# Veterans Affairs Program of Comprehensive Assistance for Family Caregivers Application Process

## Fact Sheet

The U.S. Department of Veterans Affairs (VA) Program of Comprehensive Assistance for Family Caregivers (PCAFC) provides enhanced clinical support for caregivers of eligible Veterans and Service members. A Veteran or Service member may be eligible for a Family Caregiver if all the following requirements are met.

1. The individual is either:

   • A Veteran; or

   • A member of the Armed Forces undergoing a medical discharge from the Armed Forces.

2. The individual has a serious injury (including serious illness) incurred or aggravated in the line of duty in the active military, naval, or air service. For purposes of PCAFC, serious injury means any service-connected disability that: (1) Is rated at 70 percent or more by VA; or (2) Is combined with any other service-connected disability or disabilities, and a combined rating of 70 percent or more is assigned by VA.

3. The individual is in need of in-person personal care services for a minimum of six (6) continuous months based on any one of the following:

   • An inability to perform an activity of daily living;

   • A need for supervision or protection based on symptoms or residuals of neurological or other impairment or injury; or

   • A need for regular or extensive instruction or supervision without which the ability of the Veteran to function in daily life would be seriously impaired.

4. It is in the best interest of the individual to participate in the program.

5. Personal care services that would be provided by the Family Caregiver will not be simultaneously and regularly provided by or through another individual or entity.

6. The individual receives care at home or will do so if VA designates a Family Caregiver.

7. The individual receives ongoing care from a Primary Care Team or will do so if VA designates a Family Caregiver.

Every VA facility has a CSP team who assists with information and referrals. To learn more about services available, visit us online:

**www.caregiver.va.gov**

**VA Caregiver Support Line**
📞 **1-855-260-3274 toll-free**

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# PCAFC Application Process

The local Caregiver Support Program (CSP) Team coordinates and communicates with the Veteran and each Family Caregiver Applicant applying for PCAFC throughout the application process outlined below.

## 1. Application Submission

*Who:* Veteran and Family Caregiver Applicant complete the application

*What:* Application for PCAFC – VA Form 10-10CG

*How:* Fill out and submit application using **one** of the following methods:

• **Access and apply online** using this link: https://www.caregiver.va.gov/support/support_benefits.asp

• **Apply by mail** by downloading the application using this link:
https://www.va.gov/vaforms/medical/pdf/VA_Form_10-10CG.pdf

Mail the form and supporting documents to:

**10-10CG Evidence Intake Center**
**PO Box 5154**
**Janesville, WI  53547-5154**

• **Apply in person.** Bring your completed VA Form 10-10CG to your local VA facility's CSP Team. To find your local CSP Team:
  o Go to the CSP Team locator tool using this link:
    https://www.caregiver.va.gov/support/New_CSC_Page.asp or

  o Contact the Caregiver Support Line at 1-855-260-3274,

## 2. Application Intake

*Who:* Local CSP Team member conducts an application intake with the Veteran and/or Family Caregiver Applicant

*What:* Review completed application – VA Form 10-10CG

*How:* In person, by telephone, or via VA Video Connect

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*Note: If the Veteran and at least one Family Caregiver Applicant meet the specific eligibility requirements during the Application Intake, the following steps will occur:*

### 3. Veteran Assessment

*Who:* Local CSP Team member conducts a clinical assessment with the Veteran

*What:* An assessment to collect clinical information about the Veteran, including the caregiver's input on care needs

*How:* In person, by telephone, or via VA Video Connect

### 4. Caregiver Assessment

*Who:* Local CSP Team member conducts a clinical assessment with each Family Caregiver Applicant

*What:* An assessment to collect specific information about each Family Caregiver Applicant

*How:* In person, by telephone, or via VA Video Connect

### 5. Veteran Functional Assessment

*Who:* CSP Clinical Assessor completes a Functional Assessment with the Veteran

*What:* Veteran Functional Assessment Instrument (which assesses the Veteran's functional abilities)

*How:* In person or via VA Video Connect

### 6. Initial Application Review

*Who:* CSP Centralized Eligibility and Appeals Team (CEAT) reviews the Veteran's medical record (including completed PCAFC assessments)

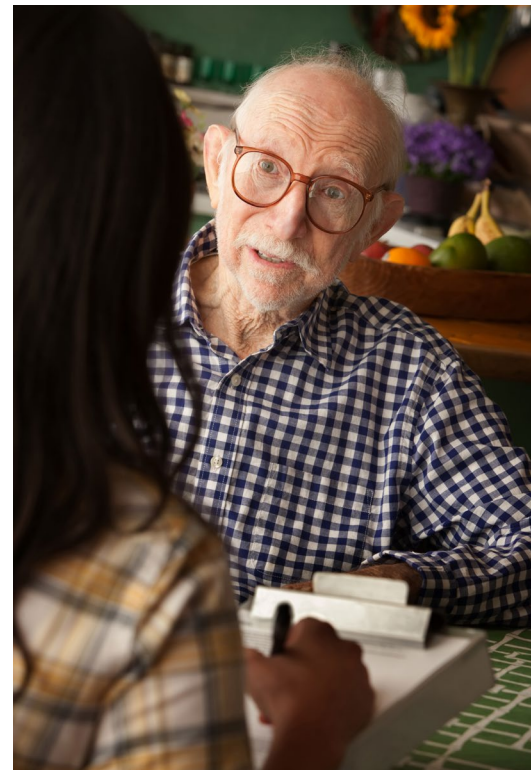*What:* A review of assessments and medical records

*Where:* Internal to VA

*Steps 7 through 10 are completed only when CEAT determines that the Veteran and at least one Family Caregiver Applicant will continue with the application process.*

### 7. Caregiver Training

*Who:* Each Family Caregiver Applicant completes caregiver training

*What:* Caregiver *Core Curriculum* training

*How:* Caregiver training completed online or via DVD/workbook

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## 8. Home-Care Assessment

*Who:* CSP Clinical Assessor conducts a Home-Care Assessment with the Veteran and each Family Caregiver Applicant

*What:* An assessment to determine the well-being of the Veteran and Family Caregiver Applicant(s), as well as the competence of each Family Caregiver Applicant to provide personal care services at the Veteran's home

*Where:* In the Veteran's home
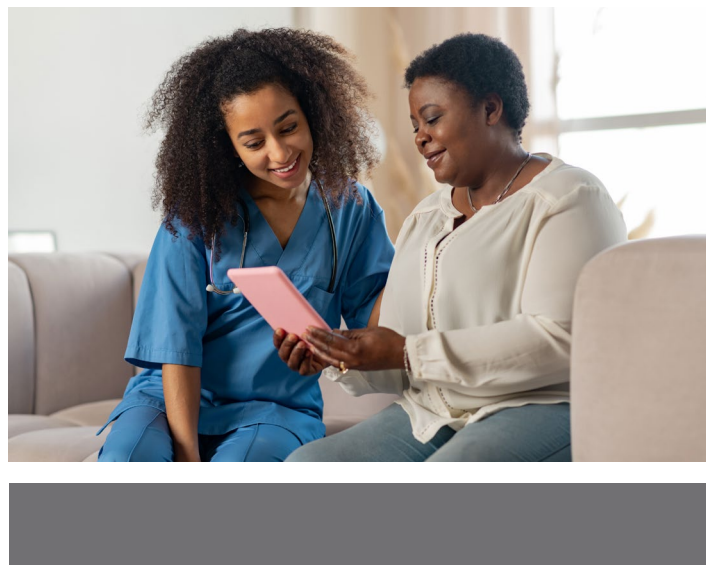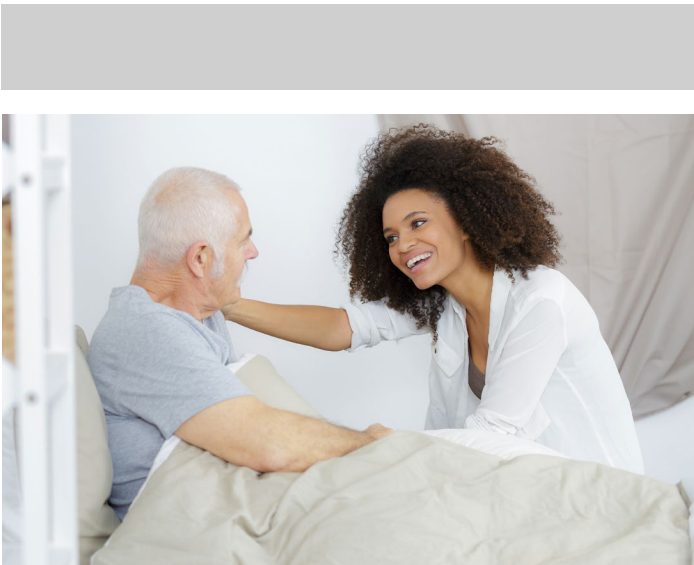
## 9. Final Application Review

*Who:* CEAT

*What:* A final review to determine eligibility for PCAFC

*Where:* Internal to VA

## 10. Notification of Approval

The Veteran and each Family Caregiver Applicant receives written notification of the determination.





### How to Contact your Caregiver Support Program Team

*Veterans and caregivers can find their local Caregiver Support Program team by*

Calling the Caregiver Support Line at **1-855-260-3274** - *Toll free*

Using the Caregiver Support Program Team locator tool at :
www.caregiver.va.gov/support/New_CSC_Page.asp
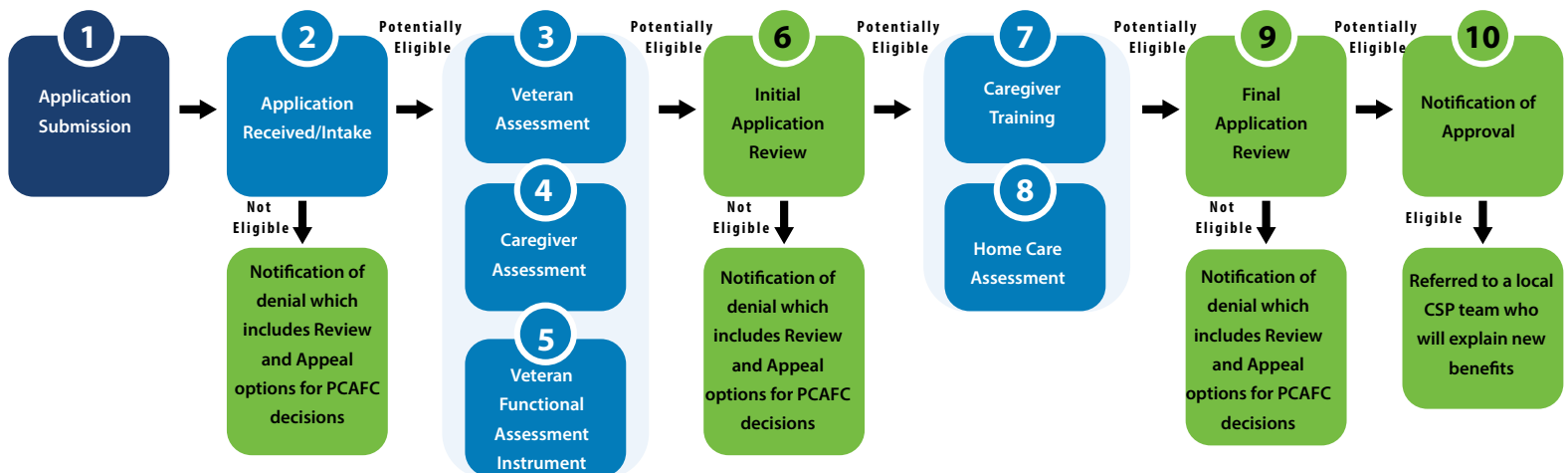
*Online application is available at*

https://www.caregiver.va.gov/
support/support_benefits.asp

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# Program of Comprehensive Assistance for Family Caregivers
## Application Process

**VA Caregiver Support**

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## Eligibility Decision Within 90 Days of Application Receipt

**1** Application Submission

→ **2** Application Received/Intake

**Potentially Eligible** →

**3** Veteran Assessment

**4** Caregiver Assessment

**5** Veteran Functional Assessment Instrument

**Not Eligible** ↓
Notification of denial which includes Review and Appeal options for PCAFC decisions

**Potentially Eligible** →

**6** Initial Application Review

**Not Eligible** ↓
Notification of denial which includes Review and Appeal options for PCAFC decisions

**Potentially Eligible** →

**7** Caregiver Training

**8** Home Care Assessment

**Potentially Eligible** →

**9** Final Application Review

**Not Eligible** ↓
Notification of denial which includes Review and Appeal options for PCAFC decisions

**Potentially Eligible** →

**10** Notification of Approval

**Eligible** ↓
Referred to a local CSP team who will explain new benefits

Primary Care Collaboration, to the extent practicable, will also occur during this time period

### Color Key
- Veteran Action
- Veteran & VA Action
- VA Action

*Caregivers can be enrolled in the Program of General Caregiver Support Services (PGCSS) at any point in the application process. PGCSS is available to Veterans who are enrolled in VA health care and receiving care from a caregiver. Caregivers who are caring for a Veteran who is enrolled in VA health care may be eligible to participate in PGCSS.

**PGCSS provides:**
- Caregiver skills training and education, both online and in-person
- Coaching, supportive counseling and support groups
- Peer Support Mentoring
- Information on and referrals to VA and community resources

There is no application needed for PGCSS. For more information about PGCSS, please visit the VA Caregiver Support Program's website at www.caregiver.va.gov or contact your local Caregiver Support Program (CSP) Team.

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