

VA Spina Bifida Health Care Benefits Program (SBHCBP)



**SPINA BIFIDA
ASSOCIATION**

November 11th, 2021

Presenters

- Juanita Panlener, SBA National Resource Center
- Judy Thibadeau, SBA Director of Research and Services
- Max Minevich, Owner and President at BrightStar Care
- Drake Martin-Greene, Director at Maxim Healthcare Group

Agenda

- I. Introduction to Spina Bifida Association
- II. Introduction to BrightStar Care
- III. Introduction to Maxim Healthcare Services
- IV. Common Acronyms
- V. VA Spina Bifida Health Care Benefits Program (SBHCBP)
- VI. Covered Services
- VII. General Exclusions
- VIII. How to Find a Social Worker (SW)
- IX. How to Find a Certified Case Manager (CCM)
- X. Client examples
- XI. Resources for Overcoming Roadblocks
- XII. Contact information

Spina Bifida Association



**SPINA BIFIDA
ASSOCIATION**

Spina Bifida Association

- National Resource Center
 - Help in English and Spanish
 - Find the closest SBA Chapter or support community
 - Identify the nearest Spina Bifida clinic or center of care
 - Find local support agencies and services
 - Submit complex health-related questions to specialists in Spina Bifida care
 - Find information to address learning and health challenges in school
 - Identify health fact sheets and other informative resources
 - More!

Contact: Juanita Panlener, jpanlener@sbaa.org / 202-618-4753

BrightStar Care



**SPINA BIFIDA
ASSOCIATION**

BrightStar Care

- For almost 20 years BrightStar Care has been providing a variety of in-home care services to our clients that include:
 - Personal Care Services – Assistance with all ADLs
 - Skilled Nursing – Wound care, Trach, Vent, G-Tube, Infusion and Med Management Services
 - Physical, Occupational and Speech Therapies
- There are around 320 BrightStar Care locations in 38 different states around the country
- Each BrightStar Care location is independently owned and operated. BrightStar Care owners are heavily involved in the communities they serve
- BrightStar Care is able to work with a variety of payers to deliver appropriate in-home services to families we serve
- To find a BrightStar Care location near you, please visit www.brightstarcare.com

Maxim Healthcare Group



**SPINA BIFIDA
ASSOCIATION**

Maxim Healthcare Group

- For more than 30 years, we have been making a difference in the lives of our patients, caregivers, and employees. Our nationwide suite of services includes home healthcare, companion and behavioral care, healthcare staffing, and workforce solutions.
- We provide different services in the home setting that range from assistance with ADLs all the way up to caring for enteral tube feedings, tracheostomies and ventilator management
- We have 150+ homecare locations throughout the country, and provide on average 583,000 hours of care in the home each week
- To refer someone to homecare services:
 - Please call your nearest Maxim office by following clicking [here](#)
 - Email MilitaryFederalHomecare@maxhealth.com and someone will be in touch with you immediately

Common Acronyms



**SPINA BIFIDA
ASSOCIATION**

Common Acronyms

- Below is a list of frequently used Acronyms that you may come across when working with the Veterans Health Administration
 - ADLs= Activities of Daily Living
 - CCM= Complex Case Manager and/ or Certified Case Manager
 - EOB= Explanation of Benefits
 - HCBS= Home and Community Based Services
 - OCC= Office of Community Care
 - OHI= Other Health Insurance
 - PCS= Personal Care Services
 - PDN= Private Duty Nursing
 - SBA= Spina Bifida Association
 - SBHCBP= Spina Bifida Health Care Benefits Program
 - SNF= Skilled Nursing Facility
 - SNV= Skilled Nursing Visits
 - SW= Social Worker
 - VHA= Veterans Health Administration
 - VAMC= VA Medical Center
 - VA= Veterans Affairs
 - VARO= VA Regional Office

VA Spina Bifida Health Care Benefits Program (SBHCBP)



**SPINA BIFIDA
ASSOCIATION**

Overview of the Spina Bifida Health Care Benefits Program (SBHCBP)

- In addition to monetary allowances, vocational training and rehabilitation, the Department of Veterans Affairs also reimburses for health care provided to certain Korea and Vietnam Veterans' birth children (as well as certain Thailand service Veterans' children) who have been diagnosed with spina bifida
- For the purpose of this program, spina bifida is defined as all forms of manifestations of spina bifida (except spina bifida occulta)
- The Veterans Health Administration (VHA) Office of Community Care (OCC) in Denver, Colorado, administers the Spina Bifida Health Care Benefits Program, including the authorization of benefits and the subsequent processing and payment of claims

Eligibility

- Korea, Vietnam and Thailand Veterans' birth children who have been diagnosed with spina bifida (spina bifida occulta is excluded from the program)
- Child, for the purposes of the SB Health Care Benefits Program, means:
 - A birth child of a Korea Veteran, regardless of age or marital status, who was conceived after the date on which the Korea Veteran first served in or near the Korean demilitarized zone (DMZ) during the period beginning on April 1, 1968, and ending on August 31, 1971. [38 USC 1821]
 - A birth child of a Vietnam Veteran, regardless of age or marital status, who was conceived after the date on which the Vietnam Veteran first entered the Republic of Vietnam during the period beginning on January 9, 1962, and ending on May 7, 1975.
 - A birth child of a Thailand service Veteran, regardless of age or marital status, who was conceived after the date on which the Thailand service Veteran first entered Thailand during the period beginning on January 9, 1962 and ending on May 7, 1975.

How to Apply

- Health care benefits are based on eligibility determinations made by the Denver VA Regional Office
- To initiate the application process, call the regional office at (303) 914-2900
- Once the Denver VARO makes a determination, including any decision related to monetary allowances, the Veterans Health Administration Community Care (VHA CC) will contact the awardee or guardian regarding the program

Denver VA Regional Office Contacts



Fax: 844-531-7818 (Toll-free)
248-524-4260



Email: BDEFECTS.VBADEN@va.gov



Mail:
Department Of Veterans Affairs
Evidence Intake Center
P.O. Box 4444
Janesville, WI, 53547-4444

2021 Birth Defect Compensation Rates

Disability level	Monthly payment (in U.S. \$)
Level I (least disabling)	341
Level II	1,162
Level III (most disabling)	1,979

Tip! > To learn more about how to apply for compensation, click [here](#)

List of Covered Services



**SPINA BIFIDA
ASSOCIATION**

List of Covered Services

Service Type	Maxim	BrightStar Care	Service Type	Maxim Healthcare	BrightStar Care
Ambulatory Surgery			Nursing Home Care		
Attendants			Orthotics		
Case Management			Pharmacy Services, Supplies and Over-the-Counter items		
Day Health Care			Prosthetic Services/Devices		
Dental Services			Rehabilitative Services		
Durable Medical Equipment			Respite Care	✗	✗
Home Care	✗	✗	Training Family Members, Guardians, and Members of the Child's Household		
Homemaker Services	✗	✗	Travel		
Inpatient Services					
Mental health Services					

✗ = service provided by Maxim and Brightstar

Tip! > Click [here](#) to see the SBHCBP Program Guide to learn more about covered services

Covered Services in the Home Setting



**SPINA BIFIDA
ASSOCIATION**

Covered Services in the Home Setting

Tip! > Click [here](#) to review SBHCBP Policy Manual in greater detail

- Home Care
 - Home care consists of medical care, habilitative and rehabilitative care, preventive health services, and health-related services furnished to an individual in the individual's home or other place of residence
 - Includes services of a home health nurse
- Homemaker Services
 - Homemaker services include assistance with personal care; home management; completion of simple household tasks; nutrition, including menu planning and meal preparation; consumer education; and hygiene education. Homemaker services may include assistance with Instrumental Activities of Daily Living
- Home Health Aide
 - Home health aide services may include assistance with Activities of Daily Living such as: Bathing; toileting; eating; dressing; aid in ambulating or transfers; active and passive exercises; assistance with medical equipment; and routine health Skilled Nursing
- Respite Care
 - Respite care is care, including day health care, furnished by an approved health care provider on an intermittent basis for a limited period to an individual who resides primarily in a private residence when such care will help the individual continue residing in such private residence
- Bowel and Bladder Care
 - Bowel and bladder care are considered a supportive medical service and is covered as a home health service when appropriate based on benefit operational policy
 - Bowel and bladder care may be provided by: A licensed or registered health care provider or a family member who has been trained and certified by a licensed health care provide

General Exclusions



**SPINA BIFIDA
ASSOCIATION**

General Exclusions

- Care as part of a grant study or research program
- Care considered experimental or investigational
- Care this not medically necessary or appropriate
- Drugs not approved by the FDA for commercial marketing
- Services provided outside the scope of the provider's license or certification
- Services rendered by providers suspended or sanctioned by a federal agency
- Services, procedures or supplies for which the beneficiary has no legal obligation to pay, such as services at a health fair

Tip! > Click [here](#) to review the General Exclusions in the SBHCBP Guide

How to Find a Social Worker (SW)



**SPINA BIFIDA
ASSOCIATION**

How to Find a Social Worker (SW)

Medicare.gov

Basics ▾

Health & Drug Plans ▾

Providers & Services ▾

→ Log in

Remember to
your Medicare

Find & Compare

[Find care providers](#)

Find medical equipment & suppliers

Compare procedure costs

Learn

What Medicare covers

Claims & appeals

My Information

Looking for your providers & services information?

[Log in/create an account](#)

Protect Yourself/Learn How

Log in/Create Account

See how Medicare is responding to Coronavirus

[Learn More](#)

Feedback

How to Find a Social Worker (SW)

The screenshot shows a search interface with the following elements:

- MY LOCATION:** A text input field containing "831 Commercial Street, Lo..." with a location pin icon.
- PROVIDER TYPE:** A dropdown menu currently set to "Doctors & clinicians".
- NAME & KEYWORD (optional):** A text input field containing "Social Worker".
- Search:** A green button labeled "Search".
- Dropdown Menu:** A list of suggestions appears below the search input, including:
 - Clinical **social worker** (highlighted)
 - Hospice **social worker**
 - Medical **social** services
 - Mental health and **social** servi...
 - Mental health services
 - Psychiatry
- DOCTORS & GROUP PRACTICES:** A section header with a list of results, including "Studio City Clinical Associates ..." (Group practice • 11.3 mi).
- Home health services:** A section header with a house icon.
- Bottom Navigation:** Three icons with labels: "Doctors & clinicians" (person with stethoscope), "Hospitals" (H in a square), and "Home health services" (house with heart).
- Feedback:** A vertical blue button labeled "Feedback" on the right side.
- What's New?:** A button in the bottom right corner.

Red arrows in the image point to the location field, the provider type dropdown, the search input field, and the "Clinical social worker" dropdown item.

How to Find a Social Worker (SW)

< Back

What's new Print

MY LOCATION

Los Angeles, CA

PROVIDER TYPE

Doctors & clinicians

NAME & KEYWORD (optional)

Clinical social worker

Search

Filter by:

Distance: 15 mi.

Sex

Medicare-approved payment

View All Filters

Showing 1 - 15 of 284 doctors & clinicians sorted by distance

1. **Kent A. Weishaus**

0.5 mi

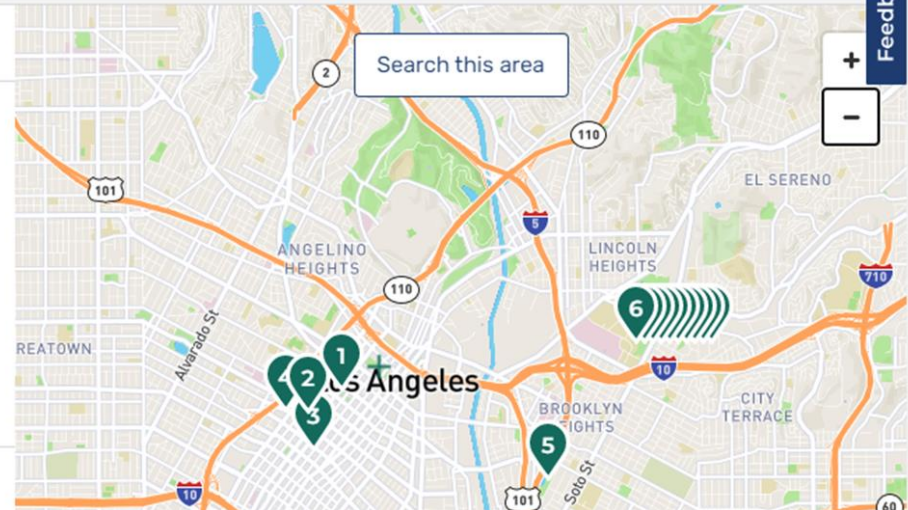
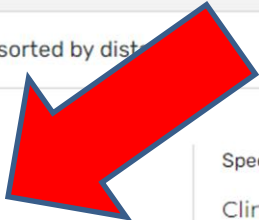
800 W 1st St
Suite 301
Los Angeles, CA 90012-2478
(951) 288-5228

Charges the Medicare-approved amount (so you pay less out-of-pocket)

Specialties

Clinical social worker

Compare



Feedback

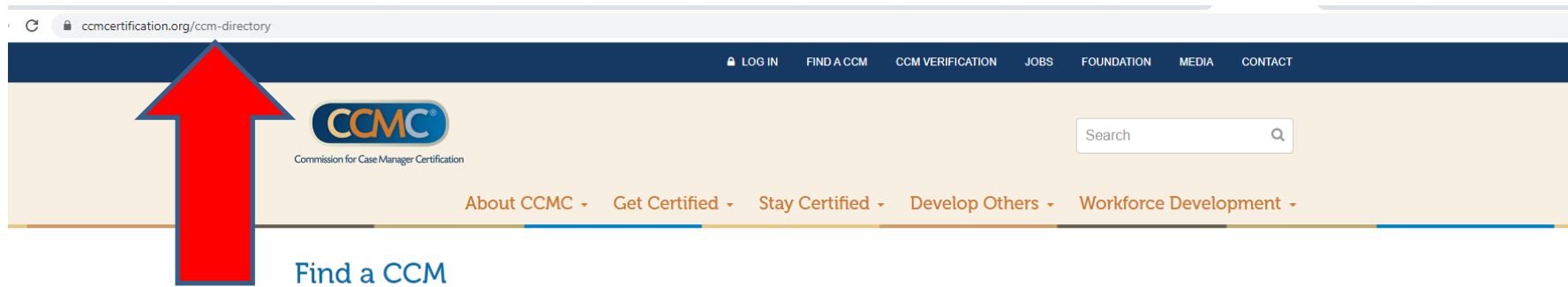
How to Find a Certified Case Manager (CCM)



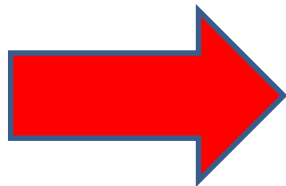
**SPINA BIFIDA
ASSOCIATION**

How to Find a Certified Case Manager (CCM)

ccmcertification.org/ccm-directory



Find a CCM



City:	State/Province:
<input type="text"/>	<input type="text"/>
ZIP/Postal Code:	Country:
<input type="text"/>	United States of America
Distance:	Last Name:
100 miles	<input type="text"/>
First Name:	Employment Setting:
<input type="text"/>	<input type="text"/>
Results Per Page:	<input type="button" value="Submit Search"/>
20	

Listing in this database does not constitute an endorsement or referral by the Commission for Case Manager Certification (CCMC) nor does CCMC screen or evaluate those listed. Users of this directory should individually determine the qualifications of any case manager prior to utilizing his or her services. CCMC is not responsible for the acts or omissions of any CCM.

Authorized Use of Directory: This database is the property of CCMC. It may be utilized solely for the purpose of assisting consumers and professionals in identifying and locating Certified Case Managers®. Any other use of this directory is unauthorized and prohibited, including use for commercial solicitation purposes, as well as the sale of the information contained herein. This database and its contents may not be copied, appropriated, or subject to any

How to Find a Certified Case Manager (CCM)

→ ccmcertification.org/ccm-directory

LOG IN FIND A CCM CCM VERIFICATION JOBS FOUNDATION MEDIA CONTACT

CCMC
Commission for Case Manager Certification

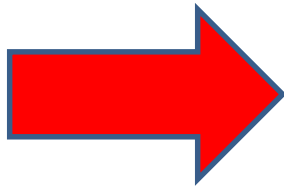
Search

About CCMC ▾ Get Certified ▾ Stay Certified ▾ Develop Others ▾ Workforce Development ▾

Find a CCM

Zip: 21046
Country: United States of America
Distance: 100
Results per Page: 20

Refine Your Search



[Kimberly Damell Street, Masters Degree](#)
City: Columbia, MD
Distance: 3.3 miles
5421 Lynx Ln Unit 121
Columbia, MD 21044-2495
Phone: (443) 745-7068
Email: kimberlystreet00@gmail.com

[Folasade Akinkuowo, RN- WCCM](#)
City: Elkridge, MD
Distance: 5.0 miles
Phone: (240) 498-7291
Email: sade.arogundade@gmail.com

[Jeannette Nussbaum, Diploma](#)
City: Ellicott City, MD
Distance: 6.3 miles
Phone:
Email:

Client Examples



**SPINA BIFIDA
ASSOCIATION**

Client Example

- BrightStar Care location in the Midwest cares for a female client, with a diagnosis of Spina Bifida, who is in her mid 30s and has a dog. Client's father was a veteran.
- Because this client was on Medicaid earlier in life, she bounced around group homes and Skilled Nursing facilities; was a frequent flyer at a local hospital
- When client became aware of VA SB program, applied and qualified, she identified BrightStar Care as a company that was able to care for her. She was able to rent her own apartment and now in-home care services are provided to her in the privacy of her home; she lives alone
- BrightStar Care provides the following services to this client on a 24/7 basis, 365 days per year:
 - Help with Personal Care – All ADLs
 - House keeping / Meal prep / Companionship
 - Run errands / Go to pharmacy / Grocery shopping
 - Dog Care
- This client has been working with BrightStar Care for 4 years now and she has not been in the hospital in 1.5 years, as the care that she receives at home keeps her in good health
- Client's mother is grateful for the VA SB program because she can now be a mother and not a full-time caregiver, as used to be the case in the past

Resources for Overcoming Roadblocks



**SPINA BIFIDA
ASSOCIATION**

Resources for Overcoming Roadblocks

- On [VA.gov](https://www.va.gov), you can find the following:
 - [SB Health Care Benefits Program Guide](#)
 - [SB Health Care Benefits Program Brochure](#)
 - [SBHCBP: Case Management, Home Health Aide, and Homemaker Services](#)
 - [SB Health Care Benefits Program Policy Manual](#)
 - [Fact Sheet: *The Spina Bifida Health Care Benefits Program and Payment Methodology*](#)
 - [Fact Sheet: *Participating Providers*](#)
 - [How to File and SB Benefits Claim](#)
 - [Locate a Provider](#)
- Top 10 Reasons for Rejected Family Member Claims
 - https://www.va.gov/COMMUNITYCARE/revenue_ops/rejected_claims.asp#FMCare
- Spina Bifida Association (SBA)
 - Contact the National Resource Center by contact Juanita Panlener at jpanlener@sbaa.org
 - Find your local SBA Chapter by clicking [here](#)
 - www.spinabifidaassociation.org
- Other support
 - Facebook Groups
 - [Adults with Spina Bifida](#) (one of SBA's groups)
 - [Parents of Adults with SB](#) (one of SBA's groups)
 - [Agent Orange in Thailand](#)
 - [Children and Family of Agent Orange Victims](#)
 - [Agent Orange Family Support](#)

Provider Contact information



**SPINA BIFIDA
ASSOCIATION**

Provider Contact Information

- Drake Martin-Greene- Director of Military Homecare Services, Maxim Healthcare Group
 - Phone: 310-944-4663
 - Email: drmartin@maxhealth.com
- Max Minevich- Owner, President, BrightStar Care
 - Phone: 410-910-9425
 - Email: max.minevich@brightstarcare.com