

June Veteran Directed Care Operations Office Hour Frequently Asked Questions (FAQs)

The June Veteran Directed Care (VDC) Operations Office Hour Session was facilitated by the Administration for Community Living (ACL) and the Veterans Health Administration (VHA) with support from the Lewin Group to provide an overview of VDC quality monitoring procedures and best practices. Participants during the webinar were given the opportunity to ask questions through the Zoom chat feature. **Table 1** provides a list of frequently asked questions (FAQs) generated from the question and answer portion of the webinar.

Table 1. June VDC Operations Office Hour Session Four FAQs

Questions	Responses
What is the outcome if a Veteran continues to exceed the monthly budget after several discussions about overage?	<p>The VDC program operates under a global budget, which is the total budget that the Veteran has available during the authorization period. Under this global budget, Veteran spending in a given month may exceed the average monthly case-mix rate as long as all spending is documented in the approved spending plan and does not exceed the Veteran’s total authorized budget.</p> <p>However, if the Veteran shows a pattern of failing to abide by the approved spending plan despite VDC provider conversations and guidance, this may indicate an inability to manage their own services. The VDC provider should discuss with the Veteran options for identifying an appropriate authorized representative.</p> <p>If the Veteran is unwilling or unable to identify an appropriate authorized representative, the VDC provider, in consultation with the VAMC VDC Program Coordinator, may decide to involuntarily dis-enroll a Veteran from the VDC program. Involuntary disenrollment may be an option for the following reasons only:</p> <ul style="list-style-type: none"> • Inability to manage their services and the unwillingness or inability to identify an appropriate authorized representative; • Fraudulent use of VDC funds; and/or • Compelling health or safety issues that have led to clear poor health outcomes such as several preventable emergency room visits or hospitalizations. <p>However, the VDC provider should work closely with the Veteran to resolve issues before seeking disenrollment.</p>
What does FMS stand for?	<p>FMS stands for Financial Management Services. There are two major models of FMS, 1) Common Law Employer - Vendor Fiscal Employer Agent and 2) Joint Employer - Agency with Choice. The primary model used by VDC is Vendor Fiscal Employer Agent FMS.</p>
What happens if a Veteran is discharged due to admission to a facility? Is a satisfaction survey still sent?	<p>Yes. It is considered a best practice for the VDC program to send satisfaction surveys to all Veterans in the program – including Veterans who disenroll and Veterans who are discharged due to admission to a facility. The only instance where satisfaction surveys would not be sent to a Veteran is if they are unable to answer the survey. In this case, however, it still may be appropriate to send the satisfaction survey to a family member or caregiver if the Veteran cannot respond themselves.</p>

Questions	Responses
<p>Is there a monthly or routine meeting amongst the VDC providers?</p>	<p>No, there is not a routine monthly meeting for VDC providers. ACL – with the assistance of the VDC Federal Technical Assistance Team – hosts educational webinars and office hour series on an ad hoc basis. Slides and recordings from previous webinars and office hour series can be found on the ACL No Wrong Door (NWD) website’s VDC page.</p>
<p>I have a client that believes he can schedule two caregivers at the same time, but he is not a two person assist. What documentation from the VA can I show him that only one caregiver is allowed at one time?</p>	<p>In general, there should not be overlap for when a Veteran’s employees are scheduled to work in order to maximize the Veteran’s budget. However, there are circumstances where it is necessary for safety reasons for a Veteran to receive help from two employees at one time (e.g., assistance with standing or turning, mechanical lift for transfers). If a circumstance does require two employees to assist the Veteran, it should be clearly documented in the Veteran’s spending plan and approved by the VAMC VDC Coordinator.</p>
<p>Where can we find the VA appeals process for VDC clients?</p>	<p>The Veterans Health Administration (VHA) directive for the appeal of clinical decisions can be found here: https://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=9041.</p>
<p>How can I be added to the VDC email list?</p>	<p>If you or a colleague needs to be added to the VDC email distribution list, please enter your information in this form: VDC Email Distribution List Form. Please contact us at VeteranDirected@acl.hhs.gov if you have any questions or concerns.</p>
<p>Can we get a place for all the various forms people use to live as samples that we can all access?</p>	<p>Based on provider feedback during the office hour sessions, a “forms library” is located on the TA Community website, where we will house the various forms that VDC providers use for their VDC processes (e.g., the intake process, person-centered assessments, etc.). To help us build that library, we ask that VDC providers who would like to share their existing VDC form templates with peers to please forward them to VeteranDirected@acl.hhs.gov, so we can upload them to a shared resource.</p>
<p>Where can we find the Operations Manual Template?</p>	<p>The Operations Manual Template can be found on ACL’s No Wrong Door website at this link: Operations Manual Template.</p>