

Caregiver Support Program

News You Can Use



Transitioning to Direct Deposit for VA Stipends

Dear Caregivers and Veterans,

Take action now: Complete your direct deposit/electronic funds transfer (EFT) enrollment.

VA will no longer issue paper checks as of **October 1, 2023**. To ensure uninterrupted and timely PCAFC stipend payments, all Primary Family Caregivers receiving paper checks must complete the EFT enrollment process as soon as possible or before the deadline.



Caregivers can enroll in direct deposit as a vendor through VA's [Customer Engagement Portal](#). To complete the required form, caregivers will need their social security number, address, and bank routing and account numbers. Step-by-step instructions for enrolling can be found in the [CSP Direct Deposit Enrollment User Guide](#).

For Caregivers that don't already have a bank account, the [Veterans Benefits Banking Program](#) (VBBP) can connect them with a bank for help setting up an account. **Ensuring Timely Payments and Enhancing Security.**

A new law, 31 CFR Part 208 – Management of Federal Agency Disbursements, requires that all Federal payments be made through the electronic funds transfer (EFT) system, more commonly known as direct deposit.

CSP recognizes the significance of timely stipend payments for caregivers. The EFT system supports timely stipend payments and enhances security by minimizing fraud risks associated with traditional paper checks.

We understand that adapting to new processes may raise questions or concerns. Should you require any assistance or have inquiries about the EFT enrollment, please contact the VA Financial Services Center's Customer Care Center at 1-877-353-9791. Alternatively, you can reach out to your local CSP team for assistance. Local contact numbers are available on the [find your caregiver support team webpage](#).

Have questions about VA's Caregiver Support Program? Reach out to your CSP team

Every VA facility has a CSP team that provides support and referrals to services. They provide valuable information about resources that can help you stay informed and supported as you care for your Veteran. Reach out to your [CSP team](#) to learn about more resources and events in your local area.

VA Caregiver Support Line
☎ **1-855-260-3274 toll-free**

