

VA Form 10-306, Request for Information about Program of Comprehensive Assistance for Family Caregivers (PCAFC) Decisions: Frequently Asked Questions (FAQs)



Q1. I submitted a Request for Information About Program of Comprehensive Assistance for Family Caregivers (PCAFC) Decisions (VA Form 10-306) and haven't received a response. How can I check if it has been received?

A1. If you submitted VA Form 10-306 and would like to confirm that the Caregiver Support Program (CSP) has received your form, you may contact the Caregiver Support Line (CSL) at 1-855-260-3274. Please note, the CSL will only be able to confirm receipt of the form if the caller is identified as the individual who submitted the request.

Q2. I submitted a VA Form 10-306 last week. When will I receive a response?

A2. The Department of Veterans Affairs (VA) is working to provide responses to VA Form 10-306, Request for Information About PCAFC Decisions as quickly and accurately as possible. The average timeline for responses is not yet known, however as timelines become identified, VA will communicate this information. Please check www.caregiver.va.gov frequently for updates, as they become available.

Q3. Do I need to submit a VA Form 10-306 and wait to receive a response with a copy of my decision letter before I file a Supplemental Claim, Higher Level Review or appeal to the Board of Veterans' Appeals about a PCAFC decision?

A3. No, it is not necessary for you to provide a copy of a decision letter with the your request for decision review. You will, however, need to be able to identify the decision you want reviewed, including the date the decision was issued.

Q4. I submitted a VA Form 10-306 to request information about PCAFC decisions that have been made about me and have received the response. I have some questions about one of the decisions. Who should I contact?

A4. For general information about PCAFC decisions, the CSL is available and may be able to help. CSL contact information and hours of operation are as follows:

VA's Caregiver Support Line: 1-855-260-3274

CSL expanded hours are:

- Monday – Friday 8 a.m.-10 p.m. ET
- Saturday 8 a.m.-5 p.m. ET

Please be aware that the CSL will not be able to provide you with specific information about the reasons a decision was made, based on your individual circumstances. For information about your specific decision, such as information about the factors that led to the decision, please contact your local CSP team. You may find contact information for your local CSP team using the following link: https://www.caregiver.va.gov/support/New_CSC_Page.asp, or by visiting www.caregiver.va.gov.

Q5. I received my response to VA Form 10-306, but I think some of the PCAFC decisions that were made about me and my caregiver are missing. How can I obtain all the decisions made about me while I was in PCAFC?

A5. VA's responses include PCAFC decisions issued up to the date VA received your VA Form 10-306. If you believe some decisions have not been included, please submit a

new VA Form 10-306 and provide as much additional information as you can to help us further search our records.

Q6. I received my response to VA Form 10-306, but it did not include all the letters for PCAFC decisions listed on the response. How can I obtain the decision letters? Can I still appeal the decision?

A6. VA has attempted to provide you with copies of all PCAFC decision letters that have been issued to you. If you would like VA to perform additional searches for PCAFC decision letters, please submit a new VA Form 10-306 and provide as much additional information as you can about the decision letter you are seeking. In the meantime, it is not necessary to provide a copy of a decision letter when submitting a request for further review or appeal of a PCAFC decision. You will, however, need to be able to provide VA enough information so that VA can identify the specific decision you want reviewed.

HOW CAN I LEARN MORE?

For information on the VHA Clinical Review Process:

Contact your local Caregiver Support Coordinator (CSC) and Caregiver Support Program (CSP) team: www.caregiver.va.gov/support/New_CSC_Page.asp

For more information on PCAFC review and appeal options you can:

Visit the Caregiver Support Program PCAFC Review and Appeal webpage: www.caregiver.va.gov/support/PCAFC_Appeals.asp

**Call VA's Caregiver Support Line (CSL) at 1-855-260-3274. CSL expanded hours are:
Monday-Friday 8 a.m.-10 p.m. ET • Saturday 8 a.m.-5 p.m. ET**

PCAFC is one way VA supports caregivers of Veterans. To learn more about this program and other options for caregiver support, please contact your local Caregiver Support Program team. More information is also available at www.caregiver.va.gov.