



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Recipient Services MEU**

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary  
Assistance

L. Allen Dobson, Jr., M.D., Assistant Secretary  
for Health Policy and Medical

December 20, 2006

Re: VA benefits verification

Dear County Director of Social Services:

It has come to our attention that effective December 13, 2006, the Veterans Administration (VA) phone representatives can only provide verification of the dollar amount of VA benefits an applicant/recipient may receive. This means that any questions regarding whether the VA benefit is *Aid and Attendance*, *Homebound*, *Unreimbursed Medical Expenses*, etc., will not be answered over the phone. Any such request must now be submitted in writing. Please inform your staff of the above VA policy change and refer them to MA-2250, Income, VIII.,D.2.a., for policy and procedure on obtaining written verification of benefits from the VA.

Due to problems in the past with privacy and confidentiality issues, existing VA privacy and confidentiality policy will now be enforced. The VA further states that all written requests will be handled as expeditiously as possible in order to keep Medicaid processing delays to a minimum.

If you have any questions regarding this information, please contact your Medicaid Program Representative.

Sincerely,

L. Allen Dobson, Jr., M.D.

(This Policy was researched and written by Steven F. Roberts, Medicaid Eligibility Unit)