

Program of Comprehensive Assistance for Family Caregivers

Veterans Health Administration Clinical Review Process - Frequently Asked Questions

What is the Veterans Health Administration (VHA) Clinical Review Process?

For the purposes of the Program of Comprehensive Assistance for Family Caregivers (PCAFC), the VHA Clinical Review Process (also referred to as the VHA Clinical Appeals Process) is a written request for review of one or more PCAFC decisions. A clinical review for a PCAFC decision is conducted by a Centralized Eligibility and Appeals Team (CEAT), which is a standardized group of inter-professional, licensed practitioners within a Veterans Integrated Service Network (VISN), with specific expertise and training in the eligibility requirements for the PCAFC. The CEAT which completes the review is a different CEAT than the team who made the decision being disputed. Veterans and caregivers who file a VHA Clinical Review and disagree with the outcome of the review decision, have an opportunity to file a second level review also using this process, allowing an additional opportunity for the decision to be reviewed.

How do I request a VHA Clinical Review?

The first step is to submit a written request for a clinical review to the Patient Advocate at your local VA medical center.

Please contact the Patient Advocate at your local VA medical center to initiate a clinical review, or for more information on the clinical review process.

VA Long Beach- Office of the Patient Advocates (562) 826-5467

Email: VHALONPatientAdvocateOffice@va.gov; Fax: (562) 826-5187

Mail or go in person: Office of the Patient Advocates

VA Long Beach Healthcare System

5901 East Seventh Street

Building 165, Room C117

Long Beach, CA 90822

Monday-Friday from 8am-4pm

It is important to note, ALL PCAFC decisions may be appealed to the Board of Veterans Affairs. Information about this process as well as other review options available to you are described in the enclosed VA Form 10-305, *YOUR RIGHTS TO SEEK FURTHER REVIEW OF PROGRAM OF COMPREHENSIVE ASSISTANCE FOR FAMILY CAREGIVERS (PCAFC) DECISIONS.*