Agenda

• COVID-19 Updates
• Moving Forward Plan
• Flu Vaccinations and Clinics
• Construction Updates/Facility Expansion
• Caregiver Program Expansion

• MISSION Act
• Do Not Delay Essential Mental Health Care
• Drug Take Back Day
• Open Forum/Questions
Delaware COVID-19 Numbers as of 10/13

<table>
<thead>
<tr>
<th>Location</th>
<th>Cases</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Castle County</td>
<td>11,688</td>
<td>326</td>
</tr>
<tr>
<td>Sussex County</td>
<td>7,267</td>
<td>211</td>
</tr>
<tr>
<td>Kent County</td>
<td>3,243</td>
<td>119</td>
</tr>
</tbody>
</table>

**Daily change**

New cases

United States

Delaware

All time

[Graph showing daily new cases]

132

October 11

Delaware United States

Total cases 22,289

Deaths 656
New Jersey COVID-19 Numbers as of 10/15

**Total Cases:**
- Atlantic 4,553
- Burlington 7,703
- Camden 10,643
- Cape May 1,067
- Cumberland 3,890
- Gloucester 5,050
- Salem 1,130
- **7 County total: 34,036**
COVID-19 Updates

• Rise in cases around the area and in the country overall.
• Imperative that everybody works together and:
  • Wear Protective Masks – Cover your mouth and nose.
  • Wash Your Hands – Warm soapy water or 70% alcohol for 20 secs.
  • Practice Physical Distancing – 6 feet of distance when you can.
  • Stay Home, Call Your Doctor if you have symptoms or may have been exposed.
  • Be Mindful of Others – We are all in this together.
Moving Forward Plan
Do Not Delay Essential Care – Schedule Your Appointments Now

• Our main Medical Center and five Community Based Outpatient Clinics continue to be open, safe and ready for your care.

• Please call ahead to notify us of your health care needs at 1-800-461-8262, select Option 2.

• During this time, we want to discourage “walks-ins” and prefer that all care be scheduled.

• Please schedule all your appointments including blood work and x-rays prior to coming to any of our facilities.

• We will do our best to consolidate all of your care into one visit.
Moving Forward Plan
Visitation

To ensure the health and safety of our Veterans, staff and visitors, we’re currently following CDC guidelines and limiting visitors for patients receiving care at one of our facilities. Limiting outside visitors helps us protect older Veterans and those who already have health issues.

*No one under 18 years of age is permitted at this time.*

If you want or need a family member or friend to be a part of a scheduled health care visit, please let us know ahead of time so we can safely prepare for their participation. We do make an exception for Veterans who qualify as an end-of-life "compassionate case."
There are several ways you can request refills your prescriptions without having to come into one of our facilities.

- **Online:** You can use My HealtheVet at [www.myhealthevet.va.gov](http://www.myhealthevet.va.gov) to refill your VA prescriptions and view your VA prescription history online.
- **Mail Order:** Medication refills can be requested by mailing the refill notice provided to you at the time of your original fill.
- **Telephone:** Call our Automated Refill Line at **302-633-5484**.

More information about or pharmacy services can be found on our website at [http://www.wilmington.va.gov/services/pharmacy.asp](http://www.wilmington.va.gov/services/pharmacy.asp).
The MISSION Act gives Veterans greater access to health care in VA facilities and the community, expands benefits for caregivers and improves VA’s ability to recruit and retain the best medical providers.

Under the VA MISSION Act, VA will:

• Continue to provide you with an excellent health care experience
• Deliver the right care, at the right time, at the right place
• Continue to offer care through telehealth in your home, in a VA facility or in the community
• Provide more options for health care, including community care and urgent/walk-in care

Resources:

Eligibility

- A Veteran’s eligibility for community care depends on his/her individual health care needs or circumstances. Please note the following about eligibility for community care:
  - Veterans must receive approval from VA prior to obtaining care from a community provider, in most circumstances.
  - Veterans must either be enrolled in VA health care or be eligible for VA care without needing to enroll to be eligible for community care.
  - Eligibility for community care will continue to be dependent upon a Veteran’s individual health care needs or circumstances.
  - VA staff members generally make all eligibility determinations.
72-Hour Community Care Inpatient and Emergency Room Notification 1-844-72HRVHA (1-844-724-7842)

• The notification processes for emergency and inpatient care in the community changed. All notifications of Veterans seeking emergency/inpatient care in the community will be reported to a centralized call center as of June 8.

• Failure to report in a timely manner may impact a Veteran's eligibility for VA to cover the cost of emergency treatment. For each notification, the treating facility will receive authorization or eligibility information and, if applicable, directions for claim submittal.

• The new number to report/transfer calls from a community partner or Veteran is 1-844-72HRVHA (1-844-724-7842).

• Resources
  • www.va.gov/COMMUNITYCARE/providers/info_EmergencyCare.asp
  • www.wilmington.va.gov/docs/72hr-notice-comm-IP-ER-care.pdf
Billing Issues Related to Community Care
1-877-881-7618, Option 1

VA’s Community Care Contact Center can assist Veterans with resolving adverse credit reporting or debt collection actions resulting from authorized VA community care claims. Specially trained call center staff work one-on-one with Veterans to research and resolve collection-specific issues.

Veterans should gather any letters, notices or information regarding debt collection or adverse credit reports related to authorized use of VA community care and call the toll-free number listed below.

1-877-881-7618, Option 1 (8 a.m. – 9 p.m. EST)

www.va.gov/COMMUNITYCARE/programs/veterans/General_Care.asp
Because of the COVID-19 pandemic, it is imperative you receive your annual flu vaccination in order to prevent the further spread of preventable viruses.

You can get your flu shot at any scheduled appointment or with your care team e.g., every lab and clinic face-to-face encounter for primary care, nursing, specialty and behavioral health).

• Drive-Thru Flu Clinic at Medical Center
• By Appointment at CBOCs

www.wilmington.va.gov/Flu-Clinic.asp
Drive-Thru Flu Clinic at Medical Center
Now – November 6

Monday – Friday, 9 a.m. – 3 p.m.

www.wilmington.va.gov/Flu-Clinic.asp
CBOCs – By Appointment
Now – November 6

<table>
<thead>
<tr>
<th>CBOC</th>
<th>Morning</th>
<th>Afternoon</th>
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</thead>
<tbody>
<tr>
<td>Delaware</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kent County</td>
<td>N/A</td>
<td>Fri. 1 – 3:30 p.m.</td>
</tr>
<tr>
<td>Sussex County</td>
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<td>Fri. 1 – 3 p.m.</td>
</tr>
<tr>
<td>New Jersey</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Atlantic County</td>
<td>N/A</td>
<td>Fri. 1 – 3 p.m.</td>
</tr>
<tr>
<td>Cape May County</td>
<td>Mon., Tue., Wed.</td>
<td>Mon. &amp; Tues. 1 – 2:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>11 a.m. – 12 p.m.</td>
<td></td>
</tr>
<tr>
<td>Cumberland County</td>
<td>Mon., Wed., Fri.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 a.m. – 12 p.m.</td>
<td>Fri. 1 – 3 p.m.</td>
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[www.wilmington.va.gov/Flu-Clinic.asp](http://www.wilmington.va.gov/Flu-Clinic.asp)
Self-Reporting Flu Vaccinations Outside of VA

Eligible Veterans can receive their seasonal flu shots at **Community Care Network (CCN)** retail pharmacies and urgent care locations.

No appointment or VA referral is required. Veterans need to present a valid government-issued identification (e.g., Veterans Health ID Card, Department of Defense ID card, state-issued driver's license or ID card, etc.).

Veterans can also use the **VA Locator** to find a VA facility, in-network retail pharmacy or urgent care location near them.
Self-Reporting Flu Vaccinations Outside of VA

If you have received your flu vaccination outside of the VA, please notify your Primary Care Provider (PCP) during an appointment, through MyHealtheVet or by completing and sending the information below and return to us via email or mail.

**FLU VACCINATION CONFIRMATION – RETURN FORM**

Email: VHAVIMVaccination.Report@va.gov

Mail:
Wilmington VA Medical Center
ATTN: Flu Vaccine Letters, 00QIC
1601 Kirkwood Highway
Wilmington, DE 19805

Name:
Last Four Digits of Your SSN:
Date of Flu Vaccine:
Non-VA Location:
Name of Your VA Primary Care Provider:
Construction Updates
Parking Garage

• Building brand new, four-story, 370-spot parking garage on our main campus.
• Anticipated completion date of mid-2021.
• Please allow some extra time (15 minutes) when visiting the hospital for an appointment.
The current Kent County CBOC, located at 1198 South Governors Avenue in Dover, Delaware, will be relocated to the former Blue Hen Mall at 655 South Bay Road in Dover.

This move will increase the clinic space from its current size of 9,000 square feet to over 29,000 square feet. The additional space will allow for the expansion of services such as primary care, behavioral health, specialty services, and telehealth.

Anticipated opening late Fall – end of Nov. early Dec.
The Cape May County CBOC will be relocating from its current location on the Cape May Coast Guard Station to a portion of the Rio Grande Mall in Rio Grande, New Jersey.

This move will allow for expansion into an 11,000 square foot clinic offering primary care, behavioral health, specialty care, and telehealth.

Anticipated opening mid Fall – mid November.

Finalizing bid selection for new Atlantic County CBOC. VA contracting finalizing selection process. No estimate on completion date.
CAREGIVER SUPPORT PROGRAM
PROGRAM OF COMPREHENSIVE ASSISTANCE FOR
FAMILY CAREGIVERS
EXPANSION TOWN HALL
Changes to Program of Comprehensive Assistance for Family Caregivers (PCAFC) include:

- Expanding eligibility
- Making other changes related to program eligibility and VA’s evaluation of applications for PCAFC
Prior to October 2020, the PCAFC was only available to Veterans injured on or after September 11, 2001. That eligibility is expanding in two phases:

- Phase 1: Veterans injured on or before May 7, 1975 will be eligible for benefits October 1, 2020
- Phase 2: Veterans of all eras will be eligible for benefits October 1, 2022
- The eligible Veteran must have a service-connected disability rating of 70% or more and must be in need of personal care services
If a Veteran and Family Caregiver(s) were approved and designated by VA as eligible for Program of Comprehensive Assistance for Family Caregivers (PCAFC) before October 1, 2020, they are considered “Legacy Participants.”

- No immediate action is required for Legacy Participants who want to stay in PCAFC.

- VA will schedule a reassessment appointment between October 1, 2020, and September 30, 2021, to reassess the Veteran’s care needs and continued eligibility under the new program criteria.
PCAFC Monthly Stipend

The U.S. Department of Veterans Affairs (VA) offers a number of services to support family caregivers including a monthly stipend to Primary Family Caregivers of Veterans with moderate and severe needs.

The amount and degree of personal care services is divided into two levels.

• Level 1: Stipend amount will be 62.5% of the monthly stipend rate.

• Level 2: Stipend amount will be 100% of the monthly stipend rate.
Effective October 1, 2020, there is a 10-step PCAFC application process that will result in an eligibility decision within 90 days of application receipt.

1. Application Submission
2. Application Intake
3. Veteran Assessment
4. Veteran Functional Assessment
5. Caregiver Assessment
6. Initial application review

The final four steps only apply if VA determines that the Veteran and Family Caregiver meet the initial criteria, they will continue with the application process.

7. Caregiver Training
8. Home Care Assessment
9. Final application review
10. Notification
Resources

Caregiver Support Program Website
• https://www.caregiver.va.gov/

Review the fact sheets to learn more about the expansion.
• Caregiver PCAFC - Application Process Fact Sheet (PDF)
• Caregivers PCAFC - Expansion Fact Sheet (PDF)
• Caregivers PCAFC - Eligibility Criteria Fact Sheet (PDF)
• Caregivers PCAFC - Monthly Stipend for Primary Family Caregivers Fact Sheet (PDF)
• Caregivers PCAFC - Current Participant Fact Sheet (PDF)

Contact
• 302-994-2511 ext. 4764
Do Not Delay Essential Mental Health Care

Reach Out

• Veterans in crisis should connect with the Veterans Crisis Line 24/7 to reach caring, qualified responders by calling 1-800-273-8255, then pressing 1, or by texting 838255.

• Veterans and their families also can find resources at www.veteranscrisisline.net.

• Veterans enrolled in VA health care at the Wilmington VA Medical Center can call 1-800-461-8262 (Option 2) or use My HealtheVet at www.myhealth.va.gov to schedule an in-person or virtual appointment.
Drug Take Back Day
Saturday Oct. 24, 10 a.m. – 2 p.m.
Medical Center Main Entrance Circle

Photo from 2019 event, pre-COVID-19.
Follow us on social media and sign up for our email list to get the most up-to-date information.

- [www.wilmington.va.gov](http://www.wilmington.va.gov)

- If you would like to receive News and Announcements and Emergency Alerts from Wilmington VA Medical Center, please subscribe to our [email list](mailto:).

- Follow @WilmingtonVAMC on
  - Facebook
  - Twitter
  - Instagram

- Calendar of Events: [www.wilmington.va.gov/calendar.asp](http://www.wilmington.va.gov/calendar.asp)
Open Forum / Questions

We will unmute the lines and answer any questions that came up in the chat box during the presentation.

If you have a question about a personal health-related issue, please hold it and it can be addressed offline.