



Fact Sheet

Caregiver Support Program Appeals Process

What Is the Comprehensive Assistance for Family Caregivers Program?

The Program of Comprehensive Assistance for Family Caregivers provides additional services and benefits to designated and approved Family Caregivers of eligible Veterans who incurred or aggravated a serious injury in the line of duty on or after 9/11/2001 and are in need of personal care services.

To be considered for the program, a Veteran and his or her chosen Family Caregiver must complete an application. The local VA Caregiver Support Program and the Veteran's healthcare team complete the application process with the Veteran and caregiver applicant/s to determine if they meet the program's eligibility criteria. If the Veteran is not approved for the program or does not agree with the level of stipend assigned, he or she has the right to appeal the decision.

What is an appeal?

An appeal is a request for a review and reconsideration of the decision made by the local VA Caregiver Support Program and Veteran's healthcare team.

Why would I appeal?

Appeals are filed because a Veteran and their Caregiver are not satisfied with decisions made by the local VA Caregiver Support Program and Veteran's healthcare team.

What is the Appeals Process?

There are two levels of appeals for the program. All requests must begin at the VA Medical Center where the Veteran was evaluated. If you are not satisfied with the decision made by the local VA, you may request an appeal. Your Caregiver Support Coordinator or facility Patient Advocate can help you with the process of filing an appeal.

Level 1: File an appeal at the local VA Medical Center

Level 2: If not satisfied with VA Medical Center decision, you may file an appeal with the Veteran Integrated Service Network (VISN)

Who can file an appeal?

The Veteran and/or their Family Caregiver that applied for the program can file an appeal.

How do I file an appeal?

Please contact your local Caregiver Support Coordinator or the medical center Patient Advocate for help with starting an appeal.

What if my appeal is denied?

Regardless of the outcome of your appeal, you can expect a determination in writing from VA. The letter will inform you of the outcome of your appeal. If your appeal is denied, your Caregiver Support Coordinator will help with other options that may be available.

How do I find more information on clinical appeals?

Please contact your Patient Advocate or Caregiver Support Coordinator for more information.