

CARING COMPANIONS IN-HOME SENIOR CARE · ADDENDUM TO THE SERVICE AGREEMENT

VA Community Care Addendum

This Addendum applies only to Clients whose services are authorized through the Department of Veterans Affairs Community Care Network (VA CCN). It is signed in addition to, and forms part of, the Caring Companions Service Agreement. Where this Addendum and the Service Agreement differ for VA-authorized services, this Addendum applies.

Clients receiving services through the Department of Veterans Affairs Community Care Network (VA CCN) are **not personally billed** for authorized services. The Agency will bill the VA or its contracted third-party administrator directly for covered care.

1 Covered Services & Authorization Requirements

VA CCN services must follow:

- An active VA authorization number;
- The number of hours and type of service listed on the authorization;
- VA Community Care Network rules for documentation, scheduling, and visit verification;
- A current plan of care provided or approved by the VA.

The Agency may provide **only** those services that fall within the VA's authorized scope. Requests for additional hours or tasks **not covered by the VA authorization** must be paid privately at the Agency's private-pay rates.

2 Changes in Authorization

If the VA authorization expires, is not renewed, is reduced, is suspended, or is denied, the Agency cannot continue services under VA CCN funding. The Client may choose to continue care as a **Private Pay** client under the Agency's current rates.

3 Client Responsibilities

The Client/Responsible Party agrees to:

- Ensure the Agency receives all VA authorization documents;
- Notify the Agency of any changes in VA status or eligibility;
- Understand that VA CCN benefits may be limited, time-bound, or subject to review;
- Pay privately for any non-covered hours or tasks if they choose to receive them.

4 Transportation

Transportation is not an authorized service under the VA Community Care Network (CCN) Homemaker/Home Health Aide program. Caregivers cannot transport VA CCN clients in any vehicle.

5 Electronic Visit Verification (EVV)

For VA CCN clients, EVV is a requirement of the program, and services cannot be provided without proper EVV documentation. If the Client refuses EVV or prevents caregivers from completing EVV, the Agency cannot continue services under VA CCN funding.

6 Program Rules

Clients receiving VA CCN services must:

- Allow caregivers to complete EVV (clock-in/clock-out)
- Understand services must follow the Care Plan and the VA authorization
- Not request unauthorized or non-covered tasks
- Report any changes in VA eligibility promptly

During emergencies or service interruptions, VA authorizations may restrict rescheduling options.

7 Questions and Concerns

In addition to contacting Caring Companions at (417) 234-8494, Veterans receiving VA CCN services may contact the VA Patient Advocate or the VA OIG Hotline.

8 Acknowledgment

I have read and agree to the VA Community Care terms in this Addendum.

Initial acknowledgment (VA CCN terms)

CLIENT OR RESPONSIBLE PARTY

Printed name _____

Signature _____

Date _____

CARING COMPANIONS ADMINISTRATOR

Printed name _____

Signature _____

Date _____