



Veteran Directed Care Program Newsletter

Friday, April 14, 2023

Veteran Directed Care Operations Office Hour Series

Please join ACL and the Veterans Health Administration (VHA) for the second VDC Operations Office Hour Session on **Wednesday, April 19 from 2:00-3:00pm ET**. The session will cover developing a person-centered VDC spending plan, initiating services, and hiring workers. Please [register here](#) to attend the session. We look forward to your participation.

Electronic Claims Adjudication Management System (eCAMS) Provider Portal (ePP)

VDC providers who previously used the Customer Engagement Portal (CEP) to research the status of claims received by VA should migrate to the [eCAMS ePP](#). ePP allows users to access the status of claims submitted, as well as adjudication information, remittance reports, and explanation of payment documents. Access the [ePP](#) to register and view trainings for using the portal to track claims status. VDC providers can also refer to the VA's a [step-by-step guide](#) for using ePP, including how to gain access to the portal and use the Portal to track claims status.

VDC Billing and Invoicing – Important Note Regarding Paper Claims

VDC providers who submit VDC claims using paper invoices must use the CMS 1450 (UB-04) claims form. Your VDC claim will be **rejected** if you use the CMS 1500 (HCFA-1500) claims form. As a reminder, VA strongly encourages the electronic submission of VDC invoices as this reduces the processing times and likelihood of rejections. Appendix A of the [VDC Billing and Invoicing Guide](#) offers guidance for VDC providers who would like to switch from paper claims to electronic claims submission.

Monthly Veteran Census Reporting – the VDC Monthly Reporting Tool

The Administration for Community Living's (ACL) Veteran Directed Care (VDC) federal technical assistance team monitors monthly Veteran census for the VDC program through the [VDC Monthly Reporting Tool](#) to track program growth and startup. In 2022, 854 new Veterans enrolled in the VDC program nationwide as reported by VDC providers who entered data in the [VDC Monthly Reporting Tool](#). If you are a VDC provider and are **NOT** currently reporting your program's Veteran census, please reach out to the ACL VDC federal technical assistance team (veterandirected@acl.hhs.gov) and a team member can provide one-on-one support for learning how to use the tool. To those who are already using the [VDC Monthly Reporting Tool](#), we would like to thank you for submitting your program's data. We look forward each month to continued program growth!

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!