From: [redacted]
To: Case Review
Cc: Holly Ferrell; Lauren Price
Subject: Fwd: Caregiver Application Received IMPORTANT PLEASE READ
Date: Thursday, January 30, 2020 1:52:45 PM
Attachments: BLANK Self Report Worksheet docx

Hello!
Thank you so much in advance for any help or advice with this form!
[redacted]
Sent from my iPhone

Begin forwarded message:

From: "Benavidez, Peggy J." <Peggy.Benavidez@va.gov>
Date: January 30, 2020 at 09:53:12 MST
To: [redacted]
Subject: FW: Caregiver Application Received IMPORTANT PLEASE READ

IMPORTANT - PLEASE REPLY TO CONFIRM RECEIPT OF THE MESSAGE – THANK YOU!!!

Dear Veteran and Caregiver:

Thank you for your interest in the Eastern Colorado Health Care System's Caregiver Support Program. The Caregiver Support Team (CST) has received your application for the Comprehensive Assistance of Family Caregiver Program. Please be aware that we have recently made some changes to our local process in an effort to improve the speed with which we are able to respond to each new application. Please read the below letter carefully as it details the application process and what is required of you before the local team is able to begin processing your application.

Included with this letter you will find a self-report worksheet. Please complete, sign and submit this form within **15 days** of the date of this letter. (SEE address and or FAX Information below). Timely completion and submission of this form is crucial to the application process. If you are unable to respond to the initial request, the CST will make one additional attempt to reach you via email to provide an opportunity for you to submit your self-report worksheet. If there is no response from you within the expressed time period the CST will close your application without review and you will receive a letter of denial. Should this occur, we would ask that you consider re-applying when you are ready to fully participate in the process.

The self-report worksheet is the initial application processing step and is used by your local CST team to gather further information about your specific needs and services provided by the Caregiver. The worksheet is considered a formal government document and will be scanned into your official VA record upon submission. It is very important that you take the time to complete this form in its entirety as the information you provide will be reviewed by the CST when determining eligibility.

Please be aware that the self-report worksheet is just one part of the

information necessary to make a final determination of eligibility. The CST team will perform a thorough review of the Veteran's VA medical record and will contact VA providers involved in the Veteran's care to gather input relating to the need for caregiving at home. Veterans who receive mental health, primary care or other specialty services within the community are encouraged to submit records for review. You may submit any outside medical records along with your completed self-report worksheet. Please refer to the attached sheet titled "Outside Record Submission" for further instruction.

If you would like more specific information about the Comprehensive Assistance for Family Caregivers Program, application process, record submission or self-report worksheet, please feel free to contact your local Caregiver Support Coordinators for assistance. Thank you again for your interest in the Caregiver Support Program and for your service to our nation.
Each new applicant begins the process with an assigned Caregiver Support Coordinator point of contact to assist you with any questions you may have. Please feel free to contact your assigned CSC with questions/comments as needed. We appreciate your understanding with this process and thank you for your continued patience.

Your assigned CSC for duration of the application process is:

Peggy Benavidez, LCSW
Caregiver Support Coordinator
719-584-5068
Peggy.Benavidez@va.gov

Note: Please refrain from sending personal identifying information or content regarding Veteran records/treatment history via email as this is not considered a secure means of communication per HIPAA regulations. Email is meant to be utilized by Caregivers to improve access to CSC team for general inquiries only. Mail or FAX your SRW TO THE ADDRESS BELOW.

Thank you.

Sincerely,

Caregiver Support Program Team
VA Eastern Colorado Health Care System

ADDITIONAL PROGRAM INFORMATION:

The Family Caregiver Program of Comprehensive Assistance is for Veterans who served post 9/11/2001 and are service connected for serious injuries or mental health conditions. There are two qualifying areas which the clinical team is looking at when we make determination.

The first area is Activities of Daily Living- this means that the Veteran is in need of assistance with personal care services. Some examples of this may be- lifting a fork to your mouth, moving from the couch to the kitchen table, or help with bathing, etc. For this program, we are not able to look at domestic or household chores, which you can think of as things you may do for another person because you love them-

things like cooking, cleaning and laundry.

The second area is Supervision and Protection- this often relates to mental Health issues. Typically, Veterans who qualify for the program in this area are those experiencing serious chronic mental health issues which have resulted in an inability to function without the care and supervision of another person to keep them safe. Many times, Veterans have had multiple hospitalizations, struggle with suicidal or homicidal thoughts or actions on a frequent basis, and/or are unable to be left alone due to safety concerns.

The Family Caregiver Program of Comprehensive Assistance is considered part of a larger system of services within the VA. The clinical team will review the
Veteran's medical record to see which programs have been providing care to the Veteran and what recommendations have been made. It is important that the Veteran has made an effort to follow-through with the recommendations made by providers prior to participating in this program.

In the event that you are found ineligible for the Comprehensive Assistance for Family Caregivers Program there are still supports here to help you. We offer the General Caregiver Program for Veterans who were discharged PRIOR to 9/11/2001 or those found ineligible for Family Caregiver Program of Comprehensive Assistance but would still like to remain involved. This program DOES NOT contain a monetary stipend. This program provides education, trainings and support often we can provide resource information for families and try to connect them to services/programs within the VA. There is no application for the General Caregiver Program; families may simply contact the CSC to request information/enrollment in this program. Please contact your assigned CSC if you feel that you may be better suited for the General Caregiver Program as we can assist you to begin the enrollment process immediately.

Outside Record Submission

If you receive services from providers in the community relating to a service connected condition for which you require a Caregiver, it is highly recommended that you submit information from mental health providers, primary care providers or specialty providers OUTSIDE THE VA.

Please request records relating only to the following or request that your provider submit a statement including the following:

1. Diagnosis/Prognosis
2. Treatment Plan/Treatment Summary/Treatment notes 2018-2019
3. Documented Functional/Supervision or Protection Needs
4. Current VA Award Letter (if there have been changes).

Please refrain from sending personal identifying information or content regarding Veteran records/treatment history via email as this is not considered a secure means of communication per HIPAA regulations. Please instead utilize our secure fax line or mailing address.

Information can be faxed or mailed to the local team for review. Please call your coordinator when this information has

been sent and if you have additional questions.

Fax: (720) 723-7905,
Attn: Admin Staff/Caregiver Support Program

Mail:
Rocky Mountain Regional VA Medical Center
Caregiver Program Attn: ADMIN STAFF
1700 N. Wheeling Street
G1-291D 122-Social Work Service
Aurora, CO 80045
Fax # (720)723-7905

Department of Veteran Affairs
Peggy Benavidez, LCSW, BCD
Caregiver Support Coordinator
4776 Eagleridge Circle
Pueblo, CO 81008
(719) 584-5068