



COMMISSIONER
Jon Weizenbaum

September 17, 2015

To: Home and Community-based Services Program Providers
Texas Home Living Program Providers

Subject: Information Letter No. 15-58
DADS Review of Community First Choice Services Complaints

This letter is to inform Home and Community-based Services (HCS) and Texas Home Living (TxHmL) program providers, effective June 1, 2015, the Department of Aging and Disability Services (DADS) will conduct reviews of complaints related to the provision of Community First Choice (CFC) services through a contract the HCS or TxHmL program provider has with a managed care organization (MCO). The complaint review process described in this letter pertains to individuals who are not enrolled in the HCS or TxHmL programs but are receiving CFC services from an HCS or TxHmL program provider through a contract with an MCO. The existing complaint review process will be followed for individuals who are enrolled in the HCS or TxHmL Program.

Beginning June 1, 2015, an MCO may request DADS conduct a review of a complaint the MCO has received regarding an HCS or TxHmL program provider contracting with an MCO to provide CFC services. If DADS receives such a request, DADS will review the complaint, which may include an on-site visit. After the complaint review is completed, DADS will share the results of the complaint review with the MCO. Based on the results, the MCO may take action against the contract it has with the HCS or TxHmL program provider.

HCS and TxHmL program providers must cooperate with DADS during the complaint review, including providing complete access to all requested records and staff.

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If you have questions about this letter, please contact your MCO representative.

Sincerely,

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Department of Aging and Disability Services

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