

to appeal clinical decisions in accordance with VHA Directive 1041, Appeal of VHA Clinical Decisions, or subsequent policy issue.

(5) Ensuring that Veterans and/or caregivers dissatisfied with a clinical determination or clinical service related to the Caregiver Support Program are informed of their right to file a clinical appeal in accordance with VHA Directive 1041, Appeal of VHA Clinical Decisions (includes the requirement of the establishment of a local clinical appeals process), or subsequent policy issue.

(6) Ensuring that all appropriate providers (e.g., primary care, specialty care, and mental health providers) participate in clinical determinations concerning the Veteran's eligibility for and participation in the Program of Comprehensive Assistance for Family Caregivers and that the timelines set forth in 38 CFR 71.25 and 71.40 are met.

(7) Encouraging discussions of caregiver support at town hall meetings and Community Veterans Engagement Boards (CVEB) as appropriate.

j. **Caregiver Support Coordinator.** The Caregiver Support Coordinator is responsible for:

(1) Managing and coordinating the application process for the Program of Comprehensive Assistance for Family Caregivers, including assisting Veterans and caregivers to complete VA Form 10-10CG, or successor form, and documenting the application approvals and denials, and participant status changes in the designated Caregiver Support Program data system and electronic health record as appropriate. Caregiver Support Coordinators are responsible for ensuring that caregiver training is made available to caregivers (whether in-person, online, or through other available format) and coordinating with the clinical support staff assigned to the Program of Comprehensive Assistance for Family Caregivers to ensure completion of clinical assessments, required home visits and monitoring every 90 calendar days (unless otherwise clinically indicated).

(2) Ensuring an initial home visit is conducted no later than 10 business days after certification by VA that the caregiver completed the required core curriculum training, or if the Veteran is hospitalized, no later than 10 days after the Veteran returns home.

(3) Developing and managing the Program of General Caregiver Support Services to include providing referrals and resources to caregivers of Veterans of all eras and coordinating with other services and programs (e.g., Home Based Primary Care, Spinal Cord Injury, Mental Health, long-term care services, and other VA and community based resources and programs) to ensure caregivers they serve are informed of available resources.

(4) Responding to all referrals and inquiries within 5 business days, including referrals and inquiries from the Caregiver Support Line, Health Eligibility Center, Health Resource Center, and VHA Office of Community Care, Caregiver Support Program Division.