



# FACT SHEET

## Federal Recovery Consultant Office (FRCO)

<https://www.va.gov/vadodhealth/frco.asp>



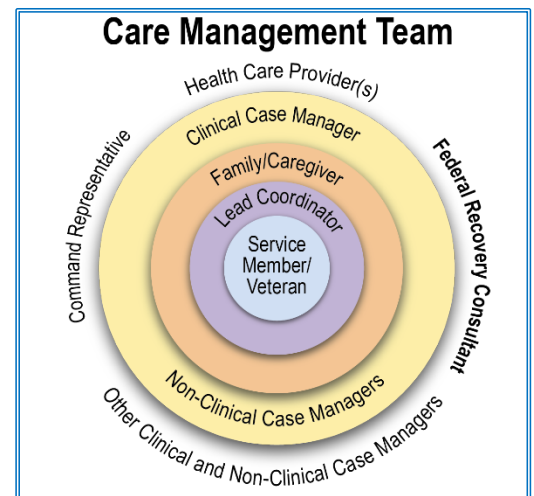
### Overview

The Federal Recovery Consultant Office (FRCO) provides enterprise-level consultation services and assistance to VA and DoD care providers and to select Service members, Veterans (SM/V), and their families, caregivers and survivors. Nine (9) Federal Recovery Consultants (FRCs) are located at select VA and DoD sites and provide virtual consultation and advocacy services regardless of SM/V location, medical treatment, diagnosis/injury, military branch, or Veteran status. FRCs provide SM/V-centric comprehensive advocacy to assist with coordinating care, benefits, and services.



### Key Points

- The Federal Recovery Consultant's (FRCs) role (as defined in the overarching 2014 VA/DoD Interagency Complex Care Coordination Memorandum of Understanding (MOU) as the Joint Recovery Consultants).
- The VA/DoD MOU established the role of the Lead Coordinator (LC) which is assigned to a member of the interdisciplinary care team and serves as the primary point of contact for the SM/V, their caregiver and family members. In VHA, the Post-9/11 Military2VA (M2VA) Case Management clinical team members serve as LCs for transitioning SMs and Post-9/11 era Veterans in need of moderate to complex level of care coordination.
- FRCs provide enterprise-level longitudinal consultation and assistance to VA and DoD LCs and Care Management Teams (CMTs); provide clinical and non-clinical assistance and advice about DoD and VA, other Federal agencies, community resources, and other services available to support the SM/V, family, or caregiver.
- FRCs do not perform direct case management but may engage as early as the time of CMT establishment, as reflected in the Interagency Comprehensive Plan (ICP), at the discretion of the attending physician, and upon request of the LC, assigned military headquarters leadership, or VA leader.
- FRCs continue to oversee a small subset of the population requiring high-intensity management and provide a channel of communication for field level staff to assist the Veteran Integrated Service Network (VISN), VHA Central Office leadership, and assigned military headquarters leadership in identifying, validating, and implementing improvements for care and benefits coordination and processes.



### Primary Locations

There is one (1) FRC located at each of nine (9) key sites: select Military Treatment Facilities (Walter Reed National Military Medical Center and Naval Medical Center San Diego); headquarters for the military's wounded warrior programs (Army, Navy, Air Force, Marine, and US Special Operations Command); and select VHA Polytrauma Rehabilitation Centers (Tampa and Richmond).

