



Veteran No Longer Clinically Eligible Letter

Date

Dear

As you are aware, continued eligibility for the Program of Comprehensive Assistance for Family Caregivers requires ongoing assessment by your clinical team. The purpose of these assessments is to determine continued clinical eligibility and to evaluate the level of Caregiver assistance that might be required to meet your needs in the home setting.

During our conversation on _____ we discussed that the clinical team has determined you no longer meet the eligibility requirements for the Program of Comprehensive Assistance for Family Caregivers.

In accordance with the Program of Comprehensive Assistance for Family Caregivers guidelines your Primary Family Caregiver's CHAMPVA and Stipend benefits will be extended for 90 days after the revocation date. The Chief Business Office, Purchased Care will send a detailed letter to the Primary Caregiver regarding benefit termination.

YOUR RIGHTS TO APPEAL THE DECISION

HOW CAN I APPEAL A CLINICAL DECISION?

You may appeal to the VA Medical Center (VAMC) where the Veteran is receiving care by explaining why you disagree with the decision. If you are not satisfied with the VAMC Director's decision you may request to have your decision reviewed by the Veterans Integrated Service Network (VISN) Director or his/her designee.

NOTE: To avoid unnecessary delays, the appeal must be submitted to the address of the VA Medical Center. Please contact your Caregiver Support Coordinator or Patient Advocate for local VA Medical Center policy, procedures and timelines for appeals.

WHAT CAN I EXPECT IF I APPEAL TO THE VAMC DIRECTOR AND/OR VISN DIRECTOR?

A clinical appeal is your formal request to have the VAMC Director or designee, review your dispute. Submit your disagreement to your local VA Patient Advocate. The Patient Advocate at the facility enters the clinical appeal into a national computerized Patient

Complaint database where the appeal was originated. All details and decisions must be included in the final documentation before the case is closed. The dispute must arise from clinical evaluations that may result in a different outcome or an error in fact related to the evaluation. The Chief Medical Officer or designee will contact you or your representative within five days to notify you of receipt of your appeal and to request information that will support your disagreement.

If you are not satisfied with the local VA facility's decision, you can elect to appeal your decision to the VISN Director. A fair and impartial review will be conducted of the documentation received. The VISN Director or designee, if necessary, may have an external professional board review your disagreement; you can expect to have a final decision within 30 days of the appeal request. However, if an external professional board reviews your complaint; you can expect a final decision within 45 days of the appeal request.

CAN I GET A HEARING WITH THE BOARD OF VETERANS APPEAL?

No. The clinical appeals process does not allow for you or your representative to appeal a clinical decision to the Board of Veterans Appeal. You should follow the clinical appeals process as outlined in this letter. The clinical decision is final and cannot be appealed to a higher authority.

CAN I GET SOMEONE TO HELP ME WITH MY APPEAL?

Yes. You can have a Veterans' Service Organization representative, an attorney-at-law, or an "agent" help you with your appeal. But you're not required to have someone represent you. It's your choice.

GENERAL CAREGIVER SERVICES AND BENEFITS

Even though you no longer qualify for the Program of Comprehensive Assistance for Family Caregivers, your Caregiver may still qualify for General Caregiver services and benefits. Based on the law and Federal regulations, Caregivers of enrolled Veterans of all eras receive the following General Caregiver services and benefits: education and training on caring for his or her Veteran; counseling and other services under 38 U.S.C. § 1782 (Health Care of Persons Other Than Veterans); and respite care under 38 U.S.C. § 1720B (Respite and Related Services Provided to Veterans Residing at Home).

Caregivers also have access to the National Caregiver Support Line, which can be reached toll free at 1-855-260-3274. The line is staffed by licensed independent social workers who are available to answer Caregiver questions, listen to concerns, and provide education on VA supportive services and community resources that may assist Caregivers.

You may also visit our website to find helpful resources, tools, and support information. Our website is located at <http://www.caregiver.va.gov>. In addition, the Caregiver Support Program offers many unique programs such as Building Better Caregivers, Peer Support Mentoring, Caregiver Support Line National Education Calls, Caregiver Self Care Courses as well as Please contact me if you would like additional information about these supportive programs and services.

If you have questions regarding the information contained in this letter, the appeals process or about other matters, please feel free to contact me at

Sincerely,

Caregiver Support Coordinator

cc: