



# Veteran Directed Care Program Newsletter

Friday, June 13, 2025

## April Veteran Directed Care (VDC) Educational Webinar

Thank you to those who attended the April VDC Educational Webinar held on Wednesday, April 30, from 12:00 - 1:00pm ET. The webinar shared updates from the Administration for Community Living (ACL) regarding a recap of 2024 VDC program growth and an overview of the 2024 VDC Annual Survey findings. Additionally, the Veterans Health Administration (VHA) provided updates on the Senator Elizabeth Dole 21st Century Veterans Healthcare Benefits Improvement Act and upcoming readiness review renewals. Following announcements from ACL and VHA, reminders and best practices about VDC program policies, including information on readiness review renewals, paid leave laws and guidance, spending plan and monthly service report best practices, and Veteran satisfaction data were shared. A recording of the webinar can be viewed in full here: [VDC April 2025 Educational Webinar](#).

## Billing Guidance - Provider Disputes and Appeals

New guidance outlining the process for [Provider Disputes and Appeals](#) is now available on the [U.S. Department of Veterans Affairs \(VA\) website](#). The guidance outlines options available to providers who do not agree with a payment decision and the steps that providers may take to submit a dispute or appeal. Please note that dispute and appeal options available to providers are dependent on the contract and authorization status of the care provided. The dispute or appeal review option selected will also determine how a claim is submitted for further review.

## Celebrating Veteran Success Stories

We thank you for your support of our Veterans and of the VDC program. Below are some success stories from the Volar Center for Independent Living (CIL) and Central Washington Disability Resources, showcasing how VDC Options Counselors go above and beyond for the Veterans they serve!

### **Volar CIL:**

*A Veteran who has been with us since September 2024 was hospitalized October 6-10th and December 6-13th. He is doing well and back at home. Thanks to the VDC program, the Veteran's caregiver is able to provide him with exceptional care and continuing support. They*

*are maintaining constant reliable support for the Veteran to receive his regular therapy sessions and provide constant care after medical procedures. This has given our Veteran's family the support to be able to care and advocate for the Veteran to receive the best care that he deserves.*

### **Central Washington Disability Resources:**

*From a Central Washington Disability Resources VDC Veteran: "My VDC Options Counselor is friendly and more importantly, has real experience with disabilities and people with disabilities which makes it easier to connect with and understand me and other Veterans. By using VDC services, I have obtained support and structure that makes life livable. My VDC Options Counselor makes the value of a Veteran's appreciation. I feel appreciated and that is tremendously important to know someone cares and is tremendous in the process of healing."*

To submit your own success stories with the VDC program or the Veterans you serve, please use the form linked here: [VDC Success Story Form](#).

### **VDC Veteran Satisfaction Data Collection**

ACL is interested in hearing from VDC providers regarding their processes for collecting Veteran satisfaction data. The [VDC Veteran Satisfaction Data Form](#) is an *optional* form for VDC providers to complete to assist ACL in developing a comprehensive understanding of how Veteran satisfaction is measured across the VDC program. The form is comprised of six questions and should take no more than a few minutes to complete.

### **Reminders**

**ACL's No Wrong Door (NWD) Website VDC Page:** The VDC page on the NWD website has a number of helpful resources for VDC providers. If you do not find a resource, please email [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov).

**VDC Monthly Reporting Tool:** Please continue to report your program's data to the [VDC Monthly Reporting Tool](#) at the end of each month to help us accurately capture the VDC program's reach. If you do not see your VDC provider or VAMC listed on the Tool, please email [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov) with the correct listing information.

**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](mailto: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 the [VDC Email Distribution List Form](#) to make sure you don't miss out on important news!