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| **PART V. Case Management**  **Section A. Rehabilitation Planning** | |
| **CHAPTER 5. MEDICAL TREATMENT AND SERVICES** | |
| **Objectives** | After completion of this training, VR&E staff is expected to:   * Understand the scope of care, treatment, and services that may be provided for Chapter 31 participants. * Describe the process for referring Veterans for medical and dental services to the VA Medical Centers. * Discern the responsibilities of the VAMC Director, VR&E Officer and RO Director in ensuring that medical and dental services are provided timely to Veterans. * Understand the process for authorizing a Veteran’s use of companion animal or service dog. * Know the appropriate resources for crisis prevention intervention and referral to a Vet Center. |
| **Contents** | **Scope of Care, Treatment and Services**  a. Veteran  1. Assistive Devices  2. Special Services  3. Specialized Evaluations  4. General Medical Care and Services Provided  b. Veteran’s Family Members  c. Treatment Eligibility Criteria  d. Payment to Veterans Health Administration (VHA)  **Dental Services**  a. Outpatient Emergency Dental Care  b. Class V Focused Dental Care  c. Non-VA Dental Care  Referring a Chapter 31 Participant for Medical and Dental Services  a. Request and Document Medical or Dental Services from VA  Medical Center (VAMC)  b. Document the Need and Results for a Medical or Dental  Consultation  c. VAMC Liaison and Controls to Expedite Referral Processing  d. Student Health Care Medical Services  1. Allowable School Health Fees/Expenses  2. Prohibited School Health Fees/Expenses  **Consideration of the Medical or Dental Consultant’s Recommendations**  **Vocational Rehabilitation: Chapter 31 Benefits Timely Access to Health Care Services Policy**  **VAMC Director Responsibilities**  a. Clinically Appropriate Care  b. Collection of Co-Payments for Non-Service-Connected  Conditions  c. Established Procedures for Timely Access to Care  d. Directive Compliance Training  e. Communication Between Veterans Health Administration (VHA)  and Veterans Benefits Administration (VBA)  f. Healthcare Outside VA  **Vocational Rehabilitation and Employment Officer (VREO) Responsibilities**  **Regional Office (RO) Director Responsibilities**  **Authorization for the Use of Companion Animals and Service Dogs**  a. Companion Animals  b. Service Dogs  **Crisis Prevention**  a. Veterans Crisis Line  b. Signs of a Crisis  c. Responding to a Crisis  d. Limitations of Confidentiality  e. Referral to Mental Health Provider/Emergency Room  f. Safety Plan  1. Who Should have a Safety Plan?  2. How Should a Safety Plan be Designed?  3. Steps to Develop a Safety Plan  **Vet Center**  a. History  b. Eligibility  c. Readjustment Counseling  d. Sexual Trauma and Harassment Counseling  e. Bereavement Counseling  f. Vet Center Locations |
| **Appendices** | Appendix O. VA Forms |
| **Exercises** | 1. What are the services that may be provided at the VA Medical Centers to Veterans participating in the Chapter 31 program and their families? 2. Describe the eligibility criteria for receiving treatment under the Chapter 31 program. 3. What are the requirements and the process for providing Outpatient Emergency Dental Care, Class V Focused Dental Care, and Non-VA Dental Care to Veterans? 4. Describe the process for medical and dental referral to the VAMC. 5. What are the school health fees or expenses allowed for Chapter 31 participants? What are prohibited school health fees or expenses? 6. What are the VRC’s responsibilities on a consultant’s medical or dental recommendations? 7. Differentiate the responsibilities of the VAMC Director, VR&E Officer and the RO Director in ensuring that timely medical and dental services are provided to the Chapter 31 program participants. 8. Describe the procedures for crisis prevention and intervention. |
| **Rescissions** | Refer to VR&E Letter 28-24-14, Release of M28R, Part V, titled Case Management, which was released on November 5, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |