



Veteran Directed Care Program Newsletter

Friday, May 10, 2024

Change Healthcare

The Administration for Community Living (ACL) and the Veterans Health Administration (VHA) are closely monitoring the impact of nationwide outages caused by the cybersecurity breach at Change Healthcare. At this time, the VHA has encouraged providers who used Change Healthcare to submit claims to the VHA to visit [Information on the Change Healthcare Cyber Response - UnitedHealth Group](#) to see a timeline to restore Change Healthcare medical claims and learn how to enroll in the [Optum Intelligent Electronic Data Interchange \(iEDI\)](#), an alternative portal for submitting claims. Additionally, providers with immediate billing concerns related to stalled Change Healthcare payments are encouraged to consider applying for the [Temporary Funding Assistance Program for Providers \(optum.com\)](#).

For questions about the iEDI system, please contact the Optum Customer Service line at 866-234-8913. For questions regarding Change Healthcare updates, please contact the Change Healthcare Customer Service line at 866-371-9066.

Our highest priorities are protecting Veterans' and beneficiaries' personal information and ensuring no disruption to care and services provided to Veterans, their families, and caregivers. We will continue to monitor the situation and update you as more information becomes available.

Veteran Directed Care Monthly Service Reports – Expectations for VDC Providers

One of the main responsibilities of VDC providers is to develop and submit detailed monthly services reports to the Veterans Affairs Medical Center (VAMC) VDC Coordinator for enrolled Veterans. VDC providers keep a monthly record of their Veterans' monthly expenses to include, at a minimum:

- Average Veteran monthly budget;
- Monthly administrative fees;
- Amount spent on goods and services in the month;
- Amount spent on emergency back-up care and planned purchases; and
- Amount of total Veteran budget for authorizations spent and remaining to date.

If the VAMC VDC Program Coordinator sees a discrepancy between the spending plan and what was actually spent over the course of the month, the Program Coordinator will request the VDC provider to review the spending plan with the Veteran and, when appropriate, adjust to reflect the care needs of the Veteran.

Veteran Success Stories

The VDC Federal Technical Assistance team was pleased to receive a note from Western Montana Area Agency on Aging, who partners with the Fort Harrison and Spokane VAMCs, regarding two recent Veteran successes in their program:

- One Veteran, who has been on the program for about a year, expresses his gratitude regularly for the program. Through VDC, the Veteran employs his adult granddaughter as his caregiver, who provides him with the help he needs daily from someone he trusts. The Veteran is grateful for the choices he has with self-directing his budget and the ability to pay his caregiver a wage that he feels good about. Through VDC, the Veteran has received life-changing Diabetes Self-Management Education (DSME) with his VDC budget that the VA doesn't currently supply. Western Montana Area Agency on Aging expressed that the Veteran shows *"gratitude for learning each month about VA and local resources available to him"* through VDC.
- Another Veteran elected his daughter-in-law as an authorized representative. The Veteran's authorized representative expressed that, before the VDC program, she was incredibly fearful for her father-in-law living

at home alone due to his care needs. She expressed to Western Montana Area Agency on Aging, with much gratitude, that the only way the Veteran is doing as well as he is doing today at home, where he wants to be, is because of the support he receives from the VDC program. The Veteran has two caregivers that are incredibly dependable, and the Veteran is supported to enjoy the social inclusion activities in the community that continue to increase his social network. *“Truly exceptional!”* – Western Montana Area Agency on Aging.

Please use [this form](#) to share any VDC success stories, including positive Veteran stories from their VDC enrollment experience, promising practices related to providing VDC as a VDC provider, or stories of success that you've heard from the Veterans you serve.

VDC Expansion Update

The VDC program continues to expand across the nation to provide more Veterans with access to home-based community care. Since the beginning of 2024, the VDC Federal Technical Assistance team welcomed the following Aging and Disability Network Agencies (ADNA) as newly approved VDC providers.

- Long Island Center for Independent Living
- MyCIL
- Independent Living, Inc.
- SouthWest Kansas Area Agency on Aging
- Area Agency on Aging of Deep East Texas
- Connections for Independent Living (spoke)
- Local Office on Aging, Inc. (spoke)
- Valley Associates for Independent Living, Inc. (VAIL) (spoke)
- CICOA Aging & In-Home Solutions (Area 8) (spoke)
- Ventura County (spoke)
- Atlanta Regional Commission (spoke)
- Disability in Action (spoke)
- Thrive West Central (Area 7) (spoke)
- Kentuckiana Regional Planning & Development Agency (KIPDA) (spoke)

We look forward to continued growth in the program and new partnerships with VAMCs!

VDC Monthly Reporting Tool Guidance

Thank you to those who have been reporting to our revised [VDC Monthly Reporting Tool](#). Special kudos to Direction Home Akron Canton Area Agency on Aging & Disabilities, who reported serving their first Veteran, and to ARISE, who reported an increase in Veteran census by 12 Veterans in February! VDC program providers designated as Hubs or Sole Proprietors are encouraged to complete the Monthly Reporting Tool at the end of each month to help us accurately capture the VDC program's reach.

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 enter your information using this link](#) to make sure you don't miss out on important news!