Please make sure your microphone on your computer or phone is muted.

We will be starting in a few moments. Thank you.
Agenda

- Director Updates
- Priorities and Focus
- TeleUrgent Care
- Billing Moratorium
- Physical Therapy in CBOC's
- Women’s Health
- Caregiver Support Program
Exceptional health care to promote the health and well-being of Veterans.

1. Putting Veterans first by providing quality care every day in every service.
2. Ensuring our employees have a good place to work.
3. Developing and sustaining a culture of safety, quality and excellence. (Do no harm)
4. Walk the talk in a respectful and collaborative manner.
5. Leadership focused on creating a culture that is passionate about innovation and continuous learning.
Veterans receiving health care at VA medical centers in your area can now obtain care with a video chat or phone call.

1-833-TELE-URGENT (1-833-835-3874)

Our Tele Urgent Care staff can advise you about your care and also help treat many common conditions including:

- minor cuts, scrapes, rashes and skin irritations
- tick, insect and spider bites
- common cold, cough and flu
- headaches
- sprains, back pain and joint pain/stiffness
- pink eye
- urinary tract infections
- upset stomach and constipation

Learn more at www.visn4.va.gov/tele-urgent

Tele Urgent Care

Tele Urgent Care may be an option if:
- You live far from your VA facility
- You have health conditions that make traveling to the VA difficult
- You lack time to attend in-person appointments
- You don't require a hands-on physical examination

Teled Urgent Care uses the VA Video Connect app. To learn more and test your device, visit mobile.va.gov/app/va-video-connect.

Tele Urgent Care

Veterans are now able to participate in a secure video or phone appointment with a VA tele urgent care provider.

A registered nurse will give you advice and guide your care for prompt service if tele urgent care is right for you.

1-833-TELE-URGENT (1-833-835-3874)

Learn more at www.visn4.va.gov/tele-urgent

Save time!
No need to travel to a VA facility!

Save money!
No co-pay needed!
Billing Moratorium

• VA suspended debt collection April 6, 2020 and will restart debt collection Oct. 1, 2021, however, VA will not deduct debts from benefits payments until January 2022.

• Veterans and beneficiaries with questions or requiring assistance on debt management can access the following resources:
  – For benefit debt information, review frequently asked questions, submit requests online or call 1-800-827-0648.
  – For medical care and pharmacy services copayment debt, contact the Health Resource Center at 1-866-400-1238.
Physical Therapy in CBOC’s
Chris Wagner
CBOC PT Program updates

• Pulleys and TheraBand station
• Equipment sanitization procedure update.
Women’s Health

Jen Coy
Melissa Stoops
Women’s Health

- New Women Veterans Program Manager selected
- Focus groups quarterly – WH wants input from Female Veterans on how we can improve services.
- Office of Women’s Health funding for new positions
  - Women’s Health Nurse Navigator – tracks preventative health screening and maternity care coordination. Onboard
  - Women’s Health PACT Social Worker – provides biopsychosocial support to Female Veterans. Recruiting
  - Dietician – provide gender specific nutritional and dietary education. Recruiting

Wilmington VAMC Employee Town Hall
Wilmington VA Caregiver Support Program

Tracy Pearson, LCSW, CCM
Program Manager
Program for General Caregiver Support Services
PGCSS
PGCSS Eligibility

The Program of General Caregiver Support Services serves caregivers of enrolled Veterans of all eras.

A General Caregiver is defined as a person who provides personal care services to a Veteran who:

- Needs assistance with one or more activities of daily living (ADL)
- OR
- Needs supervision or protection based on symptoms or residuals of neurological care or other impairment or injury
Program of General Caregiver Support Services (PGCSS)

- Training and education (e.g. Building Better Caregivers, REACH VA, Annie Caregiver Text)
- Diagnosis specific programs for Caregivers
- Caregiver Support Program website
- Caregiver Support Line (CSL)
- CSL Education Calls
- Self-Care Courses
- Email list for monthly newsletters and updates

Program of Comprehensive Assistance for Family Caregivers (PCAFC)

- Financial Stipend
- Access to CHAMPVA (if health uninsured)
- Mental health counseling
- Caregiver training
- Enhanced respite services
- Beneficiary travel, lodging, and sustenance for medical appointments
- Ongoing monitoring
Program for Comprehensive Assistance for Family Caregivers

PCAFC
PCAFC Services

- PCAFC services for eligible Family Caregivers include:
- Education and Training
- Access to CHAMP VA Healthcare Insurance *(If caregiver is otherwise uninsured)*
- Mental Health Counseling
- Financial Stipend
- Enhanced Respite
- Travel and per diem compensation *(when traveling for a Veteran's VA medical appointment)*
Veteran Eligibility Requirements

The Veteran must have a serious injury, which is a single or combined service-connected disability rating of 70% or more, and meet the following eligibility requirements to participate in the Program of Comprehensive Assistance for Family Caregivers:
Eligibility Criteria continued

The individual is either:
• A Veteran; or
• A member of the Armed Forces undergoing a medical discharge from the Armed Forces.
• 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:
  • On or after September 11, 2001; or
  • Effective on the date specified in a future Federal Register document, on or before May 7, 1975; or
  • Effective two years after the date specified in a future Federal Register document, after May 7, 1975 and before 9/11/2001
Applying to PCAFC

- Complete online application by:
- Visiting www.caregiver.va.gov
- Calling 1-855-488-8440
- Completing VA Form 1010CG and submitting to:
  - Program of Comprehensive Assistance for Family Caregivers
  - Health Equity Center
  - 2957 Clairmont Road NE, Ste 200
  - Atlanta, GA 30329-1647

If you have questions or concerns, please feel free to call the Wilmington VA Medical Center Caregiver Support Team by calling, 302-994-2511 ext. 4764 Monday – Friday 8:00 a.m. – 4:30 pm.
We are here for you!

• Caregiver Support Program Manager
  • Tracy Pearson, LCSW, CCM

• Comprehensive Caregiver Support Coordinator
  • Cheryl Richardson, RN

• General Caregiver Support Coordinator
  • John N. Austin Jr., LCSW

• Program Support Assistant
  • Kam-Marie Seghit

• Comprehensive Caregiver Support Coordinator
  • Robin Meyer, LCSW

• General Caregiver Support Case Manager
  • Koryn Lantz, LMSW

Centralized Line: 302-994-2511 ext. 4764
Open Forum