



DEPARTMENT OF VETERANS AFFAIRS
Charles George VA Medical Center
1100 Tunnel Road
Asheville NC 28805-2087

In Reply Refer To: 637/136

Dear Veteran:

Veterans Administration is transitioning to a "cashless" beneficiary travel program. In order to comply with this requirement, Charles George VA Medical Center will begin the transition starting April 1, 2012. We are making this change to better serve our Veterans through:

- Security of Funds (electronic transfer vs. cash disbursement)
- Saves resources better spent on delivery of health care
- Consistent with practices used by VBA and Social Security -- reduces fraud, eliminates lost checks, ensures address is current, reduces duplicate payments

Veterans will receive future payments in the form of a Treasury Check or Electronic Funds Transfer (EFT). Veterans choosing to receive direct deposit will receive payment within 14 days of submitting their travel claim; those choosing Treasury Check reimbursement will receive payment within 21 days.

You will still be required to complete and sign a claim for beneficiary travel reimbursement with the Beneficiary Travel Office. During the period of April 1, 2012, through April 30, 2012, Veterans who are not ready to receive payment by Treasury Check or EFT, will receive cash disbursement. Beginning May 1, 2012 through November 30, 2012, all reimbursement payments will be issued by Treasury Check or EFT. After December 1, 2012, all beneficiary travel reimbursement payments will be made by EFT.

Our Eligibility and Enrollment Department will gladly assist you in updating your address at your next visit. You may also call (828) 298-7911, extension 5019. Please complete the enclosed Electronic Funds Transfer Information form and return to Charles George VA Medical Center, Attn: Fiscal Office, 1100 Tunnel Road, Asheville, NC 28805 or drop it off with the Beneficiary Travel Office at your next visit.

Charles George VA Medical Center is committed to making this a smooth transition. If you have additional questions about this change in procedure, please speak with the Supervisor, Enrollment and Eligibility Department during your next visit or call (828) 298-7911, extension 3580.

Thank you in advance for your patience and cooperation during this transition.


CYNTHIA BREYFOGLE, FACHE
Medical Center Director

Enclosure: Electronic Funds Transfer Information Form