

Changes to Review and Appeal Options for Program of Comprehensive Assistance for Family Caregivers (PCAFC) Decisions: Frequently Asked Questions (FAQs)



Q1. What is changing in the Program of Comprehensive Assistance for Family Caregivers (PCAFC) review and appeal process?

A1. If you disagree, in whole or in part, with a Department of Veterans Affairs (VA) decision under the Program of Comprehensive Assistance for Family Caregivers (PCAFC), there are options for you to appeal or to request a Veterans Health Administration (VHA) review of the decision. Your options depend on the date VA issued your PCAFC decision. Previously, Veterans and caregivers could only appeal PCAFC decisions through the VHA Clinical Review Process (also known as the VHA Clinical Appeals Process).

Q2. Can I still use the VHA Clinical Review Process (also known as the VHA Clinical Appeals Process)?

A2. Yes. To provide additional choices to Veterans and caregivers, VHA is also continuing to offer its Clinical Review Process (also known as the VHA Clinical Appeals Process). Please contact the Patient Advocate at your local VA medical facility for more information on the Clinical Review Process.

Find your local VA medical center here: <https://www.va.gov/find-locations>

Q3. What are my options if I disagree with a PCAFC decision?

A3. Your options depend on the date VA issued your PCAFC decision.

If you disagree with a PCAFC decision issued before February 19, 2019, you can now appeal to the Board. You can also seek review through the VHA Clinical Review Process (also known as the VHA Clinical Appeals Process).

If you disagree with a PCAFC decision issued on or after February 19, 2019, you can utilize one of the following three options: Supplemental Claim, Higher-Level Review, or appeal to the Board. You can also seek review through the VHA Clinical Review Process (also known as the VHA Clinical Appeals Process).

Q4. What is a Higher-Level Review of a PCAFC decision?

A4. A Higher-Level Review is a review by an experienced decision maker within the Caregiver Support Program who was not involved in the prior decision. The decision maker will review the prior decision using the evidence of record as of the date VA made the prior decision. No additional information will be considered. To request a Higher-Level Review, please complete [Decision Review Request: Higher-Level Review \(VA Form 20-0996\)](#).

VA Form 20-0996 is available at: <https://www.vba.va.gov/pubs/forms/VBA-20-0996-ARE.pdf>

Q5. What is a Supplemental Claim?

A5. A Supplemental Claim is a request for VA to consider new and relevant evidence that was not of record when VA made its prior PCAFC decision. You can file a Supplemental Claim to request a review of the prior decision based on the additional evidence. To file a Supplemental Claim, please complete [Decision Review Request: Supplemental Claim \(VA Form 20-0995\)](#).

VA Form 20-0995 is available at: <https://www.vba.va.gov/pubs/forms/VBA-20-0995-ARE.pdf>

Q6. What is considered “new and relevant evidence” for purposes of a Supplemental Claim?

A6. For Supplemental Claims, new evidence is information not previously part of the record and relevant evidence is information that could prove or disprove something in a claim. You can submit new and relevant evidence yourself or ask VA to help obtain the evidence, such as from a private health care provider.

Q7. What is an appeal to the Board of Veterans' Appeals (Board)?

A7. An appeal to the Board is a request for a Veterans Law Judge (VLJ) to review a decision by VHA.

Q8. How do I know if I am eligible to appeal to the Board?

A8. All individuals who have received a PCAFC decision can appeal that decision to the Board. The process you use depends on the date VA issued the PCAFC decision. To appeal, you need to know the specific issue or issues that you would like to appeal. You also need to know the date of the decision. You can appeal more than one decision, but you need to identify each decision you are appealing.

If you received a PCAFC decision issued on or after February 19, 2019, you can start the appeal process by filling out [Decision Review Request: Board Appeal \(Notice of Disagreement\) \(VA Form 10182\)](#).

VA Form 10182 is available at: <https://www.va.gov/vaforms/va/pdf/VA10182.pdf>

Mail your completed VA Form 10182 to the address below:

Board of Veterans' Appeals
P.O. Box 27063
Washington, DC 20038

If your PCAFC decision was issued prior to February 19, 2019 you can start the appeal process by filing a Notice of Disagreement identifying the specific decision and issue(s) with which you disagree. If you disagree with decisions issued on multiple dates, you will need to complete a separate VA Form 10-307 for each decision date. You may use [VA Form 10-307, Program of Comprehensive](#)

[Assistance for Family Caregivers \(PCAFC\) Notice of Disagreement \(NOD\)](#).

VA Form 10-307 is available at: <https://www.va.gov/find-forms/about-form-10-307>

Mail your completed Notice(s) of Disagreement (VA Form 10-307) to the Caregiver Support Program using the address below:

Veterans Affairs Evidence Intake Center
P.O. Box 5154
Janesville, WI 53547

Q9. What Board review option should I choose when completing VA Form 10182?

A9. The Board has three review options for an appeal. These review options, or “dockets,” are: 1) Direct Review, 2) Evidence Submission, and 3) Hearing with a VLJ.

A Direct Review will proceed to a VLJ for a decision. This is an option if you do not want to submit additional evidence in support of your appeal or have a hearing with a VLJ.

An Evidence Submission is an option if you want to submit additional evidence in support of your appeal without a hearing with a VLJ.

A Hearing is an option if you want a hearing with a VLJ. This option also provides the opportunity to submit additional evidence.

Q10. What if I disagree with the Board's decision?

A10. Information on further appeal options, [Your Rights to Appeal Our Decision \(VA Form 4597\)](#), will be included in the decision notice issued by the Board.

VA Form 4597 is available at: <https://www.va.gov/vaforms/va/pdf/VA4597.pdf>

Q11. Are these review and appeal options available if I previously received a PCAFC decision?

A11. If you disagree in whole or in part with a VA decision under PCAFC, you can now appeal directly to the Board. Other options for further review depend on the date of your PCAFC decision.

Q12. Can I submit a Supplemental Claim, Higher-Level Review and Board Appeal all at the same time?

A12. No. While you may be able to pursue all three options, you can only pursue one option at a time for each specific decision with which you disagree. Once you select an option, a decision must be received, or you need to withdraw the request before pursuing another option.

Q13. After I submit a request for a review or appeal, how long will it take to receive a decision?

A13. As of September 2021, PCAFC reviews using the VHA Clinical Review Process (also known as the VHA Clinical Appeals Process) take about six weeks to complete.

VA continues to develop processes to support timely reviews and determinations following requests for Supplemental Claims, Higher-Level Reviews and appeals to the Board concerning PCAFC decisions. These are new types of reviews and appeals available for PCAFC decisions, therefore, the estimated time for decisions to be issued is not yet known.

Q14. How is VA notifying me of my appeal options if I previously received a PCAFC decision?

A14. As a result of the *Beaudette v. McDonough* ruling, we are contacting every Veteran or caregiver who previously received a PCAFC decision with information about their appeal rights. If you received a PCAFC decision before September 28, 2021, you will receive a notice of your Board appeal rights in the mail. VA will be mailing these notices over a period of several months so not everyone will be receiving notice at the same time. This staggered approach is being used so that VA can be as responsive as possible as we receive questions and requests.

Q15. How will I be notified of my PCAFC review and appeal options for any new decisions I receive?

A15. All PCAFC decision letters sent on or after September 28, 2021 include [Your Rights to Seek](#)

[Further Review of Program of Comprehensive Assistance for Family Caregivers \(PCAFC\) Decisions \(VA Form 10-305\).](#)

VA Form 10-305 is available at: <https://www.va.gov/find-forms/about-form-10-305>

Q16. Who can help me complete forms to file a Supplemental Claim, Higher-Level Review or request an appeal to the Board?

A16. Correctly completing these forms is important because it helps VA best understand the decision that you disagree with and provide a timely response. If you have questions about forms to request review of or appeal a PCAFC decision, you can call VA's Caregiver Support Line (CSL) at 1-855-260-3274.

CSL expanded hours are:

- Monday-Friday 8 a.m.-10 p.m. ET
- Saturday 8 a.m.-5 p.m. ET

An accredited representative, attorney or claims agent can also help you complete your forms. To identify an accredited representative, contact your local VA regional office for assistance or visit <https://www.va.gov/disability/get-help-filing-claim>.

Q17. How do I request information about the PCAFC decisions I have previously received?

A17. If you need information about a previous PCAFC decision(s) (e.g., date of decision, what the decision was), you can request this information using a [Request for Information About Program of Comprehensive Assistance for Family Caregivers \(PCAFC\) Decisions \(VA Form 10-306\)](#).

VA is only able to release information about the person identified in Section I of the form who is requesting and authorizing the release of this information. If multiple people are requesting information about themselves, each person must submit a completed VA Form 10-306.

VA Form 10-306 is available at: <https://www.va.gov/find-forms/about-form-10-306>



Q18. Who can I contact to determine if my Request for Information about PCAFC decisions, or my Supplemental Claim, Higher-Level Review or request for an appeal to the Board of Veterans' Appeals about a PCAFC decision has been received by VA?

A18. If you have submitted a Request for Information about PCAFC decisions, a Supplemental Claim, Higher Level Review or a request for Appeal to the Board of Veterans' Appeals under the Legacy process about a PCAFC decision, you may contact the Caregiver Support Line (CSL) at 1-855-260-3274. The CSL will be able to confirm whether the Caregiver Support Program has received your correspondence. Please note, the CSL will only be able to confirm receipt of mail if the caller is identified as the individual who submitted the request. To obtain information about the status of an appeal for a PCAFC decision submitted directly to the Board of Veterans' Appeals, individuals may visit [VA.gov](https://www.va.gov) or call 1-800-827-1000.

Q19. Where should I send my completed forms related to PCAFC decisions?

A19. For VA Form 20-0995 (<https://www.vba.va.gov/pubs/forms/VBA-20-0995-ARE.pdf>),

VA Form 20-0996 (<https://www.vba.va.gov/pubs/forms/VBA-20-0996-ARE.pdf>) or

VA Form 10-306 (<https://www.va.gov/find-forms/about-form-10-306>), send to:

Veterans Affairs Evidence Intake Center
P.O. Box 5154
Janesville, WI 53547

To submit a Notice of Disagreement (NOD) for a PCAFC decision issued prior to February 19, 2019, send VA Form 10-307 (<https://www.va.gov/find-forms/about-form-10-307>) to:

Veterans Affairs Evidence Intake Center
P.O. Box 5154
Janesville, WI 53547

To appeal a PCAFC decision issued on or after February 19, 2019 to the Board, send VA Form 10182 (<https://www.va.gov/vaforms/va/pdf/VA10182.pdf>) to:

Board of Veterans' Appeals
P.O. Box 27063
Washington, DC 20038

Q20. Who can I contact if I have more questions?

A20. Call VA's Caregiver Support Line (CSL) at 1-855-260-3274 to learn more about the support that is available to you.

CSL expanded hours are:

- Monday-Friday 8 a.m.-10 p.m. ET
- Saturday 8 a.m.-5 p.m. ET

For information about previous PCAFC decisions, you need to submit a Request for Information About Program of Comprehensive Assistance for Family Caregivers (PCAFC) Decisions using VA Form 10-306 (<https://www.va.gov/find-forms/about-form-10-306>)

HOW CAN I LEARN MORE?

For information on the VHA Clinical Review Process:

Contact your local CSC and CSP team: https://www.caregiver.va.gov/support/New_CSC_Page.asp

For more information on PCAFC review and appeal options you can:

Visit the Caregiver Support Program PCAFC Reviews and Appeal webpage: [VA Caregiver Support Program Home \(caregiver.va.gov\)](https://www.caregiver.va.gov)

Call VA's Caregiver Support Line (CSL) at 1-855-260-3274. CSL expanded hours are:

Monday-Friday 8 a.m.-10 p.m. ET • Saturday 8 a.m.-5 p.m. ET

PCAFC is one way VA supports caregivers of Veterans. To learn more about this program and other options for caregiver support, please contact your local Caregiver Support Program team. More information is also available at www.caregiver.va.gov.

