



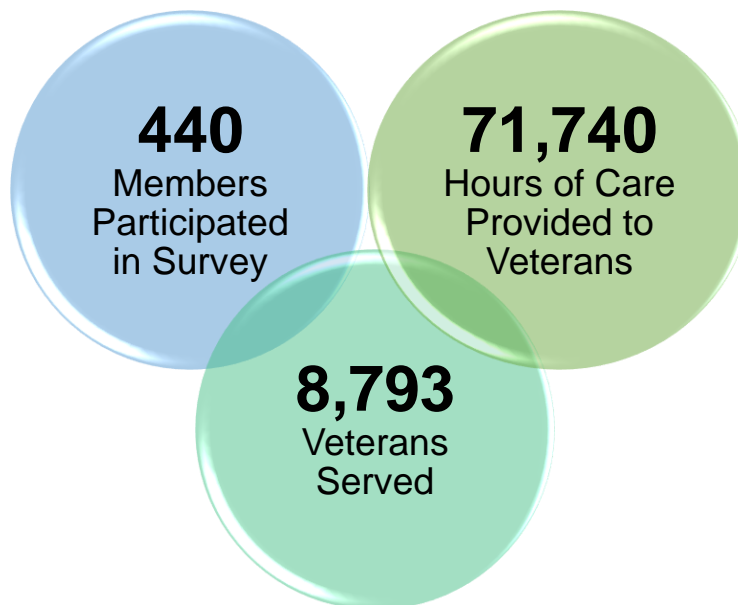
# HOME CARE FOR VETERANS

2021 Survey

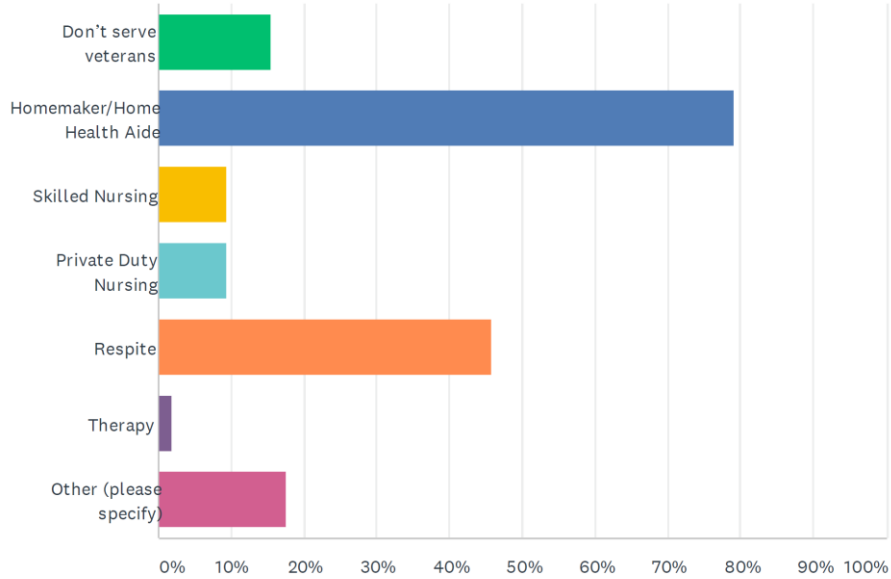
The Veterans Affairs Services Advisory Council of the Home Care Association of America (HCAOA) advocates for veterans to receive the care and services they need to remain independent at home, while ensuring effective policy and reimbursement for home care providers. To guide the advocacy efforts of the Council, HCAOA asked members to complete a brief survey in January/February 2021 about care for veterans.



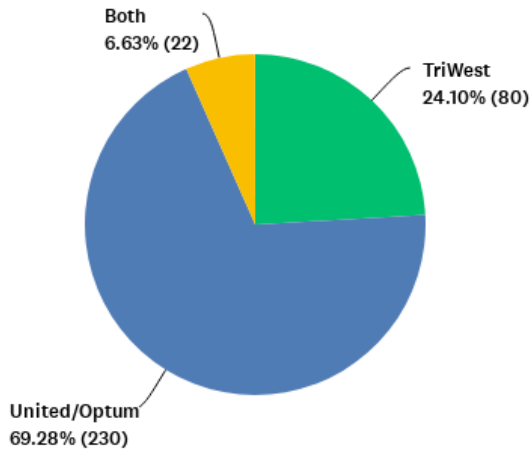
## BY THE NUMBERS



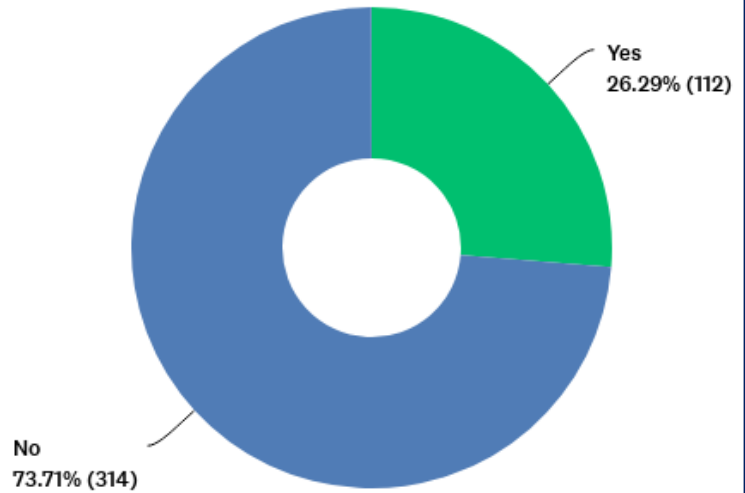
## What services do you currently provide to veterans?



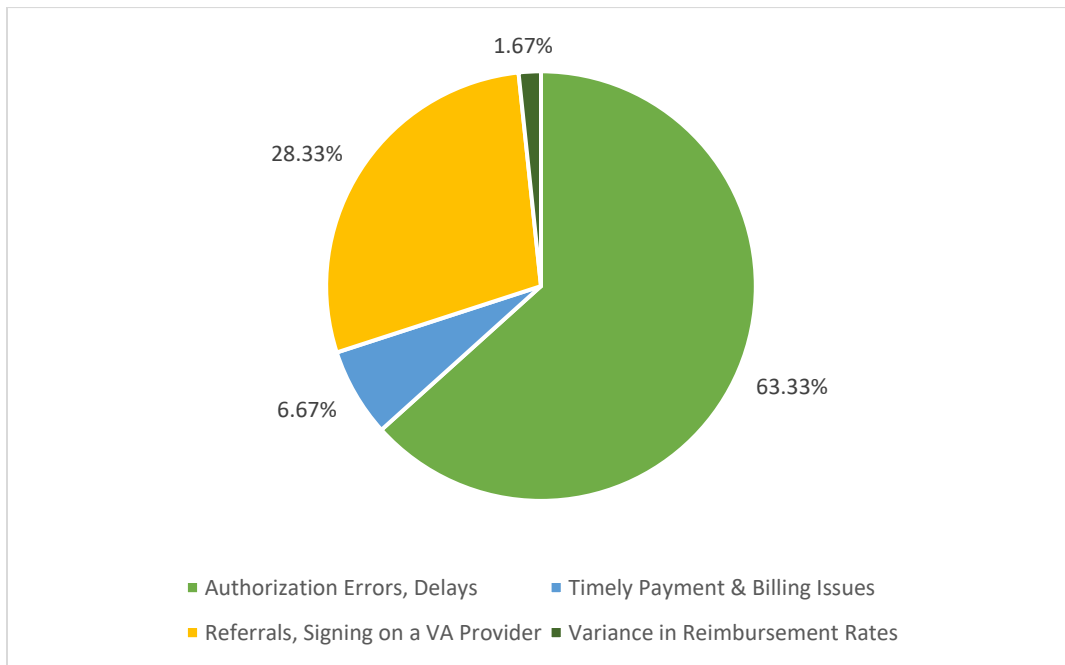
## Who are you contracted with?



## Have you been able to get authorization in your state to provide skilled nursing visits for oversight of homemaker/HHA services provided?



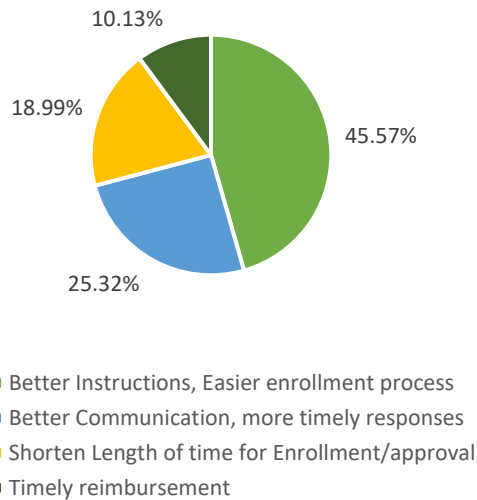
List any difficulties you are having where a local VA community care location is not following the processes as set by VA National.



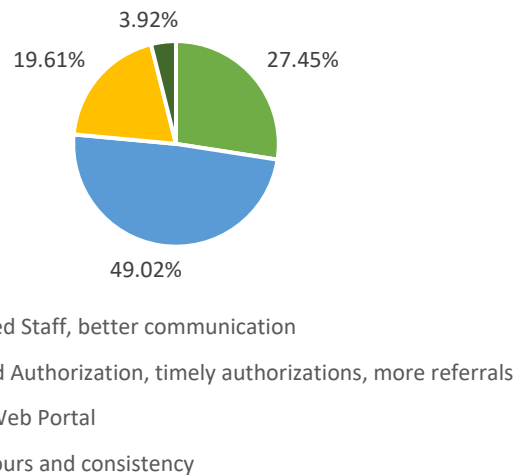
The Home Care Association of America represents more than 3,500 home care agencies across the nation. We are the trusted voice of the home care industry, strengthening our members through advocacy, education, and research.

## TriWest Results

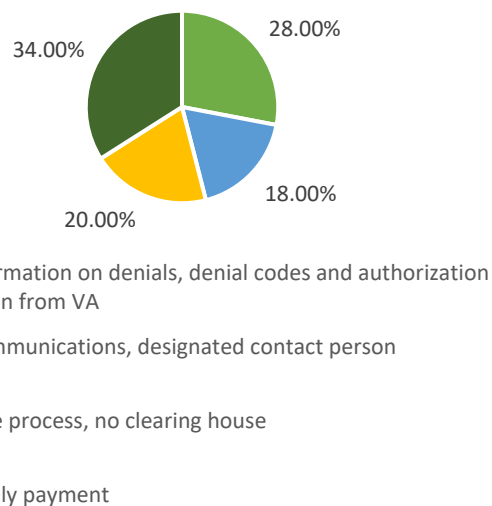
What would you like changed regarding the provider enrollment process for TriWest?



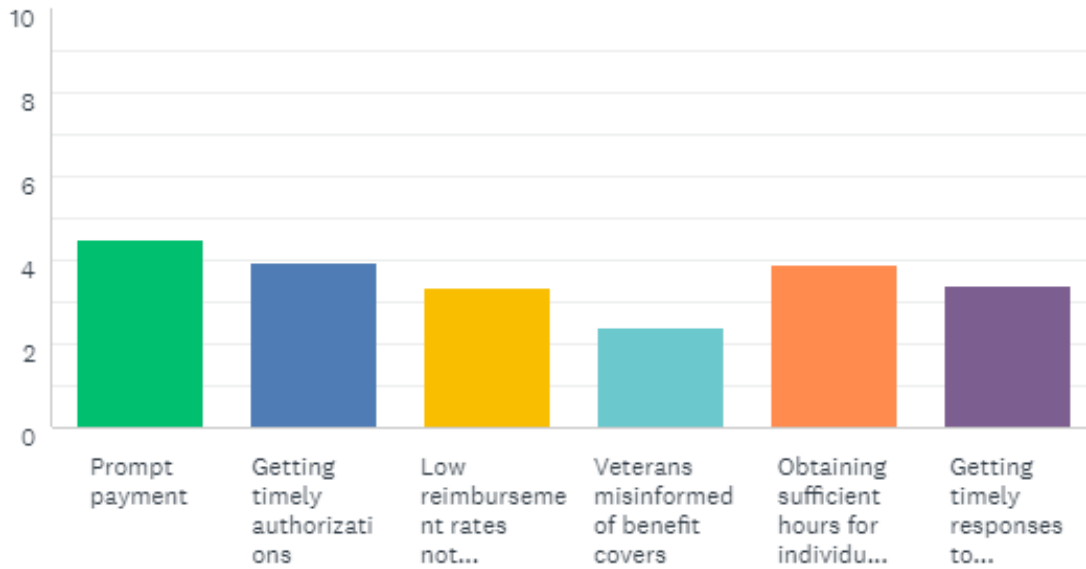
What would you like changed regarding the process to obtain authorizations/referrals for care with TriWest?



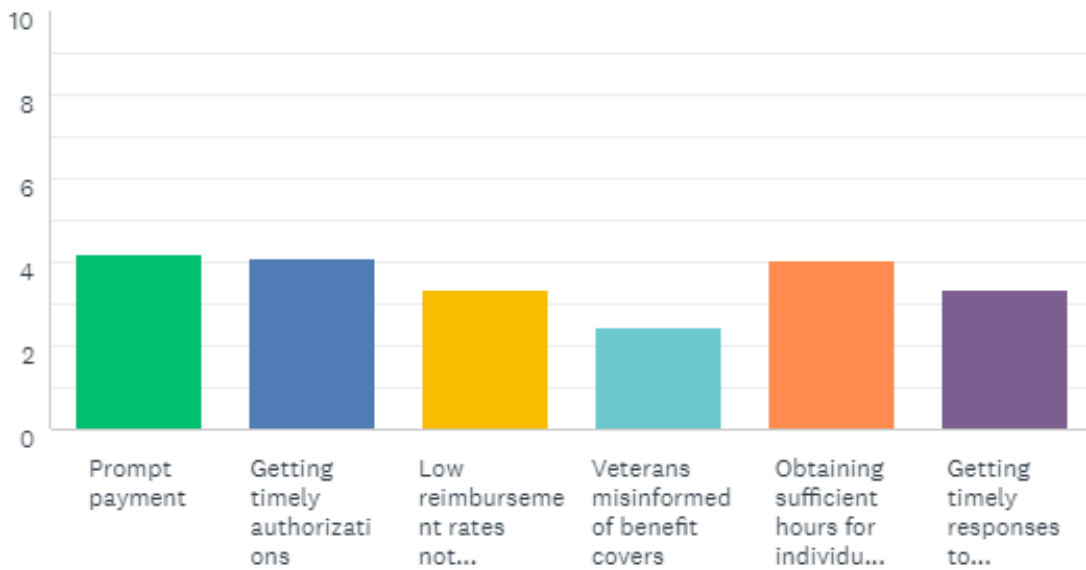
If applicable, what would you like changed regarding the billing and payment process for TriWest?



Please list in order of importance the challenges you are facing providing services to veteran with "1" being the most significant challenge for TriWest.

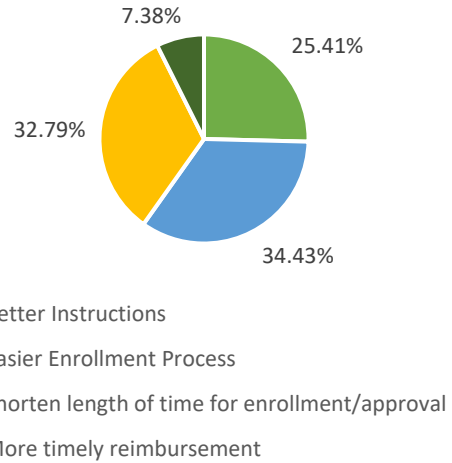


Please list in order of importance the challenges you are facing providing services to veteran with "1" being the most significant challenge for Optum.

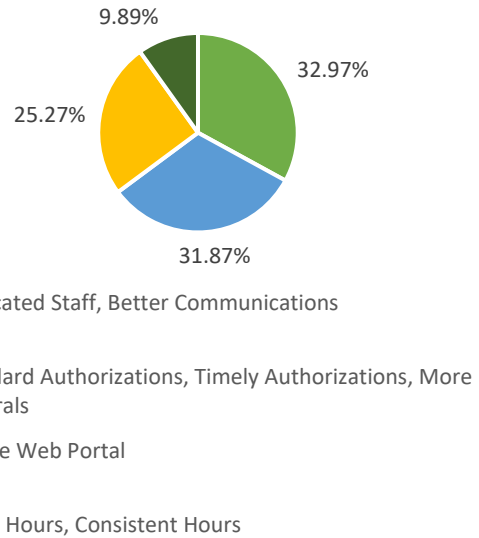


## Optum Results

If applicable, what would you like changed regarding the provider enrollment process for Optum?



What would you like changed regarding the process to obtain authorizations/referrals for care with Optum?



If applicable, what would you like changed regarding the billing and payment process for Optum?

