Hurricane Harvey

Intellectual and Developmental Disabilities Services
(IDD Services)
Frequently Asked Questions

On August 25, 2017, Hurricane Harvey hit the Texas coast and caused significant damage and flooding in numerous counties forcing many to evacuate to temporary or subsequently permanent locations.

Texas Health and Human Services (HHS) is committed to sharing pertinent Hurricane Harvey information with you with this list of frequently asked questions. This document will provide tools and resources needed to ensure the provision of services and supports to residents in Texas in the aftermath of this natural disaster.

New and revised information contained in the FAQ document will be highlighted in yellow and placed under the “New Information” section of the document, in addition to appearing under the appropriate subject heading.

The Intellectual and Developmental Disability (IDD) Service section created Team Harvey to be the point of contact for questions from local intellectual and developmental disability authorities (LIDDAs) regarding the impacts of Hurricane Harvey.
New Information

1. What is Team Harvey?

Response: Team Harvey consists of HHS IDD Services staff from Local Procedure Development and Support (LPDS), Contract Accountability and Oversight (CAO), Pre-admission Screening and Resident Review (PASRR), and LIDDA Training units, all dedicated to assisting LIDDA's impacted by Hurricane Harvey. Harvey team members consist of the following individuals: Debbie Alexander (LPDS), Mirenda Blevins (LPDS), Melani Escobar-Camarillo (PASRR), Talya Hines (LIDDA Training), and Nicole Simpson (CAO).

2. How can I contact Team Harvey?

Response: You can contact the Harvey Team at the following:

Harvey mailbox - harveyiddmailbox@hhsc.state.tx.us

*Please note all initial contact from LIDDA's regarding Hurricane Harvey issues should be made to the Harvey mailbox to track submissions and ensure referrals are made to the appropriate HHS unit for resolution.

3. How do I know if I need to contact the Harvey Team?

Response: If you have any Harvey related questions or concerns, contact the Harvey mailbox.

4. Where can I find online information?

Response: FAQ to be posted on the HHS LIDDA website and updated every Friday with any new information. The website address is: https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/local-idd-authority-lidda
5. How will I receive new information and updates?

**Response:** IDD Services Performance Contracts will send LIDDA broadcasts with new information or updates and/or schedule conference calls and/or webinars.

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**Federal Waivers and Modifications**


**Response:** Please refer to LIDDA Broadcast 1212 *Hurricane Harvey and Impact on Contractual Performance* and contact the appropriate contract manager.

7. Were there any exceptions provided for LIDDAs who were impacted by Harvey?

**Response:** Yes, please refer to LIDDA Broadcast 1212 *Hurricane Harvey and Impact on Contractual Performance*.

8. Will HHS allow LIDDAs to extend prior authorizations?

**Response:** HHS will publish specific information for prior authorizations associated with services.

9. When should the LIDDAs expect to begin serving evacuees in their catchment area?

**Response:** The Centers for Medicare and Medicaid Services (CMS) has indicated the evacuees who remain in the receiving nursing facilities (NFs) past 30 days will need to be formally admitted to the receiving NFs. NFs must submit a PL1 into the Long Term Care (LTC) Portal which will send an alert to the LIDDAs to conduct a PASRR Evaluation (PE). All PASRR
processes will begin, including the provision of PASRR specialized services and service coordination.

More information will be forthcoming related to individuals in their catchment area in programs other than NFs.

10. **What signature date do I use on the Individual Plan of Care (IPC) with a transfer resulting from Hurricane Harvey?**

   **Response:** LIDDAs should use the hurricane date of August 25, 2017.

11. **Governor Abbott has issued a disaster proclamation certifying that Hurricane Harvey posed a threat of imminent disaster, including severe flooding to 54 counties as of Aug. 28, 2017. Will the federal waivers and modifications apply to the same geographical area?**

   **Response:** Federal waivers and modifications apply to the geographical area identified by FEMA. Those counties are periodically updated. The list can be accessed here: [https://www.fema.gov/disaster/4332](https://www.fema.gov/disaster/4332)

12. **What should members do if they are displaced from Hurricane Harvey and need to update address information?**

   **Response:**

   *Medicaid-Members should update their mailing addresses but keep permanent addresses on file. This can be done by contacting 2-1-1 or through YourTexasBenefits.com. It is important for members to keep their permanent addresses on file if they plan to return home.

   *LIDDA - Contact your local IDD authority.*
13. **What happens if a member misses a scheduled Fair Hearing or if the member cannot participate in the scheduled Fair Hearing?**

**Response:** HHS will automatically reschedule fair hearings for members that live in an area affected by Hurricane Harvey. This includes those instances where a member may have missed their fair hearing or have one scheduled prior to September 18, 2017, and is unable to participate.

Members getting services pending the appeals process will continue to receive those services. For any member questions related to fair hearings, please call Fair and Fraud Hearings Section at 512-231-5701, or fax 512-231-5743.

14. **People often forget their medicines when they evacuate and need an early refill from a pharmacy. In most cases, pharmacists may not dispense more than a 72-hour supply of medication. Is there any way a prescription can be filled sooner?**

**Response:** Yes, HHS implemented an emergency procedure for pharmacists to follow if a prescription rejects with an error code “79” (“Refill Too Soon”), but only for individuals the pharmacist identifies as affected by Hurricane Harvey. Pharmacy staff should use their professional judgment when filling.

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**PASRR Services**

15. **What should an NF do when an evacuee had a customized manual wheelchair (CMWC) in their previous facility but it did not transfer with the individual?**

**Response:** LIDDAs should instruct the NF to contact PASRR Support at PASRR.Support@hhsc.state.tx.us to obtain technical assistance on the replacement of the individual’s CMWC. The PASRR unit will advise the NF to have the previous chair
transported or delivered to the individual, if the CMWC is not damaged. If the CMWC is damaged and cannot be provided, work with the receiving NF to submit a new request and obtain authorization for an override to the 5-year exclusion.

16. Numerous Medicaid beneficiaries have been evacuated and relocated to new nursing facility.

What are the evacuating facility responsibilities?

Response:

A. During an evacuation, the evacuating facility retains responsibility for the care of their evacuated residents. As with past disasters, the evacuating facility will be responsible for payment to the accepting facility or facilities for the care of their residents. HHS recommends evacuating facilities establish an agreement with the accepting facilities as soon as feasible regarding housing and care of evacuees, and for reimbursement of services.

B. Monitor the care of their residents for the duration of the event, including the potential re-evacuation of a resident.

C. After residents have returned to the evacuating facility or have been discharged, the evacuating facility must complete all assessments in accordance with federal guidance.
17. What are the accepting facility responsibilities?

Response:

A. Communicate regularly with the evacuating facility on the status of their residents.

B. Maintain records, as required, about each resident to be sent when the resident returns to the evacuating facility.

C. Support service delivery to residents as though they are your own and in accordance with their indicated care plans that were provided by the evacuating facility.

18. What are the LIDDA’s responsibilities?

Response:

A. Track and monitor individuals who have been evacuated.

B. Provide support to evacuating and accepting facilities, proactively and as needed.

C. The service coordinator must work with the evacuating and receiving facility to continue to meet all responsibilities outlined in contract including: addressing identified needs, assisting the member in locating providers of add-on services, and referring for any necessary services.
Social Security

19. Is there any guidance related to members getting Social Security Payments in areas affected by Hurricane Harvey?


LIDDA Broadcasts related to Hurricane Harvey

20. Where there any broadcasts sent in relation to Harvey?

Response: Yes, these broadcasts can be found below:

**LIDDA1214**: Action Needed – LIDDA Scan Call September 22, 2017 and Hurricane Harvey LIDDA Update

**LIDDA1212**: Hurricane Harvey and Impact on Contractual Performance

**LIDDA1209**: Hurricane Harvey Regional Status Update 9.8.17 and LIDDA Resource Update

**LIDDA1207**: HCS and TxHmL Transfers or Suspensions for Individuals Relocated Due to Hurricane Harvey

**LIDDA1204A**: FY17 Q4 Preliminary Report III
Hurricane/Disaster Resources

HHS also has two webpages dedicated to Hurricane Harvey to help our members, providers and stakeholders stay informed.

- For providers: https://hhs.texas.gov/services/health/medicaid-chip/provider-information/hurricane-harvey-information-providers

- For members: https://hhs.texas.gov/services/financial/disaster-assistance


Regulatory reference – https://apps.hhs.texas.gov/hurricane/bulletin.cfm?id=23

Behavioral Health – LIDDA1212 Broadcast: Hurricane Harvey and Impact on Contractual Performance

Birth Certificate Waivers for Harvey Victims: https://www.dshs.texas.gov/vs/

Provider Topics - http://www.tmhp.com/Pages/Topics/Hurricane_Main.aspx

The Arc of Texas - Hurricane Harvey Resources for People with IDD and their Families - https://www.thearcoftexas.org/harvey/

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