

**Department of Veterans Affairs
Veterans Health Administration
Payment Operations (104P), VHA Office of Finance**

Agency Information Collection Activity:

Preauthorization and Request for Payment of Bowel and Bladder Services

We appreciate the commentor's concerns-suggestions, and PO responds as follows:

The form uses the term "provider" which we are concerned may confuse family members and other individuals who provide this service for their veteran. We believe that it would be less confusing if the term "caregiver" could either be used in place of "provider" or if a notation could be made on the form that the provider is the individual providing the bowel and bladder care for the veteran.

- The term "Caregiver" is not used in association with the Individual Bowel & Bladder Provider program in an effort to avoid confusing the Individual Provider or the Veteran with the "Family Caregiver" program through CHAMP VA and other non-related Family Caregiver programs offered through the VA.

The form also requests the veteran's internal control number and referral number and refers the person completing the form to VA Referral Form 10-7080. We spoke to a veteran and their caregiver and neither of them could recall ever seeing VA Form 10-7080. Including this information on VA Form 10-314b could create delays and PVA recommends this information be removed from the form. VA has this information and should be responsible for providing it.

- VA Form 10-7080 is the Referral form provided to both the Individual Provider and the Veteran at the time the services are authorized. This form contains the referral # and the Veterans ICN #, the Customer Contact Call Center will be available to assist Individual Providers or Veterans in obtaining the information.
- PO is not able to change the requirement for patient identifying information. The request for payment form requires minimal Veteran information for identification purposes and coverage determination. The SSN is not required, but the ICN is, in compliance with modernization efforts.

10-314a will be removed from this information collection, and only 10-314b will remain (as "10-314")

X

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