except in emergencies where a delay would be hazardous to life or health. Finally the application for payment must be submitted to our office within thirty calendar days of the date of service to be eligible for consideration.

Your bill has been denied for the following reason:

Pre-authorization was not obtained before using special mode transport, and our medical review team determined your condition at the time of transport failed to qualify as an emergency to authorize payment.

If you disagree with this decision follow the instructions on the enclosed VA Form 4107VHA, "Your Rights to Appeal Our Decision." The Notice of Disagreement should be delivered to the Beneficiary Travel Supervisor at your local facility. A second review of your case will be conducted at that time to ensure all facts surrounding the decision were considered to determine if the denial met all regulatory guidelines or to reverse the original decision. If we do not rule in your favor, you will be provided a Statement of Case, which describes the facts, laws, regulations, and reasons for our decision.

Sincerely,

JOHN CLERK  
Beneficiary Program Specialist

PLEASE COMPLETE THE INVOICE INFORMATION.

SELECT VENDOR: VENDOR #1// ?

Answer with VENDOR NUMBER, or NAME, or DUN & BRADSTREET #, or  
FMS VENDOR CODE, or SYNONYM:

1	VENDOR #1	PH:	NO:	1
ORD ADD:123 SMITH LANE	FMS:			
	CODE:	FAX:		

Select a Vendor from the list only.

SELECT VENDOR: VENDOR #1//	VENDOR #1	PH:	NO:	1
ORD ADD:123 SMITH LANE	FMS:			
	CODE:	FAX:		

...OK? Yes// (Yes)

PLACE OF DEPARTURE [LINE 1]: 2821 ANYWHERE STREET Replace  
PLACE OF DEPARTURE [LINE 2]:  
CITY OF DEPARTURE: LATHAM//  
STATE OF DEPARTURE: NEW YORK//  
ZIP CODE/DEPARTURE: 12110//

DESTINATION [LINE 1]: DBA//  
DESTINATION [LINE 2]: 1ALBANY//  
DESTINATION [LINE 3]: 33384 88TH ST//  
CITY: ALBANY//  
STATE OF DESTINATION: NEW YORK//  
ZIP CODE/DESTINATION: 12112//

INVOICE NUMBER: 3433//

INVOICE DATE: AUG 30, 2012// (AUG 30, 2012)

ONE WAY/ROUND TRIP:ROUND TRIP//

TOTAL MILES: 100//

BASE RATE FEE: 200//

MILEAGE FEE: 50//

NO-SHOW/NO-LOAD FEE:

WAIT TIME FEE:

EXTRA CREW FEE:

SPECIAL EQUIPMENT FEE:

TOTAL INVOICE: 250//

REMARKS:

Beneficiary Travel Claim Information <Screen 2>

Name: DGBTPATIENT,TESTING A PT ID: 000-00-0450P DOB: MAY 4,1950

	Date/Time	Account	Deductible	Amt. Paid
Past Claims:	AUG 15,2012@09:00	829 ALL OTHER	\$0.00	\$41.50
	AUG 9,2012@17:21	829 ALL OTHER	\$3.00	\$24.38
	AUG 8,2012@10:00	829 ALL OTHER	\$6.00	\$2.30

Visits For: AUG 30,2012 \* \* \* \* CURRENTLY AN INPATIENT \* \* \* \*

Admitted On: JUN 23,2012@16:31:18 Ward Location: TESTWARD

Appointments: NONE RECORDED FOR THIS DATE

Complete claim for AUG 30,2012@21:27 ? Yes// (Yes)

FILING..... COMPLETED...

PRESS RETURN TO CONTINUE OR '^' TO STOP....

Beneficiary Travel Claim Information <Display>

Claim Date: AUG 30,2012@21:27 Division: DBA

Name: DGBTPATIENT,TESTING A PT ID: 000-00-0450P DOB: MAY 4,1950

Depart From: 2821 ANYWHERE STREET	To: 1ALBANY
LATHAM, NY 12110	33384 88TH ST
	ALBANY, NY 12112

Eligibility: SC LESS THAN 50%

SC%: 0

Account: 826 SPECIAL MODE - NON-EMERGENT

Mode/Trans: ALS AMBULANCE  
Carrier: VENDOR #1  
Invoice: 3433  
Date Received: AUG 30,2012  
Pre-Authorized: NO  
Payment: DENIED  
Auth. Person: ENGLEBACH,ROB

One Way/Round Trip: ROUND TRIP  
Total Miles Traveled: 100.00  
Base Rate Fee: \$200.00  
Mileage Fee: \$50.00  
No-Show/No Load Fee: \$0.00  
Wait Time Fee: \$0.00  
Extra Crew Fee: \$0.00  
Equipment Fee: \$0.00  
Total Invoice Amount: \$250.00

Remarks:

<I>nformation, <D>isplay claim, <E>dit claim, or <Q>uit Quit//

NOTE: If the total invoice does not equal the sum of the component fees, the system will prompt the clerk to correct the claim before continuing.

This concludes the Special Mode claim. If a Special Mode claim is denied, the claim does not print. However, the information is stored for reporting, tracking, and audit purposes.

Expected Output:  
Denial of Benefit letter

### Example 5: SAMPLE CLAIM VOUCHER

DGBTPATIENT,TESTING A 2821 ANYWHERE STREET  LATHAM NY 12110  0450P NM 05041950 10 3 010 7		VOUCHER FOR CASH REIMBURSEMENT OF BENEFICIARY TRAVEL EXPENSES 2. Name and Address of Issuing Health Care Facility  1ALBANY 33384 88TH ST ALBANY, NY 12112	
1. Patient Data Card Information			
3. Fiscal Symbols			
4. From (Place of Departure) 2821 ANYWHERE STREET LATHAM, NY 12110		5. To (Destination) DBA 33384 88TH ST ALBANY, NY 12112	
6. Miles Traveled 11 miles	7. Authorized Mileage Rate: \$0.415 per mile	8. Mileage Allowance (Item 6 X Item 7) \$4.57	8a. Common Carrier Fee \$0.00
9. Meals & Lodging Costs \$0.00	10. Ferry, Bridges, Etc. \$4.00	11. Total (Sum of 8, 8a, 9, and 10) \$8.57	
12. Most Economical Public Trans. Costs \$12.00	13. Total (Sum of 9 and 12) \$12.00	14. AMOUNT CLAIMED AND PAYABLE * MINUS \$0.00 APPLIED DEDUCTIBLE \$8.57	
* The amount payable is the amount entered in Item 14.			
I CERTIFY THAT THE CLAIMANT REPORTED FOR AN AUTHORIZED SERVICE ON THE DATE SHOWN. (Authority VA Regulation 6100 & PL 100-322)			
15. Date/Time of Claim JUL 29,2012@19:54	16. Signature of Certifying Official BARRY DELLINGER		
I have neither obtained transportation at Government expense nor through the use of Government request, tickets, or tokens; and have not used any Government-owned conveyance or incurred any expenses which may be presented as charges against the Dept. of Veterans Affairs for transportation, meals, or lodging in connection with my authorized travel that is not herein claimed. I hereby claim the amount entered in Item 14 above. I certify that the claim is correct and just and that payment has not been received.			
I hereby acknowledge receipt, in cash or check to be mailed, of the amount in Item 14 above, in full payment of this claim.			
17. Signature of Payee TESTING A DGBTPATIENT		18. Date	
REMARKS: This is a test for Mileage type Patient		ACCOUNT: 829	
TOTAL TRIP		TOTAL MONTHLY DEDUCTIBLE	

1 WAY = 2	\$20.91
RT = 6	
AUDIT BLOCK	
AMOUNT PAID FOUND CORRECT	Remarks
Auditor's Initials	Date

VA Form 70-3542d

### 4.3. Distance Enter/Edit

**This option will be disabled by a patch after BT Dashboard is fully implemented.**

The Distance Enter/Edit option is used to enter or edit the distance in miles between cities/towns and the treating medical center division. The state, zip code, one-way mileage, medical center division, and most economical cost is asked for each city or town entered. Multiple divisions may be entered for each city. The mileage amount entered here for a city/town will determine the default in the mileage prompt of the Claim Enter/Edit option when entering a new travel claim from that particular city.

If any of the following conditions are present when you enter this option, you will be given the opportunity to correct them: zip code is missing, default mileage is missing or set to zero, ADDITIONAL INFORMATION field is set to YES and REMARKS field is blank.

It is not mandatory to use this option before a travel claim can be entered. However, doing so will facilitate the quick issuing of travel pay as the mileage from the Veteran's home city to the medical center will already be in the system and not have to be looked up and entered during claim entry.

Only users holding the DGBT SUPERVISOR key may access this option.

The Distance Enter/Edit option should be disabled after the installation of the BT Dashboard program. The BT Dashboard is used as the VA standard mileage tool for determining point to point mileage over the direct distance from the address of departure to the address of destination. Once the option is disabled the clerk will manually enter the mileage displayed in the route mapping portion of the BT Dashboard at the Mileage/One Way prompt.

## 4.4. Edit the BT Dashboard configuration file

BT Dashboard calculates the driving mileage from the patient's address to a configured set of institutions. This option is used to configure BT Dashboard to provide information about a destination site. The data entered will be displayed on the BT Dashboard. The information may contain such items as: available care specialties, alternate addresses, and comments containing hours of operation, and contact information to help the clerk determine if care is available at a closer facility when determining the mileage to reimburse.

Only users holding the DGBT SUPERVISOR key may access this option.

If this option is not on your menu, ask your supervisor or ADPAC to add or change configuration data as needed.

There should be only one configuration record to edit. It will be displayed if you enter “??” at the first prompt in this option:

```
Select BENEFICIARY TRAVEL DASHBOARD CONFIG NAME: ??
```

You should select the entry that is displayed. After configuration is complete, this record will contain a list of VA Institutions and, if desired, a list of Non-VA Institutions and related information. The BT Dashboard ignores any additional records. When adding or changing data for CBOC's and other facilities through this option, you must select this record and enter the facility information starting at the VA INSTITUTION prompt as shown below:

```
Select BENEFICIARY TRAVEL DASHBOARD CONFIG NAME: ??
Select BENEFICIARY TRAVEL DASHBOARD CONFIG NAME: ?
  Answer with BENEFICIARY TRAVEL DASHBOARD CONFIG NAME:
    YOURFACILITY

      You may enter a new BENEFICIARY TRAVEL DASHBOARD CONFIG, if you wish
      NAME MUST BE 3-30 CHARACTERS, NOT NUMERIC OR STARTING WITH
      PUNCTUATION
NAME: YOURFACILITY VAMC
Select VA INSTITUTION: YOUR CBOC
  Are you adding 'YOUR CBOC' as a new VA INSTITUTION (the
  1ST for this BENEFICIARY TRAVEL DASHBOARD CONFIG)? No// Y  (Yes)
    ACTIVE: 1  YES
    ALTERNATE ADDRESS: 3111 MAIN STREET
    Select SPECIALTY: SPECIALTY 1
    Are you adding 'SPECIALTY 1' as a new SPECIALTY (the 1ST for this VA
    INSTITUTION)? No// Y  (Yes)
    Select SPECIALTY:
Select VA INSTITUTION:
Select NON-VA INSTITUTION: INSTITUTION 2
  Are you adding 'INSTITUTION 2' as a new NON-VA INSTITUTION (the 1ST
  for this BENEFICIARY TRAVEL DASHBOARD CONFIG)? No// Y  (Yes)
    ACTIVE: 1  YES
    ADDRESS: 3112 MAIN
    Select SPECIALTY: SPECIALTY 2
    Are you adding 'SPECIALTY 2' as a new SPECIALTY (the 1ST for this
    NON-VA INSTITUTION)? No// Y  (Yes)
    Select SPECIALTY:
Select NON-VA INSTITUTION: ^
```



## **4.5. Income Certification Eligibility**

The Income Certification Eligibility option is used to file basic income certification. It is mainly used to store data and for reporting purposes. At this time, the use of this option will not replace the manual completion of the income certification form.

A new certification date may be entered or an existing date may be edited/deleted. The option allows for the entering/editing of income (amount certified), certification date, and eligibility for travel pay. The data entered here is displayed on the Information Screen of the Claim Enter/Edit option.

BT clerks may use this functionality to enter Veteran income not addressed with the alternate income entries of Hardship or POW. It should be noted that any entry made here will not be considered primary for making payment decisions. Rather it would be used to validate why a clerk authorized a payment based on income the system did not automatically populate. The system does NOT automatically use this information to determine payment.

Since income certification is done annually, use of this option should be infrequent.

## 4.6. Parameter Rates Enter/Edit

The Parameter Rates Enter/Edit option is used to establish site specific parameters for the Beneficiary Travel package. You must hold the DGBT SUPERVISOR key to access this option.

Note: Under direction of the Chief Business Office, as of February 1, 2008 this feature has had some selections removed.

Listed below is a brief explanation of each site parameter.

### BT CERTIFYING OFFICIAL

This is the name of the official which will appear on all VA Forms 70-3542d, Cash Reimbursement of Beneficiary Travel Expenses. If this field is left blank, the user's name will be printed followed by DESIGNEE OF CERTIFYING OFFICIAL.

### COREFLS ACTIVE

This field determines if the Beneficiary Travel software uses vendors/carriers from the nationally held database of vendors (COREFLS). In order for this field to be turned on, the CoreFLS package (CSL) must be installed in your system. By default this is set to NO and no editing is allowed, the software uses the vendor/carriers from the VENDOR file (#440).

### BT OTHER EXPENSES ASKED

This field is used to determine if the MEALS & LODGING and FERRY, BRIDGES, ETC. prompts will be asked in the Beneficiary Travel Claim Enter/Edit option. YES or NO.

**NOTE:** Some sites use the value in the FISCAL SYMBOLS field of the rates record for printing on the forms or reports. If your site requires this information, use the following FileMan instructions to update this field in the current rates record. Under direction of the Central Business Office do not change any of the other rate record fields.

---

VA FileMan 22.0

Select OPTION: ENTER OR EDIT FILE ENTRIES

INPUT TO WHAT FILE: PATIENT TEAM ASSIGNMENT// 43.1 MAS EVENT RATES (8 entries)  
EDIT WHICH FIELD: ALL// FISCAL SYMBOLS THEN EDIT  
FIELD:

Select MAS EVENT RATES DATE: 020108 FEB 01, 2008  
FISCAL SYMBOLS: <enter symbol for your site here>

---

## 4.7. Reprint of 70-3542d form

The Reprint of 70-3542d form option is used to reprint the standard preformatted beneficiary travel form for cash reimbursement. This form is VA Form 70-3542d, Voucher for Cash Reimbursement of Beneficiary Travel Expenses. Once the patient name has been entered, all the previously entered travel claim dates/times for that patient with an account type of ALL OTHER or C&P will be automatically listed for selection.

Data items printed on the travel form include patient name, address, social security number, name and address of issuing facility, departure and destination, miles traveled, other expenses, authorized mileage rate, amount claimed and payable, total trips one way and roundtrip, total deductible, and common carrier fee.

Note: VAF 70-3542d text was modified by the DGBT\*1.0\*20 enhancement patch as follows:

1. The static text that previously read *“The amount payable shall be the amount entered in Item 11 or item 13, whichever is less. Exception: If public transportation is not reasonably accessible or would be medically inadvisable, the amount payable shall be the amount entered in item 11”* has been changed to *“The amount payable is the amount entered in item 14”*.
2. The form was modified to include the total number of 1-way and round trips taken by the Veteran in the current calendar month. Additionally, the form displays the total monthly deductible for the Veteran. Common Carrier fee field has been added to the form and included in the total.

The form must be printed with a 132 column margin width.

### Input Data:

Patient  
Claim Date

### Expected Output:

Voucher form for selected date

```
-----
Select Beneficiary Travel Menu Option: VRPT  Reprint of 70-3542d form
Select PATIENT NAME:      DGBTPATIENT,TESTING A      5-4-50      0450P **Pseu
do SSN**      YES      SC VETERAN
Enrollment Priority: GROUP 3      Category: IN PROCESS      End Date: 10/31/2011
```

Only claims with ACCOUNT TYPE of ALL OTHER or C&P are listed as choices.

Select Claim DATE/TIME:

1. JUL 29,2012@23:57 (D)
2. JUL 29,2012@19:54
3. JUL 15,2012@11:45
4. JUL 13,2012@17:04
5. JUL 13,2012@15:26

Type '^' to Stop, or  
Choose 1-5: 2 JUL 29,2012@19:54

This needs to be printed at 132 columns  
DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 132

DGBTPATIENT, TESTING A		19	VOUCHER FOR CASH REIMBURSEMENT OF BENEFICIARY TRAVEL EXPENSES	
2821 ANYWHERE STREET		001		
LATHAM	NY	12110	2. Name and Address of Issuing Health Care Facility	
000-00-0450P NM	05041950	10	1ALBANY	
3 010 7			33384 88TH ST	
			ALBANY, NY 12112	
1. Patient Data Card Information				
3. Fiscal Symbols				
4. From (Place of Departure)		5. To (Destination)		
2821 ANYWHERE STREET		DBA		
LATHAM, NY 12110		33384 88TH ST		
		ALBANY, NY 12112		
6. Miles Traveled	7. Authorized Mileage Rate:	8. Mileage Allowance (Item 6 X Item 7)	8a. Common Carrier Fee	
11 miles	\$0.415 per mile	\$4.57	\$0.00	
9. Meals & Lodging Costs	10. Ferry, Bridges, Etc.	11. Total (Sum of 8, 8a, 9, and 10)		
\$0.00	\$4.00	\$8.57		
12. Most Economical	13. Total (Sum of 9 and 12)	14. AMOUNT CLAIMED AND PAYABLE *		
Public Trans. Costs		MINUS \$0.00 APPLIED DEDUCTIBLE		
\$12.00	\$12.00	\$8.57		
* The amount payable is the amount entered in Item 14.				
I CERTIFY THAT THE CLAIMANT REPORTED FOR AN AUTHORIZED SERVICE ON THE DATE SHOWN. (Authority VA Regulation 6100 & PL 100-322)				
15. Date/Time of Claim	16. Signature of Certifying Official			
JUL 29, 2012@19:54	BARRY DELLINGER			
I have neither obtained transportation at Government expense nor through the use of Government request, tickets, or tokens; and have not used any Government-owned conveyance or incurred any expenses which may be presented as charges against the Dept. of Veterans Affairs for transportation, meals, or lodging in connection with my authorized travel that is not herein claimed. I hereby claim the amount entered in Item 14 above. I certify that the claim is correct and just and that payment has not been received.				
I hereby acknowledge receipt, in cash or check to be mailed, of the amount in Item 14 above, in full payment of this claim.				
17. Signature of Payee		18. Date		
TESTING A DGBTPATIENT				
REMARKS: This is a test for Mileage type Patient		ACCOUNT: 829		
TOTAL TRIP		TOTAL MONTHLY DEDUCTIBLE		
1 WAY = 2		\$20.91		
RT = 5				
AUDIT BLOCK				
AMOUNT PAID FOUND CORRECT		Remarks		
Auditor's Initials		Date		

VA Form 70-3542d

## 4.8. Edit Denial Letters Template

The Edit Letters Template option allows supervisors the ability to change the denial letters if necessary due to CBO or legislative changes. These changes will be made directly into the templates and will affect all future denial letters once the changes have been made. A programming instruction imbedded in the template text tells the system to use the claim date. These characters should never be changed:

```
"|VAR("DGBTCDDT(1)")|"
```

Each site will have the ability to modify the template files that the BT system uses when generating Denial Letters for both Special Mode and Mileage claims. A new security key has been added to the BT system. Users with the **DGBT EDIT DENIAL LTRS** key can access the BT option, Edit Denial Letters Template (EDL), and modify the text of each template.

*Note 1: The BT system contains the **textual** content of each template only. If the printed denial letter has any special graphical content (e.g. logos) the non-textual information will be on pre-printed paper.*

*Note 2: The BT system contains only **one** version of the textual content for each of the two denial letters. If the user re-prints an old copy of a denial letter it is incumbent upon the user to ensure that the text matches that of the old denial letter. Otherwise it is possible to reprint an old denial letter using the incorrect template text.*

Input Data:

Text of template changes

Expected Output:

New version of Template

### Example 1: EDITING A DENIAL LETTER TEMPLATE

Select Beneficiary Travel Menu Option: EDL Edit Denial Letters Template

Select one of the following:

M	MILEAGE DENIAL TEMPLATE
S	SPECIAL MODE DENIAL TEMPLATE

SELECT TEMPLATE TYPE: MILEAGE DENIAL TEMPLATE

Select one of the following:

1	MILEAGE TEMPLATE 1
2	MILEAGE TEMPLATE 2

SELECT WHICH MILEAGE LETTER: 1 MILEAGE TEMPLATE 1

**MILEAGE DENIAL LETTER TEMPLATE PART 1**

```
==[ WRAP ]==[ INSERT ]=====< MILEAGE DENIAL LETTER >=====[ <PF1>H=Help ]====
```

Beneficiary Travel Payment Decision

Dear Veteran,

We regret to inform you that your request for the VA to reimburse the cost of your transportation to and from your medical appointment on |VAR("DGBTCDDT(1)")| is denied.

For our office to authorize reimbursement of your transportation costs

you must meet administrative eligibility and application rules found within the Beneficiary Travel regulations at 38 Code of Federal Regulations Part 70, " Beneficiary Travel under 38 U.S.C. 111 within the United States .

Your bill has been denied for the following reason:

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====

Select one of the following:

M	MILEAGE DENIAL TEMPLATE
S	SPECIAL MODE DENIAL TEMPLATE

SELECT TEMPLATE TYPE: MILEAGE DENIAL TEMPLATE

Select one of the following:

1	MILEAGE TEMPLATE 1
2	MILEAGE TEMPLATE 2

SELECT WHICH MILEAGE LETTER: 2 MILEAGE TEMPLATE 2

#### **MILEAGE DENIAL LETTER TEMPLATE PART 2**

==[ WRAP ]==[ INSERT ]=====< MILEAGE DENIAL LETTER >===== [ <PF1>H=Help ]=====

If you disagree with this decision follow the instructions on the enclosed VA Form 4107VHA, "Your Rights to Appeal Our Decision." The Notice of Disagreement should be delivered to the Beneficiary Travel Supervisor at your local facility. A second review of your case will be conducted at that time to ensure all facts surrounding the decision were considered to determine if the denial met all regulatory guidelines or to reverse the original decision. If we do not rule in your favor, you will be provided a Statement of Case, which describes the facts, laws, regulations, and reasons for our decision

Sincerely,

|VAR("DGBTCDF(2)")|

|VAR("DGBTCDF(3)")|

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====

Select one of the following:

M	MILEAGE DENIAL TEMPLATE
S	SPECIAL MODE DENIAL TEMPLATE

SELECT TEMPLATE TYPE:

This is a required response. Enter '^' to exit

Select one of the following:

M	MILEAGE DENIAL TEMPLATE
S	SPECIAL MODE DENIAL TEMPLATE

SELECT TEMPLATE TYPE: ^

Press RETURN to continue...

-----

## 4.9. View of Claim

The View of Claim option is used to review a previously entered travel claim for a patient. Once the patient name has been entered, all the travel claim dates/times for that patient will be automatically listed for selection.

The Beneficiary Travel Claim Information Display screen will be shown for the selected claim. Some of the data items displayed may include: patient's name, social security number, date of birth, eligibility; "depart from" and "to" addresses; whether claim is for one-way or round-trip mileage; cost of meals, ferry, bridges, lodging; account type, and amount payable.

This option is used for viewing only. Claims may not be entered or edited here.

### Example 1: VIEWING A CLAIM

Note: In this example, the patient has a denied claim on July 15. This is indicated by the (D) next to the claim date.

```
Select Beneficiary Travel Menu Option: view of Claim
Select PATIENT NAME: DGBTPATIENT, TESTING A
DGBTPATIENT, TESTING A      5-4-50      0450P **Pseudo SSN**
      YES      SC VETERAN
Enrollment Priority: GROUP 3      Category: IN PROCESS      End Date: 10/31/2011
```

Select Claim DATE/TIME:

1. JUL 29,2012@22:04
2. JUL 29,2012@19:54
3. JUL 15,2012@11:45 (D)
4. JUL 13,2012@17:04
5. JUL 13,2012@15:26

Type '^' to Stop, or  
Choose 1-5: 1 JUL 29,2012@22:04

#### Beneficiary Travel Claim Information <Display>

```
Claim Date: JUL 29,2012@22:04      Division: DBA
Name: DGBTPATIENT, TESTING A      PT ID: 0450P      DOB: MAY 4,1950
Depart From: 2821 ANYWHERE STREET      To: 1ALBANY
      LATHAM, NY 12110      33384 88TH ST
      ALBANY, NY 12112
Eligibility: SC LESS THAN 50%      SC%: 0
Account: 826 SPECIAL MODE - NON-EMERGENT

Mode/Trans: WHEELCHAIR VAN      One Way/Round Trip:      ONE WAY
Carrier: VENDOR #1      Total Miles Traveled:      24.00
Invoice: 232      Base Rate Fee:      $1.00
Date Received: JUL 29, 2012      Mileage Fee:      $1.00
Pre-Authorized: YES      No-Show/No Load Fee:      $0.00
Payment: APPROVED      Wait Time Fee:      $0.00
Auth. Person: BRODNY,PAVEL B      Extra Crew Fee:      $0.00
      Equipment Fee:      $0.00
      Total Invoice Amount:      $2.00
```

Remarks:

## 4.10. Manual Deductible Waiver

The BT system allows a user to enter a manual deductible waiver for a Veteran. Manual Deductible Waiver (MAN), has been added to the Beneficiary Travel menu to enter the waiver information. After selecting this option, the user selects the associated patient, and the BT system will then gather the following waiver information:

- a. The deductible waiver request date
- b. Whether or not the deductible waiver was authorized
- c. Remarks
- d. The individual who approved/denied the deductible waiver

The BT system uses the information entered by the user when determining if the Veteran has qualified to have the deductible waived for a mileage claim.

All manual waivers will expire on 12/31/xx of the year they are approved. Additionally, all manual waiver information will be made available to all BT sites via Remote Data View (RDV), however only the BT site at which the manual waiver was approved will be permitted to change or edit the waiver.

This option only waives the mileage deductible. it does not change Veteran eligibility for BT reimbursement. The Alternate Income option will affect both eligibility for BT reimbursement and deductible waiver.

### Input Data:

Patient  
Waiver Date  
Waiver Authorized  
Waiver Granted By  
Waiver Approval Date  
Waiver Remarks

### Expected Output:

Waiver information stored in system

### Example 1: ENTERING A MANUAL DEDUCTIBLE WAVIER

Select Beneficiary Travel Menu Option: MAN Manual Deductible Waiver

Select PATIENT: DGBTTEST,EIGHT  
DGBTTEST,EIGHT 9-27-87 2787P \*\*Pseudo SSN\*\* NO  
NSC VETERAN

Enter 'P' for past requests

DEDUCTIBLE WAIVER REQUEST DATE AND TIME: NOW// (JUL 29, 2012@23:40)

DEDUCTIBLE WAIVER AUTHORIZED YES  
DEDUCTIBLE WAIVER GRANTED BY: DOE, JOHN SUPERVISOR  
WAIVER APPROVAL DATE: TODAY// (JUL 29, 2012)  
DEDUCTIBLE WAIVER REMARKS: Test of Ded. waiver.  
NAME: DGBTTEST,EIGHT DEDUCTIBLE WAIVER REQUEST DATE: Jul 29, 2012@23:40  
GRANTED BY: DOE, JOHN ON DATE: JUL 29,2012  
Complete waiver request? YES//



## 4.11. BT Alternate Income Enter/Edit

In some cases Veterans are not required to have MT's, and it is possible for a Veteran to have MT or Rx co-pay income information in VistA that is not representative of their actual income. For example, this might be the case if the Veteran has lost his job since his last MT or Rx co-pay test was performed. To account for this the BT system allows the user to manually enter income information for Veterans who are currently experiencing a hardship condition. The BT Alternate Income Enter/Edit option allows the user to enter or edit an alternate income for either POW or Hardship cases. Alternate Income expiration dates will vary based on reason for Alternate Income. POW income will expire one year from date of entry, while Hardship income will expire at the end of the current calendar year 12/31/XX. Both incomes will be evaluated for meeting BT criteria using a calculator external to the BT package. This calculator is a tool distributed by the CBO to be used by clerks to determine eligibility outside of the standard registration package. Any income entered into the system is considered to be under the current thresholds for the year. The system will not compare the entered income against any thresholds currently in the system.

The BT system will use the values entered by the user for alternate income instead of any MT or Rx co-pay income information when performing the following checks:

- When determining if the Veteran is eligible for BT benefits because he meets the criteria for low income eligibility
- When determining if the Veteran qualifies for a waiver of the deductible
- When displaying the calculated net income

Note: The BT system will use the values entered by the user for alternate income even if current MT or Rx co-pay income data exist. In other words, data entered for alternate income will override any MT or Rx co-pay income information.

### Input Data:

Patient  
Date of Alternate Income  
Alt. Income Amount  
Reason for Alternate Income

### Expected Output:

Alt. Income information stored in system

### Example 1: ENTERING ALTERNATE INCOME

```
Select Beneficiary Travel Menu Option: BT Alternate Income Enter/Edit

Select PATIENT: DGBTPATIENT,THREE      3-24-70      2470P **Pseudo SSN**
YES      SC VETERAN
Enrollment Priority: GROUP 2      Category: IN PROCESS      End Date:

Begin Date: (6/29/2012 - 7/29/2012): Jul 29, 2012//      (JUL 29, 2012)

      Name: DGBTPATIENT,THREE      PT ID: 2470P      DOB: MAR 24,1970

      Address: 832 NOWHERE ST
              APT 333
              LATHAM, NEW YORK 12110

Eligibility: SC LESS THAN 50%      SC%: 35      POW:NO
```

June 2013

## 4.12. Reprint Denial of Benefits Letters

Reprint Denial of Benefits Letters (RDL) has been added to the Beneficiary Travel menu to reprint any Denial of Benefits letters for previously denied claims. After selecting this option and specifying the patient and date of the claim, if the BT system can locate the denied claim, the denied claim will be displayed and the user will be asked to select the printer for printing the denial letter.

Input Data:

Patient  
Claim Date

Expected Output:

Denial Letter for selected date

### Example 1: REPRINTING DENIAL OF BENEFITS LETTER

Select Beneficiary Travel Menu Option: RDL Reprint Denial of Benefits Letters

Select PATIENT: DGBTPATIENT, TESTING A 5-4-50 0450P \*\*Pseudo SS  
N\*\* YES SC VETERAN  
Enrollment Priority: GROUP 3 Category: IN PROCESS End Date: 10/31/2011

1. JUL 29, 2012@23:57
2. JUL 05, 2012@17:49
3. JUL 04, 2012@14:17
4. JUL 04, 2012@14:10
5. MAY 17, 2012@12:37

Type '^' to exit date list, or <RETURN> to display more dates  
Select CLAIM: 1  
DEVICE: HOME// VIRTUAL TELNET Right Margin: 80//

## 4.13. Beneficiary Travel Reports

### Submenu: RPTS Beneficiary Travel Reports

Reporting capabilities provided by the BT system allow users to do the following:

- Run any report manually on demand
- Specify the timeframe for the data to be included in the report
- Export results from any report into Microsoft Excel
- Print or queue any report to a facility printer

The report selection criteria will be Start and End Dates based on Claim entry date. Start and End names will be based on the Veteran's last name with a default of AAA and ZZZ. Depending on the type of report they can be run as Mileage or Special Mode reports. Another criteria will be the detail level of Full or Total.

#### RPTS Beneficiary Travel Reports ...

---

SUM	Summary Report
AUD	Audit Report
CL	Clerk Report
PAT	Travel Pattern Report
SP	Special Mode Report
FISC	Fiscal Report

---

### 4.13.1. Summary Report

The Summary Report provides statistical totals for analysis of facility BT funds expended, claims processed, claim denials, alternate transportation usage, and Veteran eligibility demographics during a specified timeframe.

The Summary Report option allows the user to print a total report for either Special Mode or Mileage claims to be used for reporting metrics and planning purposes. This report can also be exported as a text file for import into other software.

Input Data:

Start Date

End Date

Type of Report:

Excel document:

Expected Output:

Display version for monitor or printer, or text file to import into Excel

#### Example 1: SUMMARY MILEAGE REPORT DISPLAYED

Select Beneficiary Travel Menu Option: RPTS Beneficiary Travel Reports

Select Beneficiary Travel Reports Option: SUM Summary Report

START DATE: T-55 (JUN 05, 2012)

END DATE: T (JUL 30, 2012)

Select one of the following:

M MILEAGE  
S SPECIAL MODE

Which claim type do you want to run?: MILEAGE

Do you want to capture report data for an Excel document? NO//

WARNING - THIS REPORT REQUIRES THAT A DEVICE WITH 132 COLUMN WIDTH BE USED.  
IT WILL NOT DISPLAY CORRECTLY USING 80 COLUMN WIDTH DEVICES

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 132

BT SUMMARY REPORT PRINT DATE: JUL 30, 2012@01:16:57  
Jun 05, 2012 TO Jul 30, 2012  
CLAIM TYPE: MILEAGE  
DIVISION: DBA

PAGE 1

DIVISION	DED	PAYABLE	ENTERED	ACCT CLAIMS	MILEAGE	CC FEE	MOST ECON	M&L	F&B
DBA	\$6.00	\$26.00	Jun 07, 2012 829	1	22	\$0.00	\$11.00	\$21.00	\$32.00
DBA	\$0.42	\$30.00	Jun 11, 2012 829	2	12	\$333.00	\$10.00	\$20.00	\$30.00
DBA	\$24.00	\$266.50	Jun 20, 2012 829	4	700	\$0.00	\$0.00	\$0.00	\$0.00
DBA	\$3.00	\$15.68	Jun 22, 2012 829	1	45	\$0.00	\$0.00	\$0.00	\$0.00
DBA	\$3.00	\$77.00	Jul 01, 2012 829	1	200	\$0.00	\$0.00	\$0.00	\$0.00
DBA			Jul 02, 2012 829	1	400	\$0.00	\$0.00	\$0.00	\$0.00

BT SUMMARY REPORT      PRINT DATE: JUL 30, 2012@01:16:57      PAGE 2  
Jun 05, 2012 TO Jul 30, 2012  
CLAIM TYPE: MILEAGE  
DIVISION: DBA

BT SUMMARY REPORT      PRINT DATE: JUL 30, 2012@01:16:57      PAGE  
3  
Jun 05, 2012 TO Jul 30, 2012  
CLAIM TYPE: MILEAGE  
DIVISION: DBA

REPORT HAS FINISHED, PRESS RETURN TO CONTINUE OR '^' TO STOP...

## Example 2: SUMMARY MILEAGE REPORT FOR EXPORT TO EXCEL

Select Beneficiary Travel Reports Option: Select Beneficiary Travel Reports Option: SUM Summary Report

START DATE: T-55 (JUN 05, 2012)

END DATE: T (JUL 30, 2012)

Select one of the following:

M	MILEAGE
S	SPECIAL MODE

Which claim type do you want to run?: MILEAGE

Do you want to capture report data for an Excel document? NO// YES

Before continuing, please set up your terminal to capture the detail report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Note: To avoid undesired wrapping of the data saved to the file, please enter '0;512;999' at the 'DEVICE:' prompt.

DEVICE: HOME// 0;512;999 VIRTUAL TELNET

DATE ENTERED^DIVISION^ACCT^# CLAIMS^MILEAGE^CC FEE^MOST ECONOMIC^M & L^FERRIES AND BRIDGES^DEDUCTIBLE^AMOUNT PAYABLE

Jun 07, 2012	DBA^829^1^22^0.00^11.00^21.00^32.00^6.00^26.00
Jun 11, 2012	DBA^829^2^12^333.00^10.00^20.00^30.00^0.42^30.00
Jun 20, 2012	DBA^829^4^700^0.00^0.00^0.00^0.00^24.00^266.50
Jun 22, 2012	DBA^829^1^45^0.00^0.00^0.00^0.00^3.00^15.68
Jul 01, 2012	DBA^829^1^200^0.00^0.00^0.00^0.00^3.00^77.00
Jul 02, 2012	DBA^829^1^400^0.00^0.00^0.00^0.00^6.00^160.00

REPORT HAS FINISHED, TURN OFF CAPTURE, THEN PRESS RETURN TO CONTINUE OR '^' TO STOP....

## 4.13.2. Audit Report

The Audit Report provides information to audit claims for accuracy. The Audit Report option allows the user to print a full report of Mileage claims to be used by the CBO for aggregation for National reporting metrics. This report can also be exported as a text file for import into other software. These reports are wider than normal reports and the right margin will need to be increased to 255 characters.

Input Data:

Start Date  
End Date  
Start Name  
End Name

Excel document:

Expected Output:

Display version for monitor or printer, or text file to import into Excel

### Example 1: AUDIT REPORT DISPLAYED

Select Beneficiary Travel Menu Option: RPTS Beneficiary Travel Reports

Select Beneficiary Travel Reports Option: AUD Audit Report  
\*\*\*\*\* BT Audit Report \*\*\*\*\*

START DATE: T-30 (JUN 30, 2012)  
END DATE: T (JUL 30, 2012)  
START NAME : AAA//  
END NAME : ZZZ//

Do you want to capture report data for an Excel document? NO//

WARNING - THIS REPORT REQUIRES THAT A DEVICE WITH 255 COLUMN WIDTH BE USED.  
IT WILL NOT DISPLAY CORRECTLY USING 80 COLUMN WIDTH DEVICES

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 255

\*\*\*\*\* BT Audit Report 06/30/12-07/30/12 \*\*\*\*\* Page: 1

DATE ENT	CLAIM DATE	PATIENT NAME	SSN	ELIG	SC %	ACCT	R/O	MILEAGE	CC MODE	CC FEE	ECON	DED
PAYABLE	DEP ADDRESS	DEP CITY	DEP STATE	DEP ZIP DIV	REMARKS							
07/01/12	06/29/12	DGBTPATIENT, TESTING A	000-00-0450P	SC LESS THAN 50%	10	829	R	200		\$0.00	\$0.00	\$3.00
2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	DBA								\$77.00
07/02/12	07/02/12	DGBTPATIENT, TESTING A	000-00-0450P	SC LESS THAN 50%	10	829	R	400		\$0.00	\$0.00	\$6.00
\$160.00	2821 ANYWHERE	STREE LATHAM	NEW YORK	12110	DBA							
07/05/12	05/03/12	DGBTPATIENT, THREE	702-03-2470P	SC LESS THAN 50%	35	829	R	50		\$0.00	\$0.00	\$6.00
832 NOWHERE ST	LATHAM	NEW YORK	12110	DBA								\$14.75
07/05/12	07/05/12	DGBTPATIENT, THREE	702-03-2470P	SC LESS THAN 50%	35	829	R	50		\$0.00	\$0.00	\$0.00
832 NOWHERE ST	LATHAM	NEW YORK	12110	DBA								\$20.75
07/10/12	07/10/12	DGBTTEST, EIGHTEEN	202-09-1687P	NSC		829	O	10		\$0.00	\$0.00	\$3.00
762 SUSETTA	LAKELAND	FLORIDA	33801	DBA								\$11.15
07/11/12	07/11/12	DGBTPATIENT, TESTING A	000-00-0450P	SC LESS THAN 50%	10	829	R	6		\$0.00	\$0.00	\$2.49
2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	DBA								\$0.00
07/13/12	07/12/12	DGBTPATIENT, TESTING A	000-00-0450P	SC LESS THAN 50%	10	829	R	40		\$0.00	\$0.00	\$6.00
2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	DBA								\$10.60

PRESS RETURN TO CONTINUE OR '^' TO STOP



Page: 2

DATE ENT PAYABLE	CLAIM DATE DEP ADDRESS	PATIENT NAME DEP CITY	SSN DEP STATE	ELIG DEP ZIP DIV	REMARKS	SC %	ACCT	R/O	MILEAGE	CC MODE	CC FEE	ECON	DED
07/13/12 2821 ANYWHERE STREE	07/13/12 LATHAM	DGBTPATIENT, TESTING A NEW YORK	000-00-0450P 12110	SC LESS THAN 50% DBA		10	829	R	100		\$0.00	\$0.00	\$6.00 \$35.50
07/13/12 2821 ANYWHERE STREE	07/13/12 LATHAM	DGBTPATIENT, TESTING A NEW YORK	000-00-0450P 12110	SC LESS THAN 50% DBA		10	829	O	1		\$0.00	\$0.00	\$0.42 \$0.00
07/15/12 2821 ANYWHERE STREE	07/15/12 LATHAM	DGBTPATIENT, TESTING A NEW YORK	000-00-0450P 12110	SC LESS THAN 50% DBA		10	829	R	200	TAXI	\$50.00	\$26.00	\$0.00 \$26.00
07/24/12 48 CENTRAL AVE	05/10/12 DOVER	DGBTTEST, EIGHT NEW HAMPSHIRE	202-09-2787P 03820	HOUSEBOUND DBA			829	R	10	AIRPLANE	\$22.00	\$55.00	\$0.00 \$81.15
07/24/12 123 OAK ST	07/15/12 LATHAM	DGBTPATIENT, POW NEW YORK	602-01-0160P 12110	SC LESS THAN 50% DBA			829	R	50	TAXI	\$35.85	\$17.50	\$0.00 \$17.50
07/25/12 DBA	07/11/12	DGBTTEST, GOOBY	000-00-2650P	SC LESS THAN 50%			829	R	60		\$0.00	\$0.00	\$6.00 \$18.90
07/25/12 DBA	07/18/12	DGBTTEST, GOOBY	000-00-2650P	SC LESS THAN 50%			829	R	4		\$0.00	\$0.00	\$1.66 \$0.00

PRESS RETURN TO CONTINUE OR '^' TO STOP

Page: 3

DATE ENT PAYABLE	CLAIM DATE DEP ADDRESS	PATIENT NAME DEP CITY	SSN DEP STATE	ELIG DEP ZIP DIV	REMARKS	SC %	ACCT	R/O	MILEAGE	CC MODE	CC FEE	ECON	DED
07/25/12 DBA	07/19/12	DGBTTEST, GOOBY	000-00-2650P	SC LESS THAN 50%			829	O	2	TAXI	\$20.00	\$0.00	\$0.00 \$0.83
07/29/12 2821 ANYWHERE STREE	07/29/12 LATHAM	DGBTPATIENT, TESTING A NEW YORK	000-00-0450P 12110	SC LESS THAN 50% DBA	This is a test for Mileage typ	10	829	O	11		\$0.00	\$12.00	\$0.00 \$8.57

REPORT HAS FINISHED, PRESS RETURN TO CONTINUE OR '^' TO STOP....

## Example 2: AUDIT REPORT FOR EXPORT TO EXCEL

Select Beneficiary Travel Reports Option: AUD Audit Report

\*\*\*\*\* BT Audit Report \*\*\*\*\*

START DATE: T-30 (JUN 30, 2012)  
END DATE: T (JUL 30, 2012)  
START NAME : AAA//  
END NAME : ZZZ//

Do you want to capture report data for an Excel document? NO// YES

Before continuing, please set up your terminal to capture the detail report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Note: To avoid undesired wrapping of the data saved to the file, please enter '0;512;999' at the 'DEVICE:' prompt.

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 255

DATE ENTERED CLAIM DATE PATIENT NAME SSN ELIGIBILITY SC PERCENTAGE ACCOUNT R/O MILES CC MODE CC FEE MOST ECONOMICAL DEDUCTIBLE AMOUNT AMOUNT PAYABLE PLACE OF DEPARTURE CITY OF DEPARTURE STATE OF DEPARTURE ZIP CODE OF DEPARTURE DIVISION REMARKS  
07/01/12 06/29/12 DGBTPATIENT, TESTING A 000-00-0450P SC LESS THAN 50% 10 829 R 200 0.00 0.00 3.00 77.00 2821 ANYWHERE STREET LATHAM NEW YORK 12110 DBA  
07/05/12 07/05/12 DGBTPATIENT, THREE 702-03-2470P SC LESS THAN 50% 35 829 R 50 0.00 0.00 0.00 20.75 832 NOWHERE ST LATHAM NEW YORK 12110 DBA  
07/10/12 07/10/12 DGBTTTEST, EIGHTEEN 202-09-1687P NSC 829 0 10 0.00 0.00 3.00 11.15 762 SUSETTA LAKE LAND FLORIDA 33801 DBA  
07/11/12 07/11/12 DGBTPATIENT, TESTING A 000-00-0450P SC LESS THAN 50% 10 829 R 6 0.00 0.00 2.49 0.00 2821 ANYWHERE STREET LATHAM NEW YORK 12110 DBA  
07/24/12 05/10/12 DGBTTTEST, EIGHT 202-09-2787P HOUSEBOUND 829 R 10 AIRPLANE 22.00 55.00 0.00 81.15 48 CENTRAL AVE DOVER NEW HAMPSHIRE 03820 DBA  
07/24/12 07/15/12 DGBTPATIENT, POW 602-01-0160P SC LESS THAN 50% 829 R 50 TAXI 35.85 17.50 0.00 17.50 123 OAK ST LATHAM NEW YORK 12110 DBA  
07/25/12 07/11/12 DGBTTTEST, GOOFY 000-00-2650P SC LESS THAN 50% 829 R 60 0.00 0.00 6.00 18.90 DBA  
07/25/12 07/18/12 DGBTTTEST, GOOFY 000-00-2650P SC LESS THAN 50% 829 R 4 0.00 0.00 1.66 0.00 DBA  
07/25/12 07/19/12 DGBTTTEST, GOOFY 000-00-2650P SC LESS THAN 50% 829 0 2 TAXI 20.00 0.00 0.00 0.83 DBA  
07/29/12 07/29/12 DGBTPATIENT, TESTING A 000-00-0450P SC LESS THAN 50% 10 829 0 11 0.00 12.00 0.00 8.57 2821 ANYWHERE STREET LATHAM NEW YORK 12110 DBA This is a test for Mileage type Patient  
REPORT HAS FINISHED, TURN OFF CAPTURE, THEN PRESS RETURN TO CONTINUE OR '^' TO STOP....

### 4.13.3. Clerk Report

The Clerk Report retrieves information about claims entered by a specific BT clerk. The Clerk Report option allows the user to print either a full or total report for either Special Mode or Mileage claims based on entry clerk. This report can also be exported as a text file for import into other software.

#### Input Data:

Start Date

End Date

#### Type of Report:

All clerks:

Full/Total

Excel document:

#### Expected Output:

Display version for monitor or printer, or text file to import into Excel

#### Example 1: CLERK REPORT DISPLAYED

Select Beneficiary Travel Menu Option: RPTS Beneficiary Travel Reports

Select Beneficiary Travel Reports Option: CL Clerk Report

START DATE: T-30 (JUN 30, 2012)

END DATE: T (JUL 30, 2012)

Select one of the following:

M	MILEAGE
S	SPECIAL MODE

Which claim type do you want to run?: MILEAGE

Do you wish to run this report for all clerks? YES//

Select one of the following:

F	FULL
T	TOTAL

Which claim type do you want to run?: FULL

Do you want to capture report data for an Excel document? NO//

WARNING - THIS REPORT REQUIRES THAT A DEVICE WITH 132 COLUMN WIDTH BE USED.  
IT WILL NOT DISPLAY CORRECTLY USING 80 COLUMN WIDTH DEVICES

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 255

PATIENT NAME	SSN	CLERK	CL DT	ENT DT	ACCT	M&L
DIVISION	R/O	MILEAGE CC MODE		CC FEE	ECON	
F&B	DED	PAYABLE	REMARKS			
DGBTPATIENT, TESTING A	000000450P	DELLINGER, BARRY	Jun 29, 2012	Jul 01, 2012	829	
DBA	R	200		\$0.00	\$0.00	\$0.00
\$0.00	\$3.00	\$77.00				
DGBTPATIENT, TESTING A	000000450P	DELLINGER, BARRY	Jul 02, 2012	Jul 02, 2012	829	
DBA	R	400		\$0.00	\$0.00	\$0.00
\$0.00	\$6.00	\$160.00				
DGBTPATIENT, THREE	702032470P	DELLINGER, BARRY	May 03, 2012	Jul 05, 2012	829	
DBA	R	50		\$0.00	\$0.00	\$0.00
\$0.00	\$6.00	\$14.75				
DGBTPATIENT, THREE	702032470P	DELLINGER, BARRY	Jul 05, 2012	Jul 05, 2012	829	
DBA	R	50		\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$20.75				

BT CLERK REPORT PRINT DATE: JUL 30, 2012@01:57:43  
 2  
 Jun 30, 2012 TO Jul 30, 2012  
 VERSION: FULL  
 TYPE: MILEAGE  
 DIVISION: DBA  
 CLERK: ALL

PAGE

PATIENT NAME DIVISION F&B	DED	PAYABLE	SSN	CLERK R/O	MILEAGE	CC MODE	CL DT	ENT DT CC FEE	ACCT ECON	M&L
DGBTTEST,EIGHTEEN DBA			202091687P	ENGLEBACH,ROB	0	10	Jul 10, 2012	Jul 10, 2012 \$0.00	829 \$0.00	\$10.00
DGBTPATIENT,TESTING A DBA	\$3.00	\$11.15	502050450P	BRODNY,PAVEL B	R	6	Jul 11, 2012	Jul 11, 2012 \$0.00	829 \$0.00	\$0.00
DGBTPATIENT,TESTING A DBA	\$2.49	\$0.00	502050450P	DELLINGER,BARRY	R	40	Jul 12, 2012	Jul 13, 2012 \$0.00	829 \$0.00	\$0.00
DGBTPATIENT,TESTING A DBA	\$6.00	\$10.60	502050450P	DELLINGER,BARRY	R	100	Jul 13, 2012	Jul 13, 2012 \$0.00	829 \$0.00	\$0.00

BT CLERK REPORT PRINT DATE: JUL 30, 2012@01:57:43  
 3  
 Jun 30, 2012 TO Jul 30, 2012  
 VERSION: FULL  
 TYPE: MILEAGE  
 DIVISION: DBA  
 CLERK: ALL

PAGE

PATIENT NAME DIVISION F&B	DED	PAYABLE	SSN	CLERK R/O	MILEAGE	CC MODE	CL DT	ENT DT CC FEE	ACCT ECON	M&L
DGBTPATIENT,TESTING A DBA	\$0.42	\$0.00	502050450P	BRODNY,PAVEL B	O	1	Jul 13, 2012	Jul 13, 2012 \$0.00	829 \$0.00	\$0.00
DGBTPATIENT,TESTING A DBA	\$0.00	\$26.00	502050450P	DELLINGER,BARRY	R	200 TAXI	Jul 15, 2012	Jul 15, 2012 \$50.00	829 \$26.00	\$0.00
DGBTTEST,EIGHT DBA	\$0.00	\$81.15	202092787P	DELLINGER,BARRY	R	10 AIRPLANE	May 10, 2012	Jul 24, 2012 \$22.00	829 \$55.00	\$33.00
DGBTPATIENT,POW DBA	\$10.00	\$17.50	602010160P	DELLINGER,BARRY	R	50 TAXI	Jul 15, 2012	Jul 24, 2012 \$35.85	829 \$17.50	\$25.00

BT CLERK REPORT PRINT DATE: JUL 30, 2012@01:57:43  
 Jun 30, 2012 TO Jul 30, 2012  
 VERSION: FULL  
 TYPE: MILEAGE  
 DIVISION: DBA  
 CLERK: ALL

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PATIENT NAME DIVISION F&B	DED	PAYABLE	SSN	CLERK R/O	MILEAGE	CC MODE	CL DT	ENT DT CC FEE	ACCT ECON	M&L
DGBTTEST,GOOFY DBA	\$6.00	\$18.90	302022650P	DELLINGER,BARRY	R	60	Jul 11, 2012	Jul 25, 2012 \$0.00	829 \$0.00	\$0.00
DGBTTEST,GOOFY DBA	\$1.66	\$0.00	302022650P	DELLINGER,BARRY	R	4	Jul 18, 2012	Jul 25, 2012 \$0.00	829 \$0.00	\$0.00
DGBTTEST,GOOFY DBA	\$0.00	\$0.83	302022650P	DELLINGER,BARRY	O	2 TAXI	Jul 19, 2012	Jul 25, 2012 \$20.00	829 \$0.00	\$0.00
DGBTPATIENT,TESTING A DBA	\$4.00	\$8.57	502050450P	BRODNY,PAVEL B	O	11	Jul 29, 2012	Jul 29, 2012 \$0.00	829 \$12.00	\$0.00

This is a test for Mileage type Patient

BT CLERK REPORT PRINT DATE: JUL 30, 2012@01:57:43  
 Jun 30, 2012 TO Jul 30, 2012  
 VERSION: FULL  
 TYPE: MILEAGE  
 DIVISION: DBA  
 CLERK: ALL

PAGE 5

GRAND TOTALS:	CLAIMS F&B	DED	PAYABLE	MILEAGE	CC FEE	ECON	M&L
		16		1194	\$127.85	\$110.50	\$68.00
	\$58.00	\$40.57	\$482.70				

REPORT HAS FINISHED, PRESS RETURN TO CONTINUE OR '^' TO STOP....

## Example 2: CLERK REPORT FOR EXPORT TO EXCEL

Select Beneficiary Travel Reports Option: CL Clerk Report  
START DATE: T-30 (JUN 30, 2012)  
END DATE: T (JUL 30, 2012)

Select one of the following:

M	MILEAGE
S	SPECIAL MODE

Which claim type do you want to run?: MILEAGE  
Do you wish to run this report for all clerks? YES//

Select one of the following:

F	FULL
T	TOTAL

Which claim type do you want to run?: FULL

Do you want to capture report data for an Excel document? NO// YES

Before continuing, please set up your terminal to capture the detail report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Note: To avoid undesired wrapping of the data saved to the file, please enter '0;512;999' at the 'DEVICE:' prompt.

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 0;512;999 Right Margin:  
80// ^

DEVICE: HOME// 0;512;9999 VIRTUAL TELNET  
DATE ENTERED^PATIENT^PATIENT ID^CLERK^CLAIM DATE^DIVISION^ACCT^R/O^MILEAGE^CC MODE^CC FEE^MOST ECONOMIC^M & L^FERRIES &  
BRIDGES^DEDUCTIBLE^AMOUNT PAYABLE^REMARK  
Jul 01, 2012^DGBTPATIENT, TESTING A^502050450P^DELLINGER, BARRY^Jun 29, 2012^DBA^829^R^200^0.00^0.00^0.00^0.00^3.00^77.00^  
Jul 02, 2012^DGBTPATIENT, TESTING A^502050450P^DELLINGER, BARRY^Jul 02, 2012^DBA^829^R^400^0.00^0.00^0.00^0.00^6.00^160.00^  
Jul 05, 2012^DGBTPATIENT, THREE^702032470P^DELLINGER, BARRY^May 03, 2012^DBA^829^R^50^0.00^0.00^0.00^0.00^6.00^14.75^  
Jul 05, 2012^DGBTPATIENT, THREE^702032470P^DELLINGER, BARRY^Jul 05, 2012^DBA^829^R^50^0.00^0.00^0.00^0.00^0.00^20.75^  
Jul 10, 2012^DGBTTEST, EIGHTEEN^202091687P^ENGLEBACH, ROB^Jul 10, 2012^DBA^829^O^10^0.00^0.00^0.00^0.00^3.00^11.15^  
Jul 11, 2012^DGBTPATIENT, TESTING A^502050450P^BRODNY, PAVEL B^Jul 11, 2012^DBA^829^R^6^0.00^0.00^0.00^0.00^2.49^0.00^  
Jul 13, 2012^DGBTPATIENT, TESTING A^502050450P^DELLINGER, BARRY^Jul 12, 2012^DBA^829^R^40^0.00^0.00^0.00^0.00^6.00^10.60^  
Jul 13, 2012^DGBTPATIENT, TESTING A^502050450P^DELLINGER, BARRY^Jul 13, 2012^DBA^829^R^100^0.00^0.00^0.00^0.00^6.00^35.50^  
Jul 13, 2012^DGBTPATIENT, TESTING A^502050450P^BRODNY, PAVEL B^Jul 13, 2012^DBA^829^O^1^0.00^0.00^0.00^0.00^0.42^0.00^  
Jul 15, 2012^DGBTPATIENT, TESTING A^502050450P^DELLINGER, BARRY^Jul 15, 2012^DBA^829^R^200^TAXI^50.00^26.00^0.00^0.00^0.00^26.00^  
Jul 24, 2012^DGBTTEST, EIGHT^202092787P^DELLINGER, BARRY^May 10, 2012^DBA^829^R^10^AIRPLANE^22.00^55.00^33.00^44.00^0.00^81.15^  
Jul 24, 2012^DGBTPATIENT, POW^602010160P^DELLINGER, BARRY^Jul 15, 2012^DBA^829^R^50^TAXI^35.85^17.50^25.00^10.00^0.00^17.50^  
Jul 25, 2012^DGBTTEST, GOOFY^302022650P^DELLINGER, BARRY^Jul 11, 2012^DBA^829^R^60^0.00^0.00^0.00^0.00^6.00^18.90^  
Jul 25, 2012^DGBTTEST, GOOFY^302022650P^DELLINGER, BARRY^Jul 18, 2012^DBA^829^R^4^0.00^0.00^0.00^0.00^1.66^0.00^  
Jul 25, 2012^DGBTTEST, GOOFY^302022650P^DELLINGER, BARRY^Jul 19, 2012^DBA^829^O^2^TAXI^20.00^0.00^0.00^0.00^0.00^0.83^  
Jul 29, 2012^DGBTPATIENT, TESTING A^502050450P^BRODNY, PAVEL B^Jul 29, 2012^DBA^829^O^11^0.00^12.00^0.00^4.00^0.00^8.57^This is a  
test for Mileage type Patient

REPORT HAS FINISHED, TURN OFF CAPTURE, THEN PRESS RETURN TO CONTINUE OR '^' TO STOP....

## 4.13.4. Travel Pattern Report

The Travel Pattern Report will be used to analyze distance/location to Veteran claims for unique travel patterns. The Travel Pattern Report option allows the user to print a full report of Mileage claims to be utilized for the analysis of mileage travel patterns. This report can also be exported as a text file for import into other software.

Input Data:

Start Date

End Date

Start Name

End Name

Excel document:

Expected Output:

Display version for monitor or printer/Text file to import into Excel

### Example 1: TRAVEL PATTERN REPORT DISPLAYED

Select Beneficiary Travel Menu Option: RPTS Beneficiary Travel Reports

Select Beneficiary Travel Reports Option: PAT Travel Pattern Report

\*\*\*\*\* BT Travel Pattern Report \*\*\*\*\*

START DATE: T-30 (JUN 30, 2012)

END DATE: T (JUL 30, 2012)

START NAME : AAA//

END NAME : ZZZ//

Do you want to capture report data for an Excel document? NO//

WARNING - THIS REPORT REQUIRES THAT A DEVICE WITH 255 COLUMN WIDTH BE USED.  
IT WILL NOT DISPLAY CORRECTLY USING 80 COLUMN WIDTH DEVICES

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 255

\*\*\*\*\* BT Travel Pattern Report 06/30/12-07/30/12 \*\*\*\*\* Page: 1

CLAIM DATE	PATIENT NAME	SSN	ACCT	DEP ADDRESS	DEP CITY	DEP STATE	DEP ZIP	R/O	MILEAGE	PAYABLE	CLERK	REMARKS
06/29/12	DGBTPATIENT, TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	R	200	\$77.00	DELLINGER, BARRY	
07/02/12	DGBTPATIENT, TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	R	400	\$160.00	DELLINGER, BARRY	
05/03/12	DGBTPATIENT, THREE	702-03-2470P	829	832 NOWHERE ST	LATHAM	NEW YORK	12110	R	50	\$14.75	DELLINGER, BARRY	
07/05/12	DGBTPATIENT, THREE	702-03-2470P	829	832 NOWHERE ST	LATHAM	NEW YORK	12110	R	50	\$20.75	DELLINGER, BARRY	
07/10/12	DGBTTEST, EIGHTEEN	202-09-1687P	829	762 SUSETTA	LAKELAND	FLORIDA	33801	O	10	\$11.15	ENGBACH, ROB	
07/11/12	DGBTPATIENT, TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	R	6	\$0.00	BRODNY, PAVEL B	
07/12/12	DGBTPATIENT, TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	R	40	\$10.60	DELLINGER, BARRY	

PRESS RETURN TO CONTINUE OR '^' TO STOP

\*\*\*\*\* BT Travel Pattern Report 06/30/12-07/30/12 \*\*\*\*\* Page: 2

CLAIM DATE	PATIENT NAME	SSN	ACCT	DEP ADDRESS	DEP CITY	DEP STATE	DEP ZIP	R/O	MILEAGE	PAYABLE	CLERK	REMARKS
07/13/12	DGBTPATIENT, TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	R	100	\$35.50	DELLINGER, BARRY	
07/13/12	DGBTPATIENT, TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	O	1	\$0.00	BRODNY, PAVEL B	
07/15/12	DGBTPATIENT, TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110	R	200	\$26.00	DELLINGER, BARRY	
05/10/12	DGBTTEST, EIGHT	202-09-2787P	829	48 CENTRAL AVE	DOVER	NEW HAMPSHIRE	03820	R	10	\$81.15	DELLINGER, BARRY	
07/15/12	DGBTPATIENT, POW	602-01-0160P	829	123 OAK ST	LATHAM	NEW YORK	12110	R	50	\$17.50	DELLINGER, BARRY	
07/11/12	DGBTTEST, GOOFY	000-00-2650P	829					R	60	\$18.90	DELLINGER, BARRY	
07/18/12	DGBTTEST, GOOFY	000-00-2650P	829					R	4	\$0.00	DELLINGER, BARRY	

PRESS RETURN TO CONTINUE OR '^' TO STOP

CLAIM DATE	PATIENT NAME	SSN	ACCT	DEP ADDRESS	DEP CITY	DEP STATE	DEP ZIP R/O	MILEAGE PAYABLE	CLERK	REMARKS
07/19/12	DGBTTEST,GOOFY	000-00-2650P	829				0 2	\$0.83	DELLINGER,BARRY	
07/29/12	DGBTPATIENT,TESTING A	000-00-0450P	829	2821 ANYWHERE STREE	LATHAM	NEW YORK	12110 0 11	\$8.57	BRODNY,PAVEL B	This is a test for Mileage type Patient

REPORT HAS FINISHED, PRESS RETURN TO CONTINUE OR '^' TO STOP....

## Example 2: TRAVEL PATTERN REPORT FOR EXPORT TO EXCEL

Note: In this example, the Device options 0;512;999 will be selected for exporting to an Excel file. 512 is the margin width and 999 is the page length.

Select Beneficiary Travel Reports Option: PAT Travel Pattern Report

\*\*\*\*\* BT Travel Pattern Report \*\*\*\*\*

START DATE: T-30 (JUN 30, 2012)  
END DATE: T (JUL 30, 2012)  
START NAME : AAA//  
END NAME : ZZZ//

Do you want to capture report data for an Excel document? NO// YES

Before continuing, please set up your terminal to capture the detail report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Note: To avoid undesired wrapping of the data saved to the file, please enter '0;512;999' at the 'DEVICE:' prompt.

DEVICE: HOME// 0;512;999

CLAIM DATE PATIENT NAME SSN ACCOUNT PLACE OF DEPARTURE CITY OF DEPARTURE STATE OF DEPARTURE ZIP CODE OF DEPARTURE R/O MILES AMOUNT PAYABLE WHO ENTERED INTO FILE REMARKS  
06/29/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 R 200 77.00 DELLINGER, BARRY  
07/02/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 R 400 160.00 DELLINGER, BARRY  
05/03/12 DGBTPATIENT, THREE 702-03-2470P 829 832 NOWHERE ST LATHAM NEW YORK 12110 R 50 14.75 DELLINGER, BARRY  
07/05/12 DGBTPATIENT, THREE 702-03-2470P 829 832 NOWHERE ST LATHAM NEW YORK 12110 R 50 20.75 DELLINGER, BARRY  
07/10/12 DGBTTTEST, EIGHTEEN 202-09-1687P 829 762 SUSETTA LAKE LAND FLORIDA 33801 0 10 11.15 ENGLEBACH, ROB  
07/11/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 R 6 0.00 BRODNY, PAVEL B  
07/12/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 R 40 10.60 DELLINGER, BARRY  
07/13/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 R 100 35.50 DELLINGER, BARRY  
07/13/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 0 1 0.00 BRODNY, PAVEL B  
07/15/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 R 200 26.00 DELLINGER, BARRY  
05/10/12 DGBTTTEST, EIGHT 202-09-2787P 829 48 CENTRAL AVE DOVER NEW HAMPSHIRE 03820 R 10 81.15 DELLINGER, BARRY  
07/15/12 DGBTPATIENT, POW 602-01-0160P 829 123 OAK ST LATHAM NEW YORK 12110 R 50 17.50 DELLINGER, BARRY  
07/11/12 DGBTTTEST, GOOFY 000-00-2650P 829 \*\*\*\*\* R 60 18.90 DELLINGER, BARRY  
07/18/12 DGBTTTEST, GOOFY 000-00-2650P 829 \*\*\*\*\* R 4 0.00 DELLINGER, BARRY  
07/19/12 DGBTTTEST, GOOFY 000-00-2650P 829 \*\*\*\*\* 0 2 0.83 DELLINGER, BARRY  
07/29/12 DGBTPATIENT, TESTING A 000-00-0450P 829 2821 ANYWHERE STREET LATHAM NEW YORK 12110 0 11 8.57 BRODNY, PAVEL B This is a test for Mileage type Patient

REPORT HAS FINISHED, TURN OFF CAPTURE, THEN PRESS RETURN TO CONTINUE OR '^' TO STOP....



### 4.13.5. Special Mode Report

The Special Mode Report will be used to analyze information on Special Mode claims. The Special Mode Report option allows the user to print either a full or total report of Special Mode claims for a specified date range. This report can also be exported as a text file for import into other software.

#### Input Data:

Start Date  
End Date  
Start Name  
End Name

#### Type of Report:

Excel document:

#### Expected Output:

Display Version for monitor or printer/Text file to import into excel

### Example 1: SPECIAL MODE REPORT DISPLAYED

Select Beneficiary Travel Menu Option: RPTS Beneficiary Travel Reports

Select Beneficiary Travel Reports Option: SP Special Mode Report

START DATE: T-30 (JUN 30, 2012)

END DATE: T (JUL 30, 2012)

START NAME: AAA//

END NAME: ZZZ//

Select one of the following:

F	FULL
T	TOTAL

Which claim type do you want to run?: FULL

Do you want to capture report data for an Excel document? NO//

WARNING - THIS REPORT REQUIRES THAT A DEVICE WITH 132 COLUMN WIDTH BE USED.  
IT WILL NOT DISPLAY CORRECTLY USING 80 COLUMN WIDTH DEVICES

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 132

BT SPECIAL MODE FULL REPORT PRINT DATE: JUL 30, 2012@02:17:23

PAGE

1

Jun 30, 2012 TO Jul 30, 2012

FIRST VETERAN NAME: AAA

LAST VETERAN NAME: ZZZ

DIVISION: DBA

PATIENT NAME	R/O	MILES	CLAIM DATE	MILEAGE	MODE	WAIT FEE	EXT CREW	INV #	INV AMT	ENTRY DATE	INVOICE DATE
DIVISION			VENDOR		NSNL		STATUS	SPEC EQ			
DGBTPATIENT, TESTING A	R	25	Jul 03, 2012	\$50.00	ALS AMBULANCE	\$0.00	\$0.00	8484	\$250.00	Jul 03, 2012	Jul 03, 2012
DBA			VENDOR #1								
DGBTPATIENT, THREE	R	25	Jul 05, 2012	\$50.00	ALS AMBULANCE	\$0.00	\$0.00	8833	\$250.00	Jul 05, 2012	Jul 05, 2012
DBA			VENDOR #1								
DGBTPATIENT, TESTING A	O	20	Jul 11, 2012	\$1.00	BLS AMBULANCE	\$0.00	\$0.00	123	\$2.00	Jul 11, 2012	Jul 11, 2012
DBA			VENDOR #1								
DGBTPATIENT, TESTING A	R	24	Jul 29, 2012	\$1.00	WHEELCHAIR VAN	\$0.00	\$0.00	232	\$2.00	Jul 29, 2012	Jul 29, 2012
DBA			VENDOR #1								

BT SPECIAL MODE FULL REPORT      PRINT DATE: JUL 30, 2012@02:17:23

PAGE

2

Jun 30, 2012 TO Jul 30, 2012

FIRST VETERAN NAME: AAA

LAST VETERAN NAME: ZZZ

DIVISION: DBA

```
=====
GRAND TOTALS:  MILES    BASE RATE    MILEAGE    NSNL      WAIT FEE  EXT CREW  SPEC EQ    INV AMT    CLAIMS
                94        $402.00    $102.00    $0.00     $0.00     $0.00     $0.00     $504.00    4
=====
```

REPORT HAS FINISHED, PRESS RETURN TO CONTINUE OR '^' TO STOP....

## Example 2: SPECIAL MODE REPORT FOR EXPORT TO EXCEL

Select Beneficiary Travel Reports Option: SP Special Mode Report  
START DATE: T-30 (JUN 30, 2012)  
END DATE: T (JUL 30, 2012)  
START NAME: AAA//  
END NAME: ZZZ//

Select one of the following:

F	FULL
T	TOTAL

Which claim type do you want to run?: FULL

Do you want to capture report data for an Excel document? NO// YES

Before continuing, please set up your terminal to capture the detail report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Note: To avoid undesired wrapping of the data saved to the file, please enter '0;512;999' at the 'DEVICE:' prompt.

DEVICE: HOME// 0;512;999 VIRTUAL TELNET

```
ENTRY DATE^PATIENT^CLAIM DATE^CC MODE^INV #^INV DT^R^O^MILES^BASE RATE^MILE FEE^NO SHOW NO LOAD^WAIT TIME^EXTRA CREW^SPECIAL EQUIPMENT^INV
AMT^DIVISION^VENDOR^STATUS
Jul 03, 2012^DGBTPATIENT,TESTING A^Jul 03, 2012^ALS AMBULANCE^8484^Jul 03, 2012^R^25^200.00^50.00^0.00^0.00^0.00^0.00^250.00^DBA^VENDOR #1^
Jul 05, 2012^DGBTPATIENT,THREE^Jul 05, 2012^ALS AMBULANCE^8833^Jul 05, 2012^R^25^200.00^50.00^0.00^0.00^0.00^0.00^250.00^DBA^VENDOR #1^
Jul 11, 2012^DGBTPATIENT,TESTING A^Jul 11, 2012^BLS AMBULANCE^123^Jul 11, 2012^O^20^1.00^1.00^0.00^0.00^0.00^0.00^2.00^DBA^VENDOR #1^
Jul 29, 2012^DGBTPATIENT,TESTING A^Jul 29, 2012^WHEELCHAIR VAN^232^Jul 29, 2012^R^24^1.00^1.00^0.00^0.00^0.00^0.00^2.00^DBA^VENDOR #1^

REPORT HAS FINISHED, TURN OFF CAPTURE, THEN PRESS RETURN TO CONTINUE OR '^' TO STOP....
```

### 4.13.6. Fiscal Report

A new Fiscal Report has been added under the Beneficiary Travel Reports (RPTS) section named Fiscal Report (FISC) of the Beneficiary Travel Menu which allows a user to generate a report of voucher information for a selected facility and a specified date range.

Input Data:

Start Date

End Date

Excel document:

Expected Output:

Display Version for monitor or printer/Text file to import into excel

#### Example 1: FISCAL REPORT DISPLAYED

Select Beneficiary Travel Menu Option: RPTS Beneficiary Travel Reports

Select Beneficiary Travel Reports Option: FISC Fiscal Report

START DATE: T-10 (JUL 20, 2012)

END DATE: T (JUL 30, 2012)

Do you want to capture report data for an Excel document? NO//

WARNING - THIS REPORT REQUIRES THAT A DEVICE WITH 132 COLUMN WIDTH BE USED.  
IT WILL NOT DISPLAY CORRECTLY USING 80 COLUMN WIDTH DEVICES

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 132

BT ELECTRONIC VOUCHER REPORT PRINT DATE: JUL 30, 2012@02:33:24 PAGE  
1  
Jul 20, 2012 TO Jul 30, 2012  
DIVISION: DBA

NAME	SSN	CLAIM DATE	ENTRY DATE	CLERK	ACCT
ADDRESS					
CITY ST ZIP FACILITY					
FACILITY ADDRESS					
DEPARTURE					
DEPARTURE					
DESTINATION					
DESTINATION					
MILES RATE ALLOW M&L F&B TOTAL ECON TOTAL PAYABLE 1W RT DED CC FEE					
REMARKS FISCAL SYMBOLS					
DGBTTST,EIGHT	202092787P	May 10, 2012@16:09	JUL 24, 2012	DELLINGER,BARRY	829
48 CENTRAL AVE APT 4G					
DOVER NH 03820					
1ALBANY 33384 88TH ST					
ALBANY NY 12112					
48 CENTRAL AVE APT 4G					
DOVER NH 03820					
DBA 33384 88TH ST					
ALBANY NY 12112					
10 .415 \$4.15 \$33.00 \$44.00 \$81.15 \$55.00 \$88.00 \$81.15 0 0 \$0.00 \$22.00					

PRESS RETURN TO CONTINUE OR '^' TO STOP....

GRAND TOTALS												
MILES CLMS ALLOW M&L F&B TOTAL ECON TOTAL PAYABLE 1W RT DED CC FEE												
137 6 \$56.86 \$58.00 \$58.00 \$172.86 \$84.50 \$142.50 \$126.95 0 8 \$34.15 \$77.85												

REPORT HAS FINISHED, PRESS RETURN TO CONTINUE OR '^' TO STOP....

## EXAMPLE 2: FISCAL REPORT FOR EXPORT TO EXCEL

Select Beneficiary Travel Reports Option: FISC Fiscal Report  
START DATE: T-10 (JUL 20, 2012)  
END DATE: T (JUL 30, 2012)

Do you want to capture report data for an Excel document? NO// YES

Before continuing, please set up your terminal to capture the detail report data. On some terminals, this can be done by clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. This report may take a while to run.

Note: To avoid undesired wrapping of the data saved to the file, please enter '0;512;999' at the 'DEVICE:' prompt.

DEVICE: HOME// 0;512;999 VIRTUAL TELNET

```
NAME^ADD1^ADD2^CITY^STATE^ZIP^ID^FAC^DEP^DEST^MILES^M & L^TOTAL - 11^TOTAL - 13^CL DT^CERT^VOUCH DT^ACCOUNT^DED^CG FEE^PAYABLE
DGBTTEST,EIGHT^48 CENTRAL AVE^APT 4G^DOVER^NH^03820^202092787P^1ALBANY^03820^12112^10^33.00^81.15^88.00^May 10, 2012^DELLINGER,BARRY^JUL 24,
2012^829^0.00^22.00^81.15
DGBTTEST,GOOFY^302022650P^1ALBANY^12112^60^0.00^24.90^0.00^Jul 11, 2012^DELLINGER,BARRY^JUL 25, 2012^829^6.00^0.00^18.90
DGBTPATIENT,POW^123 OAK ST^APT 3G^LATHAM^NY^12110^602010160P^1ALBANY^12110^12112^50^25.00^55.75^42.50^Jul 15, 2012^DELLINGER,BARRY^JUL 24,
2012^829^0.00^35.85^17.50
DGBTTEST,GOOFY^302022650P^1ALBANY^12112^4^0.00^1.66^0.00^Jul 18, 2012^DELLINGER,BARRY^JUL 25, 2012^829^1.66^0.00^0.00
DGBTTEST,GOOFY^302022650P^1ALBANY^12112^2^0.00^0.83^0.00^Jul 19, 2012^DELLINGER,BARRY^JUL 25, 2012^829^0.00^20.00^0.83
DGBTPATIENT,TESTING A^2821 ANYWHERE STREET^LATHAM^NY^12110^502050450P^1ALBANY^12110^12112^11^0.00^8.57^12.00^Jul 29, 2012^BRODNY,PAVEL B^JUL 29,
2012^829^0.00^0.00^8.57
REPORT HAS FINISHED, TURN OFF CAPTURE, THEN PRESS RETURN TO CONTINUE OR '^' TO STOP....
```

#### 4.13.7. Report of Claim Amounts

The Report of Claim Amounts option can be used to print a variety of statistical reports for beneficiary travel for a specified claim date range. You may choose between the Standard Claims report or the Payable Claims Statistics report.

The Payable Claims Statistics report prints the travel claim statistics for the ALL OTHER and C&P payment categories for a selected date range. The report is sorted by account and patient and includes the following data: name, patient ID, claim date/time, total mileage amount, deductible amount, amount payable, and remarks.

The Standard Claims report is broken down by division and can be sorted by account, patient, account type, or carrier. One, many, or all divisions/accounts/patients/account types/carriers may be selected.

The ACCOUNT is equivalent to the Fund Control Point while the ACCOUNT TYPE is a grouping of like accounts. For example, as of 10-1-90, "828 ALL OTHER" was changed to "829 ALL OTHER". A new entry (829) was added to the BENEFICIARY TRAVEL ACCOUNT file (#392.3) and the old entry (828) was inactivated. There now exists more than one account with the same "type".

If there are no patients who meet the criteria selected, the report will read "NO PATIENTS FOUND".

You may choose to print a full report or a report showing totals only. Each report will supply individual totals as well as division and grand totals. The data displayed in the Totals Only report includes the sort-by category (account, patient name, account type, carrier), deductible amount, amount payable, and the total amount for the date range selected. Choosing to display the Full Report will provide additional information such as patient name, patient ID#, date of claim, carrier, and the deductible and payable amounts for each individual claim. The total number of patients will be displayed for the account type and carrier reports whether Totals Only or Full Report is selected.

#### Example 1: REPORT OF CLAIMS AMOUNTS: PAYABLE CLAIMS STATISTICS, NO DATA

Select Beneficiary Travel Reports Option: AMT Report of Claim Amounts

BENEFICIARY TRAVEL REPORT OUTPUTS

1.....Payable Claims Statistics

2.....Standard Claims Output

Enter Option: (1-2): 1

Enter Beginning Search Date: : AUG 03, 2012// (AUG 03, 2012)

Enter Ending Search Date: : AUG 03, 2012// (AUG 03, 2012)

This report requires 132 columns to print

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 132

...SORRY, LET ME THINK ABOUT THAT A MOMENT...

Enter RETURN to continue or '^' to exit:

Payable Claims Report

Report Date: AUG 03, 2012 Page: 1

Inclusion Dates: Aug 03, 2012 to Aug 03, 2012  
For ACCOUNT TYPE: ALL OTHER

Patient Name	Patient ID	Claim DATE/TME	Mileage Amount	Amount Deduct	Amount Payable	Remarks
-----	-----	-----	-----	-----	-----	-----

No data found for accounts 'ALL OTHER' or 'C&P'

## Example 2: REPORT OF CLAIMS AMOUNTS: PAYABLE CLAIMS STATISTICS

### BENEFICIARY TRAVEL REPORT OUTPUTS

1.....Payable Claims Statistics

2.....Standard Claims Output

Enter Option: (1-2): 1  
Enter Beginning Search Date: : AUG 03, 2012// T-30 (JUL 04, 2012)  
Enter Ending Search Date: : AUG 03, 2012// (AUG 03, 2012)

This report requires 132 columns to print

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 132

...HMMM, HOLD ON...

Enter RETURN to continue or '^' to exit:

Payable Claims Report  
Report Date: AUG 03, 2012 Page: 1  
Inclusion Dates: Jul 04, 2012 to Aug 03, 2012  
For ACCOUNT TYPE: ALL OTHER

Patient Name	Patient ID	Claim DATE/TME	Mileage Amount	Amount Deduct	Amount Payable	Remarks
Division: DBA =====						
DGBTPATIENT,TESTING A	000-00-0450P	JUL 04, 2012@14:10	10.38	3.00	7.38	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 04, 2012@14:17	10.38	3.00	7.38	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 05, 2012@17:49	83.00	6.00	77.00	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 11, 2012@18:47	2.49	2.49	0.00	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 12, 2012@12:00	16.60	6.00	10.60	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 13, 2012@15:26	41.50	6.00	35.50	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 13, 2012@17:04	0.42	0.42	0.00	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 15, 2012@11:45	83.00	0.00	26.00	
DGBTPATIENT,TESTING A	000-00-0450P	JUL 29, 2012@19:54	4.57	0.00	8.57	This is a
test for Mileage type Patient						
DGBTPATIENT,TESTING A	000-00-0450P	JUL 29, 2012@23:57	2.49	0.00	2.49	

Enter RETURN to continue or '^' to exit:

Payable Claims Report  
Report Date: AUG 03, 2012 Page: 2  
Inclusion Dates: Jul 04, 2012 to Aug 03, 2012  
For ACCOUNT TYPE: ALL OTHER

Patient Name	Patient ID	Claim DATE/TME	Mileage Amount	Amount Deduct	Amount Payable	Remarks
DGBTPATIENT,TESTING A	000-00-0450P	JUL 30, 2012@03:08	9.96	0.00	9.96	THIS IS
TEST OF COMMON CARRIER						
DGBTPATIENT,POW	602-01-0160P	JUL 15, 2012@12:13	20.75	0.00	17.50	
DGBTPATIENT,THREE	702-03-2470P	JUL 05, 2012@20:48	20.75	0.00	20.75	
DGBTTEST,EIGHTEEN	202-09-1687P	JUL 10, 2012@19:42	4.15	3.00	11.15	
DGBTTEST,GOOFY	000-00-2650P	JUL 11, 2012@13:00	24.90	6.00	18.90	
DGBTTEST,GOOFY	000-00-2650P	JUL 18, 2012@12:00	1.66	1.66	0.00	
DGBTTEST,GOOFY	000-00-2650P	JUL 19, 2012@13:15	0.83	0.00	0.83	
DGBTTEST,GOOFY	000-00-2650P	JUL 31, 2012@09:34	16.60	3.00	13.60	
Subtotals			354.43	40.57	267.61	
Subtotal Count of Claims: 18						
TOTALS			354.43	40.57	267.61	
TOTAL CLAIMS: 18						



### Example 3: REPORT OF CLAIM AMOUNTS: STANDARD CLAIMS OUTPUT

#### BENEFICIARY TRAVEL REPORT OUTPUTS

1.....Payable Claims Statistics

2.....Standard Claims Output

Enter Option: (1-2): 2

Enter beginning date: T-30 (JUL 04, 2012)

Enter ending date: T (AUG 03, 2012)

Sort output by: PATIENT//

Select patient: ALL//

Display Report (F)ULL or (T)OTALS ONLY: FULL//

DEVICE: HOME// VIRTUAL TELNET Right Margin: 80// 132

DIVISION: DBA

AUG 3,2012@01:18 PAGE 1

BENEFICIARY TRAVEL OUTPUT BY PATIENT  
FROM JUL 4,2012 TO AUG 3,2012

DATE	ACCOUNT	\$DEDUC	\$PAYABLE	CARRIER
DGBTPATIENT,TESTING A:000-00-0450P				
JUL 4,2012	ALL OTHER	3.00	7.38	
JUL 4,2012	ALL OTHER	3.00	7.38	
JUL 5,2012	ALL OTHER	6.00	77.00	
JUL 11,2012	ALL OTHER	2.49	0.00	
JUL 11,2012	SPECIAL MODE -	0.00	0.00	

Enter <RET> to continue or ^ to QUIT :

DIVISION: DBA

AUG 3,2012@01:18 PAGE 2

BENEFICIARY TRAVEL OUTPUT BY PATIENT  
FROM JUL 4,2012 TO AUG 3,2012

DATE	ACCOUNT	\$DEDUC	\$PAYABLE	CARRIER
DGBTPATIENT,TESTING A:000-00-0450P				
JUL 29,2012	ALL OTHER	0.00	2.49	
JUL 30,2012	ALL OTHER	0.00	9.96	
JUL 30,2012	SPECIAL MODE -	0.00	0.00	
	TOTAL	\$26.91	\$184.88	
DGBTPATIENT,POW:000-00-0160P				
JUL 15,2012	ALL OTHER	0.00	17.50	
	TOTAL	\$0.00	\$17.50	

Enter <RET> to continue or ^ to QUIT :

DIVISION: DBA

AUG 3,2012@01:18 PAGE 3

BENEFICIARY TRAVEL OUTPUT BY PATIENT  
FROM JUL 4,2012 TO AUG 3,2012

DATE	ACCOUNT	\$DEDUC	\$PAYABLE	CARRIER
DGBTTEST,EIGHTEEN:000-00-1687P				
JUL 10,2012	ALL OTHER	3.00	11.15	
	TOTAL	\$3.00	\$11.15	
DGBTTEST,GOOFY:000-00-2650P				
JUL 11,2012	ALL OTHER	6.00	18.90	
JUL 18,2012	ALL OTHER	1.66	0.00	
JUL 19,2012	ALL OTHER	0.00	0.83	
JUL 31,2012	ALL OTHER	3.00	13.60	

TOTAL            \$10.66            \$33.33

Enter <RET> to continue or ^ to QUIT :

DIVISION: DBA

AUG 3,2012@01:18 PAGE 4

BENEFICIARY TRAVEL OUTPUT BY PATIENT  
FROM JUL 4,2012 TO AUG 3,2012

DATE	ACCOUNT	\$DEDUC	\$PAYABLE	CARRIER
=====				
DIVISION TOTAL		\$40.57	\$267.61	

Enter <RET> to continue or ^ to QUIT :

AUG 3,2012@01:18 PAGE 1

BENEFICIARY TRAVEL OUTPUT BY PATIENT  
DIVISION TOTALS  
FROM JUL 4,2012 TO AUG 3,2012

DIVISION NAME	\$DEDUC	\$PAYABLE	\$TOTAL
=====			
DBA	\$40.57	\$267.61	\$308.18
GRAND TOTAL	\$40.57	\$267.61	\$308.18

BENEFICIARY TRAVEL REPORT OUTPUTS

1.....Payable Claims Statistics

2.....Standard Claims Output

Enter Option: (1-2):

## 5. Glossary

Term	Definition
A&A	Aid and Attendance
ALS	Advanced Life Support
Beneficiary	The party to whom the mileage reimbursement is owed. In most cases, the Beneficiary is the same as the patient. There are some exceptions for instance when the patient is under anesthesia and the caretaker presents the appointment documentation to the Travel Office.
BLS	Basic Life Support
BT	Beneficiary Travel
BSD	Beneficiary Travel Dashboard
CBO	Chief Business Office
HB	House Bound
InterSystems	The 3rd party vendor that provides a product known as InterSystems Cache
MT	Means Test
OIG	Office of Inspector General
Rx	Prescription
SC%	Service Connected disability % determines the amount of VA benefits for which a Veteran qualifies based on a service-connected injury(ies) or illness(es).
Section 508	A Public Law that agencies must provide employees and members of the public who have disabilities access to electronic and information technology that is comparable to the access available to employees and members of the public who are not individuals with disabilities.
SSN	Social Security Number
VA	Veterans Affairs
VACO	Veterans Affairs Central Office
VAF	VA Form
VHA	Veterans Health Administration
VFA	Veterans Financial Assessment
VistA	Veterans Health Information Systems Technology Architecture
VMS	Virtual Memory System

## 6. Troubleshooting

### **Why does the C&P question not trigger the C&P account to be automatically entered?**

The question was added for eligibility purposes only to trigger a denial of benefits if “NO” was entered. A feature to automatically trigger a change in account type based on the eligibility question was not included in the specifications for the current version.

### **When a Veteran is not eligible for payment or eligible for payment only when the care is SC, the system asks whether this is a claim for an SC appointment or a claim for a Comp and Pension appointment. How do I deny a claim and get to the denial letters when the reason is related to the 30 day rule or something else?**

Answering “NO” at the prompts will mark the Veteran as not eligible for payment and you will be prompted to continue the claim providing a reason or to deny the claim and print the letter. The reason for the denial is not tied to the question so you will be able to select any of the available choices.

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