



VETERANS HEALTH ADMINISTRATION (VHA)

WILLIAM C. TALLENT KNOXVILLE VA OUTPATIENT CLINIC

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KNOXVILLE VA PRIMARY CARE SOCIAL WORKERS:

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VA PRIMARY CARE SOCIAL WORKERS ASSIST WITH HEALTHCARE COORDINATION TO A VARIETY OF SERVICES AND RESOURCES INCLUDING BUT NOT LIMITED TO THE BELOW.

Non-Skilled Home Maker Program

The purpose of Home Maker services is to provide ongoing help in the home or in an Assisted Living Facility for veterans needing Adult Daily Living (ADL) skills such as bathing, toileting, walking to the bathroom, assistance in the bathroom, dressing, transferring from bed or wheelchair to bath, etc. Such services are provided by community agencies that contract with the VA. The amount of hours is determined by need and based on results from a screening of Veteran's physical functioning that is completed by a Primary Care Social Worker.

- **Criteria:** A veteran must be dependent in 3, 2 or multiple ADL skills (as named above).

The assigned agency sometimes provides light housekeeping services once the veteran's ADL needs are addressed and if time allows; however, housekeeping is not their sole purpose.

Skilled Home Health Care

This service provides brief home health to a veteran from a skilled provider (nurse, physical/occupational therapist, etc.). Such services may include in-home PT/OT, Speech Therapy, nursing education, wound care, and others. If Medicare is available, Medicare will be the funding source. The VA Primary Care Provider must meet with the veteran face-to-face for an evaluation prior to initiation of this service.

- **Criteria:** Veterans must need intermittent, short-term skilled nursing care for teaching, treatment services, monitoring, and/or rehabilitation.

Respite – Out of Home (Inpatient)

Overnight respite care can be provided through the VA in a VA Contracted Nursing Home (CNH) placement. The Veteran is allowed 30 days of respite per year.

- VA CNH locations closest to the Knoxville area are as follows:
 - Waters of Clinton- Clinton, TN



- Waters of Sweetwater- Sweetwater, TN
- Jefferson Health & Rehab- Jefferson City, TN
- Inpatient respite services are intended for the caregiver to have respite for their own self-care; this could include a caregiver undergoing a surgical procedure or even needing to go out of town.
- One month advanced notice is requested to make accommodations for this service.
- This benefit only applies if the veteran is unable to be left alone and meets nursing home level of care. The family is required to pick the veteran up from the CNH at the end of the approved respite period.

Community Adult Day Health Care Services

This service is provided by VA contracted facilities only. Examples of services provided include:

- Socialization
- Health Monitoring
- Discussion Groups
- Arts and Crafts
- Exercises
- Social Programs
- Education
- Closest Adult Day Care facilities to the Knoxville Outpatient Clinic are:
 - Hope Springs Adult Day Care Center, Inc.
 - 4036 Gap Road, Knoxville, TN 37912
 - Our Place Adult Day Care
 - 103 Cheeyo Way, Loudon, TN 37774
- Eligibility:
 - Veterans are eligible IF they meet the clinical need for the service. This program can be used in combination with other home and community based services.
 - Veterans must be enrolled for Primary Care with a VA provider.
 - Veterans must have three or more adult daily living skill needs and/or be cognitively impaired.
- Cost: Co-pay for services may be charged based on the veteran's VA service-connected disability status and financial information.

VA Contracted Nursing Home (CNH) Placement

A veteran qualifies for a VA CNH if he/she meets medical criteria AND one of the three following conditions are met:

- Veteran is 60% service connected (in one single rated condition) AND rated unemployable
OR
- Veteran is 70% or more service connected in all total ratings
OR
- Veteran is enrolled in VA Hospice

Veterans who meet the eligibility criteria above can be placed in a VA CNH. VA CNH locations closest to the Knox Area are:



- Waters of Clinton- Clinton, TN
- Waters of Sweetwater- Sweetwater, TN
- Jefferson Health & Rehab- Jefferson City, TN.

Short-term rehab, long-term care and hospice are covered for these eligible Veterans.

Ben Atchley Tennessee State Veterans' Home

- Address: 1 Veterans Way, Knoxville, TN 37931
- Phone: 865-862-8100

Ben Atchley is a skilled nursing facility overseen by The State and not the VA. The facility provides Long Term Care and/or Short Term Rehabilitation for honorably discharged veterans, veteran spouses, or Gold Star parents. If a veteran meets the service connection criteria for VA Contracted Nursing Home Placement (eligibility criteria is further explained above), the VA will pay a per diem rate for the veteran; a veteran would need to contact Ben Atchley directly to gather further information regarding how much the per diem rate will be for them based on their individual eligibility.

- Referral Process: Ben Atchley is a self-referral facility in which a family or veteran can contact Ben Atchley directly to request to be added to their waiting list. If a veteran is admitted to a hospital for a 3 day stay, the veteran may be able to discharge from the hospital to Ben Atchley depending on bed availability.

Home Based Primary Care (HBPC)

HBPC is a program offered to veterans who are no longer able to travel to their clinic appointments without great difficulty. The veteran must agree to have no other primary care provider within the VA or in the community.

- The Home Based Primary Care Team incorporates the following providers: Primary Care Provider (such as a Medical Doctor, Physician's Assistant, or Nurse Practitioner), Nurse, Occupational Therapist, Psychologist, Dietitian, Social Worker.
- Veterans are typically seen for HBPC Intake within approximately 30 days of referral depending on the number of HBPC cases.

Palliative Care

This service is offered when a Veteran requires comfort care for managing illness and has been given a prognosis of more than 6 months to live. A veteran can contact his/her assigned VA Primary Care Provider for this service.

Hospice Care

Hospice care is considered the final stage of Palliative Care. To qualify for hospice care, the Veteran must have been given the prognosis of having 6 months or less to live. This prognosis must be documented by a provider either at the VA clinic or an outside provider to meet the criteria for VA Hospice Services.

- Hospice is for comfort care only, and involves no curative measures. Hospice care patients are eligible for any other VA services that could increase their comfort level.
- A VA primary care provider enters the referral (termed “consult”) for this service.
- A veteran can contact his/her assigned PACT Social Worker for assistance in this process.

Home Improvements and Structural Alterations (HISA) Grant

The HISA Grant assists veterans with housing modifications needed to accommodate medical conditions. Any veteran can request this assistance. Veterans can receive benefits of \$2,000 to \$6,800 for home improvement projects to aid with home modifications to make it easier for the Veteran to live in their home with the disability. **THIS IS A ONE TIME GRANT AMOUNT.** If the project estimated to be over the amount provided by the VA, the Veteran is responsible for the remainder of the cost of the modification.

- Process:
 - Primary Care Provider must complete the HISA consult to begin the referral process; the veteran then completes the application which is mailed by the Prosthetics Department at Mountain Home.
 - The veteran must have tried over-the-counter products to be considered for the HISA Grant. (e.g., handrails, grab bars, etc... found at local hardware stores).
 - The HISA Grant review committee meets one time per month. The application must be complete or it will be returned to the Veteran.

Transportation Services

- Veterans Transportation Services (VTS) Van: This service provides veterans transportation to/from VA and non-VA authorized appointments (through Community Care).
 - Eligibility: Veteran must live within 30 minutes from the Knoxville Outpatient Clinic. The veteran must be capable of physically transferring out of their home and into the van
 - Additional Info: Provides door-to-door rides in wheelchair accessible vans for veterans. A companion is permitted to ride with the veteran IF VTS is notified in advance and IF capacity allows. Scooters are not able to be transported on the van due to vehicle limitations. Manual and power wheelchairs are able to be transported in the VTS vans; however, a veteran must be able to physically transfer themselves from the wheelchair to the seat without assistance.
- Beneficiary Travel (BT) Special Mode Transportation:
 - Eligibility:
 1. A veteran MUST first meet medical criteria; meaning that he/she must be unable to transfer in and out of a vehicle on his/her own; documentation of this condition must be noted by a VA Primary Care Physician.

AND

 2. A veteran MUST be 30% or more service connected OR are VA copayment exempt for medications.
 - Additional Info: This service provides eligible veterans with ambulance, ambulette, air ambulance, wheelchair van and other transport modes that are specially designed to transport certain disabled individuals. Special Mode DOES NOT include public transportation such as bus,

taxi, airplane, or privately owned vehicles which happen to have adaptive equipment. This service is not contingent on the distance a veteran lives from a VA clinic. This transportation is also NOT used for emergency situations.

- **DAV Van:** This is transportation provided by volunteers of the Disabled American Veterans (DAV) organization. These volunteers transport a veteran round-trip from Knoxville to Mountain Home for scheduled appointments.
- **Travel Pay Benefits:**
 - **Eligibility:** Veterans who are 30% or more service connected
 - Veterans who are eligible will receive a pre-determined amount per mile to help pay travel costs to/from their VA appointments. A veteran can reference the MyHealthVet website at <https://www.myhealth.va.gov> (the MyHealthVet Premium Account is needed) to obtain a form for applying for travel pay reimbursement. An outpatient clinic clerk can also assist with providing this form.

100 Days of Inpatient Physical Rehabilitation

- **Eligibility:** In order to be eligible for Inpatient Physical Rehabilitation, a veteran must be medically in need of skilled rehabilitation and meet ONE of the following criteria:
 - 1. Veteran is at least 60% Service Connected in a single rated condition AND rated Unemployable
 - OR
 - 2. 70% or more total combined Service Connected.
- The veteran can request a referral for these services while in their home environment OR from a hospital setting.

VA Program of Comprehensive Assistance for Family Caregivers (PCAFC)

- This is part of the Caregiver Support Program. To learn more about this program, a veteran can visit the website at <https://www.caregiver.va.gov/>
- OR
- The Caregiver Support Line can be reached at 1-855-260-3274.

Durable Medical Equipment

- The VA does not allow VA issued equipment to be returned once it has been issued to a veteran.
- The following are some examples of medical equipment that can be requested if needed and if a veteran meets the criteria for the item:
 - Canes, Rollators (walkers with wheels), Shower chair, Transfer bench (making it safer to get into a bathtub), Adult incontinence supplies, Disposable Gloves (for wound care, self-catheters, cream applications, etc.), Elevated toilet seat, Bedside commode, Hospital bed, Life Alert Buttons, Electric wheelchairs/electric scooters, and more.