



U.S. Department of Veterans Affairs

Veterans Health Administration  
Aleda E. Lutz VA Medical Center  
Saginaw, MI

November 29, 2016

## Aleda E. Lutz VA Medical Center in Saginaw Implements Paperless and Cashless Beneficiary Travel Effective January 1, 2017

**Beginning January 1, 2017, the Aleda E. Lutz VAMC in Saginaw will no longer make cash payments at the travel pay/agent cashier window,** in order to comply with a U.S. Department of Treasury requirement.

For those Veterans who are eligible to receive Beneficiary Travel Pay, they will now request their beneficiary travel at the check-in kiosks. This will begin at the Community Based Out-patient Clinics, and Health Care Annex in Saginaw, on November 28, 2016. The VA Medical Center in Saginaw, located at 1500 Weiss Street in Saginaw, will implement this process in January 2017.

If the claim is approved, a payment will be issued to the Veteran through the United States (U.S.) Treasury by means of a treasury check or a direct deposit to their bank account. Direct deposit payments may be made in as few as five days, rather than the normal 14-day processing time for checks.

Direct deposit can be processed to a traditional bank account or to a personally-owned debit card. Many of our Veterans are already receiving direct deposit for travel pay, which is deposited into the same account used for their disability benefit payments. If they wish to receive beneficiary travel payments through direct deposit, forms are available at the front desk of any of our clinics at the CBOC's, Health Care Annex, and at the Agent Cashier's window at the VA Medical Center. Additionally, they may contact the Fiscal Office at (989) 497-2500, extension 13055, and a form will be mailed to them.

By completing a Direct Deposit Form, payments can be processed more quickly and easily. Veterans should ensure their address is correct on our files by talking with staff at check-in. As always, please keep in mind VA regulations require we pay eligible Veterans their travel benefits to the nearest VA location which offers the clinical care they required.

If you have questions about the beneficiary travel program, please contact us at (989)497-2500 extension 13333.