

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

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/10-10CG.pdf>

Mail the form and supporting documents to:

**Program of Comprehensive Assistance for Family Caregivers
Health Eligibility Center
2957 Clairmont Road NE, Suite 200
Atlanta, GA 30329-1647**

- **Apply in person.** Bring your completed VA Form 10-10CG to your local VA facility's CSP Team. To find your local CSP Team:

- Go to the CSP Team locator tool using this link:
https://www.caregiver.va.gov/support/New_CSC_Page.asp or
- Contact the Caregiver Support Line at 1-855-260-3274,
Monday-Friday, 8 a.m. to 10 p.m. ET;
Saturday, 8 a.m. to 5 p.m. ET.

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

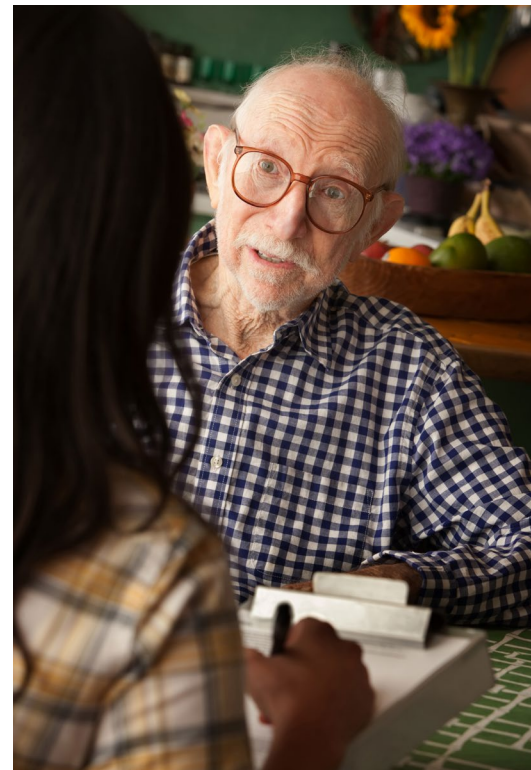
Steps 7 through 10 are completed only when CEAT determines that the Veteran and at least one Family Caregiver Applicant will continue with the application process.

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

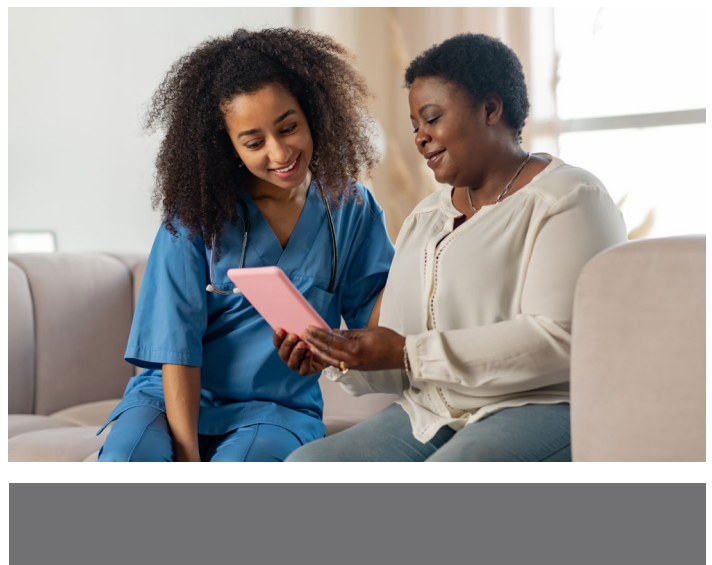
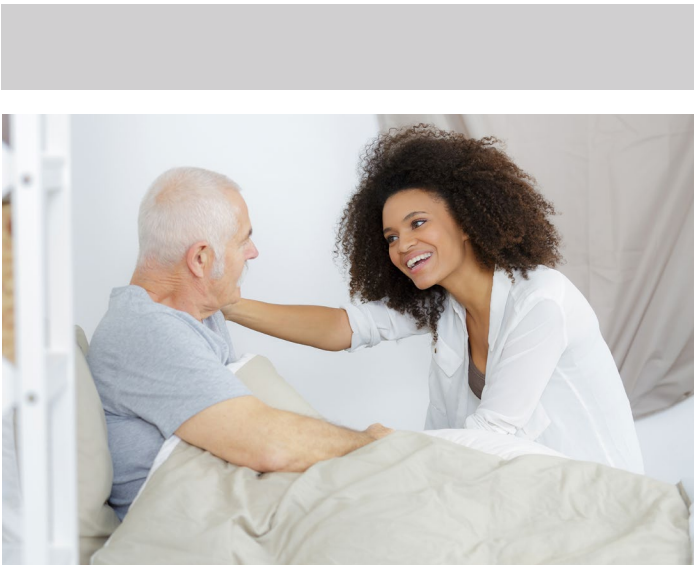
Who: CEAT

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
(Monday-Friday, 8:00 a.m. to 10:00 p.m. ET; Saturday 8:00 a.m. to 5:00 p.m. ET)

 Using the Caregiver Support Program Team locator tool at :
www.caregiver.va.gov/support/New_CSC_Page.asp

Online application is available at

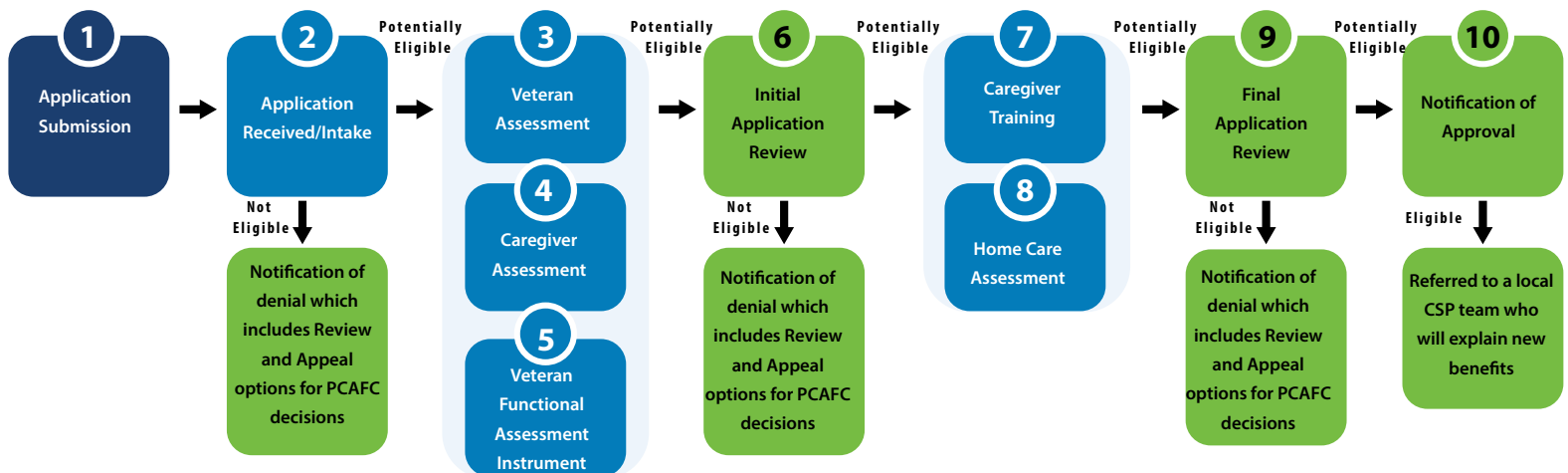
https://www.caregiver.va.gov/support/support_benefits.asp

Program of Comprehensive Assistance for Family Caregivers

Application Process



Eligibility Decision Within 90 Days of Application Receipt



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

*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

Color Key

- Veteran Action
- Veteran & VA Action
- VA Action

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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