



VETERAN DIRECTED CARE PROGRAM

Becoming a Veteran Directed Care (VDC) Provider

If you are interested in becoming a VDC provider, below are some commonly asked questions that will help you understand the requirements for providing VDC, primary responsibilities of delivering VDC, and who to contact for more information.

Who can provide VDC?

The VDC program is provided by Aging & Disability Network Agencies (ADNAs) within a state's No Wrong Door (NWD) System. For more information on NWD Systems, please visit the [ACL NWD website](#). ADNAs eligible to sign a Veteran Care Agreement (VCA)^{1,2} with Veterans Affairs Medical Centers (VAMCs) include the following entities as defined in the [Older Americans Act](#) or the [Rehabilitation Act](#):

- Area Agencies on Aging (AAAs),
- Aging and Disability Resource Centers (ADRCs),
- Centers for Independent Living (CILs), and
- State Units on Aging (SUAs)

What are the certification requirements to become a VDC provider?

To become a VDC provider, ADNAs are required to undergo a VA VDC Readiness Review that ensures they have the tools, processes, and procedures in place to operate a self-directed program. ADNAs are required to complete a VA VDC Readiness Review prior to signing a VCA and serving Veterans in VDC. For more information on the VA VDC Readiness Review, please refer to the [VDC Readiness Review Overview on the NWD website VDC page](#).

Can VDC providers partner with other ADNAs to deliver VDC?

VDC providers use one of two business models to deliver VDC – the Sole Proprietor model or the Hub and Spoke model. The Sole Proprietor model design is focused on a single VDC provider that manages and operates all aspects of its VDC program including program administration, person centered counseling, and fiscal management services (FMS). VDC providers using the Hub and Spoke model act as a “Hub” that performs all duties of the sole proprietor, but also subcontract with other ADNAs and organizations, or “Spokes,” to provide person centered counseling. ADNAs that serve as Spokes are not responsible for VDC program administration or FMS. The next section describes the responsibilities of a VDC provider in more detail.

What are the responsibilities of a VDC Provider?

VDC providers have three core roles and responsibilities for the VDC program:

1. **VDC Program Administration** includes all activities to ensure successful operation of the program such as establishing a relationship with the VAMC, accepting VDC referrals from

¹ U.S. Department of Veterans Affairs (2019, March 18). *Fact Sheet: VA MISSION Act of 2018*. Retrieved from https://www.va.gov/communitycare/docs/pubfiles/factsheets/VHA-FS_Mission-act.pdf

² S.2372 – 115th Congress (2017-2018). *VA MISSION Act of 2018*. Retrieved from <https://www.congress.gov/bill/115th-congress/senate-bill/2372/text>



VETERAN DIRECTED CARE PROGRAM

VAMCs, insuring the provision of fiscal management services and oversight of these services, maintaining proper paperwork and documentation, billing & invoicing procedures, and managing any subcontractor relationships.

2. **Person-Centered Counseling** is an interactive process that puts the Veteran in the center of the process and offers them control in decision making about their options, preferences, values, and financial resources. Trained person-centered counselors support Veterans and their caregiver(s) with navigating the VDC program and resources. ADNA person-centered counselors are responsible for conducting an initial in-home assessment, facilitating a process to help the Veteran identify their goals for independent living, supporting the Veteran in designing a flexible spending plan, and maintaining an ongoing relationship with the Veteran to ensure their goals and needs are met.
3. **Fiscal Management Services (FMS)** provide Veterans with the support necessary to manage their flexible spending plan and employer tasks. FMS helps Veterans with documentation and paperwork for hiring employees, paying employees, providing monthly reports to the VDC provider, and managing other goods/services in accordance with local, state, and federal regulations. Some VDC providers perform this function within their organization and others choose to subcontract this function to an external FMS provider.

What is a Veteran Care Agreement (VCA)?

VCAs are agreements entered into by VDC providers that enable the VA to use VA MISSION Act funds to pay for VDC services. The VA MISSION Act includes a provision (Section 1703A. (b)) that enables the VA to sign VCAs with AAAs, ADRCs, CILs, and SUAs.³ VA released federal regulations⁴ and the VCA template⁵ on May 14, 2019.

VCAs are valid for three years and are standard for all medical services. Extended Care Services, including VDC, are a part of VA's Medical Benefits Package and covered as a VA medical service. When a VDC provider signs a VCA with a VAMC they have signed an agreement with the VA. A VDC provider that has a signed VCA can work with any VAMC.

For more information on VCAs and how to successfully execute a VCA, please refer to the [VCA Implementation Training](#) and accompanying recording (click [HERE](#)).

Who do I contact if I want to serve Veterans and be a VDC Provider?

Thank you for your interest in serving Veterans through the VDC program! For more information about becoming a VDC provider, please email: veterandirected@acl.hhs.gov.

³ S.2372 – 115th Congress (2017-2018). *VA MISSION Act of 2018*. Retrieved from <https://www.congress.gov/bill/115th-congress/senate-bill/2372/text>

⁴ Federal Register (2019, May 14). *Veteran Care Agreements – A Rule by the Department of Veterans Affairs*. Retrieved from <https://www.federalregister.gov/documents/2019/05/14/2019-10076/veterans-care-agreements>

⁵ Department of Veterans Affairs (2019, May). *Veterans Health Administration – Veterans Care Agreement*. Retrieved from <https://www.va.gov/vaforms/medical/pdf/vha%2010-10171-fill.pdf>