



Puller Veterans Care Center (PVCC) FAQ Document

1. Who is the Puller Veterans Care Center named after?

The Puller Veterans Care Center (PVCC) is proudly named in honor of three members of the Puller family for their service to our Nation and Commonwealth:

- Lieutenant General Lewis B. “Chesty” Puller
- Lieutenant Lewis B. Puller, Jr.
- Former state senator Linda Todd “Toddy” Puller

2. What levels of care does PVCC provide?

- PVCC is a residential nursing facility that will provide these levels of care:
 - Long-term skilled nursing care
 - Memory care
 - Short-term rehabilitative care
 - Comfort/palliative care

3. What other services are offered?

- Life Enrichment – activities and experiences
- In-house Pharmacy
- Barber shop
- Chapel – Spiritual Support
- Outdoor walking paths

4. What are the criteria for Admissions?

- Honorably discharged veteran from the Armed Forces of the United States;
- Resident of Virginia or entered service from Virginia;
- Medical need for nursing home level of care.

Our admissions staff can provide complete details of these criteria.

5. When were the first residents admitted?

- December 8 and 10, 2025

6. Is PVCC a licensed nursing home facility?

- Yes, PVCC is licensed by the Virginia Department of Health, Office of Licensure and Certification (VDH/OLC).

- After there are 20 residents in the facility, PVCC will be able to apply for licensure by the U.S. Department of Veterans Affairs, which will enable PVCC to receive VA reimbursement for veteran care.

7. What is the timeline for admitting additional residents?

- Before PVCC can admit additional residents, it must be officially licensed by the federal Centers for Medicare & Medicaid Services (CMS), which is necessary to admit residents who have Medicaid or Medicare as their primary payor source, and the federal U.S. Department of Veterans Affairs (VA), which is necessary to admit residents who will rely on the VA as their primary payor source. This is a two-step process.
- Medicaid/Medicare licensure: PVCC must be licensed by CMS before it can accept residents who have Medicaid or Medicare as their primary payor source. The Virginia Department of Health, Office of Licensure and Certification (VDH/OLC) conducts the Medicaid/Medicare licensure inspection in accordance with CMS requirements. PVCC is ready for VDH/OLC to conduct the CMS certification inspection. After being certified, PVCC will begin admitting residents 3-20.
- When there are 20 residents, PVCC will apply for its VA licensure. After the VA licensure has been granted, the PVCC will then be able to admit additional residents, especially those who are rated by the VA as having a 70-100% Service-Connected Disability (SCD) rating and will rely on this as their primary payor source.

8. How do I get on the waiting list/what is the process for Admissions?

- Contact the Admissions and Marketing Department by calling 540-680-5200. You can also email the PVCC Admissions team at PVCCAdmissions@dvs.virginia.gov with any questions. If found eligible, the veteran will be placed on the wait list.

9. What is the staff-to-resident ratio?

- PVCC will operate with a staffing ratio of one nurse and two certified nursing assistants (CNAs) to every 16 residents.

10. How many beds does this facility have? How are they arranged?

- PVCC has 128 private rooms, each with a private bath.
- The rooms are grouped into eight households, each having 16 rooms.
- Each household features a shared living and dining area.

11. How do I learn more about employment opportunities at the Puller Veterans Care Center?

- For more information, please reach out to the PVCC Human Resources Department at 540-680-5200 or visit our job posting page for current positions and instructions on how to apply <https://www.jobs.virginia.gov>. In the search bar type in Puller Veterans Care Center.

12. How can donations be made to the Puller Veterans Care Center?

- PVCC is not permitted to accept direct cash donations, but the Commonwealth of Virginia has established the Virginia Veterans Services Foundation (VVSF), which functions much like a 501(c)(3), specifically to accept and raise donated funds and to make allocations to the Department of Veterans Services (DVS), including PVCC, to support DVS programs and services.
- Financial donations, especially when pooled with other donations, will allow PVCC to deliver enhanced services to our residents. This might include the purchase of holiday gifts for our residents (Operation Holiday Spirit) and other items (clothes, eyeglasses, laptop computers, etc.) that contribute to everyday quality of life.
- To learn more, visit the VVSF website at <https://virginiaveteransservicesfoundation.org/>.
- The PVCC Life Enrichment Department (540-680-5200) can also help connect you to the VVSF.

13. Can my community organization support PVCC and its residents? Are there volunteer opportunities?

- Yes! PVCC was designed to be a part of the greater community that surrounds it and for the community to be part of PVCC.
- We very much welcome opportunities for partners to support activities and events for PVCC residents both on-site and in the surrounding community.
- For more information, please reach out to the PVCC Life Enrichment Department at 540-680-5200. A member of the PVCC team will be happy to speak with you about the opportunities.

14. Who owns and operates the Puller Veterans Care Center?

- PVCC is owned and managed by the Commonwealth of Virginia, Department of Veterans Services.

15. How was its construction funded?

- PVCC construction was funded by the Commonwealth of Virginia and a grant from the U.S. Department of Veterans Affairs.

16. Where will the operating funds come from?

- Initial start-up funding is from the Commonwealth of Virginia.
- After start-up, funding will come from these sources:
 - Medicaid
 - U.S. Department of Veterans Affairs
 - Medicare
 - Private pay/private insurance.