

VA# 007 Revision: 001
Effective Date: 01/01/2016

Prepared By: SAV
Approved By: KP

- Title:** Independent Consultant Contact Requirements
- Policy:** The VD-HCBS Independent Consultant must make monthly, quarterly and annual contact with veterans enrolled in the VD-HCBS program.
- Scope:** This procedure outlines the contact requirements for Independent Consultants and veterans enrolled in the VD-HCBS program.
- Responsibilities:** It is the responsibility of the VD-HCBS Independent Consultant to make required contacts with their veteran clients.
- It is the responsibility of the VD-HCBS Independent Consultant to complete required contact forms pertaining to the VD-HCBS program and to provide a copy to the Veteran Services Contract Coordinator (VSCC) at the Senior Connection Center (SCC) in a timely manner. The required contact forms must be forwarded to the VSCC by the 7th day of each month for the previous month's contact.

Procedure: (Refer to Forms & Resources page for location/copies of referenced documents)

Monthly Contact

1. The Independent Consultant will make monthly contact, via email or telephone, with the Veteran and/or their chosen representative to discuss the well being of the Veteran. Other items must include, but are not limited to:
 - a) Services meeting the needs of the client;
 - b) Budgets and savings request (if applicable);
 - c) Any hospitalizations or stays in skilled nursing facilities;
 - d) Review of employee time sheets and ability to manage the fiscal agent website;
 - e) Review of any vendor invoices.

2. The Independent Consultant will complete a Monthly Contact Form

Quarterly Contact

1. The Independent Consultant must make quarterly face-to-face contact to discuss all issues during a regular monthly contact, but also to evaluate the Veteran's home environment and physical appearance.
2. The Veteran's Plan of Care and Budget must be reviewed for efficiency every six (6) months. A signed copy of the current budget must be faxed to the VSCC.
 - If there has been a change in the budget, the VSCC must forward a copy on to the fiscal agent.
3. The Independent Consultant will complete a Quarterly Contact Form.
4. The Independent Consultant will complete a case narrative, including the Independent Consultant's observations to summarize the visit, and it will be kept in the client's file.

Annual Contact

1. The Independent Consultant must make an annual face-to-face contact to discuss all items required during a monthly contact. In addition, the following forms must be completed:
 - a) 701B
 - b) Care Plan
 - c) HIPAA
 - d) Disaster Plan
 - e) Budget Plan
 - f) Updated Attestation Letter, Revision 09-2015
2. The Veteran's Personal Goal Setting Tool and Emergency Back-Up Plan must be reviewed for efficiency annually and any changes must be sent to the VSCC.
 - The VSCC must alert the fiscal agent and/or VA of any changes, when appropriate.
3. The Independent Consultant will complete an Annual Contact Form
4. The Independent Consultant will complete a case narrative, including the Independent Consultant's observations to summarize the visit, and it will be kept in the client's file.

Revision History:

Revision	Date	Description of changes	Requested By
001	01/01/2016	Agency Name, Form Reference	S. Valenti