

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Manchester Healthcare System

# Navigating Your VA Care

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*Presented By:*

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**Women Veteran Program Manager**

**September 21, 2024**



# VA Mission Statement

***“To fulfill President Lincoln’s promise to care for those who have served in our nation’s military and for their families, caregivers, and survivors.”***

*Denis McDonough, U.S. Secretary of Veterans Affairs  
March 16, 2023*



# Veteran Affairs

Veterans  
Health  
Administration

Veteran  
Benefits  
Administration

National  
Cemetery  
Administration

VA



# VA New England Healthcare System



White River Junction VAMC



Manchester VA Healthcare System



VA Maine Healthcare System



VISN 1/Bedford VAMC



VA Central Western Massachusetts Healthcare System



VA Connecticut Healthcare System



Providence VAMC



VA Boston Healthcare System

# Manchester VA Medical Center

## Outpatient Clinics and Campus Locations

### Locations

- ★ Manchester VA Medical Center  
718 Smyth Rd.  
Manchester, NH 03104
- ★ Tilton CBOC  
630 West Main Street  
Tilton, NH 03276  
(603) 624-4366
- ★ Conway CBOC  
71 Hobbs Street  
Conway, NH 03818  
(603) 624-4366
- ★ Portsmouth CBOC  
302 Newmarket Street  
Pease Air National Guard Base\*  
Portsmouth, NH 03803  
(603) 624-4366
- ★ Somersworth CBOC  
5 Terrascape Parkway  
Somersworth, NH 03878  
(603) 624-4366
- ★ Brady Sullivan Tower  
1750 Elm St.  
Manchester, NH 03104  
(603) 624-4366



**Main Campus**



**Brady Sullivan Tower**





# Community Based Outpatient Clinics (CBOC)

## Services Available



**Somersworth**

### Somersworth Clinic:

- Primary Care
- Women's Health
- Home-Based Primary Care
- Mental Health
- Dermatology
- Pulmonology/Sleep Med
- Virtual Care
- Laboratory
- Case Management
- Social Work
- Clinical Pharmacy Consultation
- Podiatry
- Physical Therapy



**Conway**

### Conway, Portsmouth, and Tilton Clinics:

- Primary Care
- Women's Health
- Home-Based Primary Care
- Mental Health
- Virtual Care
- Laboratory
- Case Management
- Social Work
- Clinical Pharmacy Consultation



**Portsmouth**



**Tilton**



# Health Care Services at VA Manchester

- Acupuncture
- Allergy
- Anticoagulation
- Audiology
- Cardiology
- Caregiver Support
- Case Management
- Chaplain Support
- Chiropractor
- Clinical Pharmacy
- Community Living Center
- Compensation & Pension
- Compensated Work Therapy
- DAV Transport
- Dental (Eligibility Required)
- Dermatology
- Diabetes Workshop
- Eligibility
- Endocrinology
- Environmental Exams
- Gastroenterology
- Geriatric Extended Care
- General Surgery
- Hematology
- Home Based Primary Care
- Home Oxygen Clinic
- Intimate Partner Violence Coordinator
- Infectious Disease
- Infusion Clinic
- Lab
- Maternity Coordination
- Mental Health
- Neurology
- Nutrition Services
- Office of Community Care
- Ophthalmology
- Occupational Therapy
- Oncology
- Optometry
- Orthopedics
- Pain Clinic
- Pharmacy
- Podiatry
- Physical Therapy
- Psychiatry/Physical Medicine
- Polytrauma/TBI
- Primary Care
- Prosthetics
- Pulmonary
- Radiology
- Release of Information
- Rheumatology
- Social Work
- Sleep Clinic
- Speech Therapy
- Spinal Cord Injury
- Telehealth
- Transgender Primary Care
- Transition & Care Management
- Travel
- Urgent Care
- Urology
- VA Assisted Housing
- Vascular
- Visual Impairment
- Voluntary Services
- Whole Health
- Women's Health



# 4 Types of Veteran ID Cards

## Department of Defense Identification Card

You may be eligible if one of these descriptions is true:

- You're retired from the military, **or**
- You're on active duty, **or**
- You're in the National Guard, the Reserves, the Selected Reserves, or Inactive Ready Reserve

**Note:** Depending on your status, the DoD issues either a Common Access Card (CAC) or a Uniformed Services ID Card (USID). For both types of DoD cards, you'll need to either be a sponsor or have a sponsor.

## Veteran's Designation on Driver's License of ID

All 50 states and Puerto Rico offer a Veteran designation printed on state-issued driver's licenses or IDs.

The type of Veteran designation may vary from state to state. If you have a Veteran's designation, you may be able to get discounts offered to Veterans at many stores, businesses, and restaurants.

Most states ask you to provide a copy of your discharge papers (DD214 or other separation documents).

Please check with your state's Department of Motor Vehicles about what you need to apply for a Veteran's designation for your state.

## Veteran ID Card (VIC)

A Veteran ID Card (VIC) is a digital photo ID you can use to get discounts for Veterans at many stores, businesses, and restaurants.

To apply, be sure to have these on hand:

- Social Security Number
- Digital/scanned copy of your DD214 that you can upload
- A copy of a current and valid government-issued ID

You will also need a digital color photo of yourself from the shoulders up.

Apply Online: [How To Apply For A Veteran ID Card | Veterans Affairs \(va.gov\)](#)

VA





# Veteran Health Identification Card (VHIC)

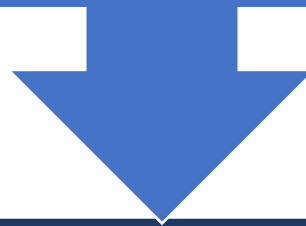
## You need to be enrolled in VA health care to receive a VHIC

- Your VHIC is used to check-in to your appointments at VA medical centers. You may also use this card to get discounts offered to Veterans at many stores, businesses, and restaurants.
- Once enrolled, you may request your VHIC in person at a VA medical center or online. Please bring a current, unexpired ID. You may bring any of these ID types: State-issues driver's license, *or* U.S. Passport, *or* Federal, state, or local government issued photo ID showing your name, address and date of birth.
- The VHIC card is not required for VA healthcare, if you do not have VHIC card, you may be asked to provide some other form of ID to verify identity.
- In-person: Manchester VA Medical Center Eligibility Office
- Online: [AccessVA](#) (*Account sign-in or creation required*)



# Primary Care – Patient Aligned Care Team

In the VA, the patient aligned care team (PACT) will direct your care throughout the VA and if care is received in the community.



## Your Patient Aligned Care Team Includes:

Provider an MD/DO or Nurse Practitioner

Registered Nurse (RN)  
Coordinates your care within the VA and in the community

Licensed Practical Nurse or Health Tech  
Checks your vitals

Medical Support Assistant  
Schedules appointments

Social Worker  
will discuss this in a future slide.

VA



# Non-VA Primary Care and Dual Care



The patient has the right to maintain private primary care under their personal insurance.



If medication is brought back to the VA primary care to fill, a copy of the clinic note must be provided to the Primary Care Provider for validation.



The VA Primary Care Provider has the right to disagree with the plan of care and/or is not required to fulfill the prescription.



Patient responsibilities: after any appointment in the community, please have a copy faxed to your VA Primary Care Provider for review. This allows for continuity of care.

# PACT – Social Work Services

- Advance Care Planning
  - Power of Attorney for Healthcare
- Caregiver Support
  - Respite and Resources
- Case Management
- Community Resources
  - Fuel Assistance
  - Meals on Wheels
  - Food Stamps
- Employment
  - Vocational Rehab
  - CWT Program
- Financial Resources
  - VA Bills/Bills
  - Rep payee
- Government programs
  - Social Security
  - SSDI
  - Medicaid and Medicare
- Guardianship
- Housing/Homeless resources
- In-Home Support Services
- Legal resources
- Long Term Care Planning
- Service Dog Information
- Transportation
  - DAV
  - VTS
  - Community Transportation
- VA Benefits
  - Burial Benefit
  - Service Connection
  - Non-Service Connection
  - Aid and Attendance
  - Fiduciary



## My HealtheVet

It's free, easy and quick!

### Questions?

Contact Louis Ruiz  
603-624-4366 Ext 2291

### Five Ways A Premium My HealtheVet Account Can Benefit You



Pharmacy – Refill your VA prescriptions, track delivery, receive shipment email notifications and much more.



Secure Messages – Use the Secure Messaging feature to communicate about non-emergency matters with a variety of VA staff and services (e.g., providers, administration, billing, pharmacy) as implemented at your VA facility.



Keep track of your upcoming VA medical appointments and get email reminders. VA patients with a Premium My HealtheVet account who have had a primary care appointment at a participating facility in the last two years can use the online scheduling tool to schedule VA appointments.



Health Records – View, print or download your VA notes, lab test results and other health information with the Blue Button feature. Avoid duplicative tests and procedures by accessing and sharing your VA Health Summary with community providers.



Visit this online library of trusted health education to learn more about health and wellness, look up information about tests or medications, or learn about specific conditions such as Post-Traumatic Stress Disorders (PTSD), women Veteran health issues, traumatic brain injury (TBI) and others.



Sign in to Manage Your Health Care

Sign in or create an account

Learn what the PACT Act means for your VA Benefits.



Pharmacy

Refill your VA prescriptions, track delivery, view a list of your VA medications and other details.

Read More



Appointments

Keep track of your upcoming VA medical appointments and get email reminders.

Read More



Messages

Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.

Read More



Health Records

View, print, or download a copy of your VA medical record information, or enter your own health information.

Read More

Resources

Benefits

Veterans Health Library

Community

Mental Health

Annie Health Texting

Whole Health

myhealth.va.gov

# Accessing Urgent and Emergency Care

## Reasons to be seen in Urgent Care

If you are unable to be seen by your primary care provider, you can report to urgent care for treatment. Here is a small list of illnesses that are generally seen in an Urgent Care.

- Colds, flu, fever
- Sore throat
- Cough
- Sinus Infection
- Urinary tract infections
- Insect bites
- Diarrhea

## Reasons to be seen in an Emergency Room

- Shortness of breath
- Chest pain
- Abdominal pain
- Broken Bone
- Fall
- Head Injury

## Urgent Care After Hours

- The Manchester VA Urgent Care is open 8am – 4:30pm, 7 days a week. Urgent Care is closed on all federal holidays.
- For after hours, care on a holiday, or care closer to home, NH Veterans can utilize their Care in the Community Urgent Care benefit. Use this locator to find a participating Urgent Care close to your home.  
<https://www.va.gov/find-locations/>

## Emergency Care Notification

Should you require Emergency Care, please notify the VA Centralized Call Center 1-(844)72HRVHA or (844-724-7842) should you ever receive emergency care and/or hospitalization within 72 hours of the start of care.

- **Hospital/ER Notification: 844-724-7842**

## 2024 Urgent Care Copay Rates

Priority group	Copay amount for first 3 visits in each calendar year	Copay amount for each additional visit in the same year
1 to 5	\$0 (no copay)	\$30
6	<b>If related to a condition that's covered by a special authority:</b> \$0 (no copay)	\$30
	<b>If not related to a condition covered by a special authority:</b> \$30 each visit	
7 to 8	\$30	\$30



# Billing Information: Regions 1-3

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration

To determine which region a Veteran resides, click here:  
<https://www.va.gov/communitycare/programs/veterans/CCN-Veterans.asp>

## INFORMATION FOR VETERANS

**\*\*Please provide this billing information when you visit an in-network retail pharmacy or urgent care location to (1) fill a prescription and/or (2) receive a flu or COVID-19 vaccine\*\***

### Eligibility

- You MUST verify your eligibility before using pharmacy benefits or receiving a flu or COVID-19 vaccine. Visit: <https://www.va.gov/communitycare/>
- DISCLAIMER: This card does not guarantee authorization of service. You MUST meet VA eligibility requirements and be enrolled in VA health care to use this benefit.

### Choosing a Pharmacy

- You must visit an in-network pharmacy location in the same CCN region as your community provider visit to avoid any issues filling your prescription.
- Use the VA Facility Locator to find an in-network pharmacy or urgent care provider at: <https://www.va.gov/find-locations/>


### When you arrive at the pharmacy

- Present a valid government-issued ID (i.e. Veterans Health ID Card, DoD ID Card or other valid government ID).
- You SHOULD NOT have to pay a copayment at the time you receive your prescriptions, flu and/or COVID-19 vaccine.

To view this billing information on your mobile device, scan the QR code at right.  
<https://www.va.gov/communitycare/docs/programs/OCC-Billing-Information-Card.pdf>



## INFORMATION FOR PHARMACIES

VA  U.S. Department of Veterans Affairs  
Veterans Health Administration

**CCN Regions 1-3  
Payer ID: VACCN**

**BIN#: 004336**      **Veteran ID: 10-digits Veteran ID or SSN**

**PCN: ADV**      **Veteran DOB: YYMMDD format**

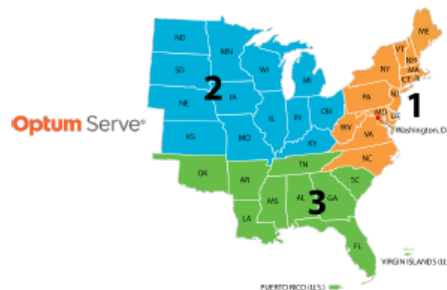
**Rx Group:**      **24/7 CVS Caremark  
Pharmacy Help Desk:  
800-364-6331**

- Referred Care: **Rx3839**

- Urgent Care/VA Provider: **Rx4136**

- Flu Shot or COVID-19 Vaccine: **Rx3841**

### Community Care Network Regions 1-3



- Maximum day supply for a Veteran's initial fill is 14 days (7 days or fewer, or state limits for opioids). No refills. There is an exception for pre-packaged items (EG: inhalers and eye drops may be permissible).
- Medication must be on VA Urgent/Emergent Formularies ([U/E formulary](#) and [VA Formulary Advisor](#)).
- Instruct Veteran/pharmacist to fill prescriptions in the **same CCN region** as their community provider visit.
- For questions, please call the CVS Caremark™ Pharmacy Help Desk at 800-364-6331 (24/7).

**Billing information for network providers in these states or U.S. territories above:** Enter Community Care Network/ Veteran's pharmacy claims using the information in the sample card.

### INFORMATION FOR URGENT CARE PROVIDERS

Call 888-901-6609 to confirm Veteran's eligibility for urgent care services.

Updated July 17, 2023

VA



# I Need .....

## Call Center

When you call the Manchester VA during normal business hours, dial (603) 624-4366 ext. 3199 and you will be connected to a Call Center Representative. The Call Center is staffed by Manchester employees from 8:00am – 4:00pm. From 4:00pm – 7:59am, the calls are handled by our counterparts in VISN 2.

### Services Offered:

- Schedule appointments for Primary Care
- Cancel appointments
- Update contact information
- Relay a message to your care team
- Request medication renewals/refills

## Nurse Triage (advice) Line

Nurse triage is offered 24 hours a day, 7 days a week. The Manchester Call Center manages calls during normal business hours. For after hours triage, our counterparts in VISN 2 will take the nursing calls.

- Call (603) 624-4366 ext. 3199



# Care in the Community

## Getting Care in the Community

- New Hampshire
- Care in the community allows Veterans to receive care in the community if we do not offer a particular service or the Veteran chooses to use care outside the VA (in states without a full-service VA Hospital/Medical Center).
- When the patient opts for care outside the VA, they will receive a 'standard episode of care' letter.
- The 'standard episode of care' letter informs the Veteran and the community care partner about what is covered and for how long.
- Your authorizations and SEOC can be tracked on this website <https://access.va.gov/accessva/>

## Care in the Community Billing

If the Veteran is receiving Care in the Community services, they may be subject to co-payments. Co-payments are based on priority groups and service-connected disability.

If you receive a bill, but feel it is incorrect, please call VA Health Resource Center: 866-400-1238, Monday – Friday, 8a.m. – 8 p.m. EST.

## Care in the Community Call Center

If you need assistance or have a question about your authorization, please call (603) 624-4366 x5960.

\*If you do not have a current authorization for your community provider, please call prior to getting care.





# Beneficiary Travel Program

VA travel pay reimbursement through the Beneficiary Travel program pays Veterans back for mileage and other travel expenses to and from approved health care appointments.

**Travel claims can be submitted online:**

<https://eauth.va.gov/accessva/>

**To find out more about beneficiary travel program:**

<https://www.va.gov/health-care/get-reimbursed-fortravel-pay/>



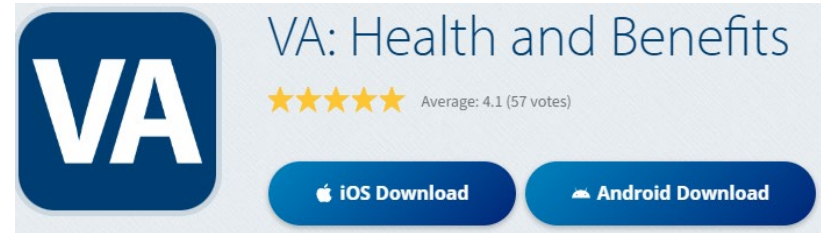
# Medications/Pharmacy

## Pharmacy Services

Same day Pharmacy services are available for Urgent Care patients and newly prescribed medications. All other refilled medications will be mailed to the patient. Please request a refill/renewal 10 before you run out of medications. This allows for processing.

## Requesting a Refill

- Direct automated refill line: (603) 626-6543
- Toll free: (800) 892-8384 ext. 6543 or ext. 3232
- MyhealthVet or Mobile App



Refills can only be requested if there are refills left on the prescription.

Unable to refill a prescription using the above methods? Contact the call center or use secure messaging to request a medication renewal. Refills can be requested by phone, MyhealthVet, and the app.

The VA mobile application (app) allows Veterans to request refills of their refillable VA-dispensed prescriptions, scan their VA prescriptions to access prescription information, track VA prescription deliveries, view VA prescription history from the convenience of their mobile device.



# Priority Group and Co-Pays

## Outpatient Care Copay Rates

(Primary or specialty care that doesn't require an overnight stay)

### If you have a service-connected disability rating of 10% or higher

- You won't need to pay a copay for outpatient care.

### If you don't have a service-connected disability rating of 10% or higher

- You may need to pay a copay for outpatient care for conditions not related to your military service, at the rates listed below.

Type of outpatient care	Copay amount for each visit or test
<b>Primary care services</b> (like a visit to your primary care doctor)	\$15
<b>Specialty care services</b> (like a visit to a hearing specialist, eye doctor, surgeon, or cardiologist)	\$50
<b>Specialty tests</b> (like an MRI or CT scan)	\$50



<https://www.va.gov/health-care/copay-rates/>

**Note:** You won't need to pay any copays for X-rays, lab tests, or preventive tests and services like health screenings or immunizations.



# Priority Group and Co-Pays

## Medication Copay Rates

### If you're in priority group 1

You won't pay a copay for any medications.

**Note:** You may be in priority group 1 if we've rated your service-connected disability at 50% or more disabling, if we've determined that you can't work because of your service-connected disability (called unemployable), or if you've received the Medal of Honor.

### If you're in priority groups 2 through 8

You may pay a copay for these types of medications:

- Medications your health care provider prescribes to treat non-service-connected conditions, **and**
- Over-the-counter medications (like aspirin, cough syrup, or vitamins) that you get from a VA pharmacy. You may want to consider buying your over-the-counter medications on your own.

Outpatient medication tier	1-30 day supply	31-60 day supply	61-90 day supply
<b>Tier 0</b> (prescription and over-the-counter medicines with no copay)	\$0	\$0	\$0
<b>Tier 1</b> (preferred generic prescription medicines) <a href="#">Review our list of tier 1 medications</a>	\$5	\$10	\$15
<b>Tier 2</b> (non-preferred generic prescription medicines and some over-the-counter medicines)	\$8	\$16	\$24
<b>Tier 3</b> (brand-name prescription medicines)	\$11	\$22	\$33

**\*If you have a service-connected rating of 40% or less and your income falls at or below the national income limits for receiving free medications, you may want to provide your income information to us to determine if you qualify for free medications.**



# Patient Advocacy

If you've experienced any problems that you haven't been able to resolve by talking with your team, please visit the Patient Advocate at your Manchester VA Medical Center, call or send them a secure message.

The Patient Advocacy Program is for all Veterans and their families who receive care at the Manchester VA Medical Center, Community Base Outpatient Clinics and through VA Community Care. The Patient Advocate works directly with management and employees to facilitate resolutions.

## Contacting the Patient Advocate:

- In Person: Manchester VA Medical Center – 718 Smyth Rd, Manchester, NH 03104
- Phone: (603) 624-4366 ext. 6491
- MyHealthVet Secure Messaging: Patient\_Advocate\_Manchester\_ADMIN





# Reproductive Health Care

## Infertility

Infertility services available through VA for all enrolled Veterans:

- Infertility assessments and counseling
- Laboratory tests, including genetic counseling and testing
- Imaging services, such as ultrasounds and X-rays
- Hormone therapies
- Surgical correction (e.g., endometriosis, polyps, blockages, or scars)
- Fertility medications
- Intrauterine insemination (artificial insemination)
- Tubal ligation (tube tie) reversal
- Vasectomy reversal
- Oocyte cryopreservation (egg freezing) and sperm cryopreservation
- Sperm retrieval techniques (including sperm washing for intrauterine insemination)

In vitro fertilization (IVF) or other forms of assisted reproductive technology (ART) services

- Must have a service-connected condition that causes infertility.

## Maternity Care

VA covers a wide range of maternity care services throughout pregnancy, delivery, and postpartum. Maternity care services available through VA include:

- Full physical exams and lab tests
- Prenatal education and screening
- Obstetrical ultrasounds
- Genetic tests and specialty consults
- Prescription drugs
- Labor and delivery
- Newborn care on the date of birth plus 7 days immediately after birth
- Lactation support
- Support and services in case of miscarriage or stillbirth
- Social work and mental health services
- [Maternity Care Coordinators \(MCC\)](#)

VA also covers nursing bras, breast/chest pumps, and maternity belts. Request these items through your MCC at least two weeks before your due date. You can get other supplies, such as lactation pads, human milk storage bags, and nipple cream through the VA Pharmacy.

**Questions?** Contact Laura Caisse, LCSW, Women Veteran Program Manager  
at [Laura.Caisse@va.gov](mailto:Laura.Caisse@va.gov) or (603) 624-4366 ext. 6541



# Connected Care



Clinical Video Telehealth



Home Telehealth Monitoring



VA Video Connect



My HealtheVet



VA Apps

# Post-9/11 Transition and Case Management

The Post-9/11 Military2VA Case Management team can connect you with the appropriate VA health care and resources you need to help ease your transition from active duty to Veteran status.

M2VA Program provides the following services:

- Case Management
- Links to community resources
- VA care and benefits assistance
- System navigation
- Access to VA health care
- Veteran advocacy

If you are a recently separated Veteran or for more information, please contact (603) 624-4366 ext. 6074 or go online to [www.va.gov/post911veterans/](http://www.va.gov/post911veterans/)



# Whole Health

Whole Health is an approach to health care that empowers and equips people to take charge of their health and well-being and live life to the fullest.

## The practice of Whole Health

- Places each Veteran at the center of his or her own health care
- Shifts the focus of care toward health and well-being
- Utilizes Mindful Awareness to promote self-care and healing
- Emphasizes the importance of relationships and partnerships
- Incorporates a range of conventional and complimentary approaches

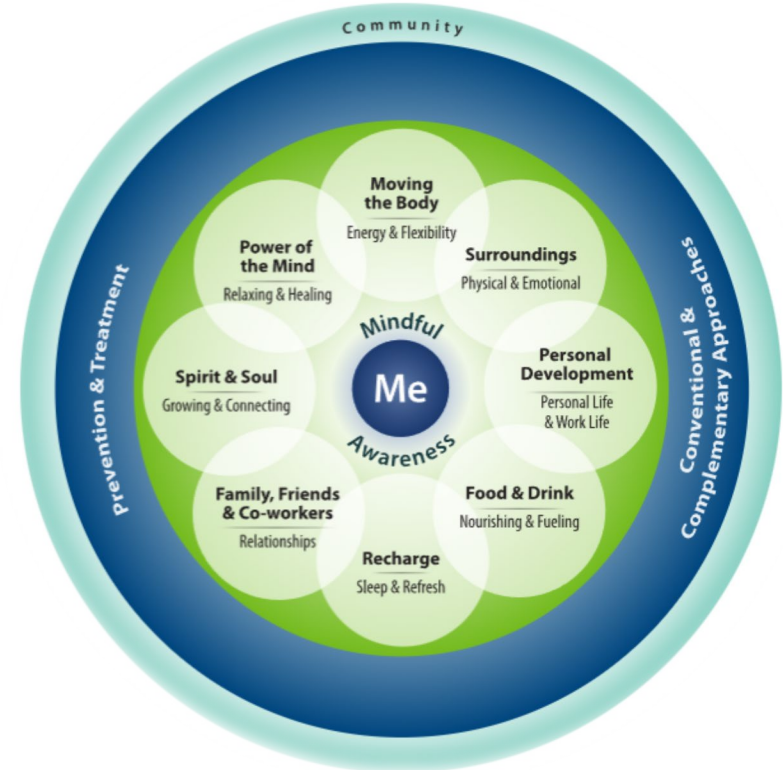
## Whole Health Coaching

Whole Health Coach assists the Veteran in developing a Personal Health Plan (PHP) that is based on what matters most to the Veteran; the plan is based on the Veteran's own goals, values, preferences, and lifestyle.

## Wellness Center

Veterans enrolled at Manchester VA are welcome to engage in group programs, such as yoga, tai chi, mindfulness, etc. to further support individual health and wellness goals and/or utilize the fitness center during open gym times.

Talk to your primary care team about What Matters Most in your life or contact the Whole Health team at (603) 624-4366 ext. 5046.



# Social Work Driven Programs

- Military 2 VA (M2VA)
- Intimate Partner Violence (IPVAP) Program
- Medical Foster Home Program (MFH)
- Adult Day Health Care Program
- Veteran Directed Care Program
- Behavioral Health Liaison
- Community Hospital Liaison Program
- Community Nursing Home Program
- HUD-VASH Program
- Homeless Outreach Program
- Veteran Justice Outreach
- Grant and Per Diem Program
- Local Recovery Coordinator
- E-Range
- TBI
- Women's Health Program Manager
- Suicide Prevention





# Caregiver Support Program

The Caregiver Support Program (CSP) mission is to promote the health and well-being of family caregivers who care for our nation's Veterans, through education, resources, supportive services and service excellence. It is comprised of **two unique programs**:

## 1) The Program of General Caregiver Support Services (PGCSS)

Serves caregivers of eligible Veterans of *all* eras.

A General Caregiver is defined as a person who provides personal care services to a Veteran who needs assistance with one or more activities of daily lives and/or needs supervision or protection based on symptoms or residuals of neurological care or other impairment or injury

### Those enrolled in the PGCSS are eligible for:

- Training, Education, and Support
- Building Better Caregivers
- Resource and Referral
- Resources for Enhancing All Caregivers' Health in the VA (REACH VA)
- Caregiver Support Line
- Counseling
- Peer Support Mentoring
- Email Listserv
- Caregiver Self-Care Courses



# Caregiver Support Program

## 2) The Program of Comprehensive Assistance for Family Caregivers (PCAFC)

Serves caregivers of eligible Veterans of *all* eras.

The Program of Comprehensive Assistance for Family Caregivers (PCAFC) currently offers enhanced clinical support for caregivers of eligible Veterans seriously injured in the line of duty.

### Those enrolled in the PCAFC are eligible for enhanced services including:

- Financial stipend
- Access to ChampVA healthcare insurance (if they are uninsured)
- Mental Health Counseling
- Caregiver education and training.
- Respite services to caregivers enrolled in PCAFC at a minimum of thirty days of respite care a year for Caregivers.
- Eligible Veterans and Caregivers may also receive Hero Miles.
- Caregivers may also be eligible for travel compensation when traveling with a Veteran to their medical appointments.

# Home Health Aide

## What is it?

A Homemaker or Home Health Aide is a trained person who can come to a Veteran's home and help the Veteran take care of themselves and their daily activities.

This program is for Veterans who need skilled services, case management and help with activities of daily living.

Homemaker Home Health Aides work for an organization that has a contract with VA. A Homemaker or Home Health Aide can be used as a part of an alternative to nursing home care, and as a way to get Respite Care at home for Veterans and their family caregiver.

## Am I eligible?

Since **Homemaker Home Health Aide** services are part of a service within the VHA Standard Medical Benefits Package, all *enrolled Veterans* are eligible **if they meet the clinical need for the service.**

A copay for Homemaker and Home Health Aide services may be charged based on your VA service-connected disability status

# Adult Day Health Care

- Adult Day Health Care is a program Veterans can go to during the day for social activities, peer support, companionship, and recreation.
- The program is for Veterans who need skilled services, case management and help with activities of daily living.
- The program may be provided at VA medical centers, State Veterans Homes, or community organizations.
- Since **Adult Day Health Care** is part of the VHA Standard Medical Benefits Package, all enrolled Veterans are eligible **IF they meet the clinical need for the service and it is available.**
- A copay for Adult Day Health Care may be charged based on your VA service-connected disability status and financial information. Contact your VA social worker/case manager to complete the *Application for Extended Care Benefits (VA Form 10-10EC)* to learn the amount of your copay.



# Veteran Directed Care

- Veterans in this program are given a flexible budget for services that can be managed by the Veteran or the family caregiver. Veteran-Directed Care can be used to help Veterans continue to live at home or in their community.
- As part of this program, Veterans and their caregiver have more access, choice and control over their long-term care services.
- Since **Veteran-Directed Care** is part of the VHA Standard Medical Benefits Package, all *enrolled Veterans* are eligible **If they meet the clinical need for the service and it is available**. NOTE: This is a newer VA program and is only available in certain locations.



[https://www.va.gov/geriatrics/guide/longtermcare/veteran-directed\\_care.asp#](https://www.va.gov/geriatrics/guide/longtermcare/veteran-directed_care.asp#)



# Community Living Center (CLC)

- It is a place where Veterans can receive nursing home level of care, which includes help with activities of daily living (e.g., bathing and getting dressed) and skilled nursing and medical care.
- The mission of a Community Living Center is to restore each Veteran to his or her highest level of well-being. It is also to prevent declines in health and to provide comfort at the end of life. Some facilities have different focuses (i.e.: palliative care, short term rehabilitation...).
- **Your eligibility is based on clinical need and setting availability.** The VA will provide Community Living Center (VA Nursing Home) care if you meet certain eligibility criteria involving your service-connected status, level of disability, and income. You must first be enrolled in the VA health system and be medically and psychiatrically stable.
- A copay may be charged for CLC care based on your VA service-connected disability status and financial information.

[https://www.va.gov/geriatrics/guide/longtermcare/va\\_community\\_living\\_centers.asp#](https://www.va.gov/geriatrics/guide/longtermcare/va_community_living_centers.asp#)

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# Contract Nursing Home (CNH)

- A Community Nursing Home is a place where Veterans can live full-time and receive skilled nursing care any time of day or night.
  - Community Nursing Home care always provides:
    - 24-hour skilled nursing care (such as wound care or help with IV medication)
    - Occupational and physical therapy
    - Access to social work services
  - Some Community Nursing Homes also provide:
    - Short term rehab services
    - Hospice and palliative care for the end of life
    - Special care for dementia
- VA contracts with community nursing homes to care for Veterans. The Community Nursing Home program is offered in many communities so Veterans can receive care near their homes and families.

[https://www.va.gov/geriatrics/guide/longtermcare/community\\_nursing\\_homes.asp](https://www.va.gov/geriatrics/guide/longtermcare/community_nursing_homes.asp)





# Contract Nursing Home Continued

- **Eligibility for a Community Nursing Home is based on clinical need and setting availability.**
- The VA will only pay for Community Nursing Home care if you meet eligibility criteria involving your **service-connected status level of disability**, and income.
- If you do not meet these requirements, you will need to use your own resources to pay for nursing home care, which may include Medicare benefits and/or applying for Medicaid assistance if you cannot afford to pay.



# Medical Foster Home

- A Medical Foster Home can serve as an alternative to a nursing home. It may be appropriate for Veterans who require nursing home care but prefer a non-institutional setting with fewer residents.
- Medical Foster Homes are private residences where the caregiver and relief caregivers provide care and supervision 24 hours a day, 7 days a week.
- Caregiver provides for Veterans:
  - **Help with activities of daily living (e.g., bathing and getting dressed)**
  - **Help taking medications**
  - **Some nursing assistance**
  - **All your meals**
  - **Planned recreational and social activities**



# Helpful Contacts





# Questions

\*\* The information presented is current as of September 2024. However, VA is continually updating and supporting Veterans and benefits. Information is subject to updates. Please check with your local VA to determine if this information remains the most current at the time you are viewing\*\*

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