

Welcome to the **VetAssist[®]** Program

We are happy to serve you. We will be sending your completed pension with Aid and Attendance application to the Department of Veterans Affairs shortly.

To help you understand what will happen next, we've outlined it below.

What you can expect:

- 1. Once the application has been submitted, we will send one of our preferred home care agencies a "start of care notice"** informing them that you are eligible for home care. A representative from that agency will contact you, and may visit you, to assess the home services you need and your desired schedule, so that an attendant can be assigned to you.
- 2. We will order your VetAssist Companion[®], the latest medical alert and hands-free phone and video calling system with Alexa.** It will be pre-programmed, tailored just for you, and arrive at your home in 4-6 weeks from when your VA application is submitted. This system is part of the VetAssist Program unless you've opted not to include it with your care.
- 3. Your contact information will be shared with the healthcare professionals on our Care Call 4 You and VoiceHealth teams.** They will reach out to you within the month you begin care to finalize your unique set of health questions, ensure your VoiceHealth skill is active, set up a schedule for your calls, and discuss the topics you'd like to cover. These care services are part of the VetAssist Program unless you've opted not to include it with your care.
- 4. At the end of each month, you will receive a statement from VetAssist[®]. There is no need to be alarmed; you do not have to pay anything at this time.** These statements are for our bookkeeping purposes. They also will help you keep track of the total cost of home services that the VetAssist[®] Program is providing you. Once you receive payment from the VA, you will begin to reimburse us.
- 5. In the following weeks, you may receive letters from the VA as they process your claim.** Simply call your VetAssist[®] Program client care specialist whenever you receive a letter.
- 6. Within six months (perhaps longer) you should receive your first payment from the VA.** Once the initial payment is deposited in your bank account, please call your VetAssist[®] Program client care specialist again. Usually, an entitlement letter from the VA will follow the deposit. It's important that you have a copy of this letter, to ensure that you've received your full award from the VA.

**11975 Westline Industrial Drive • St. Louis, Missouri 63146
314-514-2444 • Toll Free 877-390-6377 • Fax 800-640-7988**

Veterans Home Care[®] and the VetAssist[®] Program are not part of any government agency and are not affiliated with the Department of Veterans Affairs. The unique VetAssist[®] Program is an exclusive offering of the Veterans Home Care[®] family of companies. VetAssist Companion[®] is offered by SmartCompanion Care[®] LLC, part of the Veterans Home Care[®] family of companies.

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Getting the care to which you're entitled

Please feel free to call us if you have any questions
314-514-2444 or toll-free at **877-390-6377**

Once your application to the VA is in process, we begin the job of assigning your caregiver. Please be patient as we work to find the right person for you. A new attendant aide may need to be hired and trained. Sometimes it takes a while to find qualified aides, particularly in rural areas. Rest assured that we will find the right match for you.

It is important that you communicate with us so we can get you the care you need. Home care contracts for our clients begin on the first of the month. Should you notice a delay in receiving services, or if you have any problems or concerns with the services you are receiving, please call us.

*If you have not been contacted by our home care agency within one week after your intended start date, **please call us so we can correct the problem***

We will track down the cause of the delay and work to get your home care services into place as soon as possible. We make every effort to contact our clients within the first week after their planned start date, to make sure that care has been arranged and to answer any questions you may have. If you don't hear from us, please call.

Please remember, our VetAssist Program is designed for those who wish to use their VA pension with Aid and Attendance primarily for an in-home caregiver or adult daycare. If you don't need one of these services, the VetAssist Program is not a good fit for you.

**If you receive a letter or phone call from the VA:
CALL US AS SOON AS POSSIBLE**

Communication is of the utmost importance!

To properly represent you to the Department of Veterans Affairs (VA), we need to stay in touch.

314-514-2444 or toll-free at 877-390-6377

VetAssist[®]

Exclusive to the **VETERANS HOME CARE** Family

VetAssist[®]
★★★★ COMPANION ★★★★★

VetAssist[®]
Program
We Change Lives

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