



June 26, 2023

## VA Caregiver Support Program of Comprehensive Assistance for Family Caregivers (PCAFC)

### UPDATED Appeal Process

#### for Higher Level Review and Supplemental Claim



#### PENDING INTAKE



- VHA CSP has received the request and will review it to determine if it meets specific requirements, including but not limited to:
  - required signatures, identifying information, and supporting documentation, as applicable.
- Once the packet clears the intake process it will be placed in queue for assignment and will be worked in the order in which it was received.

#### IN QUEUE FOR ASSIGNMENT



The intake process has been completed, and the request is now in the queue for assignment to a reviewer.

#### ASSIGNED AND UNDER REVIEW



The request has been assigned to a reviewer, and it is now under review.

#### DECISION ISSUED



A decision has been issued on the matter and the decision letter mailed. The individual can expect to receive the letter within 10-14 business days of the date of mailing.

As of

**June 26, 2023**

Caregiver Support Line can provide information about where PCAFC Higher Level Reviews and Supplemental Claims are in the 4-step process review or appeal process via the Caregiver Support Line (CSL) at **1-855-260-3274**.

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