



Veteran Warriors

One Family,  One Fight!



Veteran Warriors Summary of PCAFC Updates and Status

July 17, 2023

Highlights:

- ☆ COVID-19 National Emergency Declaration expiration requires PCAFC to resume all “home visits” for the purpose of PCAFC to be completed in person.
- ☆ Financial and Legal Services became available to PCAFC Primary Caregivers on April 24, 2023: as of June 30, 2023, 950 services have been provided to caregivers and 650 instances to veterans.

Program Status:

- ↪ Rulemaking is necessary to align the language and will be done as expeditiously as possible.
- ↪ No current participant (legacy or post-expansion) will be discharged during the rulemaking process unless due to cause. *Participants may need to qualify under a new regulation once published.
- ↪ New regulation info has not been disclosed.
- ↪ Initial home visits and once-a-year Wellness visits will now resume in person.
- ↪ All eras are currently eligible to apply for PCAFC.

Mental Health Services for Caregivers:

- ↪ Partnered with Mental Health and Suicide Prevention to offer individual and couples counseling to caregivers and Veterans.
- ↪ Supporting recruitment of 54 mental health clinicians with a goal to hire, onboard, and train staff to make tele-mental health services available to all caregivers
- ↪ MH Hubs in VISN 16 and 23 are offering psychotherapy to caregivers!
 - VISN 1 is taking referrals
 - VISN 4 will go live on August 4, 2023

Respite Services for Caregivers:

- ↪ Continues to enhance and expand respite services that are offered and utilized by caregivers.

Approved applications VISNs:

- ↪ National average for application disposition within 90 days is 98%, up from 97% in prior months.
- ↪ National average approval rate for applications is 30%, up from 29% in prior months.
 - ☑ Activities of Daily Living only = 20%
 - ☑ Activities of Daily Living and SPI = 49%
 - ☑ SPI only = 31%

Appeals:

- ↪ Legacy¹ Notice of Disagreement (Board) pending = 1,614 Dispositioned = 637 Granted = 21%
- ↪ Higher Level Review Appeals pending = 1,195 Dispositioned = 379 Granted = 11%
- ↪ Supplemental Claim Appeals pending = 1,648 Dispositioned = 619 Granted = 13%
- ↪ AMA² Appeals Process Board pending = 3,929
- ❖ The Board has not received any perfected legacy³ appeals relating to a PCAFC decision.

Improvements:

- ☑ VSignal Survey scores are all above 90%, an improvement over last month and prior months.

Disclaimer:

- The updated information provided in this document is from a slide update, not a briefing or meeting.
 - information under “Program Status” is carried over from the prior update we provided from the June 30, 2023 meeting: see: <https://bit.ly/2023June30-PCAFC-Update>
- All other information on this page is new.

¹ PCAFC decision issued prior to February 19, 2019

² PCAFC decision issued on or after to February 19, 2019

³ All decisions prior to February 19, 2019 are legacy claims, this is not the same as legacy participants.