

## Memorandum

To: Community Services Regional Directors  
Community Services Program Managers

From: Lisa Akers-Owens  
Manager  
Community Services Policy and Curriculum Development

Subject: Submission of Supporting Information For a Fair Hearing

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This memorandum applies to Community Based Alternatives (CBA), Community Care for the Aged and Disabled (CCAD), In-Home and Family Support Program (IHFSP), Medically Dependent Children Program (MDCP), and HCBS STAR+PLUS Waiver (SPW).

The Fair and Fraud Hearings division of HHSC is implementing changes regarding the method in which supporting information is submitted to hearings officers in an effort to improve response time and to provide information directly to the hearings officers. These changes will result in the data entry representative (DER) having to take an additional step when submitting changes and supporting documentation to the fair hearings officer.

If Form H4800 has already been submitted into TIERS and there are subsequent changes such as address changes, participant updates, withdrawal forms or supporting documents needed for a fair hearing, the case manager or Star Plus Support Unit (SPSU) staff completes Form H4800-A with the updated information and submits it to the DER.

The DER must check TIERS for the fair hearings officer assigned to the case. If a fair hearings officer is not yet assigned, the DER must wait until one is assigned to send the additional information. When sending information, the DER completes the following activities according to the situation:

- When the Form H4800-A is completed informing the fair hearings officer of address changes, participant updates and withdrawal forms, the DER sends Form H4800-A directly to the hearings officer's email address. The case manager or SPSU staff must enter the appeal ID number in the subject line.

- When the DER submits *supporting documentation* for an appeal, he uploads the information directly into TIERS and sends the hearings officer an email with the Form H4800-A attached. The case manager or SPSU staff must enter the appeal ID number in the subject line. The email must also inform the hearings officer that supporting documentation listed in Section 2 of Form H4800-A has been uploaded in TIERS. The case manager or SPSU staff and DER must follow current time frames and procedures to ensure supporting documentation is uploaded into TIERS no later than 10 calendar days prior to the fair hearing date.

If you have any questions regarding this memorandum, your regional representative may contact Patricia Herrin at 512-438-4128.

LAO:cw