



FREE LOUISVILLE VETERAN FAMILY RESOURCE

A Louisville Guide to VA In-Home Care

How Veterans and families can ask about Homemaker and Home Health Aide Care

The Department of Veterans Affairs describes Homemaker and Home Health Aide Care as help in a Veteran's home with self-care and daily activities. The service depends on VA enrollment, community-care eligibility, clinical criteria, local availability, assessed need, and authorization.

VA makes those decisions. Peacemaker can separately discuss a requested non-medical schedule and daily routines without treating that conversation as VA approval or a promise of payment.

Independent guide

This Peacemaker Elder Care guide is for general education and is not a VA publication or application. VA—not Peacemaker—determines eligibility, clinical need, service availability, authorization, approved hours, provider arrangements, and any copay. Peacemaker does not guarantee VA approval, payment, or service availability.

Inside this guide

- Understand what the VA service is designed to provide
- Follow the VA conversation and authorization path
- Prepare questions for the VA care team or social worker
- Keep VA decisions separate from provider planning

General educational information | Reviewed September 16, 2026

Understand the VA service

VA says a Homemaker and Home Health Aide is a trained person who can come to a Veteran's home and help with self-care and daily activities. These aides are not nurses. VA states that they are supervised by a registered nurse who helps assess the Veteran's daily-living needs. Services may be combined with other home and community services and may vary by location.

Who may qualify

According to VA, an enrolled Veteran may be eligible when the Veteran is eligible for community care, meets the clinical criteria for the service, and the service is available. A copay may apply based on service-connected disability status. VA determines every part of this decision.

Examples of daily activities

- ☐ Eating
- ☐ Getting dressed
- ☐ Personal grooming
- ☐ Bathing
- ☐ Using the bathroom
- ☐ Moving from one place to another
- ☐ Grocery shopping

These examples come from VA. The help, frequency, hours, provider arrangement, and any copay depend on VA's assessment and authorization.

Follow the VA path

- 1 Confirm enrollment and registration** A Veteran generally needs to be enrolled in VA health care and registered with VA Louisville before making routine appointments.
- 2 Talk with the VA care team** Ask the primary care team or a VA social worker about Homemaker and Home Health Aide Care and other home and community services.
- 3 Complete the VA assessment** VA determines community-care eligibility, clinical criteria, assessed need, local availability, and any copay.
- 4 Receive the VA decision** If approved, confirm the authorized service, hours or frequency, provider arrangement, start instructions, and VA point of contact.
- 5 Plan the provider handoff** Share only the information needed for the authorized service through the appropriate VA and provider channels.

Questions to ask the VA care team

- ☐ Is the Veteran enrolled in VA health care and registered with VA Louisville
- ☐ Is Homemaker and Home Health Aide Care the service we should ask about
- ☐ Does the Veteran meet VA's community-care and clinical criteria
- ☐ Is the service currently available in the Veteran's location
- ☐ What assessment or referral is required
- ☐ Which daily activities and services are authorized
- ☐ How many visits or hours are authorized and for what period
- ☐ Which provider arrangement will VA use
- ☐ Could a copay apply
- ☐ Who is the VA point of contact for questions or changes
- ☐ What should the family do if needs, location, or schedule change
- ☐ Which caregiver-support or respite resources may also be available

What to have ready

- ☐ The Veteran's VA care team or social-worker contact
- ☐ The care location and requested days and times
- ☐ The daily activities for which help is being requested
- ☐ Any current VA assessment, authorization, or provider instructions
- ☐ The family contact who will coordinate scheduling
- ☐ Questions about changes, renewals, copays, and who to call

Protect private information

Do not put the Veteran's name, VA identifiers, diagnosis, medication details, records, or authorization documents in a Facebook comment or general website form. Keep those details within the appropriate VA channels and secure provider process.

Keep VA decisions and provider planning separate

VA decides	Peacemaker can discuss
VA health-care enrollment and community-care eligibility	The care ZIP code and requested days and times
Clinical criteria and assessed need	The non-medical daily routines the family wants to discuss
Local program availability and authorized services	Whether the request fits Peacemaker's non-medical scope
Authorized hours frequency and provider arrangement	Current caregiver availability and scheduling preferences
Any copay or VA payment decision	A next step after VA instructions are clear

Louisville VA contacts

VA Louisville main phone [502-287-4000](tel:502-287-4000) | **Toll free** [800-376-8387](tel:800-376-8387)

VA Caregiver Support Line [855-260-3274](tel:855-260-3274)

VA Louisville Caregiver Support Team [502-287-5267](tel:502-287-5267)

VA health-care enrollment help [877-222-8387](tel:877-222-8387)

[VA Louisville appointment information](#) | [VA Louisville registration](#)

Discuss non medical support with Peacemaker

Peacemaker can discuss requested non-medical support after VA instructions are clear. Peacemaker does not determine VA eligibility, clinical need, authorization, available hours, provider arrangement, or copay, and does not guarantee VA approval, payment, or service availability.

Call [\(502\) 572-7377](tel:502-572-7377)

Visit peacemakereldercare.com

Schedule [Request a consultation](#)

Sources and limits

- [VA Homemaker and Home Health Aide Care](#) va.gov updated March 6, 2026
- [VA Louisville Health Services](#) va.gov
- [VA Louisville Caregiver Support](#) va.gov
- [VA Louisville Contact Information](#) va.gov updated January 20, 2026
- [VA Health Care Application Guidance](#) va.gov
- [Peacemaker Veterans Support](#) peacemakereldercare.com

Sources reviewed September 16, 2026. This guide provides general education and does not replace VA instructions, a clinical assessment, or a written authorization.