



COMMISSIONER  
Jon Weizenbaum

### Memorandum

To: Community Services Regional Directors  
Community Services Program Managers

From: Becky Hubik  
MDCP/CCAD Policy Lead  
Long Term Services and Supports Policy

Subject: Chronic Contagion/Infestation Conditions

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The purpose of the memo is to clarify case manager responsibilities involving chronic contagion or infestation issues which are discovered by an individual's provider or case management staff. While the chronic contagious medical condition or infestation of the individual's home may not pose an immediate danger to the health and safety of the individual, provider agency staff or case manager, either situation may adversely affect the health of all such persons involved in supporting the individual's services and may pose a risk of exposing other individuals to the contagious medical condition or environmental infestation. Examples of unresolved chronic adverse medical or environmental related condition(s) may include the presence of bed bugs, fleas, ticks, lice or scabies.

The case manager must assess the individual's ability to comply with the request to eradicate contagions or infestations and should exhaust all efforts in arranging for assistance to eradicate contagions or infestations, based upon the assessment of the individual's capabilities. The case manager should identify available local resources which may provide the needed assistance in meeting the individual's specific needs in relation to resolving the risks associated with the spread of the contagion or environmental infestation to others.

Per CCAD CM HB Section 2831, the provider or case manager may suspend services until an Interdisciplinary Team (IDT) meeting is scheduled and the situation is discussed. Efforts to identify local resources and natural supports to assist the individual should be well documented as part of the IDT meeting. Any specific actions and responsibilities required of the individual and other persons and an agreed-upon time frame for completion of the eradication should be documented. Information from a pest control professional must be the basis in the establishment of a timeline expectation for eradication, as each situation will be unique. The specific actions

Chronic Contagion/Infestation Conditions

June 5, 2015

Page 2

and responsibilities required of the individual or other persons, such as family members or friends, who have agreed to provide support as part of the eradication plan should be documented as service provision requirements.

If the eradication plan is not followed and the situation is unresolved, the case manager refers to CM CCAD HB Section [2830](#)-Refusal to Comply with Service Deliver Provisions. CM CCAD HB Section [2831](#)-Suspensions Due to Refusal to Comply with Service Delivery Provisions also provide guidance to case managers in instances in which the individual is non-compliant with service delivery provisions.

The case manager follows policy in [§48.3903 \(f\)](#) Denial, Reduction or Terminations of Benefits to provide adequate notice of possible termination of services if the individual fails to cooperate with service delivery provisions.

If you have questions about this memo, please contact DADS at: [ccad@dads.state.tx.us](mailto:ccad@dads.state.tx.us)