



MINNEAPOLIS VA COMMUNITY HOME CARE NEWSLETTER



DIRECTORY:

 Care in the Community
General Call Line:
612-467-6565
Hours: 0830-1500
*Excluding Federal Holidays

 Care in the Community
Home Care Line:
612-725-8196

 Care in the Community
Home Care Fax:
612-794-3982

 VA Primary Care Call
Center:
612-467-1100

 Optum Billing Line:
844-839-6108



IMPORTANT REMINDER:

Authorization lengths vary depending on the type of service and expected clinical need of each patient. In order to avoid a break in authorization, please look closely at the hard copy authorization, which includes the end date.

Visit Notes and Clinical Documentation



- VA requires visit notes for all Home Health Aide/Homemaking re-authorization requests. Please submit at least 2 weeks of visit notes. Failure to send in visit notes will delay the re-authorization process and may result in a break in authorization. Please remember to submit all re-authorization requests and supporting documentation 14-30 days prior to expiration.
- VA requires clinical documentation for all Skilled Nurse Visits (SNV), Physical Therapy (PT) and Occupational Therapy (OT) re-authorization requests. Please submit the most recent visit note and/or 485 along with the re-authorization request.

Note that all PT and OT re-authorization requests will be reviewed for clinical appropriateness by VA PT/OT staff respectively.



Signature Required



- Please make sure that all visit notes and clinical documentation sent to VA include a valid electronic or physical signature.
- This requirement is important to ensure that documentation can be appropriately added to the medical record.

Staffing Updates



- Our department is experiencing many staffing changes and challenges. Please bear with us as we continue to strive in providing the highest standard of care for our Veterans.



Under Construction: Changes to the VA home care benefit and processes continue as directed by The VA Office of Geriatrics and Extended Care and VISN 23. We aim to keep our community partners informed as changes take place. Please stay tuned for updates. Thank you for your patience and continued partnership.