



FOR VETERANS & THEIR VA CARE TEAM

VA Community Care Referral Guide: Massage Therapy

Bring or send this guide to your VA primary care provider (PCP) or PACT team. Page 2 is written for them.

Veteran name:

Last 4 SSN or DOB:

VA facility / PACT team:

ForeverNow Massage & Coaching

Mindy Millington, M.Ed., LMT

Georgia massage therapy license **MT003309**

In-network VA Community Care provider (Optum CCN Region 3)

1010 N Tennessee St, Suite 212, Cartersville, GA 30120

Serving Cartersville, Bartow County, Northwest Georgia & north metro Atlanta

NPI	1013747799 (individual)
Taxonomy	225700000X (Massage Therapist)
Phone	470-227-1669
Fax	305-890-2721
Email	therapy@fnmassage.com
Web	www.fnmassage.com

What to tell your VA provider FOR THE VETERAN

- 1 Ask your PCP or PACT team for a Community Care consult for medical massage therapy.** Call, book a visit, or send a secure message, and hand over or attach this guide. Your VA care team must approve community care before your first visit.
- 2 Name your provider.** VA lets you choose an in-network community provider. Give them Mindy's name, NPI and address from the box above so the referral comes straight to ForeverNow.
- 3 Ask for 60-minute visits for every session, not just the first.** Page 2 gives your provider the codes, units and a rationale they can copy into the consult.

SAY IT LIKE THIS

"I'd like a Community Care consult for medical massage therapy for my _____. I've chosen an in-network provider: Mindy Millington, LMT, at ForeverNow Massage & Coaching in Cartersville, NPI 1013747799. Please write the consult for 60-minute visits, 4 units per visit, for every visit, up to 12 visits. Page 2 of this guide has the details."

Who qualifies

You must be enrolled in (or eligible for) VA health care and have your VA team's approval. At least one more condition must apply, for example:

- You and your VA provider agree community care is in your **best medical interest**.
- VA can't offer the care within its **access standards**: a 30-minute average drive or 20-day wait (primary care and mental health), or a 60-minute drive or 28-day wait (specialty care).
- VA doesn't offer the service at any VA facility, or can't provide it within its quality standards.

What VA covers

Massage therapy is one of VA's required **complementary and integrative health** approaches, part of its Whole Health care. VA covers **medical** massage when there's a reasonable expectation of benefit for conditions such as:

Pain: back, neck, joint, myofascial pain, headaches, fibromyalgia, TMD, plantar fasciitis, post-operative, cancer-related and pregnancy-related pain. **Non-pain:** lymphedema and scar tissue.

General massage for well-being is not covered.

After your referral is approved NEXT STEPS

- 1 VA reviews and calls you.** The community care office checks eligibility and contacts you to confirm. This can take up to 14 days.
- 2 Call ForeverNow at 470-227-1669 to schedule.** VA sends the referral to Mindy. You can book yourself or ask VA to book for you. If you book yourself, tell your VA team within 14 days.
- 3 Watch for your authorization letter.** It lists your authorization number, your approved provider, the care covered and how long it lasts. Bring it to your first visit.
- 4 Start soon and keep count.** The referral's end date can be recalculated from your first appointment, so you get the full approved window. VA covers only the visits on your authorization. If you need more, you or Mindy can request it.



FOR THE VA PCP / PACT TEAM

Referral request: medical massage therapy, 60-minute visits

Veteran name: _____

Last 4 SSN or DOB: _____

VA facility: _____

Referral request **FOR THE VA PROVIDER**

This Veteran has chosen ForeverNow for community care. Thank you for entering a Community Care consult with these details.

Consult type	VA Community Care: Medical Massage Therapy (SEOC: Medical Massage Therapy Initial)
Preferred provider	Mindy Millington, M.Ed., LMT · NPI 1013747799 · Taxonomy 225700000X · GA license MT003309 ForeverNow Massage & Coaching, 1010 N Tennessee St, Suite 212, Cartersville, GA 30120 Phone 470-227-1669 · Fax 305-890-2721 · Email therapy@fnmassage.com In-network VA Community Care provider (Optum CCN Region 3)
Services & CPT	Therapeutic massage for pain, scar tissue work, lymphedema care: 97124 (massage) and/or 97140 (manual therapy, incl. manual lymphatic drainage), 15-minute units. One code per date of service (the two are not billed on the same day).
Units & visit length	4 units per visit (60 minutes, at least 53 minutes hands-on) for every visit, including follow-ups
Visits	Up to 12 visits over 90 days
Diagnosis (ICD-10)	_____ Areas to treat: _____
Complex-condition factors VA CDI 00036; check all that apply	☐ More than one anatomic area ☐ Complicated or multiple injuries ☐ Comorbidity complicating treatment (e.g., neurologic, vascular) ☐ Extra time for positioning or precautions ☐ Age 65 or older ☐ Hospice or palliative care
Precautions / clearance	_____

CLINICAL RATIONALE FOR 60-MINUTE VISITS (COPY INTO THE CONSULT)

Request 60-minute visits, CPT 97124 and/or 97140 at 4 units per visit, for all visits (up to 12). The Veteran's condition requires treatment beyond the injured area: the compensation patterns, related muscle chains, and fascial and nervous-system holding patterns that maintain the pain. For example, neck and back pain driven by a forward-head, rounded-shoulder posture requires releasing the anterior chain (SCM, pectorals, biceps, diaphragm, psoas) before treating the painful site. A 30-minute visit treats only the symptoms at the site. Treatment of more than one anatomic area meets VA CDI 00036 complex-condition criteria. Goals: lower pain on the 0-10 scale, improved range of motion and function (_____), and a home self-management plan. Baseline measures are recorded at visit 1 and reassessed during care.

Why 60 minutes, every visit

Typical massage authorizations allow a 60-minute first visit (30 minutes of assessment plus 30 of massage), then 30-minute follow-ups. Mindy's clinical position: Veterans need at least 60 minutes per visit, because most conditions require restructuring beyond the injured area. Thirty minutes covers only the sore spot.

"Corrective massage isn't about how much pressure I use. It's about the architecture of the body." — Mindy Millington

She assesses the whole posture and unlocks the overtight muscles pulling the body forward, using moderate pressure, gentle trigger point work and controlled stretching, before treating the painful area.

About the provider

Mindy holds NLP Practitioner and Master Practitioner certifications and has spent 28 years studying muscular emotional memory. She works with Veterans living with PTSD and builds nervous-system care into every session.

If the authorization comes back at 30 minutes

After visit 1, ForeverNow sends VA Form 10-10172 (Request for Service) to your community care office with the assessment findings and goals. A consult that already asks for 60 minutes and lists the complexity factors supports that review.

Quick answers **FAQ**

What will this cost the Veteran? Community care copays work the same as care at a VA facility. Usually that means a copay only for conditions that aren't service-connected, and VA bills it, not ForeverNow. Veterans are never billed by ForeverNow for VA-authorized care.

What should the Veteran bring? The VA authorization letter, a list of current medications, and any imaging or records Mindy asks for.

Is physician clearance needed? For post-surgical scar work and lymphedema care, yes: bring written clearance or precautions from the surgeon or treating doctor, or note them in the consult above.

What if VA says no? Ask your VA team about VA's clinical appeals process. More visits after the first 12 can be requested when progress is documented.

Referring VA provider: _____

Consult date: _____

Questions? Call Mindy: **470-227-1669**