

# March Veteran Directed Care Educational Webinar

**March 17, 2026**

*\*Recorded Webinar*

# Menti Poll – Icebreaker

Go to [www.menti.com](http://www.menti.com) and enter code: 9855 9368

**What single word or short phrase best describes what would most improve your Veteran Directed Care (VDC) Program right now?**



Please enter the code

Submit

# Agenda

- ❑ Welcome from the Administration for Community Living (ACL), 2025 VDC Recap, and VDC Annual Survey
- ❑ Veterans Health Administration (VHA) Updates
- ❑ VDC Policy Reminders and Updates
- ❑ VDC Employee Wage Tool
- ❑ Monthly Reporting Tool Overview
- ❑ Open Question and Answer (Q&A)
- ❑ Closing



**Victoria Wright**, Program  
Officer, Center for Innovation  
and Partnership

# 2025 VDC Expansion Growth

19 Aging and Disability Network Agencies (ADNA) onboarded, including 11 sole proprietors and 8 spokes

41 Veterans Affairs Medical Centers (VAMC) with new VDC Programs

6 new states with VDC Programs

1,711 new Veterans enrolled, for a current total of 9,377 Veterans

# VDC Annual Survey

## • Person-Centered Counseling

- ▶ On average, VDC providers reported a ratio of 1 person-centered counselor for every 22-26 Veterans (across provider types)

## • Billing

- ▶ 76% reported submitting UB-04s electronically
- ▶ 80% reported <30 business days on average between the end of the month being billed and their invoice submission
- ▶ 30% reported <15 business days on average between invoice submission and payment receipt
- ▶ VDC providers reported partnerships with 42 unique Financial Management Services (FMS) providers

The VDC Annual Survey received responses from 119 VDC providers, including 27 Hubs and 92 Sole Proprietors.

# Veterans Health Administration (VHA) Updates



**Daniel Schoeps,**  
Director, VA Purchased  
Long-Term Services and  
Supports, VA Office of  
Geriatrics and Extended  
Care (GEC), VHA

# Readiness Review Renewals

- 93 Readiness Review Renewal certificates were issued in 2025
- As of 2025, VHA requires that VDC providers renew their Readiness Review certificate prior to re-signing a Veteran Care Agreement (VCA)
- VDC providers will complete a Readiness Review Renewal to verify their competencies in delivering VDC and compliance with VDC procedures



# Readiness Review Renewal Process

- The Readiness Review Renewal process consists of two reviews, one for the program component and the second for the FMS component. VDC providers will complete a Readiness Review Renewal to verify their competencies in delivering VDC and compliance with VDC procedures.
  - ▶ The program re-certification will confirm that the ADNA complies with VCA requirements and national program policies and procedures as outlined in the VDC Field Guidebook and VDC Operations Manual.
  - ▶ The FMS renewal will confirm that the ADNA complies with the policies and procedures for FMS operations, including tracking of a Veteran's flexible 365-day "global" case mix budget authorization.
- Upon completion of the Readiness Review Renewal process, the VA VDC team will make a recommendation to VA Central Office to proceed with a certificate recertifying the ADNA as a VDC provider or to not re-sign the VCA.

# Menti Poll

Go to [www.menti.com](http://www.menti.com) and enter code: 9855 9368

Looking ahead, where do you see the greatest opportunity for your VDC program to grow or strengthen??



Please enter the code

Submit

# VA Disputes and Appeals Process

- VDC providers who do not agree with a payment decision should refer to the [Community Care Provider Disputes and Appeals](#) page which outlines the steps that VDC providers may take to submit a dispute or appeal.
- As VCA holders, VDC providers should make their initial appeal to the Regional Payment Operations at one of the addresses below. Following adjudication, any further appeals must be made using the “Higher-Level Review” process also found on the page referenced above.

VISNs 1-8	VISNs 9-16	VISNs 17-33
Eastern Region VA Consolidated Payment Center	Central Region VA Consolidated Payment Center	Western Region VA Consolidated Payment Center
ATTN 11FB P.O. Box 5005 Bay Pines, FL 33744	P.O. Box 320394 Flowood, MS 39232	P.O. Box 1004 Ft. Harrison, MT 59636

# **New FMS Policy Requirement**

**Hayley (Mitchell) Mahony**  
**Senior Consultant, The Lewin Group**

# New FMS Policy Requirement

- Effective October 1, 2025, VA requires that:
  - ▶ **New VDC providers (Hubs or Sole Proprietors)** subcontract with a qualified FMS agency for a minimum of two years before operating the FMS function within their organization (if preferred).
    - ❑ Providers must pass an FMS Readiness Review before bringing FMS in-house.
  - ▶ **Subcontractor FMS entities** provide the essential functions of monthly service report preparation and claims preparation and submission.
    - ❑ Subcontractor FMS entities have six months from the effective date to become compliant if they do not currently conduct monthly service reports and prepare and submit claims.
  - ▶ **Current VDC providers** providing FMS within their organization must demonstrate competence and success in the preparation and submission of VA claims.
    - ❑ VA will require VDC providers who consistently experience claims denials or are unable to meet VA's timely filing requirements to subcontract with a qualified FMS entity.

The [New FMS Policy Requirement](#) is available on the TA Community [VDC Resources](#) page.

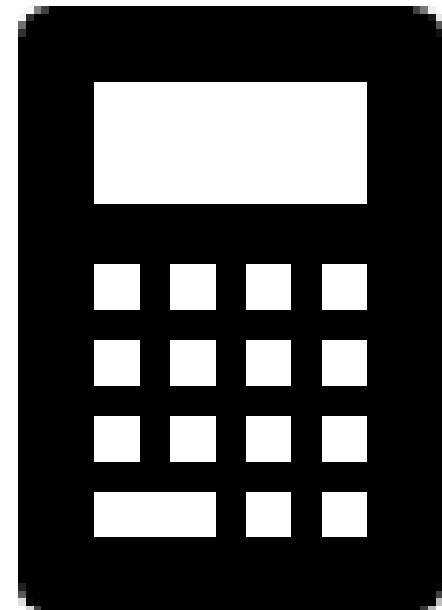
# **2026 Budget Calculator**

**Hayley (Mitchell) Mahony**  
**Senior Consultant, The Lewin Group**

# Revised Fiscal Year (FY) 2026 VDC Budget Calculator

- The VDC Budget Calculator helps providers locate VDC case mix rates by state, county, and case-mix level for new referrals and re-authorizations.
- The VA VDC Technical Assistance Team revised formulas in the FY 2026 VDC Budget Calculator to produce a more accurate number of months in Veteran standard episodes of care (SEOCs) and the number of months in the authorization for the administration fee. This is especially relevant for SEOCs that do not start and end on the first and last day of a month, and those that are less than 365 days.
- If a Veteran's budget has decreased with the 2026 rates, VA Central Office has given permission to use the 2025 calculator as long as it is noted in the authorization.

If you encounter any errors or have any questions, please feel free to contact Isaac Suh ([isaac.suh@va.gov](mailto:isaac.suh@va.gov)) and Daniel Schoeps ([daniel.schoeps@va.gov](mailto:daniel.schoeps@va.gov)).



# **Resource Updates**

**Hayley (Mitchell) Mahony**  
**Senior Consultant, The Lewin Group**

# Resource Updates

- The **Operations Manual Template** outlines information that VDC providers may use to guide the development of their local program operational policies in accordance with VA requirements and individual VAMCs' standard operating procedures.
- The **Billing and Invoicing Guide** outlines billing and invoicing procedures to assist both VAMCs and VDC providers to receive timely and accurate reimbursement for VDC invoices.

The Operations Manual Template and the Billing and Invoicing Guide are being updated and will be available on the TA Community [VDC Resources](#) page in April.



# **VDC Employee Wage Tool**

**Projesh Ghosh and Brian Mercer**  
**The Lewin Group**

# Overview

- There are a range of services that a Veteran may pay an employee to assist them with including personal care, homemaker, and environmental support.
- We focus on three service types:
  - ▶ **Personal care:** services to support Veterans' activities of daily living, including physical or verbal assistance with eating, bathing, dressing, grooming, and transferring.
  - ▶ **Homemaker:** services to provide cleaning, laundry, meal planning and preparation, and shopping.
  - ▶ **Environmental support:** services to provide activities such as yard care, snow removal, and extensive cleaning
- A wage analysis was conducted to establish a wage rate schedule for Veterans and their authorized representatives (if applicable) to reference when determining appropriate wages to pay their employees.

# Standard Occupation Classification (SOC)

- Occupation categories and the corresponding SOCs are identified based on the description of three VDC service categories.
  - ▶ Two VDC service categories include multiple occupation categories or SOCs.
  - ▶ Wage estimates for VDC service categories are based on wage data by SOC.

VDC Service Categories	Occupation Categories	SOC Codes
Personal Care	Home Health Aides	3601
	Personal Care Aides	3602
	Personal Care and Service Worker	4655
Homemaker	Maid and Housekeeping Cleaners	4230
Environmental Support	Landscaping and groundskeeping workers	4251
	Other grounds maintenance workers	4255

# Data Sources and Overview of Methodology

- **Bureau of Labor Statistics (BLS), 2021-2024**
  - ▶ Provides annual hourly wages (median and key percentiles) by occupations (by SOC), state, and metropolitan and non-metropolitan areas.
  - ▶ BLS median and 90th percentile wage estimates are used for bottom wage estimates and top wage estimates.
  - ▶ BLS wage estimates are adjusted to combine wage estimates across multiple SOCs and derive final wage estimates.
- **American Community Survey (ACS), 2021-2023**
  - ▶ Addresses variations in wage estimates across VDC occupation categories by age group (a potential proxy for years of experience).
  - ▶ ACS data accounts for variations in wage estimates across VDC occupation categories by age group (a potential proxy for years of experience).
  - ▶ Age group differences were applied to BLS wage estimates.
- **Estimated hourly wage estimates include benefits to reflect a competitive compensation package**
- **Used the national average growth rate trends in wage estimates for each VDC service to forecast wages estimates for 2025 and 2026**

# National Wage Estimates

- **National hourly wage estimates in 2024 shows differential spreads across 3 VDC service types.**
  - ▶ Wage estimates vary by metropolitan and non-metropolitan areas and by age groups.

National Hourly Wage Estimates, 2024		
VDC Service Type	Wage Estimates Range	
	Bottom Range	Top Range
Personal Care	\$ 23.80	\$ 30.10
Homemaker	\$ 23.50	\$ 32.30
Environmental Support	\$ 24.40	\$ 34.60

# Demonstration of VDC Wage Workbook and Tool

- **VDC Wage Workbook and Tool:** VDC employee wages by VDC service category, geography, and age group.

# **Monthly Reporting Tool Overview**

**Hayley (Mitchell) Mahony**  
**Senior Consultant, The Lewin Group**

# Monthly Reporting Tool Checklist

- ❑ One person from your organization should complete the Monthly Reporting Tool every month
- ❑ Ensure the reporting month is one month prior to the current month (e.g., if you complete this tool in March 2026, ensure you are reporting for February 2026).
- ❑ Veteran enrollment reporting should occur for all Spokes (as applicable)
- ❑ If your VDC provider partners with multiple VAMCs, please use the dropdown fields under “Additional VAMCs” to report on additional VAMCs
  - ❑ If you are reporting for a VDC provider or VAMC that does not appear in a dropdown list, please email [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov) to let us know.

# Monthly Reporting Tool Submission Overview

## VDC Contact First and Last Name \*

Please enter the first and last name of the individual entering and submitting data for the tool.

## VDC Contact Email \*

Please enter the email of the individual entering and submitting data for the tool.

## Reporting Month \*

Please select the month for which you are reporting data. Please only report on months that have passed, as you should be reporting data for your program at the end of each month. For instance, if you are completing this tool in April 2023, ensure you are reporting for "March 2023."

## VDC Provider Name \*

Please select the name of the VDC program you are reporting on, under the format: VDC Provider (Sole Proprietor or Hub) | Spoke (if applicable).

## VAMC \*

Please select the name of the VAMC you are reporting on. If the provider partners with more than one VAMC, please ensure you are reporting the correct data per VAMC.

# Monthly Reporting Tool Submission Overview

## Additional VAMCs

If your VDC provider partners with multiple VAMCs, please use the below fields to report on additional VAMCs as applicable.

### VAMC

Please select the name of the VAMC you are reporting on. If the provider partners with more than one VAMC, please ensure you are reporting the correct data per VAMC.

### VAMC

Please select the name of the VAMC you are reporting on. If the provider partners with more than one VAMC, please ensure you are reporting the correct data per VAMC.

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Please verify the reporting month is correct before submitting your response.

The reporting month should be prior to the current month, as you should report on your program at the end of each month. For instance, if you are completing this tool in April 2023, ensure you are reporting for "March 2023."

# Questions? Comments?



# Closing

- **Post-event survey:** Please share your feedback through the post-event survey.
- **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)