

# May VDC Operations Office Hour

Billing and Invoicing

May 2023

# Menti Poll – Icebreaker

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Officer for Veteran Directed  
Care and Inclusive  
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# Agenda

- Welcome and Announcements from the Administration for Community Living (ACL)**
- FAQs from the April VDC Office Hour Session**
- Focused Topic Discussion:**
  - Billing and Invoicing**
- Open Question and Answer (Q&A)**
- Closing**

# VDC Operations Manual Template Overview

- Informed by the U.S Department of Veterans Affairs VDC requirements and VDC program best practices
- Purpose:
  - ▶ To inform the development of a VDC provider's VDC operations manual
  - ▶ To support program consistency, access, and efficiency
- Organized by key operational areas
  - ▶ Program Background
  - ▶ Referral and Intake
  - ▶ Assessment and Spending Plan
  - ▶ Initiating Services and Hiring Workers
  - ▶ Ongoing Monitoring
  - ▶ **Billing and Invoicing**
  - ▶ Quality

# Questions from the April Office Hour



## FAQ: Allowable Goods and Services

**Question: Can you describe the criteria to use for allowable goods & services?**

### Response:

1. Meet the identified needs, goals and outcomes in the Veteran's spending plan; AND
2. Improve the Veteran's ability to remain safely in their home; AND
3. Address activities of daily living or instrumental activities of daily living needs of the Veteran; AND
4. Be the least costly alternative that reasonably meets the Veteran's identified needs; AND
5. Not be provided or paid for by VA, Medicare, Medicaid, TRICARE, or other agency, organization, program, service, or insurance; AND
6. Not be the responsibility of the Veteran as a homeowner to maintain, repair, or replace; AND
7. Must meet one or more of the following goals:
  - i. Enhance community inclusion and support the Veteran's ability to remain in their home and access their community resources and network;
  - ii. Increase the Veteran's independence;
  - iii. Develop, maintain, or improve personal, social, physical, and/or work-related skills;
  - iv. Decrease dependency on formal support services (i.e., reduce the need for human assistance);
  - v. Increase Veteran's safety in their home and community; and/or
  - vi. Enhance family involvement by increasing the ability of direct care workers and caregivers including family members and friends to receive education and skills training needed to provide support to the Veteran.

AND;

8. Be for the Veteran.

## FAQ: Goods and Services Form

**➤ Question: Regarding Goods and Services, there is a new form that was rolled out. Does that need to be signed and submitted each time the Veteran submits the expense?**

### **Response:**

- We are not aware of the form being described.
- However, all goods and services need to be documented and approved in the Veteran's VDC Spending Plan.
- The prior slide describes criteria that need to be met for every good and service included in the Veteran's VDC spending plan.



## FAQ: Disqualifying Factors for Employees

**Question: Is there a definitive list of offenses that would not allow a PCA to be hired or a Veteran to sign a waiver to be hired?**

### **Response:**

- States may have criteria, guidance, and/or policies in State Participant Directed Programs that would disqualify a worker due to certain offenses.
- Veterans should not hire workers that indicate a history of:
  - ▶ Abuse
  - ▶ Neglect
  - ▶ Exploitation of a person of any age
- VDC Providers should work with Veterans to develop mitigation plans for any workers with potential risks due to background checks or other findings.

## FAQ: Mid-Authorization Adjustments

**➤ Question: How should options counselors readjust budgets mid-authorization to those overspending? Is there a standard to editing the budget template for this?**

### **Response:**

- ▶ It is the responsibility of the Veteran, with support of the VDC provider, to develop and maintain a VDC spending plan that is below the authorized amount, track and monitor VDC spending, and make any necessary changes to the VDC spending plan to ensure spending does not exceed the authorized budget.
- ▶ VDC providers must track VDC spending over the course of the authorization on a monthly basis. Particularly in the final months of an authorization, it's critical that VDC providers work with Veterans so that they understand their responsibility to manage their budget.
- ▶ VAMCs are not required to reimburse for any VDC spending that exceeds the Veteran's authorized budget.

# Mid-Authorization Adjustments: Veteran Example

- Veteran Example: A Veteran's case-mix changes half-way through their authorization
  - ▶ If the VAMC issues a new authorization, the VDC provider can develop a new VDC Spending Plan based on the new authorization.
  - ▶ If the VAMC updates the authorization, the VDC provider can create a new VDC Spending Plan following the guidance below.
    - ❑ The VDC provider and Veteran can preferably base their new VDC Spending Plan off the new case mix rate and remaining months in the authorization.
    - ❑ If the Veteran had any one-time purchases from the previous case mix and VDC spending plan which the Veteran still requires, the VDC Provider will need to:
      - Add this amount to cell 'C19' in the Veteran Spending Plan tab, and
      - Note if this additional spending will cause the average monthly spending to exceed the new case mix rate (cell 'C23').

# Mid-Authorization Adjustments: Veteran Example

- If the Veteran did not have any one-time goods or emergency backup from the previous case mix....

<b>Estimated Totals for Authorization Period</b>	
<b>VDC Budget during Authorization:</b>	\$15,175.00
<b>Total # of Months Veteran will use their VDC Budget:</b>	5
<b>VDC Monthly Case Mix Rate (from Case Mix Rate Calculator):</b>	\$3,035.00
<b>Average Monthly Spending</b>	\$2,908.91
<b>Estimated Average Monthly Spending Within Case Mix Rate?</b>	Yes
<b>Total Spending During Authorization (Estimate):</b>	\$14,544.54
<b>VDC Budget Remaining (Estimate):</b>	\$630.46

# Mid-Authorization Adjustments: Veteran Example

- In this example, the Veteran had previously planned for \$400 in emergency back-up care due to a planned vacation for the primary caregiver.
- The Veteran still requires this back-up care in addition to \$300 additional back-up care.

Estimated Totals for Authorization Period	
VDC Budget during Authorization:	\$15,575.00
Total # of Months Veteran will use their VDC Budget:	5
VDC Monthly Case Mix Rate (from Case Mix Rate Calculator):	\$3,035.00
Average Monthly Spending	\$3,069.71
Estimated Average Monthly Spending Within Case Mix Rate?	No
Total Spending During Authorization (Estimate):	\$15,348.56
VDC Budget Remaining (Estimate):	\$226.44

This “global budget” includes the case-mix rate for the total months (\$3,035 \* 5) plus the \$400

The previously planned for emergency back-up care causes the average monthly spending to exceed the case mix rate but is still within the “global budget”

# Focused Topic Discussion



# Monthly Responsibilities

- Submit monthly invoices to the VAMC for purchases made as part of the Veteran's spending plan and the administrative fee
- Keep a monthly record of the Veteran's VDC monthly budget and expenses. At a minimum, this includes:
  - ▶ Veteran's monthly case-mix rate
  - ▶ Monthly administrative rate
  - ▶ A breakout of goods and services purchased in the month
  - ▶ The total amount of invoices (which includes Veteran spending as well as the monthly administrative fee)
- The VDC provider alerts the VAMC VDC Program Coordinator if any invoices require correction and resubmission for a particular month and for which Veteran

# Monthly Services Report

- Each month, the VAMC VDC Program Coordinator receives a Monthly Services Report of the Veteran's spending for the previous month
- VDC providers may use the Monthly Services Report template to track Veteran VDC spending by documenting actual spending
- If the VAMC VDC Program Coordinator sees a discrepancy between the spending plan and what actual expenses over the course of the month, the VAMC VDC Program Coordinator will direct the VDC Provider to review the spending plan with the Veteran and, when appropriate, adjust to reflect the care needs of the Veteran for that month



# VDC Invoices

- VAMCs and VDC providers establish local procedures for submission of monthly invoices including at a minimum:
  - ▶ When they will be submitted
  - ▶ How they will be submitted
  - ▶ Who will receive invoices and documentation
  - ▶ How to submit corrected invoices
- Guidance for the submission of VDC invoices can be found in the VDC Billing and Invoicing Guide

# Emergency Backup and Planned Spending

- All Veterans should have emergency back up and respite needs documented in the approved VDC Spending Plans
  - ▶ Plans should be commensurate with the needs of the individual Veteran
- Veterans do not need to “save” for purchases as long as spending is approved in the Veteran’s VDC Spending Plan
- Veteran monthly spending in a given month may exceed the average monthly case-mix rate for reasons including routine care, planned purchases, and emergency back-up care
  - ▶ This is permissible if all spending is documented in the approved spending plan

# Additional Processes to Consider

- VAMCs and VDC providers will discuss and develop policies and procedures for the following:
  - ▶ Communication and processes for when an enrolled Veteran is admitted to an inpatient setting
  - ▶ Procedures for sharing, reviewing, and approving VDC Spending Plans, Monthly Service Reports, and VDC invoices
- VDC provider specifies how they will conduct the required billing and invoicing functions of the VDC program, including:
  - ▶ Processes for collecting and submitting required data
  - ▶ Forms or tools to be used
  - ▶ Person(s) responsible for conducting billing and invoicing functions
  - ▶ Timeframes for completion of billing and invoicing tasks
  - ▶ Monitoring of accounts receivables

# VA Refund Policy

- There are certain instances when a VDC provider will need to return funds to a VAMC
  - ▶ This happens most commonly when withheld taxes for a Veteran as an employer are returned after tax filing
- VAMCs must issue a bill of collection (BOC) in order to receive returned payments from a VA Provider
  - ▶ The process may differ by your VAMC and VISN
- VDC coordinator should work internally with their local and/or VISN Office of Community Care Payment Operations Management (OCC POM) staff to determine the process for issuing a Bill of Collection (BOC) and receiving refund checks from VDC providers

# VDC Claims Resubmission Guidance

- VA has issued new guidance with regards to resubmitting claims
  - ▶ VDC provider should use frequency code '5' in Field 4 "Type of Bill"
  - ▶ VDC providers should only invoice for the additional charges
  - ▶ VDC providers do not need to reference the original claim
- VDC providers may need to resubmit claims for a number of reasons such as late invoices or timesheets
- Resubmitted VDC invoices must be submitted within 180 days
  - ▶ Late invoices can be billed in the month they are received
    - ❑ For purchases near the end of an authorization, it's critical that invoices are received timely. If it's after 180 days, the purchase will need to be included on the updated authorization
  - ▶ Veterans and employees must complete timesheets accurately and timely
    - ❑ VDC providers should monitor completion of timesheets
    - ❑ Veterans who are consistently out of compliance may not be able to manage VDC responsibilities

# Billing and Invoicing Resources

- [VDC Billing and Invoicing Guide](#)
- [VDC Educational Webinar: Billing and Invoicing Guide, Monthly Spending Plan, Monthly Services Report](#)
- [VDC Office Hour Session One: Understanding VDC Veteran Authorizations and Developing Person-Centered Veteran Spending Plans](#)
- [VDC Office Hour Session Two: Tips and Tools to Monitor Monthly Veteran Spending – Monthly Service Reports](#)
- [VDC Office Hour Session Three: Managing VDC Invoices and Supporting Timely Billing](#)
- [VDC Office Hour Session Four: Peer Engagement, Fiscal Year 2022 Case Mix Rates, Global Budgets, and Goods and Services Approval](#)

# Questions? Comments?



# Menti Poll

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What is one thing you will consider doing differently as a result of what you learned from this office hour session?



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# Closing

- **VDC Operations Office Hour series:** Join us in June 2023
  - ▶ Dates and topics will be released in the June VDC Newsletter
- **Post-event survey:** Please share your feedback through the [post-event survey](#). Additionally, you may enter questions that you would like to be addressed during the office hour series.
- **ACL Technical Assistance (TA)-Community:** Continue the conversation using the discussion board located in the VDC Community on the [ACL TA Community website](#). Please email [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov) for access.
- **VDC Monthly Reporting Tool Data:** Report your Veteran census data every month with the [VDC monthly reporting tool](#)
- **Technical Assistance:** Please email the VDC Technical Assistance Team with any questions: [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov)

# Appendix

## **Section I: VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities**

- Veteran Directed Care Program Background
- Veteran Eligibility
- Preparing to Deliver Veteran Directed Care: Steps to Consider
- VAMC, VDC Providers, and Participant Roles and Responsibilities

## **Section II: Referral and Intake**

- Referral Process: Use of HSRM
- Intake Process

## **Section III: Assessment and Spending Plan Development**

- Assessment Process
- Goods and Services
- Monthly Service Report
- VAMC Approval

## **Section IV: Initiating Services and Hiring Workers**

- Initiating Services
- Hiring Workers
- Homecare Agency Services
- Non-employee Goods and Services

## **Section V: Ongoing Monitoring**

- Ongoing Monitoring
- Managing Spending
- Disenrollment

## **Section VI: Billing and Invoicing**

- Monthly Responsibilities
- Monthly Service Report
- VDC Invoices
- Emergency Back-up Care and Planned Purchases

## **Section VII: Quality**

- File Review
- Satisfaction Survey
- Complaints
- Monitoring Quality of Service Delivery and Subcontractors