



# State Home Program Application for Veteran Care Medical Certification Automated 10-10SH

VA uses an automated application process for determining a Veteran's eligibility for per diem payment to a State Veteran Home (SVH). As part of the admission package, an automated, electronic version of VA Form 10-10SH, *State Home Program Application for Veteran Care Medical Certification*, is completed and submitted by a SVH to the VA Medical Center (VAMC) of jurisdiction.

The automated 10-10SH replaces the hardcopy/paper version of the form, helping to ensure proper interpretation and application of eligibility rates, along with timeliness and accuracy of payments.

## Automated 10-10SH

The automated 10-10SH functions as a guide and requests required information to be entered by the user. The user then fills out the 10-10SH form based on the entered responses, ensuring that information entered is type-written and legible (no longer handwritten).

The form keeps track of missing items needed to be completed and directs the user back to the appropriate data field once the "Validate" ribbon is selected. Using data field validation, the automated form cannot be signed unless all required fields are completed.

The VAMC portion of form includes business rules to assist VA representatives in making uniform eligibility determinations and selecting the proper per diem payment level.

## Using the Automated 10-10SH

As a condition for receiving VA per diem payment, SVHs must submit a completed admissions application for each Veteran to local VAMC of jurisdiction. The application consists of:

- Automated VA Form 10-10SH, *State Home Program Application for Veteran Care Medical Certification*.

(See 10N Memo dated March 06, 2019, "State Home Per Diem Program Mandate the Use of the Automated 10-10SH for State Home Admission Packages, effective March 14, 2019.)

- VA Form 10-10 EZ, *Application for Health Benefits* (or VA Form 10-10 EZR, *Health Benefits Update Form*, if a VA Form 10-10 EZ is already on file at the VA).

These forms must have the appropriate signatures and be submitted to the VAMC SHPD Point of Contact (POC) when an eligible Veteran is admitted to a SVH, or with any request for change in level of care (domiciliary, nursing home, or adult day health care).

## Secure Transmission

VirtruPro is no longer being supported by VA's Office of Information and Technology (OIT). In an effort to make communication more secure and reliable, both internally and externally, VA's OIT pushed a software update replacing the need/use of VirtruPro with Azure Rights Management Services (RMS). State Veterans Homes (SVH) who have a VA-issued PIV card, purchased VirtruPro, or have received approval to use other encryption methods from their local VAMC Privacy Officer, these encryption methods are still authorized for use by the SVH in submitting admission application packages. SVHs may also continue to reply to VirtruPro emails previously initiated by the VAMC. Effective 8/24, the VAMCs associated with State Home work are no longer able to create new VirtruPro encrypted emails, however; VAMCs should be able to reply to VirtruPro emails.

The Azure RMS encryption process is the same as the VirtruPro process – meaning the SVH will reply to an "Encrypt-Only" email initiated by the VAMC. The SVH can initiate and send an encrypted email if they have Office 365 with the Azure RMS tool. However, OIT did recommend the VAMCs continue to initiate the encrypted emails to ensure proper encryption.



By using the “Encrypt-Only” setting, VAMCs are able to send encrypted content to social email accounts (AOL, Yahoo, Gmail, Hotmail, etc.) without restricting permissions, and Azure RMS enabled “Encrypt-Only” emails do not allow recipients to remove encryption. As an example, please see how to create an encrypted email.

After you create a new email, click on the “Options” tab.

You’ll then click the drop down arrow on the “Permission” button.

You are given six choices. Select “Encrypt-Only”.

A message will populate above the “From” line to indicate the email is/will be sent encrypted. Send the email to the SVH and they can reply to this email with the new admission package and supporting documentation.

The SHPDP Office are not the experts on Microsoft or Azure RMS encryption. We are only sharing the information and process we have learned with you. If you have questions, please email the VA Azure RMS team at the following email [VHARMSTeam@va.gov](mailto:VHARMSTeam@va.gov). We are also providing the SharePoint link for VA users <https://vaww.portal2.va.gov/sites/AIP/SitePages/Home.aspx> and a link to a FAQ blog <https://blog.atwork.at/post/2018/02/18/Azure-information-protection-user-experience-with-external-users> for external users. Microsoft’s Azure website also has a lot of information.

### Processing Admission Package

Once the completed admission package is received and processed by the Administrative and Clinical Reviewer, the VAMC staff must upload all required documents to the State Home Per Diem Documentation Storage SharePoint. These include:

- Final Printout 10-10SH form (do not upload the wrapper/envelope that contains the Automated 10-10SH) and supporting documents when “See Attachment” is noted in the required fields
- 10-10EZ or 10-10EZR
- HINQ/VIS or equivalent
- Supporting documents
- Power of Attorney (POA) if 10-10EZ is not signed by Veteran
- Upload Approval or Denial Letter with Appeal Rights to the appropriate folder on SharePoint site

### Successful Use of Automated 10-10SH

To ensure a seamless process using the automated 10-10SH, close communication and collaboration is key between VAMC and SVH staff. Together, staff members should establish an internal work flow process to accommodate the automated 10-10SH. Effective communication, collaboration and coordination helps avoid delays and reduce the risk of improper payments.

In addition, VAMC and SVH staff involved in the admission process should review current directives, procedure guides and attend regular training and conference calls held by the National SHPDP staff.

### Resources

- VAMC of Jurisdiction SHPD <https://www.va.gov/find-locations/>
- State Home Per Diem Program (SHPDP), VHA Directive 1601SH.01 <https://www.va.gov/vhapublications/>
- Policies, Laws, and Regulations [www.ecfr.gov](http://www.ecfr.gov)
- VA Forms <https://www.va.gov/vaforms>
- SHPDP VA Pulse Site <https://www.vapulse.va.gov/login.jspx?referer=%252Fgroups%252Fstate-home-per-diem-fsvp%252Foverview>
- For SHPDP training presentations, conference calls and minutes, send an e-mail message to SHPDP at the e-mail address below. [VHA10D1B3StateHomePerDieminquiries@va.gov](mailto:VHA10D1B3StateHomePerDieminquiries@va.gov)

### Contact

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