



How to Get the Most Success Out of Your Relationship  
with AVCC Boot Camp.

The top portion of the image features a blurred American flag with its stars and stripes. A large, solid blue shape is on the left side, partially overlapping the white text area.

**Here at AVCC, we thought it was important to look at our most successful relationships with home care providers across the nation. What are the reasons why a home care company can add 20 new clients working with AVCC and other home care companies only get 1 client?**

**This Boot Camp will share all the important steps you can take as a home care company to achieve the best success in starting home care services for Veterans and surviving spouses.**



Let's start with an overview of what your partnership with AVCC delivers:

## **PENSION WITH AID & ATTENDANCE**

- Department of Veterans Affairs Pension Benefit Program
- Available to Veterans and their surviving spouses
- A monthly benefit that can assist with the cost of home care services
- Must meet VA eligibility requirements to receive and maintain this benefit

## **BENEFITS OF BEING AN AVCC PROVIDER**

- Opportunity to provide quality home care services to our nation's Veterans and surviving spouses
- Gain new clients and retain existing clients by becoming a part of the AVCC network
- Increased revenue for your business



## ELIGIBILITY REQUIREMENTS

- Honorable Discharge
- Ninety days of consecutive service
- One day during a period of war
- Must require assistance with at least two ADL's
- Below the total asset threshold (not including home or automobile)
- Household Income vs. Monthly Medical Expenses

## WAR PERIODS FOR ELIGIBILITY

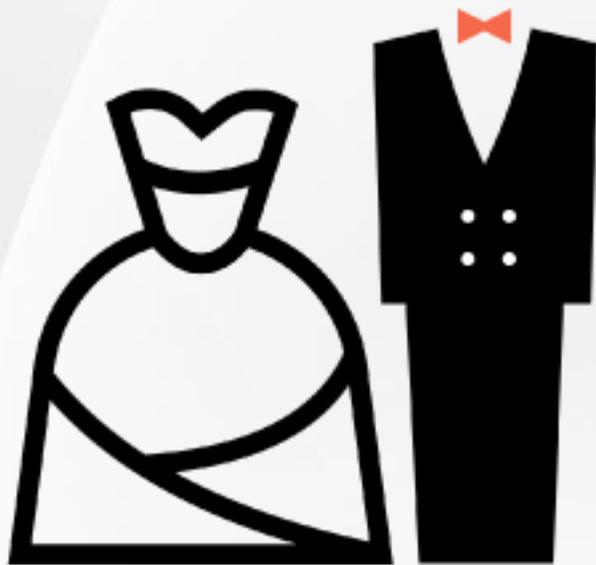
- World War I: April 6, 1917 – April 1, 1920
- World War II: December 7, 1941 – December 31, 1946
- Korean Conflict: June 27, 1950 – January 31, 1955
- Vietnam Era: August 5, 1964 – May 7, 1975
- Persian Gulf War: August 2, 1990 – present

**\*AVCC's intake department will screen clients for eligibility and war period requirements.**



## HOW IT WORKS

- Home care providers refer Veterans and surviving spouses to AVCC
- AVCC works with Veterans and surviving spouses to obtain benefits and start home care services at your office
- Add new clients by using pension with aid and attendance as a way for clients to pay for home care



Gaining five married veterans as clients could increase your total revenue up to

**\$178,980**  
per year!



## THE REFERRAL PROCESS

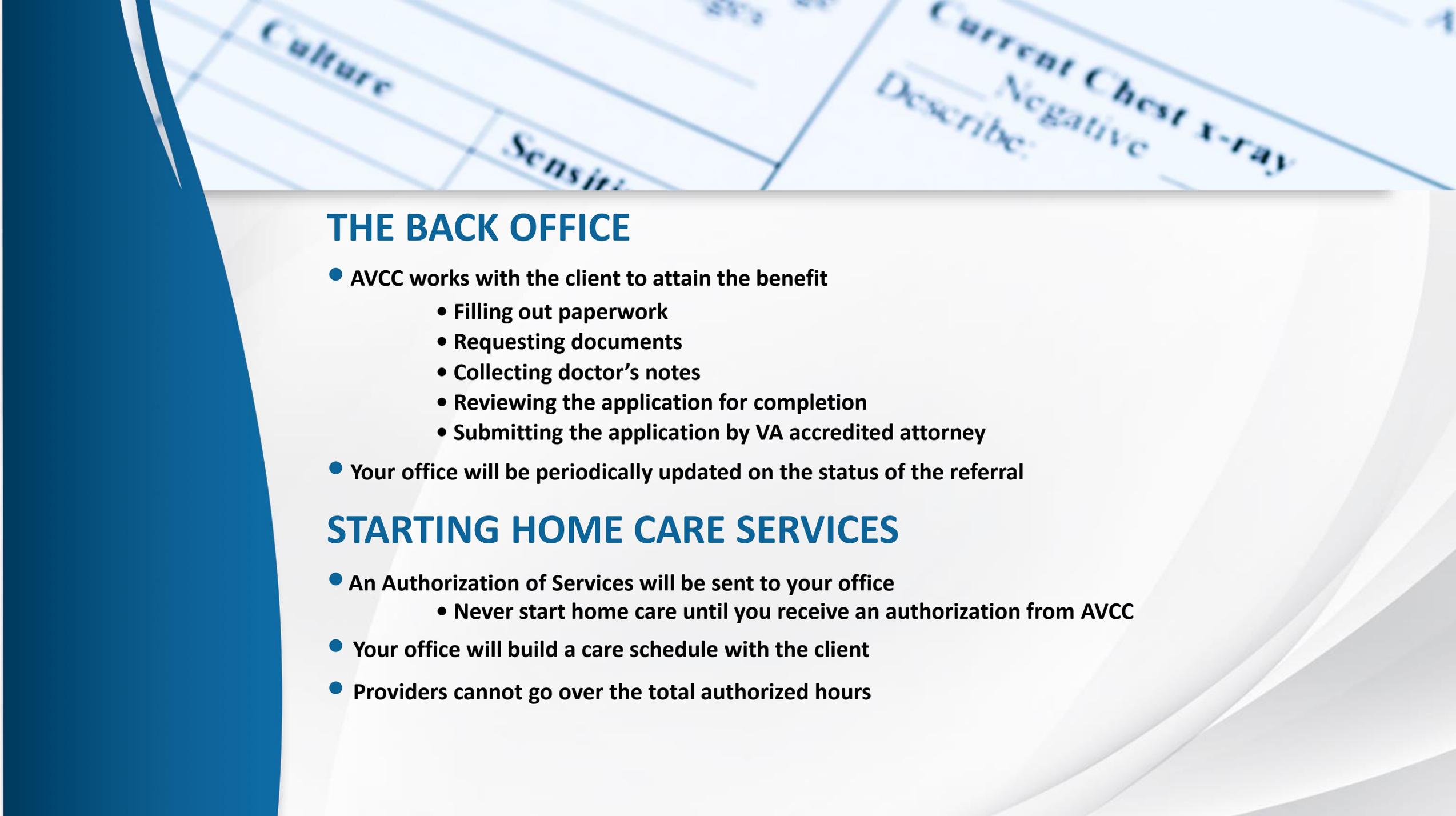
- Every AVCC Provider has a unique referral form
  - Using this form keeps your referrals aligned with your office
- Submit referrals by email or fax
  - Email to: [referrals@avcchomecare.com](mailto:referrals@avcchomecare.com)
  - Fax to: **1-855-601-4771**
- Referrals will be contacted for an initial screening



## Veterans Affairs Application For Health Benefits

### **THE INITIAL SCREENING**

- AVCC's first step is to perform an initial screening
- Your office will receive an update upon completion of the initial screening



## THE BACK OFFICE

- AVCC works with the client to attain the benefit
  - Filling out paperwork
  - Requesting documents
  - Collecting doctor's notes
  - Reviewing the application for completion
  - Submitting the application by VA accredited attorney
- Your office will be periodically updated on the status of the referral

## STARTING HOME CARE SERVICES

- An Authorization of Services will be sent to your office
  - Never start home care until you receive an authorization from AVCC
- Your office will build a care schedule with the client
- Providers cannot go over the total authorized hours



**Referral Form**

AVCC, LLC  
12300 Old Tesson Rd. Suite 400-C  
St. Louis, MO 63128  
Toll Free Phone: 1-855-601-4770

**Toll Free Fax: 1-855-601-4771**  
**Referrals@avcchomecare.com**

*Please fill in information completely to better serve you and your clients*

Date:	
Your Name:	
Referring Organization:	
Phone:	
Fax Number:	
Email:	

**Client Information**

- Please check one:
- Veteran
  - Surviving Spouse
  - Couple

Name:	
Phone Number:	

**Alternate Contact Information**

Family Member or Friend:	
Relationship to Client:	
Phone Number:	
Email Address:	

Who should we be contacting? Client or Alternate Contact



## HOW TO BECOME A TOP PROVIDER

- **Top providers build a large number of clients with consistent referrals**
  - **Consistent referrals typically result in new clients each month**
  - **Top providers send upwards of 20 referrals per month**
- **Understanding not all referrals qualify**
- **Staff education and awareness of AVCC and how to send a referral**
- **Marketing to your referral sources**
- **Always asking if someone is a Veteran or surviving spouse and send the referral**
- **Assign an employee to lead AVCC program in your office**



## BILLING & PAYMENT

- Provider sends one monthly invoice to AVCC for hours serviced per authorization
- Monthly invoices are due by the 5<sup>th</sup> of each month
  - The invoice should be for the hours performed during the previous month
- A check will be issued to your office on the 7<sup>th</sup> of the following month
  - Example: May invoices are submitted by June 5<sup>th</sup>. Payments will be made on July 7<sup>th</sup>.
- One flat hourly rate will be established during contracting
- Invoices are emailed to: [billing@avcchomecare.com](mailto:billing@avcchomecare.com)



## **INCREASING CLIENT BASE WITH AVCC**

**Remember, gaining clients is a numbers game! The more you refer, the more Veterans and surviving spouses you'll bring on board!**

- 1. Your office sends in a referral to AVCC**
- 2. AVCC's intake department will complete a phone interview with family/client to determine if we can assist**
- 3. AVCC sends a referral status update to your office**
- 4. AVCC sends a packet to client/family for review and signature**
- 5. The Pre-Development Department will complete a full review of the packet**
- 6. An application for benefits will be completed by a VA accredited attorney and submitted to the Department of Veteran Affairs**
- 7. The Client file is transitioned to our AVCC Post-Development Department to monitor the application process and maintain eligibility**
- 8. AVCC will send a Client Care Authorization so you know when to start home care**
- 9. You get to start providing home care services**



## QUESTIONS?

If you have any questions feel free to call 855-601-4770 ext. 303 or email at [info@avcchomecare.com](mailto:info@avcchomecare.com)