



Veteran Directed Care Program Newsletter

September 8, 2025

Updates to Process for Veterans Care Agreements (VCA) Claims, Disputes, and Appeals

There is a new process in place for VCA claims, disputes, and appeals. As VCA holders, Veteran Directed Care (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 found on the [Community Care Provider Disputes and Appeals](#) page.

VISNs 1-8

Eastern Region VA Consolidated
Payment Center
ATTN 11FB
P.O. Box 5005
Bay Pines, FL 33744

VISNs 9-16

Central Region VA Consolidated
Payment Center
P.O. Box 320394
Flowood, MS 39232

VISNs 17-33

Western Region VA Consolidated
Payment Center
P.O. Box 1004
Ft. Harrison, MT 59636

Geriatric and Extended Care (GEC) is available to address questions regarding onboarding status. The VA Financial Services Center (VA-FSC) is available to address questions regarding claims status. Please visit the [VA Community Care](#) webpage to access the customer portal and review status of claims. VDC providers may email the Administration for Community Living (ACL) Veteran Directed team at VeteranDirected@acl.hhs.gov with any additional questions.

Save the Date for the September VDC Educational Webinar

Please join ACL and the Veterans Health Administration (VHA) for our upcoming September VDC Educational Webinar scheduled for **Monday, September 22nd from 2:00-3:00pm ET**. The session will include updates from ACL and VHA on VDC policy and reminders, as well as an opportunity to discuss findings from the VDC Efficiency Committee with your peers. [Register for the webinar here](#).

Veteran Stories Spotlight: "This is Where He Belongs": VDC Honors Veteran's Wishes

The VA posted a story last month highlighting how [VA Nebraska-Western Iowa](#), in partnership with the [Center for People with Disabilities](#) and the [League of Human Dignity](#), provided VDC to Veteran Ron Gasper. The care provided through VDC allows Ron, a 90-year-old Veteran of the U.S. Coast Guard, to continue to live in his home of 46 years with his daughter, Sue, as his caregiver. VDC empowers Ron to choose where to live and who provides him with his care. "If I had gone into a nursing home, I don't think I'd still be here," Ron says. "Being home is everything." "It gave us time," Sue says. "Time together, time in his home, and time with the people who love him. This is where he belongs."

Thank you to VA Nebraska-Western Iowa, the Center for People with Disabilities, and the League of Human Dignity for their work to support Ron Gasper! [Read Ron and Sue's full story on the VA website](#).

Recognizing September as Suicide Prevention Month

The VA recognizes September as Suicide Prevention Month, and encourages Veterans, community leaders, coworkers, families, and friends to be present, supportive, and strong for those who may be facing a difficult time. Suicide is preventable, and special training is not required to prevent suicide. Everyone can play a role by learning to recognize warning signs, showing compassion to Veterans in need, and offering support. Below are actions and resources anyone can take to be there for the Veterans in their lives.

- Reach out to Veterans to show them you care. Send a check-in text or call, or simply ask "How are you?"
- Learn the warning signs of suicide, which can be found on the [Veterans Crisis Line](#) website.

- Watch the free [S.A.V.E. training video](#) to equip yourself to respond with care and compassion if someone you know indicates they are having thoughts of suicide.
- Check out VA's [Social Media Safety Toolkit](#) to learn how to recognize and respond to social media posts that may indicate emotional distress, feelings of crisis, or thoughts of suicide.
- Contact VA's [Coaching Into Care](#) program when worried about a Veteran or loved one. A licensed psychologist or social worker will provide guidance on motivating your loved one to seek support.
- Learn more and access resources to help support Veterans at [BeThereForVeterans.com](#).

The VA offers free online suicide prevention trainings for community providers to enhance their ability to identify and support Veterans at risk. Available courses include:

- [Section 133: A Perspective for Veteran Care](#)
- [Skills Training for Evaluation and Management of Suicide](#)
- [Preventing Suicide Through Lethal Mean Safety \(MLS\) & Safety Planning](#)

Please proceed to the [VHA TRAIN website](#) to create a free account and access training courses.

2025 National Summit to Increase Social Connections

This year, [Commit to Connect](#) is hosting the 2025 National Summit to Increase Social Connections, a two-day virtual event focused on the theme of "Scaling and Replicating Effective Social Connection Programs." The event, scheduled for September 9-10, will bring together local, state, and national leaders to grow the social connections of older adults and individuals with disabilities. Participants will gain insights into innovative programs, promising practices, and resources that promote social connection, as well as strategies and mechanisms to grow, replicate, and scale social connection programs nationwide. Registration is free but required – visit the [event page](#) to view the agenda and contact info@committoconnect.org with questions. [Register here](#).

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.

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 with the correct listing information.

Veteran Success Stories: Please use the Veteran Success Story form to share any VDC success stories, including positive Veteran stories from their VDC enrollment experience, promising practices related to providing VDC, or stories of success that you've heard from the Veterans you serve. We look forward to featuring them in our newsletters!

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. 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!