



Veteran Directed Care Program Newsletter

Friday, January 12, 2023

Self-Directed Care in the News

Recently, the VDC program at the John J. Pershing Veterans Affairs Medical Center (VAMC) in Poplar Bluff in partnership with the LIFE Center for Independent Living was highlighted in the Missouri online newspaper, the Daily Journal. The publication, [VA's Veteran Directed Care puts Veterans in charge](#), describes the experiences of three Veterans enrolled in the VDC program. Notably, the Veterans and their caregivers express gratitude for the autonomy that self-directing their care provides, the ability to hire their own, trusted caregivers, and the option to stay safely in their homes while receiving the care they need. Congratulations to the VDC staff at the John J. Pershing VAMC and LIFE Center for Independent Living for a successful partnership, enabling the exceptional support for Veterans enrolled in their VDC program.

Troubleshooting VDC Billing Issues and Sharing Information Safely

The VDC Federal Technical Assistance Team continues to support VDC providers with VDC billing issues. As a reminder, the [VDC Billing and Invoicing Guide](#) includes tips for common billing issues and recommendations for reaching a resolution in Appendix B. Questions or requests for support may be submitted to the VDC Federal Technical Assistance Team at veterandirected@acl.hhs.gov. **Please do not submit Protected Health Information (PHI) such as Veteran names, Social Security Numbers – or Personally Identifiable Information (PII) – any data that could potentially identify a specific individual – by email, as this communication route is not secure.**

Veteran Directed Care Annual Survey

As a reminder, each year, ACL collects information from VDC Hubs and Sole Proprietors through the [VDC Annual Survey](#). The [VDC Annual Survey](#) asks about VDC providers' experiences and current engagement with the VDC program, and will help us to identify best practices, TA opportunities, and themes across VDC programs. **The VDC Federal Technical Assistance Team is still awaiting responses from a few VDC providers. If you are a Hub or Sole Proprietor, please submit your responses as soon as possible (ASAP).** Your responses will help inform our collective knowledge of the current status of the VDC program and technical assistance activities for the next 12 months. Trends across programs will be provided to VDC programs that respond to the survey. Your success will also be amplified and shared across VDC providers and with the Veterans Health Administration (VHA) and ACL.

VDC Monthly Reporting Tool Reminder

This is a friendly reminder to please report Veteran census for your VDC program on a monthly basis using the [VDC Monthly Reporting Tool](#). The VDC Monthly Reporting Tool is a portal for VDC providers to enter their Veteran census data, ensuring an opportunity to accurately account for availability and growth of the program. If you have already reported Veteran census for your VDC program using the VDC Monthly Reporting Tool for **December 2022** and/or previous months, we would like to thank you for submitting your program's data. We look forward each month to continued program growth!

Technical Assistance

Have a question? Need guidance? Want to share good news about your VDC program? Reach out to the VDC Federal Technical Assistance Team at veterandirected@acl.hhs.gov. We look forward to hearing from you!

VDC Email Distribution List

If you or other VDC program staff are not already on the VDC email distribution list, please email veterandirected@acl.hhs.gov to make sure you don't miss out on important news!