The Program of Comprehensive Assistance for Family Caregivers
Roles and Responsibilities

The VA Program of Comprehensive Assistance for Family Caregivers is a clinical program that focuses on the needs of both the eligible Veteran/Servicemember and the eligible Primary and Secondary Family Caregivers. All eligibility criteria must be met in order to be approved and to continue to participate in the Program. Participation in the Program must be in the best interest of the Veteran/Servicemember and support progress in rehabilitation, recovery and the Veteran/Servicemember's well-being. This document explains the roles and responsibilities of the VA Caregiver Support Coordinator, Veteran/Servicemember, and Family Caregivers participating in the Program of Comprehensive Assistance for Family Caregivers. Please ask your Caregiver Support Coordinator to explain any item in this document that you do not fully understand.

Primary Family Caregiver

As a participant in the Program of Comprehensive Assistance for Family Caregivers, the Primary Family Caregiver has the following responsibilities:

- Fully complete, sign, date and submit the Caregiver and Veteran application for the Program of Comprehensive Assistance for Family Caregivers Form10-10CG. You and the identified Veteran/Servicemember must sign the application.
- Be at least 18 years of age, and be willing and able to provide the Veteran/Servicemember's personal care services as defined in the plan of care developed by the VA, or in collaboration with a DoD or a community health care provider.
- Be a member of the Veteran/Servicemember’s family, such as a spouse, son, daughter, parent, step-family member, or extended family member. If not related to the Veteran/Servicemember you must live with the Veteran/Servicemember upon approval.
- Provide information in writing, if requested, to verify that you meet the requirements to be a Primary Family Caregiver.
- Work closely with the Veteran/Servicemember’s treatment team to support, promote, and encourage the Veteran/Servicemember in attaining the highest level of independence possible.
- Complete the required Caregiver training program in a timely manner.
- Promptly inform the Veteran’s VA health care team and the Caregiver Support Coordinator of any changes in the Veteran/Servicemember’s physical or mental health condition.
- Provide a written statement to the Caregiver Support Coordinator when the Veteran’s address changes, to avoid disruption of your stipend payment. This notification should be made after the Veteran moves. The stipend change, if any will go into effect the month following receipt of written notification. Example: If VA receives notification of the move on November 15th, the stipend amount will be changed effective December 1st and will be reflected in the December stipend payment (made on or about January 1).
• Promptly inform the Caregiver Support Coordinator:
   If you are no longer willing or able to serve as the Veteran/Servicemember’s Primary Family Caregiver for any reason including a physical or mental health condition.
   If you are admitted to a hospital, long term care facility, rehabilitation facility, residential treatment program, or become incarcerated.
   If there is any change to your address, telephone number or other contact information.
   If the Veteran/Servicemember is admitted to a hospital, long term care facility, rehabilitation facility, residential treatment program, or becomes incarcerated.
• Inform your Caregiver Support Coordinator if you are currently covered under a health plan contract such as a commercial health insurance plan, Medicare, Medicaid, a Workers’ Compensation Law plan or TRICARE. If you are covered by one of these plans you will not be eligible for CHAMPVA under the Program of Comprehensive Assistance for Family Caregivers.
• Demonstrate flexibility in scheduling home visits. Be physically present and participate during home visits and monitoring assessments as required by the Program of Comprehensive Assistance for Family Caregivers.
• Primary Family Caregivers shall acknowledge the following:
   Ongoing assessments of the Veteran’s care needs will be conducted for continued participation in the Program. As the Veteran’s care needs change, the tier level may also change as determined by the Veteran’s clinical team.
   The stipend does not imply an employer/employee relationship between you and the Department of Veteran Affairs.
   The stipend is not an entitlement or benefit but rather recognition of the care and support you provide to the Veteran. The stipend may change or be discontinued if the Veteran’s care needs change.
   The revocation of your status as Primary Family Caregiver can be requested by the Veteran/Servicemember at any time.
   Your status as Primary Family Caregiver may be revoked if you are unable to meet the care needs of the Veteran or the care is not in the best interest of the Veteran as determined by the clinical care team.
   Noncompliance with Program requirements as defined by law may result in your revocation as Primary Family Caregiver by VA.

**Veteran/Servicemember**

As a participant in the Program of Comprehensive Assistance for Family Caregivers, the Veteran/Servicemember or the Veteran’s legal guardian has the following responsibilities:

• Fully complete, sign, date and submit the Caregiver and Veteran application for the Program of Comprehensive Assistance for Family Caregivers Form10-10CG. You and the identified Primary Family Caregiver must sign the application. If a Secondary Family Caregiver is identified at the time of initial application, the Secondary Family Caregiver must also sign this application.
• Adding a Secondary Family Caregiver after the initial application is submitted can occur by completing a second Form 10-10CG which is signed by you and the Secondary Family Caregiver.
• Obtain and maintain a VA health care provider and receive ongoing care from a VA medical center or clinic. Notify the CSC if you work with non-VA providers for care coordination.
• Work closely with your Caregiver and treatment team to attain your highest possible level of independence.
• Provide a written statement to the Caregiver Support Coordinator when your address changes, to avoid disruption of the Caregiver’s stipend payment. This notification should be made after you move. The stipend change for the Caregiver, if any will go into effect the month following receipt of written notification. Example: If VA receives notification of the move on November 15th, the stipend amount will be changed effective December 1st and will be reflected in the December stipend payment (made on or about January 1).
• Promptly inform the VA health care team, Primary Family Caregiver and CSC:
  ➢ If there are any changes in your physical or mental health condition.
  ➢ If you are hospitalized, admitted to a long term care facility, rehabilitation facility, residential treatment program, or become incarcerated.
  ➢ If there are any changes in your Caregiver(s) address, telephone number or other contact information.
  ➢ If your Primary Family Caregiver is admitted to a hospital, long term care facility, residential treatment program, rehabilitation facility, becomes incarcerated or is no longer providing care.
• Be physically present and participate during home visits or monitoring appointments as required by the Program of Comprehensive Assistance for Family Caregivers.
• Provide a written statement to the Caregiver Support Coordinator if you decide you want to change or revoke your Primary Family Caregiver or Secondary Family Caregiver(s).
• Follow your local VA medical center’s policies for Release of Information and Privacy, which allows VA to share your health information with the Primary Family Caregiver.

**Caregiver Support Coordinators**

Caregiver Support Coordinators are responsible for the Caregiver Support Program at the VA medical center. They have the following responsibilities during the application process and throughout your participation in the Program of Comprehensive Assistance for Family Caregivers:

• Recognize the Caregiver(s) as a partner in the Veteran/Servicemember’s health care and advocate with other VA staff regarding the role of Family Caregiver(s).
• Promote the Veteran/Servicemember’s independence and recovery.
• Provide education and information on Caregiver Support Program requirements including the roles and responsibilities of the Veteran/Servicemember and Primary and Secondary Family Caregiver(s) for participation in the Program.
• Fully explain the application process to the Veteran/Servicemember and Primary and Secondary Family Caregiver applicants, including information in writing.
• Inform the Primary and Secondary Family Caregiver(s) of additional education and support services available to them.
• Discuss the potential risks of terminating any health insurance in which the Primary Family Caregiver is currently enrolled or may become enrolled during the time they are an approved Primary Family Caregiver.
• Assist with coordinating services available under the Program of Comprehensive Assistance for Family Caregivers, including a stipend.
• Coordinate Program monitoring and oversight for continued Program eligibility which will include home visits and ongoing assessment of the Veteran/Servicemember and Primary Family Caregiver.

• Inform the Veteran/Servicemember and Caregiver(s), in writing, of any change in the Veteran’s tier level as determined by the clinical team.

• Provide information on the VA’s clinical appeals process.

• Respond to the Primary and Secondary Family Caregivers’ questions and concerns.

• Report any suspicion of abuse, neglect or financial exploitation per VHA Directive 2012-022 and local VA policy.

• Maintain and protect Veteran/Servicemember and all Primary and Secondary Family Caregivers’ protected health information and confidentiality per local VA policy.

Secondary Family Caregiver

As a participant in the Program of Comprehensive Assistance for Family Caregivers, the Secondary Family Caregiver has the following responsibilities:

• Fully complete, sign, date and submit the Caregiver and Veteran application for the Program of Comprehensive Assistance for Family Caregivers Form10-10CG. You and the identified Veteran/Servicemember must sign the application.

• Complete a new Form 10-10CG Program application signed and dated by you and the Veteran/Servicemember if you apply to become the Primary Family Caregiver.

• Be at least 18 years of age, and willing and able to provide the Veteran/Servicemember's personal care services as defined in the plan of care developed by the VA, or in collaboration with DoD or a community health care provider.

• Be a member of the Veteran/Servicemember’s family, such as a spouse, son, daughter, parent, step-family member, or extended family member. If not related to the Veteran/Servicemember you must live with the Veteran/Servicemember upon approval.

• Provide information in writing, if requested, to verify that you meet the requirements to be a Secondary Family Caregiver.

• Work closely with the Veteran/Servicemember’s treatment team to support, promote and encourage the Veteran/Servicemember in attaining the highest level of independence.

• Promptly inform the Caregiver Support Coordinator, in coordination with the Primary Family Caregiver:
  - If there are any changes in the physical or mental health condition of the Veteran/Servicemember.
  - If you are no longer willing or able to serve as a Secondary Family Caregiver.
  - If there are any changes to your address, telephone number or contact information.

• Secondary Family Caregivers shall acknowledge the following:
  - Revocation of your status as Secondary Family Caregiver can be requested by the Veteran/Servicemember at any time.
  - Your status as Secondary Caregiver may be revoked if you are unable to meet the care needs of the Veteran or the care is not in the best interest of the Veteran as determined by the clinical care team.
  - Noncompliance with Program requirements as defined by law may result in your revocation as Primary Family Caregiver by VA.