

**VA**



U.S. Department of Veterans Affairs

Veterans Health Administration  
Office of Community Care

# Spina Bifida Health Care Benefits Program:

Case Management, Home Health Aide,  
and Homemaker Services



## Case Management

Case management is when a professional, licensed or certified to provide medical or social work services, manages or coordinates health care needs. The case manager works with you and your providers to help you access health care services. They coordinate the medical resources needed to provide the best level of health care for you.

Case managers are usually nurses or social workers who are trained in coordinating medical, mental health, and other needed health care. VA can assist you in locating case management services by providing a list of local contacts and resources. We can work with the case manager you select in understanding the Spina Bifida Health Care Benefits Program, providing payment information, and educating case managers about benefit coverage.

## Home Care | General

Home care is medical care and health-related services furnished to you in your home or place of residence. The services may be ordered by a physician when home care is needed. Home care is covered when provided by an approved health care provider and includes services by a physician, home health nurse, therapist, home health aide, or homemaker.



## Home Health Aide

Home health aide services are health-related personal care and support services provided to you in your home or other place of residence.

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 monitoring.

Home health aide services are required to be provided according to your physician-ordered treatment plan through an approved healthcare provider, such as a licensed Home Health Agency, and supervised by a registered nurse.

## Homemaker Services (Preauthorization Is Required)

Homemaker services are health-related services that help to maintain a safe, healthy environment for you in your home or place of residence. Examples of homemaker services are: light housekeeping; laundering; and meal preparation.

Homemaker services must be preauthorized, ordered by a physician, and provided according to your physician-ordered treatment plan. The homemaker services must be provided through an approved healthcare provider, such as a licensed Home Health Agency, and supervised by a registered nurse.

## For Further Information

### Contact the VA Spina Bifida Health Care Benefits Program:

1-888-820-1756 on Monday-Friday from 6:00 a.m. - 5:00 p.m. MST.

Our program guide and operation policy manual are located on our website at [www.va.gov/communitycare/programs/dependents/spinabifida/](http://www.va.gov/communitycare/programs/dependents/spinabifida/)

### Resources for locating Case Managers:

- Spina Bifida Association:  
[www.spinabifidaassociation.org/chapters/](http://www.spinabifidaassociation.org/chapters/)
- Social Worker listings at:  
[www.medicare.gov](http://www.medicare.gov)
- The Certified Case Manager (CCM) directory:  
[www.ccmcertification.org/ccm-directory](http://www.ccmcertification.org/ccm-directory)
- Local home health agencies

### Resources for locating a local Home Health Agency:

- Medicare:  
[www.medicare.gov/homehealthcompare/](http://www.medicare.gov/homehealthcompare/)
- The Joint Commission:  
[www.jointcommission.org/who-we-are/who-we-work-with/find-accredited-organizations/](http://www.jointcommission.org/who-we-are/who-we-work-with/find-accredited-organizations/)
- TRICARE East:  
[www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main](http://www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main)
- TRICARE West:  
[www.tricare-west.com/content/hnfs/home/tw/bene/symbolic\\_links/nw-prov-dir-app.html](http://www.tricare-west.com/content/hnfs/home/tw/bene/symbolic_links/nw-prov-dir-app.html)