



Veteran Directed Care Program Newsletter

August 8, 2025

Information on eCAMS Provider Portal (ePP)

The U.S. Department of Veterans Affairs (VA) operates the [eCAMS ePP](#) for community care providers to track and access the status of claims submitted, adjudication information, remittance reports, and explanation of payment documents. Veteran Directed Care (VDC) providers can access this system as well. Use the [link to register for portal access](#), as well as to view trainings on using the portal. Additional information and guidance regarding the ePP are also available through the following VA contacts:

- **Customer Service Phone Number:** 1-855-299-0231
- **Email Support:** eCamsHDsupport@va.gov

Billing Resources

To assist VDC providers in ensuring timely and accurate reimbursement for VDC invoices, the VDC Federal Technical Assistance Team developed the [VDC Billing and Invoicing Guide](#), housed on the [Administration for Community Living website](#). VDC providers are also encouraged to review the following information for questions or issues you may encounter during the billing and invoicing process.

1. Check the [eCAMS ePP](#), VA's online system for tracking the status of claims received by the VA. This includes information on previous, current, and future payments.
2. Access [VA's community care website](#), which links to billing resources that include:
 1. [How to File a Claim for Veteran Care](#)
 2. [Claims and Payment Information](#)
 3. [Explanation of Codes for Rejected Claims](#)
 4. [Corrections and Voids](#)
3. Review new guidance outlining the process for [Provider Disputes and Appeals](#) available on the [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.

Paid Leave Guidance Resource

A recently released resource, the **2025 States with Paid Sick Leave Laws**, has been updated to reflect recent changes to sick leave laws. The resource provides a high-level overview of paid sick leave laws for states, cities, and municipalities with paid sick leave and/or paid family and medical leave laws. This resource is not inclusive of every state law and omits states that do not have laws regulating paid sick leave.

VDC Success Stories

Thank you for your support of our Veterans and of the VDC program! We are sharing some success stories from the Delta Center for Independent Living (DCIL) and the Center for People with Disabilities.

Delta Center for Independent Living

In 2024, the VA in Leavenworth, Missouri reached out to ask if DCIL could serve two Veterans who were at risk of losing their VDC services. DCIL staff made the 4-hour drive to meet both Veterans and their families and effectively used phone and video calls to ensure the Veterans' needs, as well as caregiver respite needs, were met. In December 2024, a local VDC provider was established, and DCIL bridged the service gap for the Veterans as their services were switched to the new provider. Because of DCIL, the Veterans received 8 months of care they may have gone without, and

the skills and knowledge DCIL staff brought to the family ensured a seamless and supported transition to their new local VDC provider.

Center for People with Disabilities

A Veteran's family member provided the following feedback on a person-centered counselor working for the VDC program. "Our Person-Centered Counselor is so supportive and attentive. I'm so grateful for her. My expectations have been far exceeded." The family member stated they felt at a loss before the program, not knowing how to navigate the Veteran's needs or resources. They would not have been able to sustain their situation and honor the Veteran's preference of staying at home. They said their Person-Centered Counselor's involvement has been life-changing for both them and the Veteran, who now has more care with someone they trust to provide quality care.

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

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.

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!