



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

October 12, 2020

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: ADULT AND CHILDREN'S SERVICES SUPERVISORS, PROGRAM ADMINISTRATORS, AND PROGRAM MANAGERS

SUBJECT/PURPOSE: Updated VA Standing Written Requests for Patient Information

REQUIRED ACTION: Information Only Time Sensitive Immediate

This letter outlines the process county departments must follow while fulfilling their mandate to complete Adult Protective Services (APS) evaluations or Child Protective Services (CPS) assessments when patient information is needed from the Department of Veterans Affairs (VA) that will also protect patient information under federal law and comply with the VA requirement for these record requests.

The **Request for Patient Information** forms (DAAS-5337-A or DSS-5337-C) must be completed once a report is received and accepted for either an APS evaluation or CPS assessment and a service member's information is identified by law as "relevant to the assessment or provision of protective services." The form must be completed by the county conducting the evaluation or assessment but issued to the VA by DHHS. The Request for Patient Information form must be completed each time records are requested from a VA Medical Facility and/or associated Outpatient, or Community-Based Outpatient Clinic in North Carolina. Please find detailed information for completing and submitting the form on the instructions page attached.

Effective immediately, county staff must complete and submit the request form **via encrypted email** to DHHS.VA.request.APS@dhhs.nc.gov for APS requests or DHHS.VA.request.CPS@dhhs.nc.gov for CPS requests.

If you have any questions contact your assigned Regional Adult Programs Representative (<https://files.nc.gov/ncdhhs/Regional-APR-County-Coverage-with-Map-10.2020.pdf>) or your assigned Regional Child Welfare Consultant and include the local support manager. (<https://www.ncdhhs.gov/divisions/social-services/county-staffinformation/local-support-staff-schedules/childrens-services>). This process has been updated and replaces any previous guidance provided.

Sincerely,

Lisa Cauley, Senior Director
Child and Adult Services

Attachments: Instructions
DAAS-5337-A
DSS-5337-C

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES

LOCATION: 693 Palmer Drive, Taylor Hall, Raleigh, NC 27603
MAILING ADDRESS: 2101 Mail Service Center, Raleigh, NC 27699-2101
www.ncdhhs.gov • TEL: 919-855-3400 • FAX: 919-733-0443

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Cc: Susan G. Osborne, Assistant Secretary for County Operations
Joyce Massey-Smith, Director for Aging and Adult Services
Karey Perez, Adult Services Section Chief
Kathy Stone, Section Chief for Child Protective Services and Prevention
Teresa Strom, Section Chief for County Operation

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