Veteran Directed Care Office Hour Session One

July 14, 2021

Agenda

- ❑ **Welcome and Announcements from the Administration for Community Living (ACL)**

- ❑ **Recap of the June Veteran Directed Care (VDC) Educational Webinar**

- ❑ **Focused Topic Discussion**: *Understanding VDC Veteran Authorizations and Developing Person-Centered Veteran Spending Plans*

- ❑ **VDC Provider Best Practice**

- ❑ **Open Question and Answer (Q&A)**

- ❑ **Closing**

Announcements from ACL

Victoria Wright, Program Officer for VDC and Inclusive Transportation Programs

Menti Poll

- Go to **www.menti.com** and enter code 1285 9685

Have you reviewed the newly released Veteran Spending Plan Template?

Mentimeter

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Recap of the June VDC Educational Webinar

• The June VDC Educational Webinar provided an overview of three newly released VDC billing and invoicing resources

▶ VDC Billing and Invoicing Guide

▶ Monthly Spending Plan Template

▶ Monthly Services Report Template

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.

June VDC Educational Webinar Key Takeaways

• VDC providers shared one action that they will take to ensure their billing and invoicing procedures align with the VDC Billing and Invoicing Guide. Actions included:

► Meeting and coordinating with partnering VAMC/FMS to align current procedures outlined in guide;

► Learning more about switching to electronic billing;

► Digging deeper into Veteran specific goals and showcasing these goals and needs in the spending plan; and

► Learning more about how to resolve and follow-up with rejected claims.

Focused Topic Discussion:
Understanding VDC Veteran Authorizations and Developing Person-Centered Veteran Spending Plans

FAQ: VDC Authorizations

Question: What is included in the VDC authorization?

- Response:
    - ► Authorization number;
    - ► Authorization period;
    - ► Full/partial assessment fees;
    - ► Veteran's authorized budget;
    - ► Average monthly budget; and
    - ► VAMCs may send other information pertaining to the Veteran and their caregiver, including contact information, demographics, diagnostic code, and other pertinent health information.

FAQ: HealthShare Referral Manager (HSRM)

> **Question:** What is HSRM and how should it be used?

- Response:
  - ▶ A secure online portal for managing referrals and authorizations.
  - ▶ Through HSRM, VAMCs have the ability to share important information about the Veteran including their authorization and authorization number, case-mix level, budgeted amount, and standard episode of care (SEOC).
  - ▶ Continues to be deployed across VAMCs on a phased development schedule – VDC providers are encouraged to communicate with their VAMC partners regarding implementation.
  - ▶ Community providers can register for the HSRM training by signing up and viewing the weekly webinar through the VHA TRAIN website.

Menti Poll

- Go to **www.menti.com** and enter code 1285 9685

Does your VDC program use HSRM for managing VDC Veteran referrals and authorizations?

7/13/2021

FAQ: Veteran Spending Plan Work Flow

> **Question:** What is the workflow/procedure/timeline for submitting/receiving a response on the Veteran spending plan?

- Response:
  - ► **After the Purchased Case-Mix Budget Tool is completed** and the Veteran is assigned a case-mix rate, the VDC provider's person-centered counselor completes a PCC assessment with the Veteran.
  - ► **After completing the PCC assessment**, the person-centered counselor helps the Veteran develop a person-centered spending plan.
  - ► VDC providers can use the Monthly Spending Plan template to document how the Veteran intends to use their VDC budget to meet their individualized goals.
  - ► Once the Veteran's monthly spending plan is developed, the VDC provider will share with the VAMC to review, edit and/or approve.

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

Question: If a Veteran takes more than 1 month to enroll and starts using the budget at month 2, do we have to amend the spending plan so they only have access to 11 months' worth of the budget or do they still have access to 12 months of the budget?

- Response:
    - ▶ A Veteran's case mix level is based on an **average monthly authorized service amount** to purchase goods and services to support their service needs and preferences each month.
    - ▶ The VDC authorization will provide information on the total authorized budget for the authorization period.
    - ▶ VDC providers should work with the Veteran to develop a spending plan that aligns with the case mix level and ensure total spending does not exceed the authorized budget**.**

FAQ: Global Budget

Question: What is a global budget?

- Response:
  - ► 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 given month may exceed the **average** monthly case-mix rate. This is permissible as long as all spending is documented in the approved spending plan and **does not exceed** the Veteran's total authorized budget.

- **Sub-question 1**: Since this is based on a global budget, is there ever a monthly max to be spent, assuming approval for anything above and beyond the average?
  - ► No, however, it is the responsibility of the Veteran, with the support of the VDC provider, to develop a VDC spending plan that is below the authorized amount, track and monitor VDC spending, and make any necessary changes to the VDC spending plan to ensure spending does not exceed the authorized budget.

FAQ: Hospital and Nursing Home Admissions

Question: We have always pro-rated the amount authorized for a month when someone has been out of the home, usually for hospitalization or rehab placement. Is that not necessary with the global budget?

- Response:
  - ▶ When a Veteran is admitted to an inpatient setting, VA reimburses the full administrative fee for the month when the Veteran was admitted and any month the Veteran receives personal care services.
  - ▶ Due to the switch to "global budgets," the Veteran's budget is not pro-rated as a result of an inpatient admission.
  - ▶ VA does not reimburse any services that occur during the Veteran's inpatient stay, however, there may be circumstances that require the Veteran to receive personal care services during the first (admission) or last (discharge) day of the Veteran's inpatient stay. If this is required, VA is allowed to reimburse for services provided but will require approval from the VAMC.

FAQ: Tax Rates

> **Question:** Are taxes built in or will they be coordinated with the payroll company?

- Response:
    - ► VDC providers can enter taxes and other employer costs in the VDC Spending Plan.
    - ► **Sub-question 1**: What if the taxes are estimated and are off slightly?
        - ❑ The VDC Spending Plan is intended to estimate the Veteran's VDC budget.
        - ❑ The important part of the VDC Spending Plan is to monitor spending and ensure the VAMC approves all goods and services purchased by the Veteran.
    - ► **Sub-question 2**: We serve two states with different tax rates and WC rules, will we need two different forms?
        - ❑ The VDC Spending Plan can be adapted to individual states.

FAQ: Managing Veteran Budgets

> **Question:** Are there instances that a Veteran went over the authorized budget for a year? If so, how can we fix this? Does this need a new authorization code?

- Response:
  - ► VAMCs are not responsible for reimbursing for any care that exceeds the Veteran's authorized budget.
  - ► Developing a comprehensive monthly spending plan is important to help the Veteran plan for their monthly expenses and avoid overspending.
  - ► VDC providers should monitor Veteran spending over the course of the authorization period.
  - ► In cases of over/under spending, the VDC provider may need to educate the Veteran (or authorized representative) of their responsibility in VDC.

FAQ: Veteran Case-Mix Level Changes

> **Question:** What if the Veteran's case-mix level changes in the middle of the authorization period?

- Response:
    - ► VAMC VDC coordinator will review the proposed change in case-mix level or determine the Veteran's new case-mix level and rates.
    - ► If the case mix level changes, the VDC provider will work with the Veteran to develop new spending plan.
    - ► The VAMC VDC coordinator documents in the consult that the new spending plan, case-mix level, and case-mix rates are approved and resends the updates authorization information to the VDC provider.

FAQ: Estimating Services

> **Question:** What about services, such as snow removal, that you cannot predict how often it will be needed?

- Response:
    - ▶ The VDC provider should have a conversation with the Veteran to estimate the frequency of unpredictable services and make adjustments to the Veteran's spending plan as needed.
    - ▶ Additional services may be accounted for as emergency back-up care.

FAQ: Impact of Veteran County Change

Question: What if the Veteran moves to a different county? How does this affect the spending plan?

- Response:
    - ► The VAMC VDC coordinator will resend documentation to account for any changes in the average monthly Veteran budget due to county wage index differences.
    - ► It is the responsibility of the VDC provider to work with Veteran to adjust the spending plan based on the new budget available and send to VAMC VDC coordinator for approval.
    - ► If the Veteran moves to a new county and, as a result, transfers their care under a different VAMC, the new VAMC VDC coordinator will need to send a new authorization for the Veteran referral under the new VAMC.

FAQ: Updating the Veteran Spending Plan

> **Question:** How often does the VDC Care Consultant need to update the VDC Social Worker on changes to the spending plan?

- Response:
    - ► Any change that a Veteran makes to their spending plan needs to be reviewed and approved by the VAMC VDC coordinator.

FAQ: Using the Veteran Spending Plan Template

➤ **Question:** At what point would you suggest moving to the new spending plan?

- Response:
  - ▶ VDC providers are encouraged to review the new VDC Spending Plan Template and coordinate with their VAMC to determine a plan and timeline to incorporate the VDC Spending Plan Template into the VDC program's Veteran spending plan development process.

FAQ: Using the Veteran Spending Plan Template (continued)

⟫ **Question:** Do we need to use an official template and incorporate it into our database or can we use our own template as long as it contains all of the components?

- Response:
  - ▶ The templates (Monthly Spending Plan and Monthly Service Report) were developed to meet VA and ACL requirements for VDC.
  - ▶ VDC providers are not required to use the templates but should ensure that minimum requirements are met and included if using locally developed templates.

VDC Provider Highlight

Greater Wisconsin Agency on Aging Resources and Milwaukee VAMC: Developing Veteran-Centric VDC Spending Plans

Menti Poll

- Go to **www.menti.com** and enter code 1285 9685

What is one change your VDC program could implement within the next three months for completing, submitting, and amending VDC spending plans?

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Menti Poll

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What other questions do you have about completing, submitting, and amending VDC spending plans?

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Closing

- **ACL Technical Assistance (TA)-Community**: Continue the conversation using the discussion board located in the VDC Community on the ACL TA-Community!

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

- **VDC Monthly Reporting Tool Data Entry**: https://app.smartsheet.com/b/form/9bff196f995e4ddd82aa0fd246ae0501

- Please email the VDC Technical Assistance Team with any questions: veterandirected@acl.hhs.gov