

# **Veteran Directed Care Office Hour Session Four**

**October 13, 2021**



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Officer for Veteran Directed  
Care and Inclusive  
Transportation Programs**

# Agenda

- Welcome and Announcements from the Administration for Community Living (ACL)**
- Recap of the VDC Office Hour Series**
- VDC TA Community**
- Fiscal Year (FY) 2022 Case Mix Rates**
- Focused Topic Discussion: *Global budgets and goods and services approval***
- Open Question and Answer (Q&A)**
- Closing**

# VDC Office Hour Series

- Since July 2021, ACL has offered three VDC office hour sessions focused on bringing together business acumen and person-centered strategies
- Through the VDC office hour series, VDC providers have been able to hear from peers, learn about best practices, and ask questions on topics including managing invoices, developing person-centered Veteran spending plans, monitoring Veteran spending, and sharing monthly service reports.
- Resources from the VDC office hour series can be found on ACL's No Wrong Door (NWD) website VDC page: <https://nwd.acl.gov/vdc.html>

## My Organization is a VDC Provider

VDC providers are Aging and Disability Network Agencies (ADNAs) that have completed a VA VDC Readiness Review, have a fully executed provider agreement with the VA and are serving Veterans referred by their local VA Medical Center(s). The following resources are available to support program administration:

### NEW VDC Billing and Invoicing Guide

This guide is a resource that outlines billing and invoicing procedures to assist with and ensure timely and accurate reimbursement for VDC invoices.

### NEW VDC Monthly Services Report

VDC programs can use this Monthly Services Report template to track Veteran VDC spending by documenting actual spending.

### NEW VDC Spending Plan

The VDC Spending Plan helps map how Veterans intend to use their VDC budget and estimate spending during their authorization period.

## VDC Resources

### VDC COVID-19 Information

### VDC Office Hours

#### July 2021

VDC Office Hour Session One: Understanding VDC Veteran Authorizations and Developing Person-Centered Veteran Spending Plans

- Recording
- VDC Office Hour Session One Key Takeaways

#### August 2021

VDC Office Hour Session Two: Tips and Tools to Monitor Monthly Veteran Spending – Monthly Service Reports

- Recording

# Remaining FAQs from VDC Office Hour Session Three



## FAQ: Veteran Spending Plan - Determining a Veteran's Available Budget

**Question:** What if the authorization period is different than the budget period? For example, referral on 07/01, authorization start date on 08/01, and budget approved 09/01. How do you calculate the 12-month total?

### Response:

- ▶ The Veteran's total spending should be based off the "average monthly budget." For example:
  - ❑ A Veteran is referred to VDC for a 12-month period (7/1/2021 – 6/30/2022). Their "global budget" is \$24,000 and their average monthly budget is \$2,000.
  - ❑ It takes thirty days for the Veteran to develop a plan (to include identifying, hiring, and training their employees) and for the VAMC to approve the plan. The Veteran begins using their VDC budget on 8/1/2021.
  - ❑ The Veteran's spending should still average out to \$2,000 per month [or \$22,000 total over the remaining eleven months] even though they are authorized for \$24,000.

# FAQ: VDC Claim Resubmission

**➤ Question:** What happens if you submit a corrected claim that requires repayment to the VA?

**Response:**

- ▶ If the VDC provider needs to submit payment to the VAMC, the VAMC is going to need to issue a Bill of Collection (BOC).
- ▶ A BOC is issued by the VAMC and provides instructions for the VDC provider to submit payment to the VA.
- ▶ VAMCs have been provided with guidance on this process.
- ▶ VDC providers should communicate with their VAMC regarding local practices for issuing a BOC.
- ▶ VAMCs can contact the internal VA VDC mail group if there are any questions regarding this process.

# Overview of the VDC TA Community





# Overview of the VDC TA Community – Discussion Board

Engage with other VDC providers on the [VDC Discussions](#) board by responding to an existing post or starting your own new topic using the “Start a new topic” button

Search the community

Home > VDC Community > VDC Discussions

## VDC Discussions

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Key Takeaways from the Third VDC Office Hour Session – what tips do you have for managing VDC invoices to support timely billing?

VDC providers heard from Jennifer Beck and Penny Smith from Bay Aging on their process for managin...

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Start a new topic

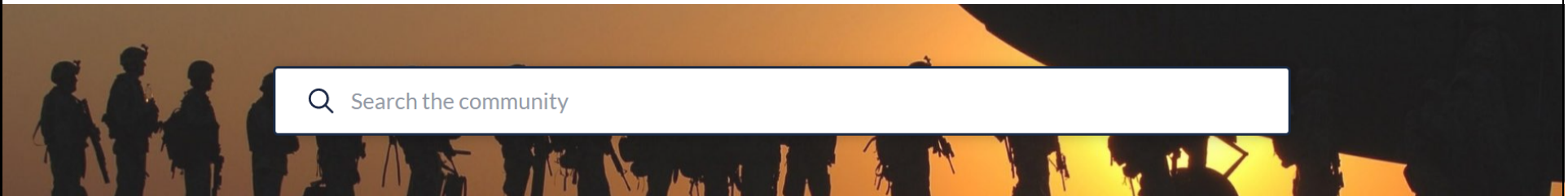
Disclaimer: All posts are submitted by users and are not endorsed by the Administration for Community Living (ACL).

### CONTACT US

To contact the ACL/Technical Assistance team, please email: [NoWrongDoor@acl.hhs.gov](mailto:NoWrongDoor@acl.hhs.gov)

# Overview of the VDC TA Community – Peer-Created Resources

Upload your own VDC-related resources for other providers to reference in the Peer-Created Resources section using the “Add resource” button




Home > VDC Community > Peer-Created Resources

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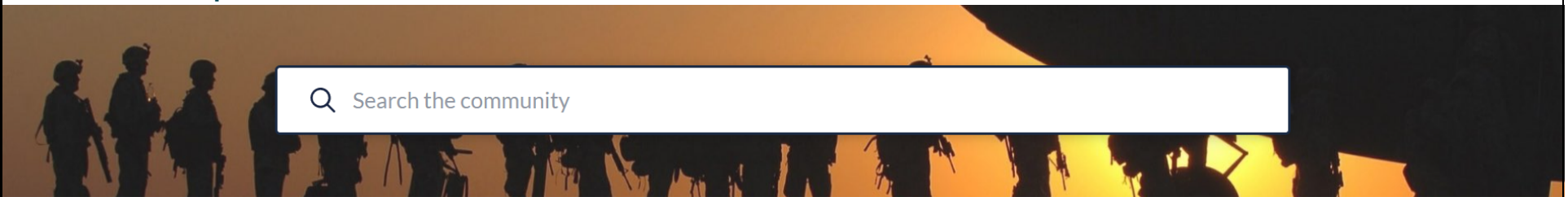
[Back to top](#)

**Add resource**

VDC providers may post peer-created resources related to the topic to share with other users. To post a resource, click on the "Add resource" button on the top of the side column on the right-hand side. Don't forget to add topic tags to your resource!

# Overview of the VDC TA Community – Search Bar

- Use the search bar to look for resources by entering in topical keywords (e.g., case-mix)
- The search bar can also be used to look up contacts in a certain state (e.g., Texas) or organization (e.g., Veteran Service Organization) to directly message on the platform




🔍 Search the community

**Latest Posts**

**V** Key Takeaways from the Third VDC Office Hour Session – what tips do you have for managing VDC invoices to support timely billing?  
 VDC providers heard from Jennifer Beck and Penny Smith from Bay Aging on their process for managin...  
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**V** Key Takeaways from the Second VDC Office Hour Session – How is your organization utilizing Monthly Service Reports?  
 VDC providers heard from Amanda Kerley from the Delta Center for Independent Living (DCIL) and La...  
 VDC Federal TA Team · ACL · 1 mth ago · 8 · VDC Discussions

**V** VDC Fiscal Year 2022 Case Mix Rate Calculator - Coming soon!  
 FAQ: When will the new VDC Fiscal Year (FY) 2022 Case Mix Rate Calculator be released? Answer: VA r...  
 VDC Federal TA Team · ACL · 4 wks ago · 7 · VDC Discussions



**ACL**

**VDC Federal TA Team**  
 @vdc\_federal\_ta\_team  
 Organization: ACL  
 State: District of Columbia

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# VDC TA Community

Need access to the VDC TA Community?

Please reach out to [VeteranDirected@acl.hhs.gov](mailto:VeteranDirected@acl.hhs.gov) to request an email invitation to register for and access the platform

# FY2022 Case Mix Rate Calculator

# Overview of the FY2022 Case Mix Rate Calculator

State	Colorado
County or City	DENVER
Case Mix Level	D
Start Date of SEOC^ (MM/DD/YYYY)	10/1/2021
End Date of SEOC (MM/DD/YYYY)	9/30/2022
Number of Months in SEOC	12.0
Prorated First Month Veteran Budget	\$2,401
Average Monthly Veteran Budget	\$2,401
Monthly Administrative Fee	\$677
Average Monthly VA Obligation	\$3,078
<b>Total Veteran Budget for SEOC</b>	<b>\$28,809</b>
<b>Full Assessment Fee</b>	<b>\$954</b>
<b>Partial Assessment Fee</b>	<b>\$477</b>
<b>Total VA Obligation for SEOC (if includes Full Assessment Fee)</b>	<b>\$37,889</b>
<b>Total VA Obligation for SEOC (if DOES NOT include Full Assessment Fee)</b>	<b>\$36,935</b>

Rates can be found on the [NWD ACL website](#)

# FY2022 Case Mix Rate Calculator: Impact

Locality – Denver County, CO	FY21 Case Mix Rates	FY22 Case Mix Rates	Diff (% Change)
Wage Index*	1.0082	.9961	-.0121
Monthly Administrative Fee	\$661	\$677	\$16 (2.4%)
Average Monthly Veteran Budget (Case Mix 'D')	\$2,344	\$2,401	\$57 (2.4%)
Average Monthly VA Obligation	\$3,006	\$3,078	\$72 (2.4%)
Total Veteran Budget for SEOC**	\$36,067	\$36,936	\$869 (2.4%)

# FY2022 Case Mix Rate Calculator: Next Steps for VDC Providers

- Review FY2022 Case Mix Rate Calculator
- **VAMCs will use the FY2022 Case Mix Rates for new and updated VDC authorizations beginning on October 1, 2022**
- VDC providers should review new VDC authorizations to verify changes in case mix rates have been applied
- Submit updated Veteran spending plans to your partnering VAMC for approval



# Global Budgets

# Understanding Global Budgets

- A “Global Budget” is the total budget that the Veteran has available during the authorization period.
- “Global budget” guidance eliminates the need to account for “planned savings” that was previously used in VDC.
- Veteran spending in a month may exceed the average monthly case-mix rate.
  - ▶ This is permissible if all spending is in the approved spending plan and does not exceed the Veteran’s total authorized budget (the Veteran’s global budget).
  - ▶ Veteran spending over the course of the authorization, **when the Veteran uses their budget**, should be based on the average monthly case mix rate.

# Understanding Global Budgets, cont.

- Veteran spending in a month that exceeds the average monthly case-mix rate can happen for several reasons to include routine care, planned purchases, and emergency back-up care. For example:
  - ▶ A Veteran receives care every Monday (as documented in the approved VDC spending plan).
    - ❑ Some months during the authorization period will have four Mondays while others will have five. In months where there are five Mondays, routine spending may exceed the average monthly case-mix rate.
  - ▶ A Veteran's primary caregiver plans to take a two-week vacation.
    - ❑ As outlined in the VDC spending plan, the Veteran will need to temporarily use a care agency to help with their personal care needs, which is more expensive than the hourly wage of the caregiver going on vacation. Therefore, this increase in spending may exceed the average monthly case-mix rate during this month.
  - ▶ A Veteran includes a one-time purchase of \$800 in their approved VDC spending plan for a modified lift bed.
    - ❑ In the month in which this purchase is made, spending will exceed the average monthly case-mix rate.

# Understanding Global Budgets: VDC Spending Plan Template

- ACL has made changes to the VDC Spending Plan Template to assist with developing VDC Spending Plans based on “global budgets.”

Estimated Totals for Authorization Period		Key	
VDC Budget during Authorization:			Field is calculated
Total # of Months Veteran will use their VDC Budget:			User drop-down menu
VDC Monthly Case Mix Rate (from Case Mix Rate Calculator):			Cell Requires User Input
Average Monthly Spending			
Estimated Average Monthly Spending Within Case Mix Rate?			
Total Spending During Authorization (Estimate):			
VDC Budget Remaining (Estimate):			

VDC provider will enter the total budget, the number of months the Veteran will use their VDC budget, and the VDC monthly case mix rate.

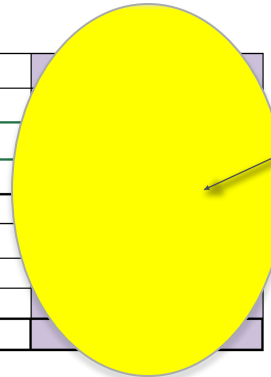
The VDC Spending Plan will calculate if the average spending is within the case mix rate and calculate the difference between the Veteran’s global budget and their total spending.

# Special Cases: Veteran Example 1

- Veteran is referred to VDC and starts using their budget two months into their authorization period.
  - ▶ Veteran was referred to VDC on 10/1/2021, it took 30 days to complete the assessment and an additional 30 days to identify and hire employees.
  - ▶ Therefore, the Veteran will only end up using their budget for 10 months.

## Estimated One-Time and Monthly Expenses

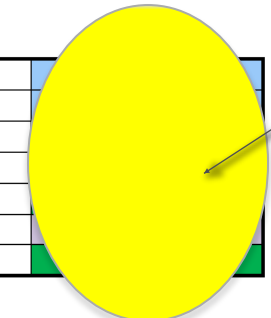
Personal Care Services (Subtotal)	
Routine Planned Goods and Services (Subtotal)	
Monthly ADNA Admin. Fee (Subtotal)	
<b>Estimated Recurring Monthly Spending</b>	
One-Time Goods & Services Purchases (Subtotal)	
Emergency/Back-Up Care (Subtotal)	
Employer Costs for Benefits Paid to Employees(Subtotal)	
<b>Total Estimated One-Time Purchases &amp; Emergency/Backup Care</b>	



Estimated monthly spending as well as one-time purchases and emergency back-up care.

## Estimated Totals for Authorization Period

<b>VDC Budget during Authorization:</b>	
<b>Total # of Months Veteran will use their VDC Budget:</b>	
<b>VDC Monthly Case Mix Rate (from Case Mix Rate Calculator):</b>	
<b>Average Monthly Spending</b>	
<b>Estimated Average Monthly Spending Within Case Mix Rate?</b>	
<b>Total Spending During Authorization (Estimate):</b>	
<b>VDC Budget Remaining (Estimate):</b>	



Average spending is within the case mix rate and total spending is within the “global budget”

# Special Cases: Veteran Example 2

- Veteran's case-mix changes half-way through their authorization.
  - ▶ If the VAMC issues a new authorization, the VDC provider can develop a new VDC Spending Plan based on the new authorization.
  - ▶ If the VAMC updates the authorization, the VDC provider can create a new VDC Spending Plan following the guidance below.
    - The VDC provider and Veteran can preferably base their new VDC Spending Plan off the new case mix rate and remaining months in the authorization.
    - If the Veteran had any one-time purchases from the previous case mix and VDC spending plan which the Veteran still requires, the VDC Provider will need to:
      - Add this amount to cell 'C19' in the Veteran Spending Plan tab, and
      - Note if this additional spending will cause the average monthly spending to exceed the new case mix rate (cell 'C23').

# Special Cases: Veteran Example 2, cont.

- If the Veteran did not have any one-time goods or emergency backup from the previous case mix....

<b>Estimated Totals for Authorization Period</b>	
<b>VDC Budget during Authorization:</b>	\$15,175.00
<b>Total # of Months Veteran will use their VDC Budget:</b>	5
<b>VDC Monthly Case Mix Rate (from Case Mix Rate Calculator):</b>	\$3,035.00
<b>Average Monthly Spending</b>	\$2,908.91
<b>Estimated Average Monthly Spending Within Case Mix Rate?</b>	Yes
<b>Total Spending During Authorization (Estimate):</b>	\$14,544.54
<b>VDC Budget Remaining (Estimate):</b>	\$630.46

# Special Cases: Veteran Example 2, cont., pt. 2

- In this example, the Veteran had previously planned for \$400 in emergency back-up care due to a planned vacation for the primary caregiver.
- The Veteran still requires this back-up care in addition to \$300 additional back-up care.

Estimated Totals for Authorization Period	
VDC Budget during Authorization:	
Total # of Months Veteran will use their VDC Budget:	
VDC Monthly Case Mix Rate (from Case Mix Rate Calculator):	\$3,035.00
Average Monthly Spending	\$3,069.71
Estimated Average Monthly Spending Within Case Mix Rate?	
Total Spending During Authorization (Estimate):	
VDC Budget Remaining (Estimate):	

This “global budget” includes the case-mix rate for the total months ( $\$3,035 * 5$ ) plus the \$400

The previously planned for emergency back-up care causes the average monthly spending to exceed the case mix rate but is still within the “global budget”



# Goods and Services Approval

# Goods and Services Criteria

- The purchase of goods and services must meet all the following criteria:

1. Meet the identified needs, goals and outcomes in the Veteran's spending plan; AND
2. Improve the Veteran's ability to remain safely in their home; AND
3. Address activities of daily living or instrumental activities of daily living needs of the Veteran; AND
4. Be the least costly alternative that reasonably meets the Veteran's identified needs; AND
5. Not be provided or paid for by VA, Medicare, Medicaid, TRICARE, or other agency, organization, program, service, or insurance; AND
6. Not be the responsibility of the Veteran as a homeowner to maintain, repair, or replace; AND
7. Must meet one or more of the following goals:
  - i. Enhance community inclusion and support the Veteran's ability to remain in their home and access their community resources and network;
  - ii. Increase the Veteran's independence;
  - iii. Develop, maintain, or improve personal, social, physical, and/or work-related skills;
  - iv. Decrease dependency on formal support services (i.e., reduce the need for human assistance);
  - v. Increase Veteran's safety in their home and community; and/or
  - vi. Enhance family involvement by increasing the ability of direct care workers and caregivers including family members and friends to receive education and skills training needed to provide support to the Veteran.

AND;

8. Be for the Veteran.

# Closing

- **Post-event Survey:**  
[https://www.research.net/r/VDC\\_Office\\_Hour\\_4](https://www.research.net/r/VDC_Office_Hour_4)
- **ACL Technical Assistance (TA)-Community:** Continue the conversation using the discussion board located in the VDC Community on the [ACL TA-Community!](#)
- **VDC Monthly Reporting Tool Data Entry:**  
<https://app.smartsheet.com/b/form/9bff196f995e4ddd82aa0fd246ae0501>
- **Hubs and Sole Proprietors:** complete the [VDC Survey](#) by Friday, October 29, 2021
- Please email the VDC Technical Assistance Team with any questions: [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov)