



CMS DATA MINISERIES

FY24 Session 3:

Using CMS data to study COVID-19 in Veterans

April 9, 2024



Hosted by  **VIReC**

Kristin de Groot, MPH

Project Director, VA/CMS Data for Research Project

VA Information Resource Center (VIReC)



CMS DATA CYBERSEMINAR MINISERIES

Miniseries about the research use of data from Centers for Medicare and Medicaid Services (CMS), which provides information on healthcare Veterans received outside the VA.

Sessions Cover...

- Overview of the types of data available from VIREC
- Methods for using the data in research
- Limitations of the data
- Requirements for access
- Examples of VA research that use these data





UPCOMING CMS DATA SESSIONS

2nd Tuesday of the month (quarterly) 3:00pm-4:00pm ET

Date	Topic
7/9/2024	Medicare Data in the OMOP Common Data Model

Visit the [VIReC Cyberseminars](#) page for more information & registration links.

Visit [HSR's VIReC Cyberseminar Archive](#) page to watch previous sessions.

Where can I
download a
copy of the
slides?



SAMPLE EMAIL

Host: HSR&D Cyberseminars (cyberseminar@va.gov)

Event number (access code): 199 009 5117

Event password: 3844

Registration ID: This event does not require an enrollment ID

Join event

To join the audio conference only

To receive a call back, provide your phone number when you join the event,
or call the number below and enter the access code.

USA Toll Number: 14043971596

Toll-free dialing restrictions:

https://www.webex.com/pdf/tollfree_restrictions.pdf

Access code: 199 009 5117

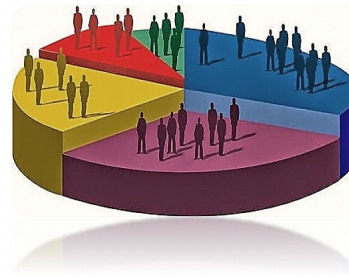
[Please download today's slides](#)

[Please click here for today's live captions](#)

Poll #1:

*What is your primary **role** in projects using VA data?*

- Investigator, PI, Co-I
- Statistician, methodologist, biostatistician
- Data manager, analyst, or programmer
- Project coordinator
- Other – please describe via the chat function



Poll #2:

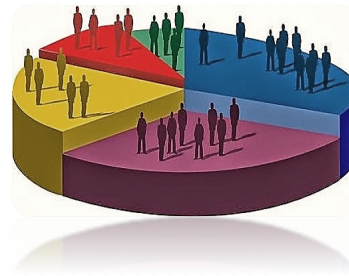
How many years of experience working with VA data?

- None – I'm brand new to this!
- One year or less
- More than 1, less than 3 years
- At least 3, less than 7 years
- At least 7, less than 10 years
- 10 years or more

Poll #3:

Are you involved in a research project studying Veterans with COVID-19?

- Yes (currently)
- No, but will be soon
- No, but might be in the future



Poll #4:

How would you rate your overall knowledge of CMS data?

- 1 (No knowledge)
- 2
- 3
- 4
- 5 (Expert-level knowledge)



CMS DATA MINI-SERIES

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Why is it important to include data from the Centers for Medicare and Medicaid Services (CMS)?

1 million

Veterans diagnosed with COVID-19 through CMS and not in VHA data (through June 2023)

34,000

Medicare hospitalizations among Veterans, within 60 days of testing positive for COVID-19 in VA facility (through December 2022)

1.7 million

Veterans who received COVID-19 vaccine(s) through CMS, that have not reported it to VA (through June 2023)



Difference due to COVID-19

Indicates a change from what we normally find in CMS data



CMS.gov Centers for Medicare & Medicaid Services

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Medicare Medicaid/CHIP Medicare-Medicaid Coordination Private Insurance Innovation Center Regulations & Guidance Research, Statistics, Data & Systems Outreach & Education

Home > Coronavirus Waivers

Coronavirus waivers & flexibilities

In certain circumstances, the Secretary of the Department of Health and Human Services (HHS) using section 1135 of the Social Security Act (SSA) can temporarily modify or waive certain Medicare, Medicaid, CHIP, or HIPAA requirements, called 1135 waivers. There are different kinds of 1135 waivers, including Medicare blanket waivers. When there's an emergency, sections 1135 or 1812(f) of the SSA allow us to issue blanket waivers to help beneficiaries access care. When a blanket waiver is issued, providers don't have to apply for an individual 1135 waiver. When there's an emergency, we can also offer health care providers other flexibilities to make sure Americans continue to have access to the health care they need.

<https://www.cms.gov/about-cms/emergency-preparedness-response-operations/current-emergencies/coronavirus-waivers>



Returning to “normal”

- CMS Waivers, Flexibilities, and the Transition Forward from the COVID-19 Public Health Emergency
 - <https://www.cms.gov/newsroom/fact-sheets/cms-waivers-flexibilities-and-transition-forward-covid-19-public-health-emergency>
- Fact Sheet: COVID-19 Public Health Emergency Transition Roadmap
 - <https://www.hhs.gov/about/news/2023/02/09/fact-sheet-covid-19-public-health-emergency-transition-roadmap.html>
- Unwinding and Returning to Regular Operations after COVID-19
 - <https://www.medicaid.gov/resources-for-states/coronavirus-disease-2019-covid-19/unwinding-and-returning-regular-operations-after-covid-19/index.html>
- Timeline of End Dates for Key Health-Related Flexibilities Provided Through COVID-19 Emergency Declarations, Legislation, and Administrative Actions
 - <https://www.kff.org/coronavirus-covid-19/issue-brief/timeline-of-end-dates-for-key-health-related-flexibilities-provided-through-covid-19-emergency-declarations-legislation-and-administrative-actions/>



Session roadmap

- CMS data 101
- CMS data for Veterans with COVID-19
- CMS data on COVID-19 tests, vaccines, and more
- Additional information



Session roadmap

- **CMS data 101**
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- CMS data on COVID-19 tests, vaccines, and more
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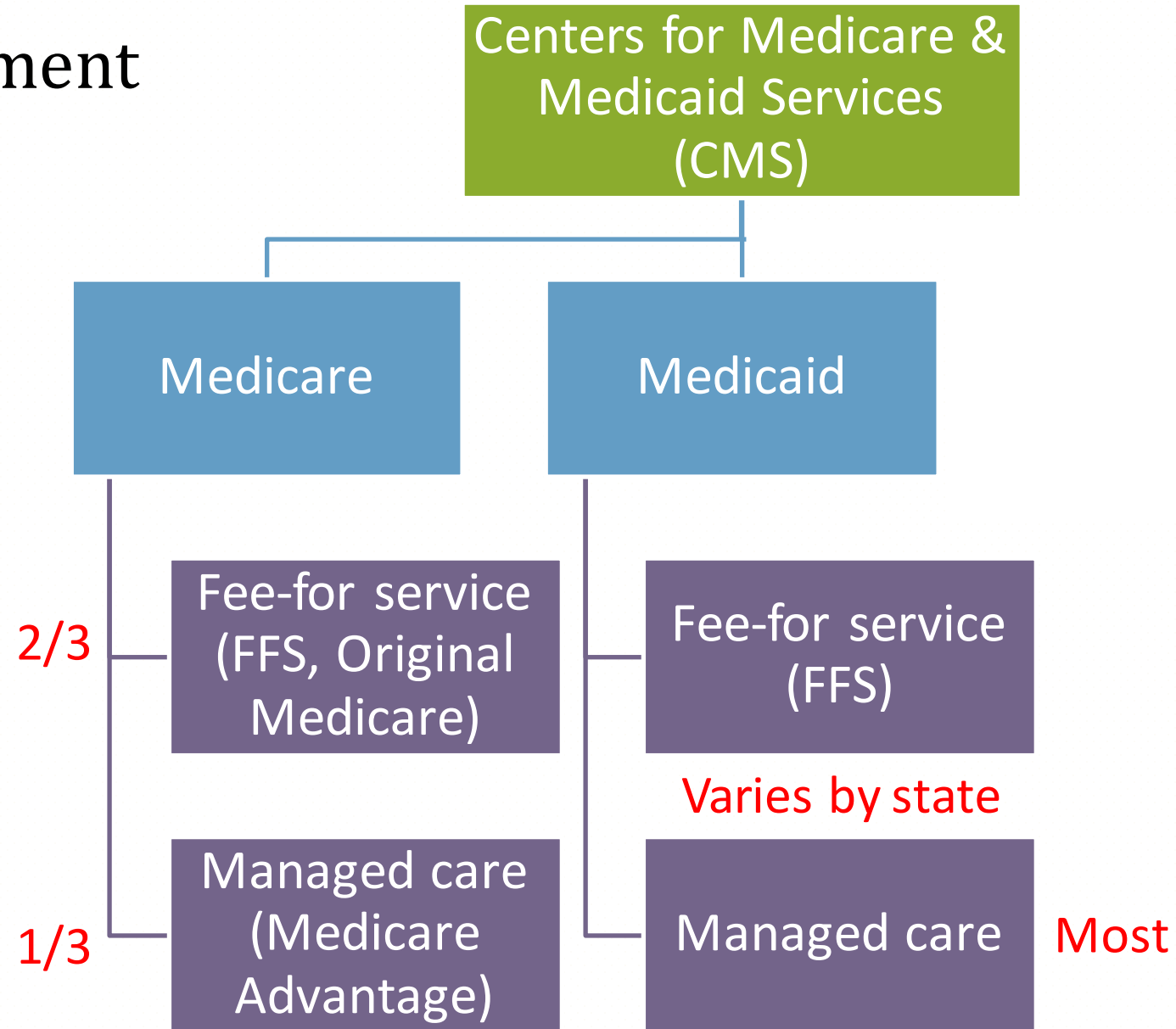


Background information

- Overview of CMS & USRDS Data in the VHA
 - https://www.hsrdr.research.va.gov/for_researchers/cyber_seminars/archives/video_archive.cfm?SessionID=6403&Seriesid=115
- Using Medicare data in VA research: part 1
 - https://www.hsrdr.research.va.gov/for_researchers/cyber_seminars/archives/video_archive.cfm?SessionID=6324&Seriesid=115
- Using Medicaid data in VA research
 - https://www.hsrdr.research.va.gov/for_researchers/cyber_seminars/archives/video_archive.cfm?SessionID=6477&Seriesid=115



Types of Enrollment

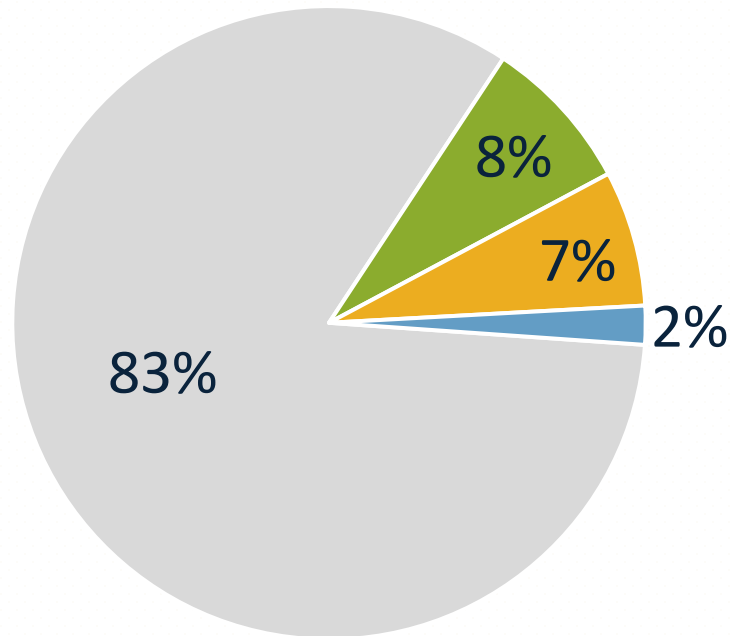


Veterans' Enrollment in Medicare & Medicaid

Percent of VHA Enrollees in Medicare/Medicaid in September 2021

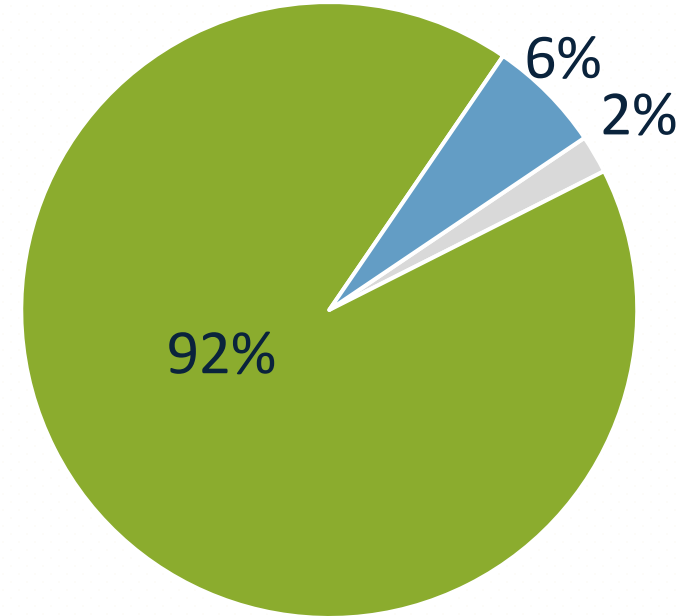
Veterans age <65

N = 5.3 million



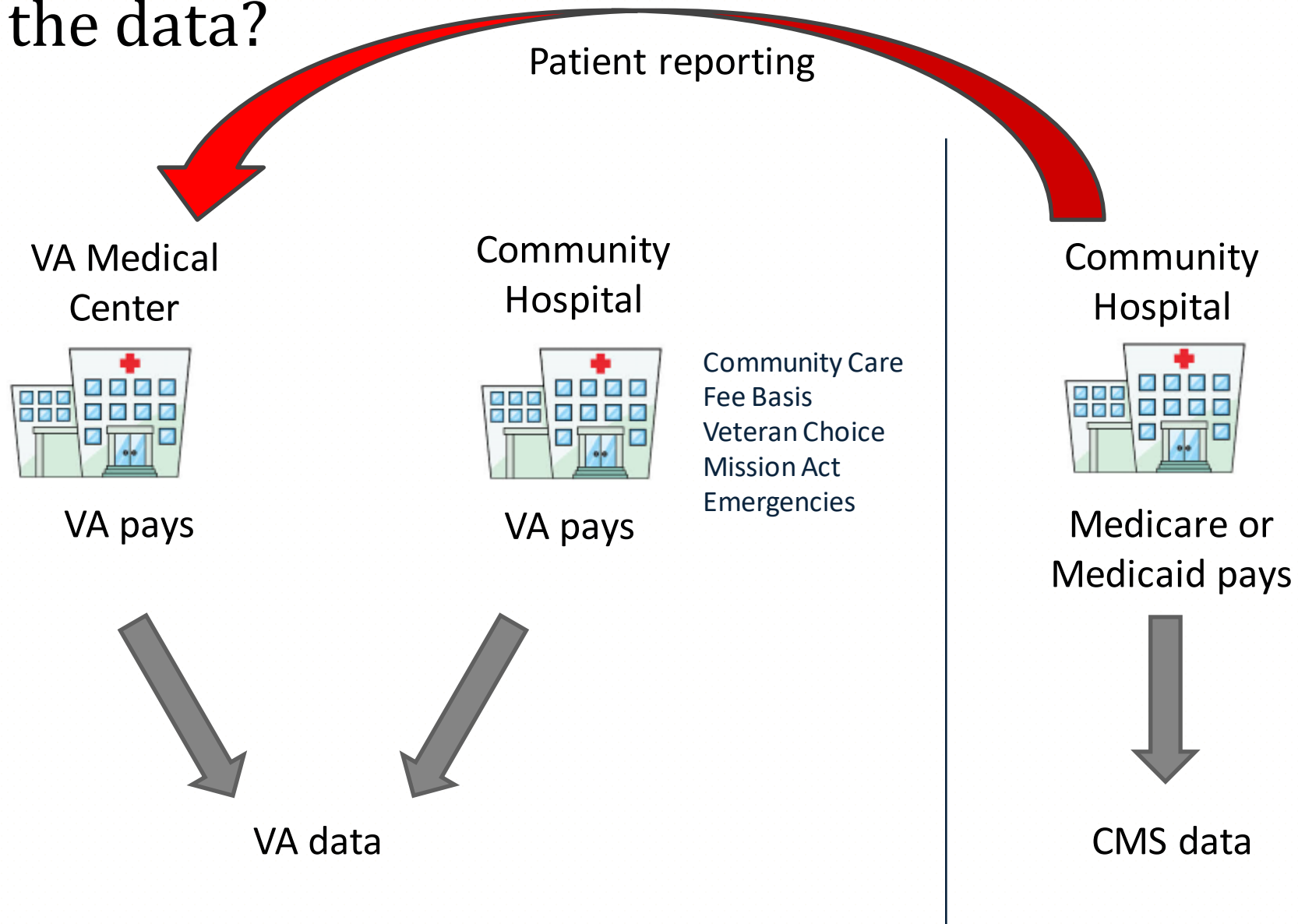
Veterans age 65+

N = 4.8 million



Neither
 Medicare
 Medicaid
 Medicare & Medicaid

Where's the data?

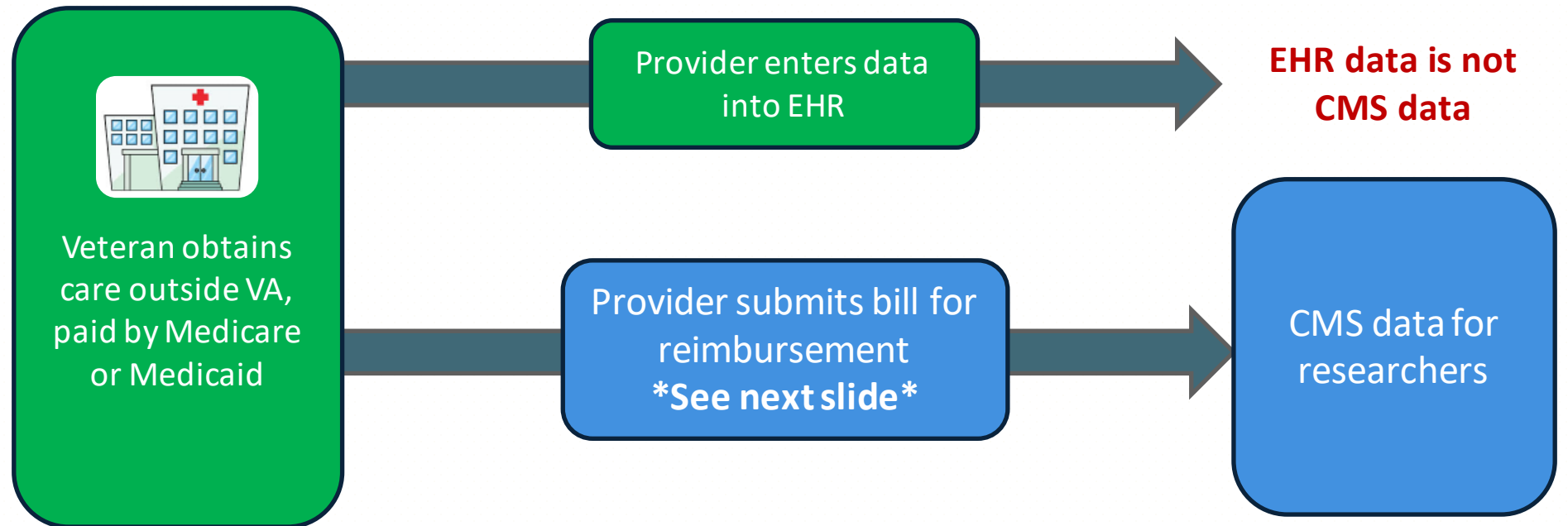


Source of VA & CMS Data

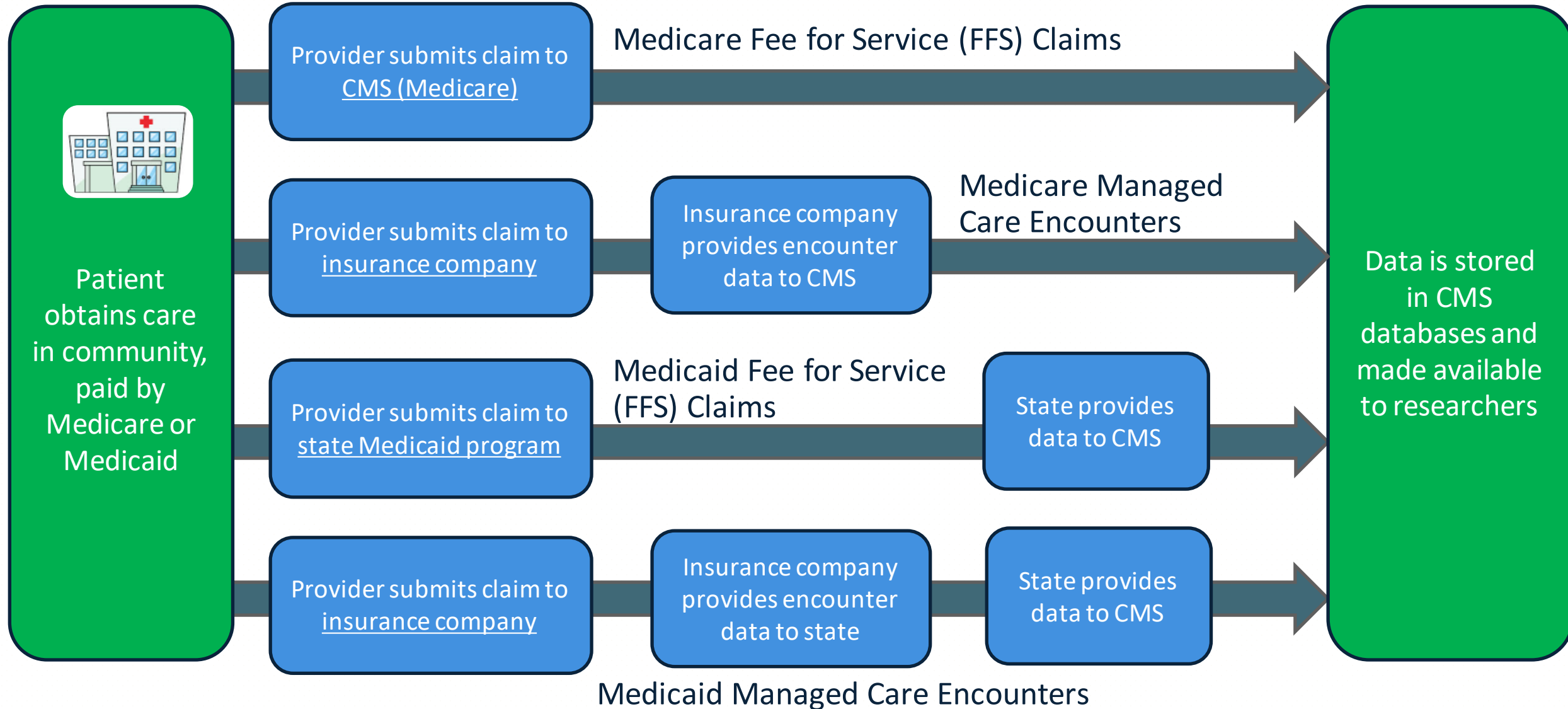
VA Data Flow



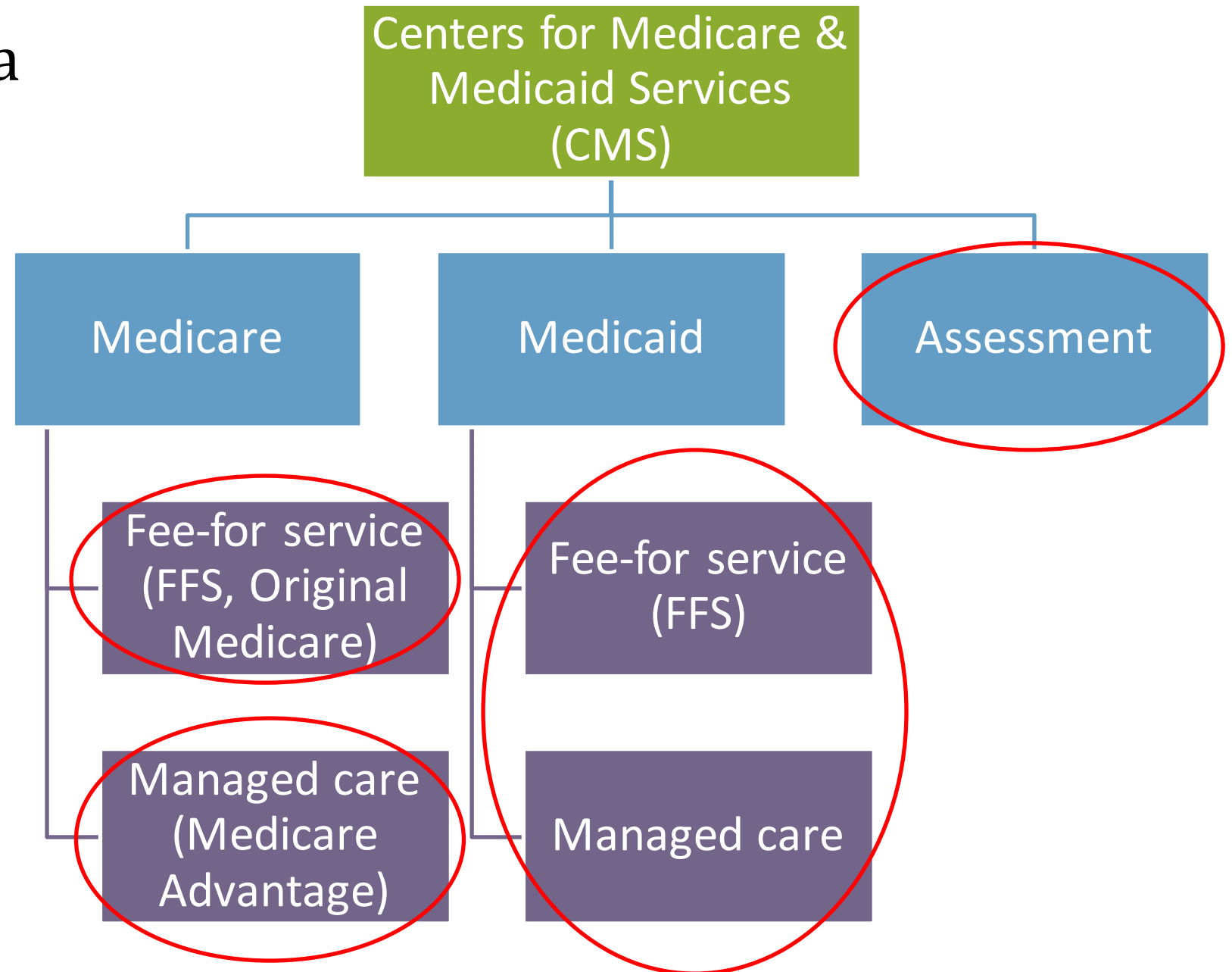
CMS Data Flow



Medicare & Medicaid Data Flow



Types of CMS data



Assessment data

- Tools to document health and functional status of individuals
 - Used for planning care needs and determining reimbursement rates

Minimum Data Set (MDS)

- Residing in nursing homes (all payers)

Outcome and Assessment Information Set (OASIS)

- Receiving home health care (paid by Medicare or Medicaid)

- Data available “quickly”



Data Availability

	Final	Preliminary
Medicare enrollment & Fee-for-Service (FFS)	2021	2022-2023 Q1-2
Medicare Advantage	2020	2021
Medicaid	2020	2021
Assessment (MDS/OASIS)	2021	2022-2023 Q1-2

Additional year of all files coming soon!



What types of information are included in CMS data?

INCLUDED

Social Security Number
Dates of service
Provider & place of service
Costs
Procedure codes
Diagnosis codes

NOT INCLUDED or INCOMPLETE

Symptoms ←
Vital signs
Test results ←
Services not itemized
• Inpatient drugs ←



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- **CMS data for Veterans with COVID-19**
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Billing data, not clinical data

- No lab/test results
- Only ICD-10 diagnosis codes
 - B97.29 - Other coronavirus
 - U07.1 - COVID-19
 - J12.82 - Pneumonia due to COVID-19
 - Z86.16 - Personal history of COVID-19
 - U09.9 – Post COVID-19 condition

Incorrect diagnosis code on claim?

“Diagnosis information from claims/encounters is considered less reliable than clinical information collected through other methods (e.g., chart reviews).”

<https://www.cms.gov/files/document/medicare-covid-19-data-snapshot-methodology.pdf>



Accuracy of COVID Dx in Administrative Data

JOURNAL
OF THE
AMERICAN GERIATRICS SOCIETY



Letters to the Editor | [Free Access](#)

Accuracy of ICD-10 codes for identifying skilled nursing facility residents with lab-confirmed COVID-19

Christopher M. Santostefano BSN, RN Elizabeth M. White PhD, APRN, Richard A. Feifer MD, MPH, Vincent Mor PhD

First published: 10 August 2021 | <https://doi.org/10.1111/jgs.17412> | Citations: 1

“These findings from a large multistate sample of SNF residents suggest that the U07.1 code can be used with reasonable accuracy to identify individual cases of COVID-19 in this population.”

Annals of the American Thoracic Society

Home > Annals of the American Thoracic Society > List of Issues > Volume 19, Issue 5

Validation of the *International Classification of Diseases Code for COVID-19* among Critically Ill Patients

Nicholas A. Bosch *, Anica C. Law , Daniel Peterson , and Allan J. Walkey
+ Author Affiliations

“ICD-10 code U07.1 is highly specific and sensitive for SARS-CoV-2 infection and thus should be an accurate marker of disease activity in claims-based databases.”

[J Gen Intern Med.](#) 2021 Aug; 36(8): 2532–2535.

PMCID: PMC8183587

Published online 2021 Jun 7. doi: [10.1007/s11606-021-06936-w](https://doi.org/10.1007/s11606-021-06936-w)

PMID: [34100236](https://pubmed.ncbi.nlm.nih.gov/34100236/)

Accuracy of ICD-10 Diagnostic Codes to Identify COVID-19 Among Hospitalized Patients

[Ankeet S. Bhatt](#), MD, MBA,¹ [Erin E. McElrath](#), MBA,² [Brian L. Claggett](#), PhD,¹ [Deepak L. Bhatt](#), MD, MPH,¹
[Dale S. Adler](#), MD,¹ [Scott D. Solomon](#), MD,¹ and [Muthiah Vaduganathan](#), MD, MPH¹

“The robust specificity of ICD-10 U07.1 coding suggests that claims-based analyses may accurately capture patients with true COVID-19 disease. Epidemiological evaluations relying solely on U07.1 coding, however, may underestimate true disease burden.”



ICD-10 Official Guidelines for Coding

g. Coronavirus Infections

1) COVID-19 Infections (Infections due to SARS-CoV-2)



a) Code only confirmed cases

Code only a confirmed diagnosis of the 2019 novel coronavirus disease (COVID-19) as documented by the provider, documentation of a positive COVID-19 test result, or a presumptive positive COVID-19 test result. For a confirmed diagnosis, assign code U07.1, COVID-19. This is an exception to the hospital inpatient guideline Section II, H. In this context, “confirmation” does not require documentation of the type of test performed; the provider’s documentation that the individual has COVID-19 is sufficient.

Presumptive positive COVID-19 test results should be coded as confirmed. A presumptive positive test result means an individual has tested positive for the virus at a local or state level, but it has not yet been confirmed by the Centers for Disease Control and Prevention (CDC). CDC confirmation of local and state tests for COVID-19 is no longer required.

If the provider documents “suspected,” “possible,” “probable,” or “inconclusive” COVID-19, do not assign code U07.1. Assign a code(s) explaining the reason for encounter (such as fever) or Z20.828, Contact with and (suspected) exposure to other viral communicable diseases.

<https://www.cdc.gov/nchs/data/icd/COVID-19-guidelines-final.pdf>



VIReC created user-friendly files

1. Medicare COVID-19 Analytic Files
 - Distributed fall 2020-summer 2023
 - Includes 2020-2022 (no longer updated)
 - Medicare FFS only
 - Included some VA data

2. CMS COVID-19 Summary Files
 - Distributed summer 2023-present
 - 2020-most recent data
 - Several CMS files
 - No VA data



VIReC Created User Friendly Files for Patients with COVID-19

Medicare COVID-19 Analytic Files

- Person File, n=1.27 million
 - One record per person with COVID dx in Medicare FFS or test in VA and was enrolled in Medicare
- Post Diagnosis Stay file, n=431k
 - Medicare FFS IP & SNF stays in first 60 days after COVID dx or test in VA or Medicare

CMS COVID-19 Summary Files

- Diagnosis file
 - One record per COVID-related diagnosis code in CMS data

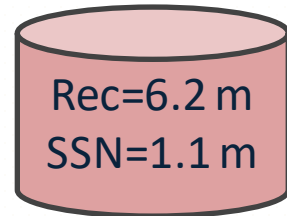


New CMS COVID-19 Summary Diagnosis File

- One record per COVID-19 related diagnosis
 - B97.29 - Other coronavirus
 - U07.1 - COVID-19, effective 4/1/20
 - J12.82 - Pneumonia due to COVID-19, eff. 1/1/21
 - Z86.16 - Personal history of COVID-19, eff. 1/1/21
 - U09.9 – Post COVID-19 condition, eff. 10/1/21

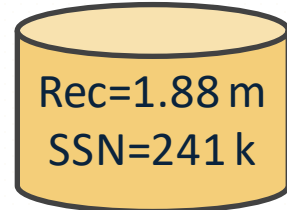
- Variables include
 - Scrambled SSN
 - From & Thru dates
 - ICD-10 diagnosis code
 - ICD-10 diagnosis code data source

New CMS COVID-19 Diagnosis Summary files



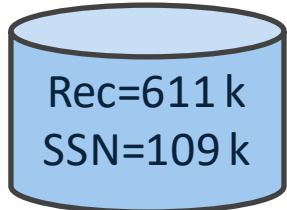
Medicare Fee for Service

- 2020-2023 Q2



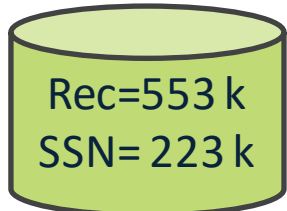
Medicare Advantage

- 2020-2021



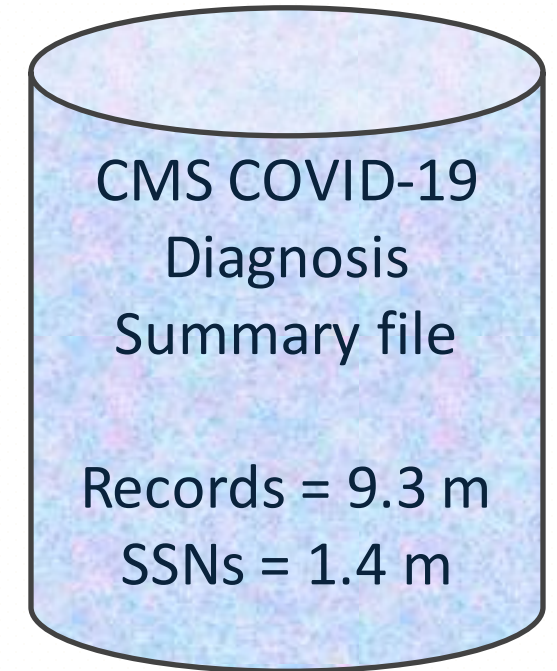
Medicaid

- 2020-2021



Assessments

- 2020-2023 Q2



Frequencies

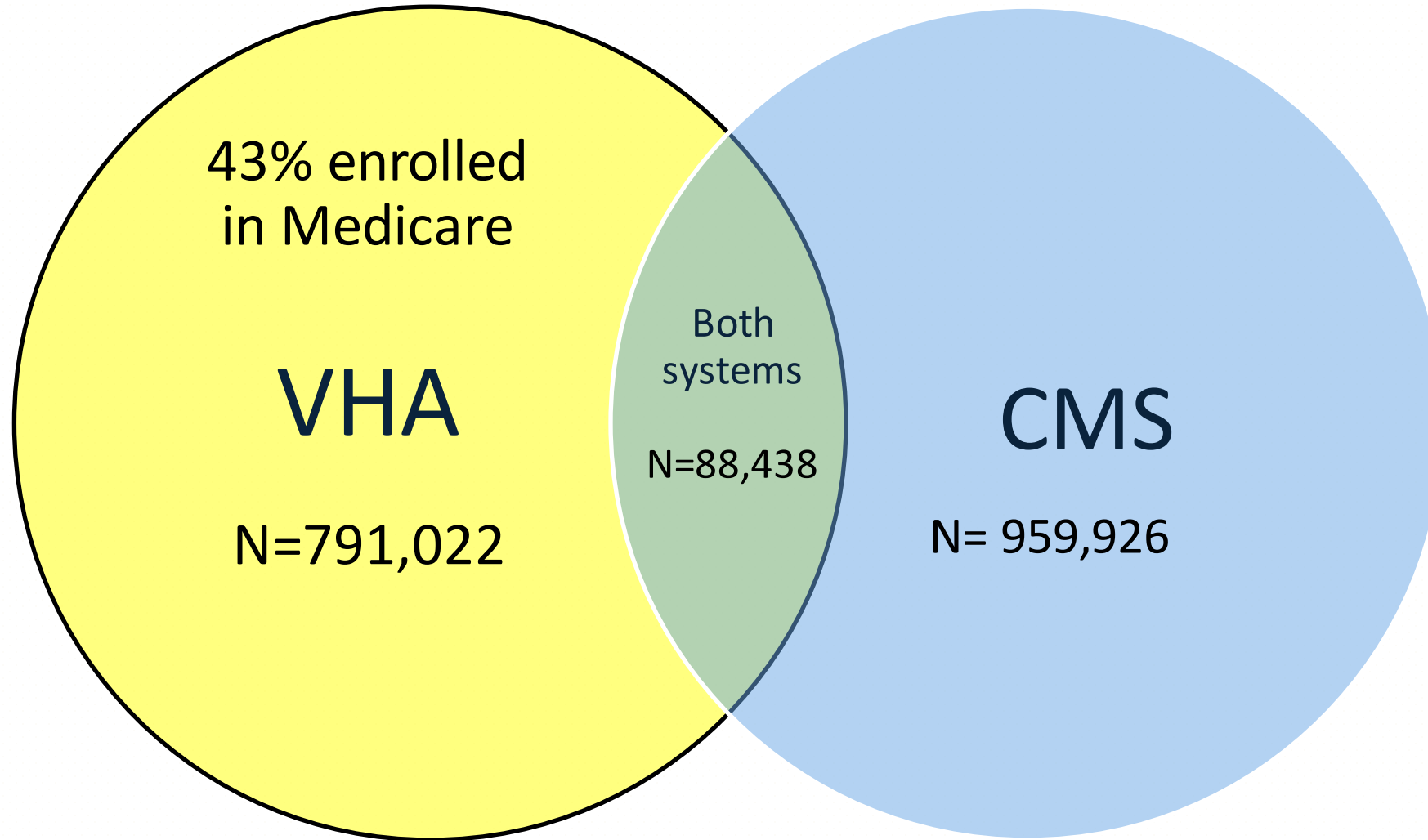
Source files

Medicare FFS	67%
Medicare Advantage	20%
Medicaid	7%
Assessment	6%

ICD-10 DX codes

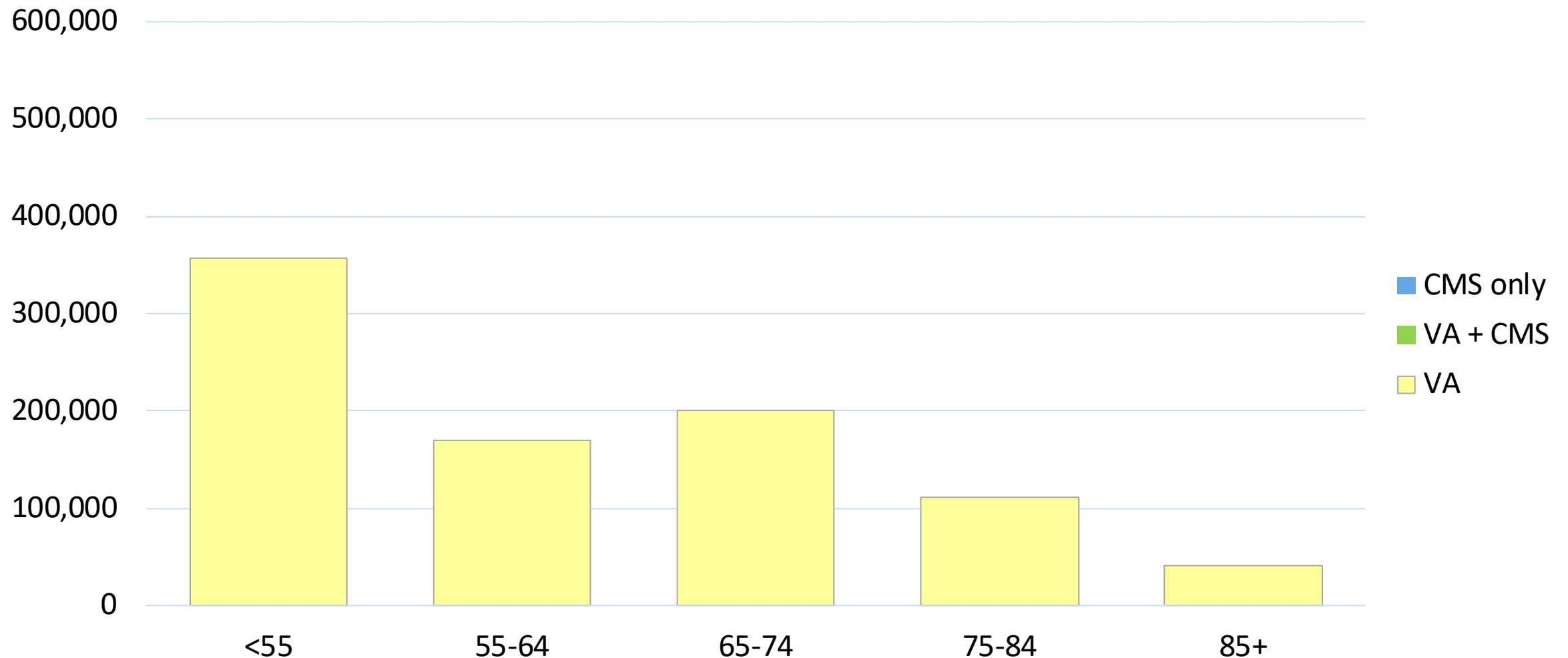
U07.1 (COVID-19)	75%
Z86.16 (Personal history of COVID-19)	12%
J12.82 (Pneumonia due to COVID-19)	11%
U09.9 (Post COVID-19 condition)	1.4%
B97.29 (Other coronavirus)	<1%

Source of Veterans' COVID-19 Diagnosis (June 2023)



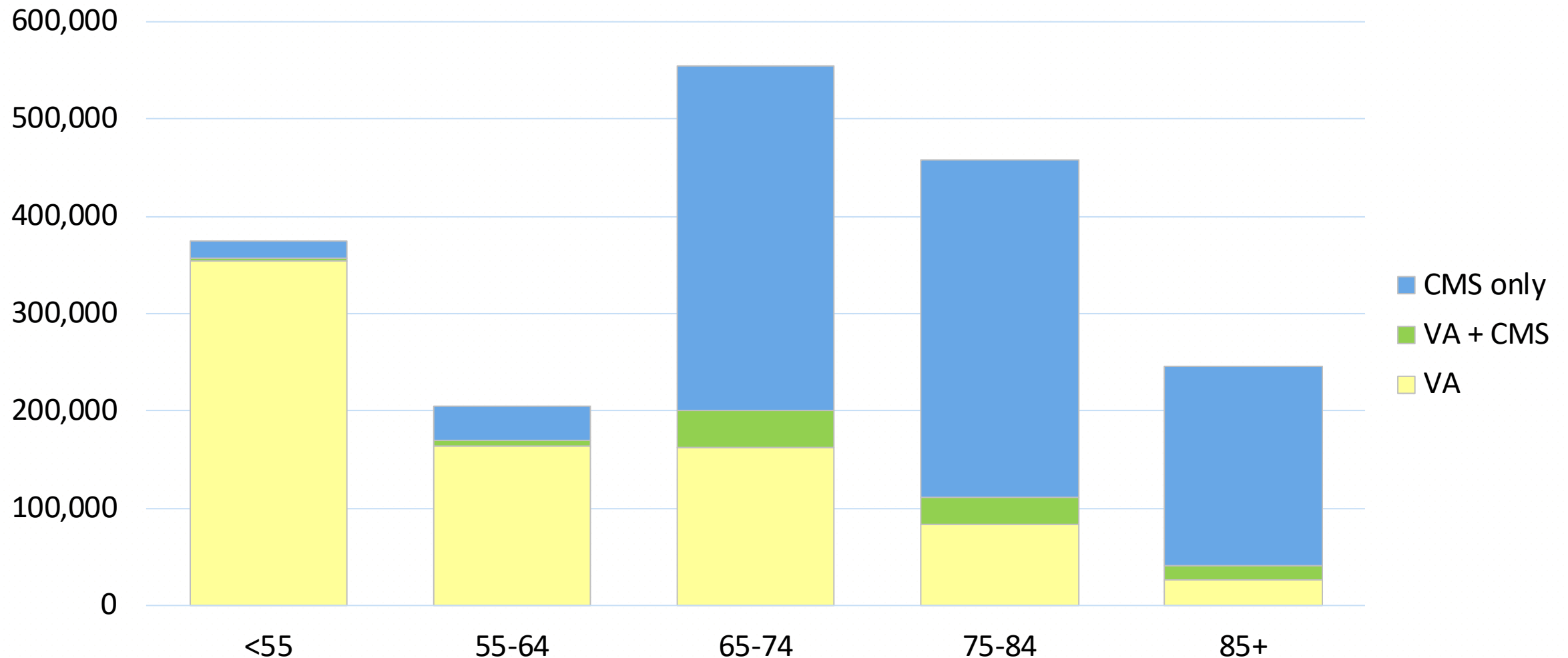
Number of COVID-19 cases, by age and source

VHA data only (through 6/30/23)



Number of COVID-19 cases, by age and source

VHA + CMS data (through 6/30/23)



How are Veterans diagnosed in Medicare FFS different from those diagnosed in VHA? (Among Veterans enrolled in Medicare)

- Fewer received primary care in VHA in past 2 years
- Older
- More Medicaid enrollment
- More females
- More people of white race
- More deaths in 2020-22

<https://vaww.virec.research.va.gov/VACMS/COVID-19/Presentations/Poster-Medicare-COVID-19-HSRD-2023.pdf>



COVID-19 Treatments




New COVID-19 Treatment Add-on Payments (NCTAP) - Inpatient

- Hospitals get reimbursed for certain new treatments
- ICD-10 procedure codes: Convalescent plasma, Veklury, Olumiant
- NDC codes: Gohibic, Kineret, Lagevrio, Paxlovid

<https://www.cms.gov/medicare/payment/covid-19/new-covid-19-treatments-add-payment-nctap>

Coverage/Cost sharing varies by time period

■ Outpatient drugs

- Medicare Part D or Medicaid RX
- NDC codes
- Lagevrio or Paxlovid
 - 2021-late 2023 – covered by USG 
 - Late 2023-forward – covered by CMS

<https://www.cms.gov/files/document/commercialcovid19oralantiviralsmemofinal.pdf>

■ Monoclonal antibodies

- Outpatient, using HCPCS codes

<https://www.cms.gov/monoclonal>



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- **CMS data on COVID-19 tests, vaccines, and more**
- Additional information



Uses

COVID-19 specific issues: tests
and vaccines

How did the pandemic effect
non-COVID-19-related
healthcare?

COVID-19 tests

- Medicare pays for COVID-19 tests
 - Lab test, with doctor's order
 - Lab test, without doctor's order
 - Home tests
- Identified using CPT/HCPCS codes

What we know from the data

- Date
- Provider
- Place of service
- ICD-10 Diagnosis Code
 - Reason for test and/or
 - Result

Coverage/Cost sharing varies by time period and plan



COVID-19 tests in VA's CMS data

Claims for COVID-19 tests

Medicare FFS
11.5 million

Medicare Advantage
3 million

Medicaid
1 million

Primary diagnosis code on claims for COVID-19 tests

37%	Z20.822	Contact with/suspected exposure to COVID-19
22%	Z20.828	Contact with/suspected exposure to viral communicable disease
8%	Z03.818	Encounter for suspected exposure to other biological agents
7%	U07.1	COVID-19
7%	Z11.59	Encounter for screening for other viral disease
5%	Z01.812	Encounter for pre-procedural lab exam



COVID-19 Vaccinations

- Medicare & Medicaid cover COVID-19 vaccinations **without cost sharing**, at least through 9/30/24
- ★ ■ In CY21, COVID-19 vaccination for all Medicare enrollees paid by FFS
 - 2021 vaccines for all enrollees in FFS claims
- Identified using HCPCS codes
- ★ ■ What does CMS cover?
 - Vaccine administration only (initially) – HCPCS code for administration only
 - Vaccine + administration (now) – HCPCS codes for administration and drug

<https://www.cms.gov/medicare/covid-19/medicare-billing-covid-19-vaccine-shot-administration>

<https://www.cms.gov/medicare/payment/part-b-drugs/vaccine-pricing>

VIReC Created User Friendly Files about COVID-19 Vaccines

Medicare COVID-19 Analytic Files

- Person File
 - One record per person who had a COVID vaccine in Medicare FFS data
- Details file
 - One record per HCPCS code for COVID vaccines in Medicare FFS data

CMS COVID-19 Summary Files

- Vaccine file
 - One record per HCPCS code for COVID vaccines in CMS data



New CMS COVID-19 Summary Vaccine File

- One record per COVID-19 vaccine

<https://www.cms.gov/medicare/payment/part-b-drugs/vaccine-pricing>

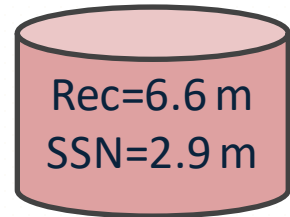
CPT Code or HCPCS Code	CPT or HCPCS Short Descriptor	Labeler Name	Vaccine/Procedure Name	National Payment Allowance Effective for Claims with DOS on or after 03/15/2021	National Payment Allowance Effective for Claims with DOS through 03/14/2021	Effective Dates for Medicare Payment
90480	ADMN SARSCOV2 VACC 1 DOSE	N/A	N/A	\$40,000 ^[2]	Code not active during this time	09/11/2023 - TBD
M0201	Covid-19 vaccine home admin	Home vaccine admin	Covid-19 vaccine administration inside a patient's home; reported only once per individual home per date of service when only covid-19 vaccine administration is performed at the patient's home	\$35.50 ^[2]	Code not active during this time	06/08/2021 - TBD
91304	SARSCOV2 VAC 5MCG/0.5ML IM	Novavax	Novavax Covid-19 Vaccine, Adjuvanted (Aged 12 years and older)	\$148.200 ^[7]	Code not active during this time	07/13/2022 - TBD
91318	SARSCOV2 VAC 3MCG TRS-SUC	Pfizer-BioNTech	Pfizer-BioNTech COVID-19 Vaccine 2023-2024 Formula (Yellow Cap)	\$65.550	Code not active during this time	09/11/2023 - TBD

Variables include

- Scrambled SSN
- Vaccination date
- HCPCS code
- HCPCS code data source
- Vaccine type/brand



New CMS COVID-19 Vaccine Summary files



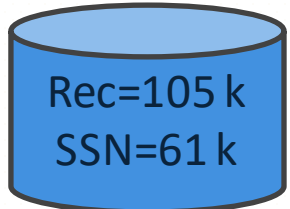
Medicare Fee for Service

- 2020-2023 Q2



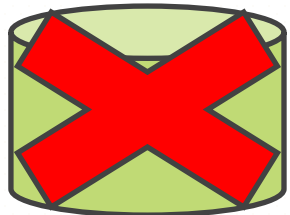
Medicare Advantage

- 2020-2021

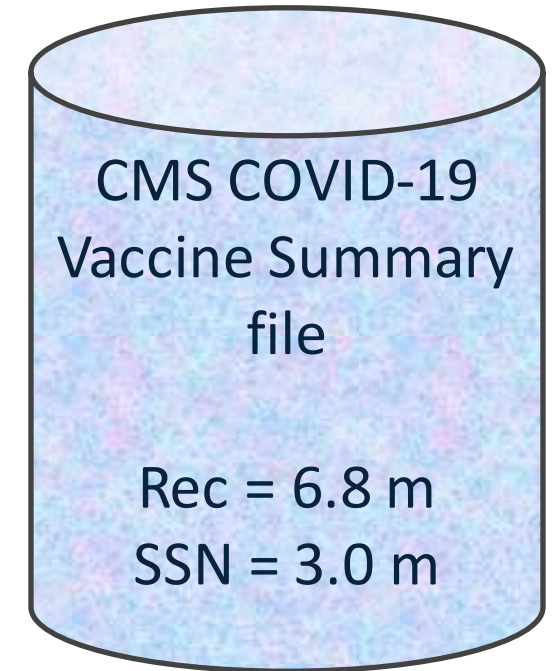


Medicaid

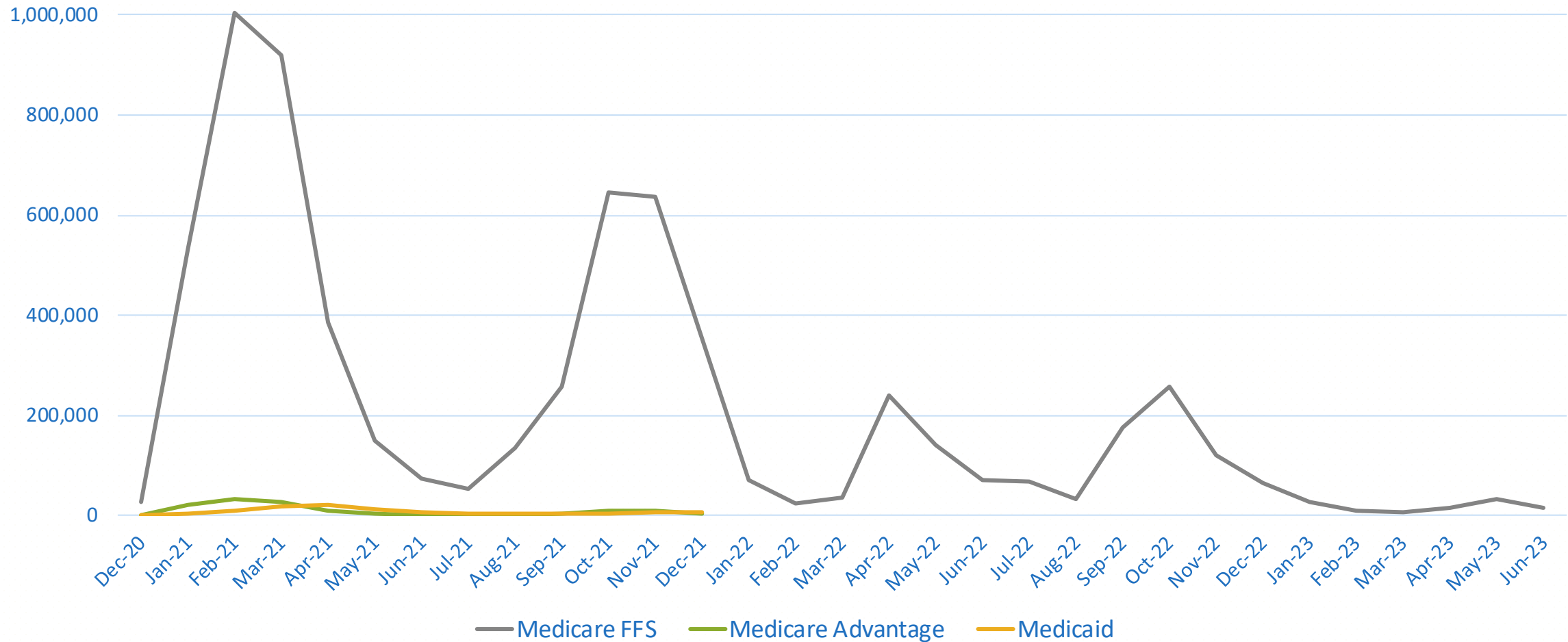
- 2020-2021



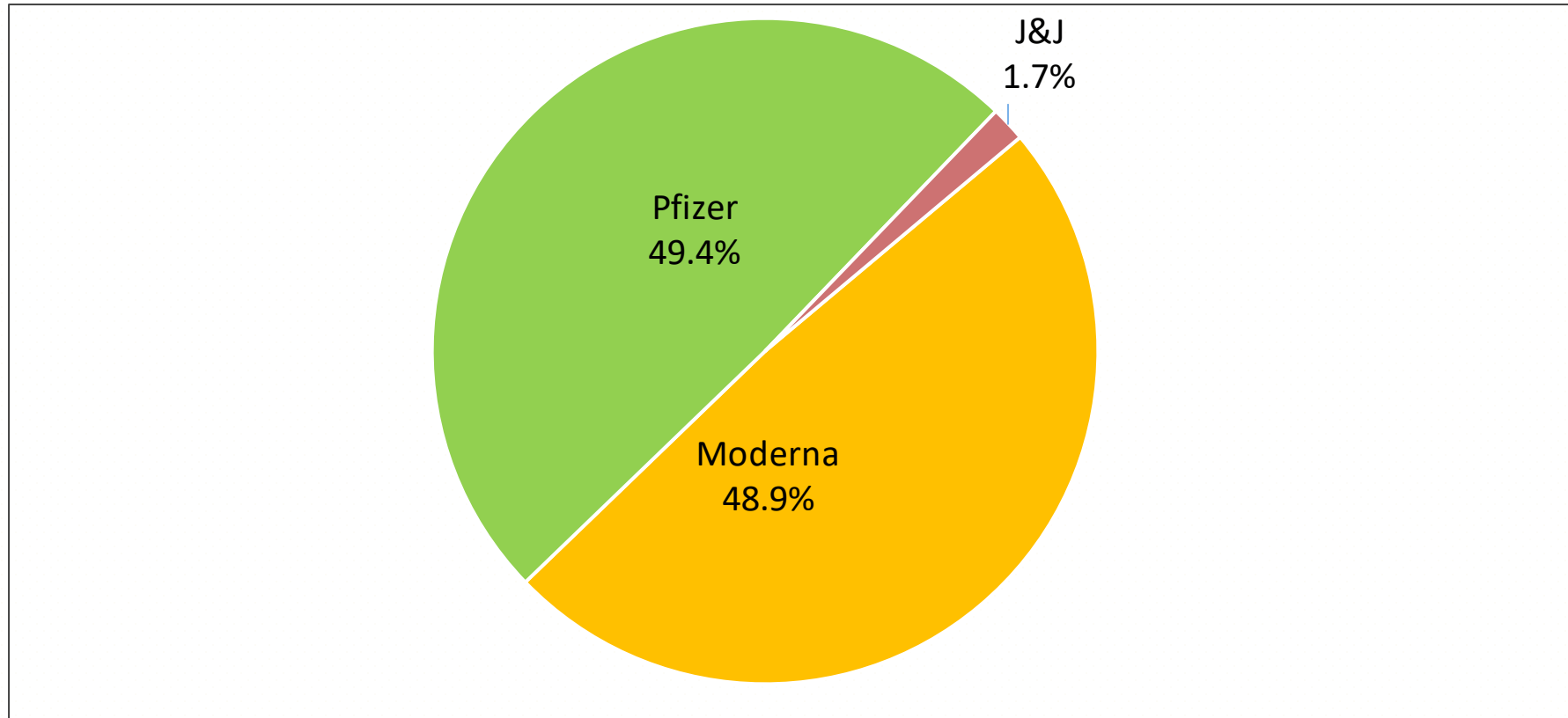
Assessments



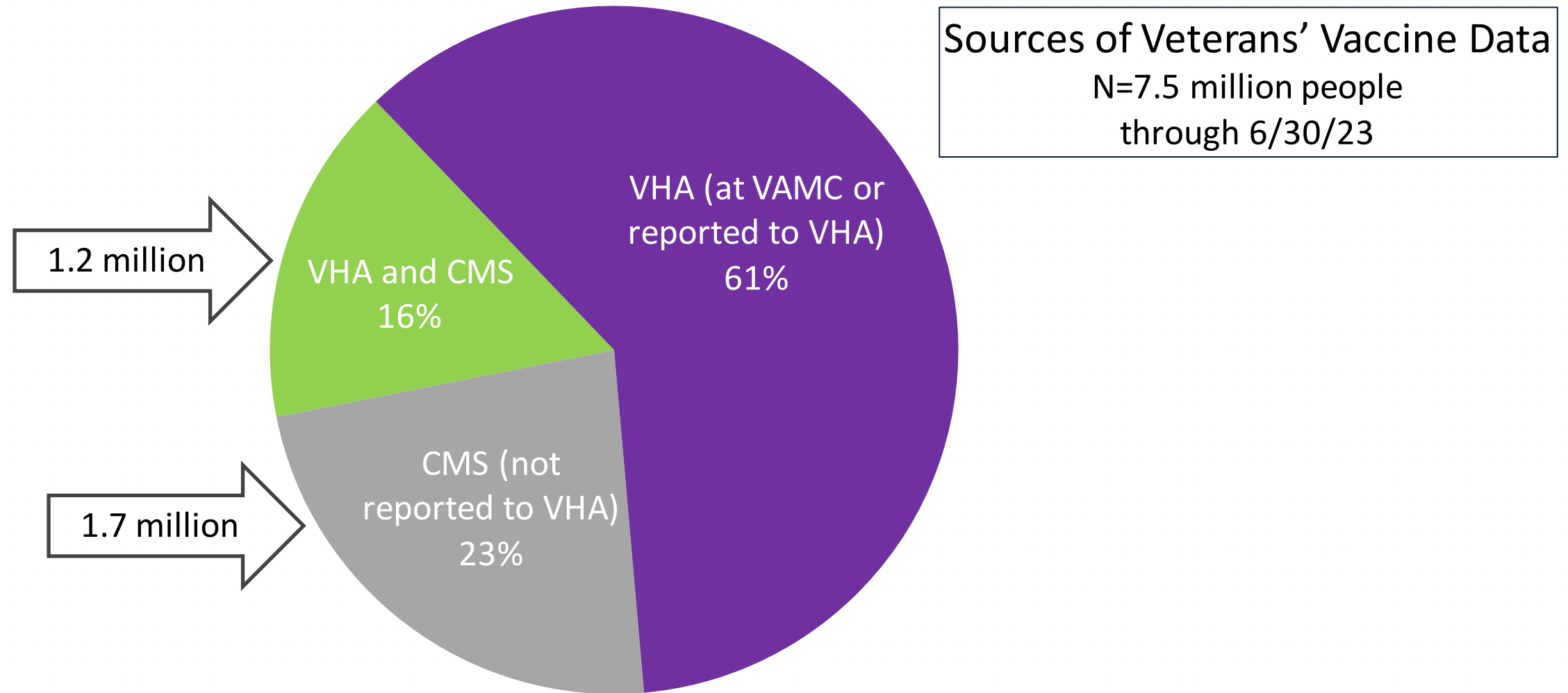
Number of COVID-19 Vaccinations in CMS data



Type/Brand of Vaccine



Combining VHA & CMS COVID-19 Vaccine Data



<https://vaww.virec.research.va.gov/VACMS/COVID-19/Presentations/Poster-Medicare-COVID-19-ARM-2023.pdf>

Limitation: Missing vaccinations

- Vaccines missing from Medicare (or VA) data doesn't mean a person didn't receive it
- CMS analysis (through June 2021) shows significantly fewer vaccines in Medicare than expected, based on numbers reported to CDC
- Within 65+ population, only half of expected vaccines are found in Medicare claims data

<https://www.cms.gov/data-research/cms-covid-19-data-products/medicare-covid-19-vaccine-analysis>



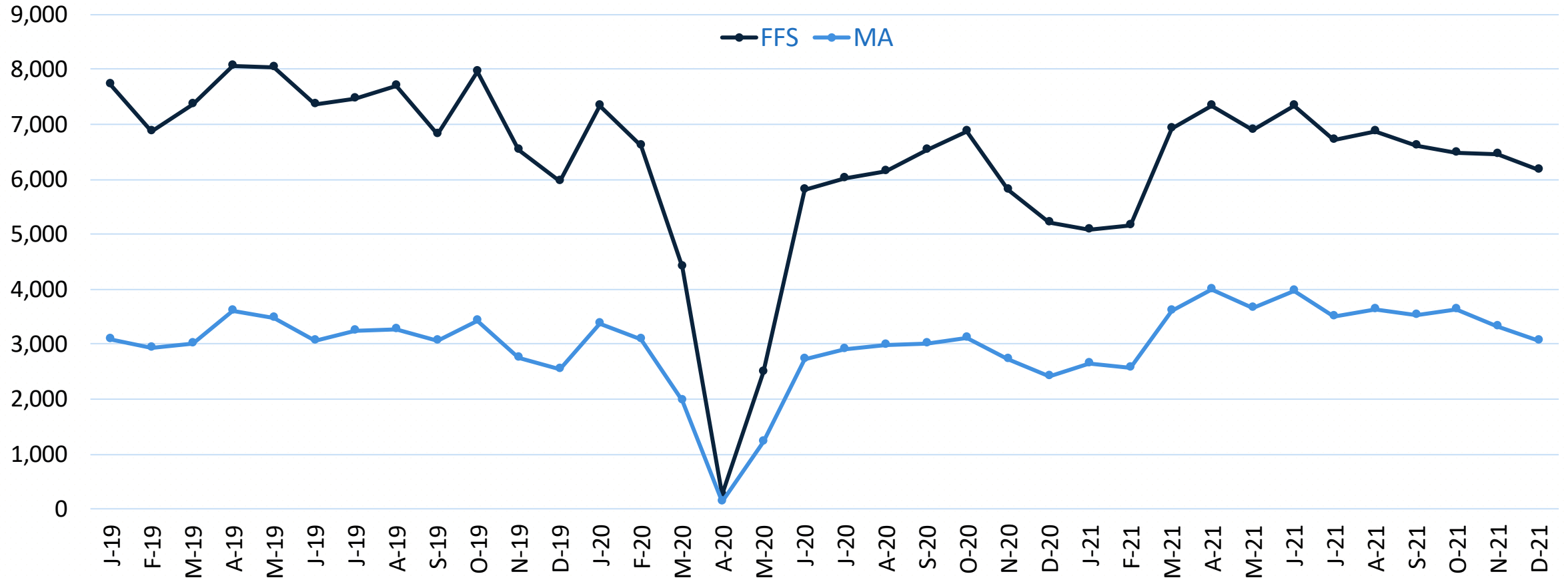
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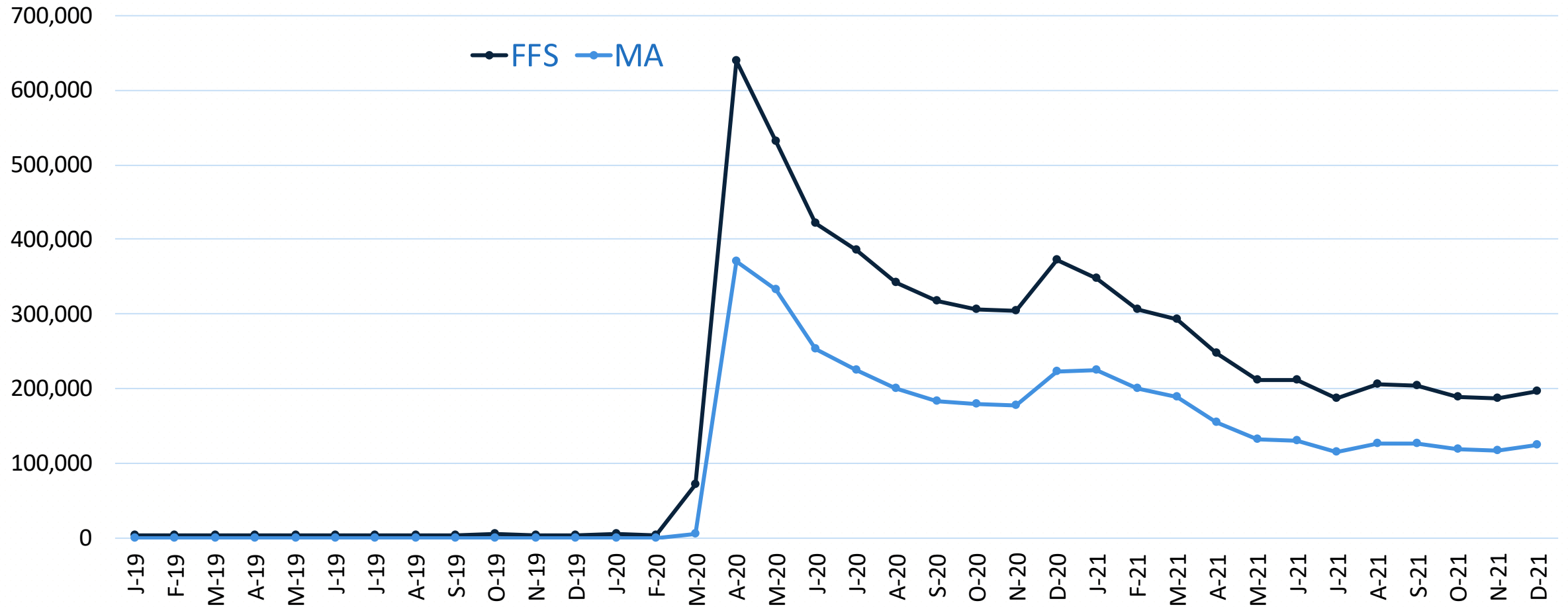
Delayed Care

Colonoscopies paid by Medicare, CY2019-2021 (Veterans only)
HCPCS G0104, G0105, G0121



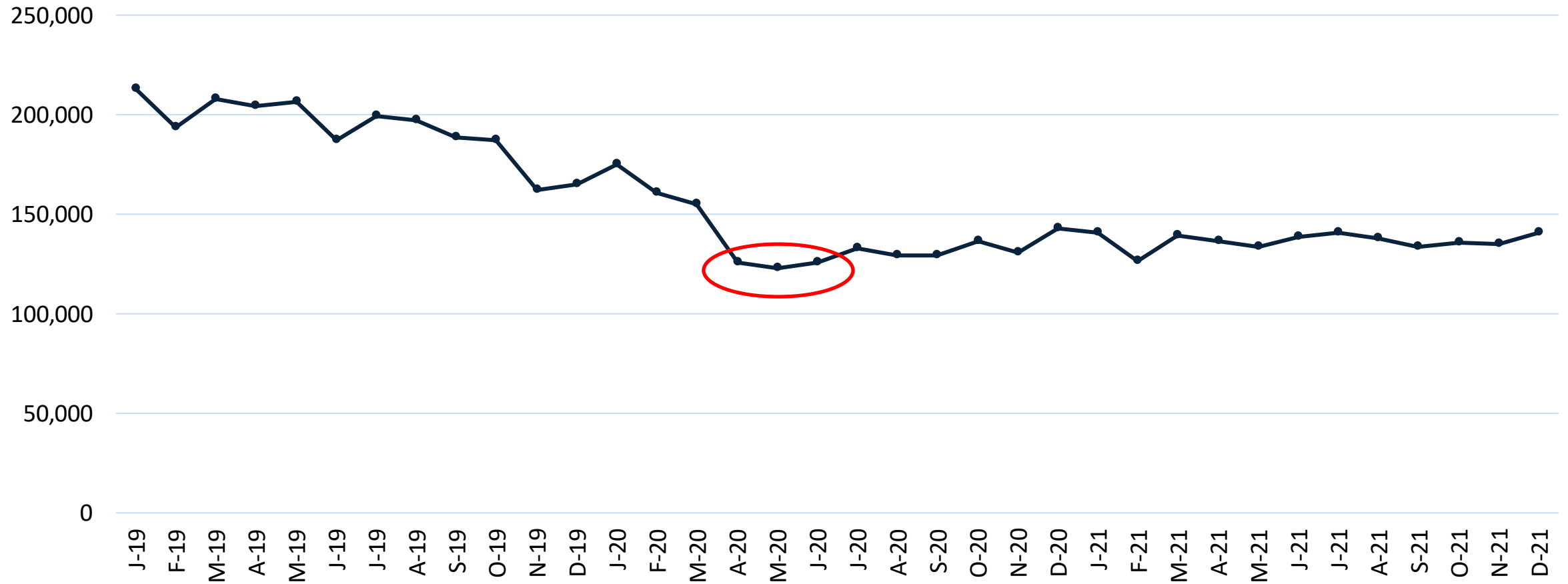
Telehealth Visits paid by Medicare, CY2019-2021 (Veterans only)

Place of Service = 02 or CPT/HCPCS modifiers 95, GT, GO, GQ



Minimal changes

Nursing Home Assessments, CY2019-2021 (Veterans only)
From MDS



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- **Additional information**





- The data steward for Centers for Medicare & Medicaid Services (CMS) data used for VA research
- Distributing data from to VA approved projects since 2003
- Providing assistance to VA research projects using CMS data
- No cost to VA researchers

Requesting CMS data

- Pre-Request Consultation
- Request Process and Forms
- Data Descriptions and Documentation

virec.vacmsdata@va.gov

VIREC INTRANET

Search All VA Web Pages
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VA/CMS Data for Research

VA/CMS Data Home
About Us
Updates
Publications
Education
FAQs
Help

CMS & USRDS data from VIREC
VA acquires data from the Centers for Medicare and Medicaid Services (CMS) and United States Renal Data Systems (USRDS). VIREC provides these data at no cost to VA researchers. Using these data in VA research provides a more complete picture of healthcare utilization. [What's new?](#) Learn about new data available and check out our latest products and services.

CMS & USRDS Data
[Learn About the Data](#)
View file descriptions and documentation.

- [Medicare](#)
 - [Medicare in the OMOP model](#)
- [Medicaid](#)
- [USRDS](#)
- [CMS COVID-19](#)
- [Patient Assessment](#)
- [HEDIS](#)
- [MCBS](#)
- [Provider](#)
- [VHA Cohort Indicator File](#)

Data Currently Available from VIREC
Check out dataset names, calendar years, and cohorts currently available.

Cohorts & Identifiers
Explore cohorts and identifiers available for Veterans and Non-Veterans, including the VHA Cohort.

Online Education
Find links to cyberseminars, training, and more.

Data Requests & Requirements

Requesting Access
Information on requesting data from VIREC.

- [Pre-Request Consultations](#): A recommended step for researchers who are planning on submitting a request.
- [New Requests for Data](#): Learn how to request data for a project that does not have a Data Use Agreement (DUA) with VIREC.
- [Additional Data Requests](#): Steps for requesting additional data for a project that has an active DUA with VIREC.

Continuing Use
Outlines requirements for projects that have an active DUA.

DUA Closure & Data Retention
Provides required steps for closing the DUA and complying with VHA data retention requirements.

Regulations
Lists regulatory requirements for VA research use of CMS & USRDS data.

vaww.virec.research.va.gov/Index-VACMS.htm (VA intranet only)





- Field office of VHA's Chief Strategy Office
- Data steward for CMS (Medicare) data used for VHA operations
 - VHA Program Offices
 - Quality Improvement/Quality Assurance
- vaww.va.gov/medicareanalysis/ (VA intranet only)





- CMS contractor based at the University of Minnesota
- Provides free assistance and training to researchers using CMS data
 - Help desk
 - Knowledge base
 - Webinars & workshops
- www.resdac.org

Chronic Conditions Data Warehouse

Your source for national CMS Medicare and Medicaid research data

- Source of most CMS data that VA receives
- Documentation
 - Data dictionaries
 - Summary tables
 - User guides & technical guides
 - White papers & presentations
- www.ccwdata.org



Thank you!
Questions?



CONTACT INFORMATION

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VA intranet: <https://vaww.virec.research.va.gov/Index-VACMS.htm>

Internet: <https://www.virec.research.va.gov/Index.asp>





CMS DATA MINISERIES

A large, teal-colored arrow pointing to the right, with a slight 3D effect and a white outline. It is positioned horizontally across the middle of the slide.

Next session:
July 9th at 3 pm ET

Medicare Data in the OMOP Common Data Model



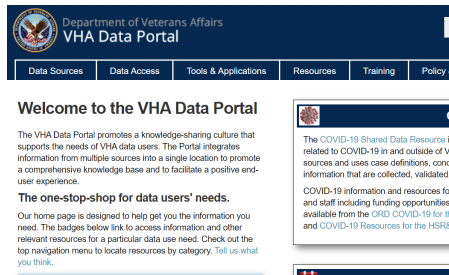
CMS Data Miniseries
BONUS SLIDES

Resources for VA Data Users

Select image to visit page



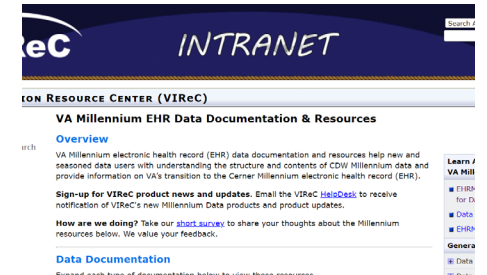
VA Information Resource Center (VIREC) (VA Intranet)



VHA Data Portal (VA Intranet)



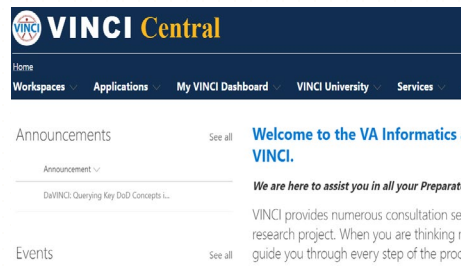
VIREC Cyberseminars



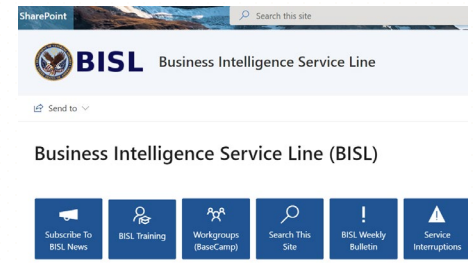
VA Millennium EHR Data Documentation (VA Intranet)



Quick Guide: Resources for Using VA Data (VA Intranet)



VA Informatics and Computing Infrastructure (VINCI) (VA Intranet)



BISL/CDW (VA Intranet)



Health Economics Resource Center (HERC) (VA Intranet)



Questions about using VA Data?

HSRData Listserv

- Community knowledge sharing
- ~1,800 VA data users
- Researchers, operations, data stewards, managers
- Subscribe by visiting vaww.virec.research.va.gov/Support/HSRData-L.htm (VA Intranet)

VIReC HelpDesk

- Individualized support
- Request Form: varedcap.rcp.vaec.va.gov/redcap/surveys/?s=KXMEN77LXK (VA Intranet)

