



VETERANS AFFAIRS CANADA REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE PROGRAM ALL PROVINCES

August 2022

Veterans Affairs Canada (VAC) is introducing updates to our Rehabilitation Services and Vocational Assistance Program for eligible Veterans and their families, beginning November 2022.

Current Rehabilitation Service Delivery Model:

Today, VAC delivers the [Rehabilitation Services and Vocational Assistance Program](#) under two national contracts. The Federal Health Claims Program Services (FHPCS) contract with Medavie Blue Cross (MBC) administers all medical and psycho-social rehabilitation services and Canadian Veterans Vocational Rehabilitation Services (CVVRS) administers all vocational services.

Future Rehabilitation Service Delivery Model:

Public Services and Procurement Canada (PSPC), on behalf of VAC, [awarded a national contract to Partners in Canadian Veterans Rehabilitation Services \(PCVRS\)](#) who will be responsible for the assessment, coordination and administration of **all** medical, psycho-social and vocational rehabilitation services, beginning **November 2022**. PCVRS is a partnership between Lifemark Health Group and WCG International Consultants LTD. The partnership brings international best practices and new rehabilitation techniques into the Rehabilitation Services and Vocational Assistance Program. They will collaborate with our Case Managers and existing providers to deliver personalized rehabilitation services to eligible Veterans and their families.

Improvements in technology will support Veteran centric care, information sharing and give 24/7 access for participants to their rehabilitation plan and progress updates. This enhanced collaboration and seamless information sharing will improve experiences for both the participant and all health professionals supporting not only rehabilitation services but continuity of care after rehabilitation goals are met and eligibility for the program has ended.

What is staying the same:

FHPCS Contract with Medavie Blue Cross will continue to be responsible for the administration of all [Programs of Choice](#) within VAC's Healthcare Benefit Program. These improvements will only impact services that are provided for the Rehabilitation Services and Vocational Assistance Program. Rehabilitation participants account for approximately 11% of Veterans who access treatment benefits through Medavie Blue Cross.

VAC Case Managers will remain responsible for the approval of rehabilitation plans, monitoring of rehabilitation progress, and overall coordination of participants' case management needs. The VAC Case Manager will work with PCVRS' Rehabilitation Service Specialists (RSSs), Rehabilitation Service Professionals (RSPs) and existing Medavie Blue Cross health care providers in a team around the participant approach.

Next Steps:

- A comprehensive Participant Migration Plan developed by VAC and PCVRS will ensure no interruptions to medical, psycho-social or vocational services that a participant is receiving before or during the transition.
- Participants will move to PCVRS in a phased approach.
- First group to move will be all participants accessing vocational rehabilitation and all new eligible participants beginning November 22, 2022.

Should you have any questions about the Rehabilitation Services and Vocational Assistance Program changes please visit our [webpage](#) for the latest updates, view VAC's [Frequently Asked Questions \(FAQ\)](#) or [email the VAC Rehabilitation Team](#).

To express your interest in becoming a rehabilitation provider with PCVRS email providers@pcvrs.ca.

Thank you for the ongoing care and service that you provide to our Veterans.