

# February VDC Educational Webinar

**February 22, 2023**

# Menti Poll – Icebreaker

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**What state are you joining us from?**



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# Agenda

- Welcome and Announcements from the Administration for Community Living (ACL)**
- Announcements from the Veteran's Health Administration (VHA)**
- Focused topic discussion: VDC Operations Manual Template**
  - Overview**
  - High-level Review of Sections I – VII**
- Open Question and Answer (Q&A)**
- Closing**



**Victoria Wright**, Program  
Officer for Veteran Directed  
Care and Inclusive  
Transportation Programs

# Announcements from VHA Regarding VDC



**Daniel Schoeps,**  
Director, VA Purchased  
Long-Term Services and  
Supports

# VDC Operations Manual Template

# VDC Operations Manual Template Overview

- Informed by the U.S Department of Veterans Affairs VDC requirements and VDC program best practices
- Purpose:
  - ▶ To inform the development of a VDC provider's VDC operations manual
  - ▶ To support program consistency, access, and efficiency
- Organized by key operational areas
  - ▶ Program Background
  - ▶ Referral and Intake
  - ▶ Assessment and Spending Plan
  - ▶ Initiating Services and Hiring Workers
  - ▶ Ongoing Monitoring
  - ▶ Billing and Invoicing
  - ▶ Quality

# Menti Poll

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**Has your VDC program updated your VDC Operations Manual (or “policy and procedures manual”) in recent years?**



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# Section I Overview

*VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities*

- **VDC Eligibility**

- ▶ Veteran Eligibility: Veterans who meet nursing home level of care, are interested in self-direction, and are either enrolled in the VHA health care system or who do not require enrollment under 38 CFR 17.37
- ▶ Clinical criteria: The target population of Veterans who are in most need of VDC meet one or more of clinical criteria outlined in the VDC Operations Manual Template
- ▶ VDC providers should understand and confirm targeting criteria that is unique to their VAMC for Veterans eligible for the program

# Section I Overview

*VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities*

- **Aging and Disability Network Agency Participation**
  - ▶ ADNAs include ADRCs, AAAs, CILs, and SUAs, all of which are eligible to provide VDC if they meet the readiness criteria
  - ▶ ADNAs must meet the VDC readiness criteria before they can sign a Veteran Care Agreement to offer VDC and serve Veterans
  - ▶ As VDC providers, ADNAs serve as community providers to VA and help maximize a Veteran's independence within their homes and communities. The specific readiness criteria demonstrate the ADNA's capacity to implement VDC

# Section I Overview

*VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities*

- **In preparing to deliver VDC, providers must:**
  - ▶ Sign a Veteran Care Agreement (VCA)
  - ▶ Register for a National Provider Identifier Number (NPI) to bill for services
  - ▶ Sign up for HealthShare Referral Manager (HSRM) to manage community care referrals and authorizations
  - ▶ Sign up for the Customer Engagement Portal (CEP) to track the status of claims
  - ▶ Complete required training, using VHA TRAIN

# Section I Overview

*VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities*

- VAMC, VDC Provider, and Participant Roles and Responsibilities
  - ▶ A mutual relationship with the Veteran at the center



# Section II Overview

## *Referral and Intake*

### **Referral Process**

- Once a VDC provider signs a VCA with the VA, they are eligible to begin receiving referrals and authorizations from VA to provide VDC
- This section shares information on:
  - ▶ What information the VAMC may provide in the initial referral
  - ▶ How the referral is transmitted
  - ▶ Timeframes for the VDC provider to respond to the initial referral



# Section II Overview

## Referral and Intake

### Intake Process

- After receiving a Veteran referral, the VDC provider contacts the Veteran within *two* business days to schedule the intake visit and conducts a face-to-face intake home visit within *five* business days
- This section shares information on:
  - ▶ Initial contact with the Veteran after referral
  - ▶ Topics discussed during the first home visit
  - ▶ Timeframes for the submission of documents



# Menti Poll – Person-centered Intake Process

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**What positive impacts have you seen as a result of the person-centered intake process?**



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# Section III Overview

## *Assessment and Spending Plan Development*

- **Assessment Process**

- ▶ To ensure Veterans' needs are being met, VDC providers are expected to conduct an initial assessment, reassessment, and work with the Veteran to develop service plans annually (semi-annual in the first year), or when there is a new service authorization
- ▶ This section shares information on:
  - ❑ The person-centered nature of the assessment process
  - ❑ Tools used during the assessment process
  - ❑ Timeframes for completing the assessment and submitting documentation to the VAMC



# Section III Overview

## *Assessment and Spending Plan Development*

- **Spending Plans and Monthly Service Reports**
  - ▶ The PCC uses a person-centered approach to develop a spending plan with the Veteran according to their needs and preferences
  - ▶ This section shares information on:
    - ❑ Allowable expenditures under the spending plan
    - ❑ Available tools and forms, like the [VDC Monthly Spending Plan template](#)
    - ❑ Timeframes for submission to the VAMC
    - ❑ The VAMC approval process
    - ❑ Expense reports to the VAMC with the [Monthly Service Report](#)

# Section IV Overview

## *Initiating Services and Hiring Workers*

- In addition to coordinating the services, supports, and goods needed, the Veteran is responsible for training and managing the people who will provide services and supports
- This section includes information on:
  - ▶ Requirements for the employees the Veteran or their authorized representative may hire
  - ▶ Regulations on VDC employee pay rates
  - ▶ Background checks on VDC employees
  - ▶ Employee payroll policies
  - ▶ Use of home care agency services



# Section V Overview

## *Ongoing Monitoring*

- Each VDC provider is required to have oversight procedures that ensure services are delivered on-time and in a safe manner. At a minimum, the PCC is expected to conduct reassessments and work with the Veteran to develop service plans annually (semi-annually in the first year) and conduct face-to-face (virtual visits if face-to-face is not feasible or requested by the Veteran) at least quarterly to monitor well-being
- This section includes information on:
  - ▶ The person-centered counselor's process for monitoring well-being and documenting interactions
  - ▶ Oversight and management of Veteran spending
  - ▶ Disenrollment from the program

# Section VI Overview

## *Billing and Invoicing*

- The VDC provider is responsible for following the billing and invoicing practices outlined in the VDC Billing and Invoicing Procedures Guide
- This section provides information on:
  - ▶ VDC providers' billing and invoicing responsibilities
  - ▶ Submission of monthly invoices to the VAMC
  - ▶ Emergency back-up care and planned purchases
  - ▶ Maintenance of expense records and what to include in the Monthly Services Report

# Section VII Overview

## *Quality*

- VDC providers are responsible for ensuring the quality of their VDC program, putting policies in place for continual feedback and improvement
- This section includes information on:
  - ▶ File review for program compliance and quality
  - ▶ Satisfaction surveys
  - ▶ Complaint and grievance procedures
  - ▶ Subcontractor relationships



# Menti Poll

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**How does your agency assure quality and promote continuous quality improvement?**



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# Questions? Comments?



# Menti Poll

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**What is one thing you will consider doing differently as a result of what you learned from this webinar?**



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# Closing

- **VDC Operations Office Hour series:** Join us in March 2023
  - ▶ Dates and topics will be released in the March VDC Newsletter
- **Post-event survey:** Please share your feedback through the [post-event survey](#). Additionally, you may enter questions that you would like to be addressed during the office hour series.
- **ACL Technical Assistance (TA)-Community:** Continue the conversation using the discussion board located in the VDC Community on the [ACL TA Community website](#). Please email [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov) for access.
- **VDC Monthly Reporting Tool Data:** Report your Veteran census data every month with the [VDC monthly reporting tool](#)
- **Technical Assistance:** Please email the VDC Technical Assistance Team with any questions: [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov)

# Appendix

## **Section I: VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities**

- Veteran Directed Care Program Background
- Veteran Eligibility
- Preparing to Deliver Veteran Directed Care: Steps to Consider
- VAMC, VDC Providers, and Participant Roles and Responsibilities

## **Section II: Referral and Intake**

- Referral Process: Use of HSRM
- Intake Process

## **Section III: Assessment and Spending Plan Development**

- Assessment Process
- Goods and Services
- Monthly Service Report
- VAMC Approval

## **Section IV: Initiating Services and Hiring Workers**

- Initiating Services
- Hiring Workers
- Homecare Agency Services
- Non-employee Goods and Services

## **Section V: Ongoing Monitoring**

- Ongoing Monitoring
- Managing Spending
- Disenrollment

## **Section VI: Billing and Invoicing**

- Monthly Responsibilities
- Monthly Service Report
- VDC Invoices
- Emergency Back-up Care and Planned Purchases

## **Section VII: Quality**

- File Review
- Satisfaction Survey
- Complaints
- Monitoring Quality of Service Delivery and Subcontractors