



REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE PROGRAM PROVIDER BULLETIN

October 2024

Veterans Affairs Canada (VAC) and Partners in Canadian Veterans Rehabilitation Services (PCVRS) would like to provide an update to Rehabilitation Service Professionals (RSPs) and Providers working with Rehabilitation Services and Vocational Assistance Program (RSVP) Participants.

PCVRS is responsible for the coordination and administration of the Rehabilitation Program on behalf of VAC. As intended in the new service delivery model, all rehabilitation assessments and services will be coordinated by PCVRS, delivered by a PCVRS RSP and billed to PCVRS. The new service delivery model was implemented to further support Veterans and their families as they transition to life after service, delivering an individualized, nationally consistent, interdisciplinary model of care. PCVRS provides rehabilitation services on behalf of VAC to support improvement in health and well-being, life satisfaction, and employability for Veterans and eligible spouses, common-law partners and survivors.

Note: VAC's Treatment Benefits Program is not affected, Medavie Blue Cross (MBC) continues to be responsible for the administration of all Programs of Choice (POCs) within VAC's Healthcare Benefit Program. For more information please see the [August 2022 Provider Bulletin](#).

The Value of Working With PCVRS:

- Deliver high quality, rehabilitation focused assessments and services to RSVP program Participants.
- Be part of a national network of rehabilitation focused professionals who deliver industry-leading rehabilitation services, offering increased accessibility to better serve Veterans.
- Have access to standardized forms and a clear reporting schedule to ensure consistency of care and allow PCVRS and VAC to measure performance and outcomes.
- Securely use the Affiliate Client Management System (ACMS) for receiving referrals, invoicing, submitting Progress Reports, and communication with PCVRS.

PCVRS Rehabilitation Service Professionals are:

- Responsible for assessing and delivering services that are tailored to the unique rehabilitation needs of RSVP Participants.
- Guided by industry validated and tested tools and interventions, VAC-approved standards and quality-assured reporting for the highest quality of care.
- Trained to provide culturally-sensitive care (including Gender-based Analysis Plus) and ensuring best practices in clinical approaches, crisis care, and addressing the unique needs of Veterans.

RSVP Service Delivery Model Requirements:

- All Participants are assessed, as per VAC's legislative requirements, by a PCVRS RSP to determine their rehabilitation needs and recommended services.

- To evaluate Rehabilitation Plan progress, Participants may be re-assessed throughout their rehabilitation journey by a PCVRS RSP to determine their ongoing rehabilitation needs.
- All rehabilitation services will be coordinated by PCVRS to ensure RSVP Participants receive coordinated care and consistent rehabilitation focused services by PCVRS RSPs.
- A defined progress report frequency and standardized forms ensure that updates on a Participant's progress are timely and informative. Regular Progress Reports submitted by RSPs allow the RSS and Case Manager to monitor the Participant's progress and make necessary adjustments to their Rehabilitation Plan.

Rehabilitation Service Billing:

- All rehabilitation related expenses and rehabilitation services must be billed to PCVRS. Billing for rehabilitation related expenses or services through MBC is not authorized.
- To learn more about the PCVRS ACMS and how to submit charges for services rendered please see the [April 2024 Provider Bulletin](#).

Note: VAC Case Managers must approve all rehabilitation services and timeframes identified in the Rehabilitation Plan before services are delivered. Billing for services provided outside of the approved timeframe or exceeding the number of approved sessions will not be approved.

Quality Assurance:

- The Rehabilitation Program Performance Measurement and Quality Assurance Framework regularly collects Participant feedback about the services received, analyzes how PCVRS is achieving prescribed service standards and monitors Rehabilitation Program outcomes. These standards ensure Rehabilitation Program Participants receive individualized, high-quality rehabilitative care, while providing VAC Case Managers with timely, quality reporting to inform their decision-making.

Privacy Reminder:

- RSPs must abide by privacy and security requirements in all communications to protect Participant information. The **only** detail related to the Participant that can be shared in written communication is the Participants RSVP ID.

RSP Support:

- PCVRS continues to onboard Affiliate RSPs who were previously engaged in providing rehabilitation focused services to RSVP Participants. This has provided Participants with continuity of care while engaging providers in the new model.
- For further information on providing rehabilitation services through PCVRS please contact your PCVRS Manager of Service Delivery Partner or email providers@pcvrs.ca

Reminder: All providers who are delivering rehabilitation services to Rehabilitation Program Participants are required to engage in the new service delivery model with PCVRS which includes ensuring all billing is submitted through PCVRS.

VAC no longer supports Rehabilitation Program service delivery through MBC.