



COMMISSIONER
Jon Weizenbaum

Memorandum

To: Community Services Regional Directors
Community Services Program Managers

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

Subject: Form 2065-A, Notification of Community Care Services, New
Requirements for Suspensions and Interdisciplinary Team Meetings

Issuance Date: September 16, 2013 CSPO 13-09-013

Effective Date: October 1, 2013

This memorandum applies to the Community Care for Aged and Disabled (CCAD) Program.

This memorandum announces changes on Form 2065-A, Notification of Community Care Services to include a section for the suspension of services.

Effective with this memorandum, the case manager must send Form 2065-A notifying the individual of suspension when services are suspended in situations described in the *Case Manager Community Care for Aged and Disabled Handbook (CM CCAD HB)*, Section 2831, Suspensions Due to Refusal to Comply with Service Delivery Provisions, and Section 2840, Threats to Health and Safety. The case manager is not required to send Form 2065-A to an individual who is temporarily admitted to an institution, such as a hospital or a nursing facility. Form 2065-A is sent only if the stay in the institution is a permanent stay and services are being terminated.

The case manager must send a Form 2065-A by the next working day after receiving notice from the provider that services have been suspended for failure to comply or threats to health and safety. The notice must reference 40 Texas Administrative Code §48.3903, state the last day services are delivered, and include a clear statement in the comments explaining why services have been suspended.

Within three working days after the case manager becomes aware of the suspension, the case manager must arrange an Interdisciplinary Team (IDT) meeting to try to resolve the issue with the provider and the individual. Depending on the severity of the reason for the suspension, some IDT meetings may be conducted by telephone or

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some may require a face-to-face contact. If the reason for suspension is offensive behavior, discrimination, harassment or threats to health and safety, a face-to-face meeting is required. In situations of threats to health and safety, DADS staff must ensure adequate safety measures for the case manager. Adequate safety measures may include additional staff accompanying the case manager on the visit or requesting law enforcement be present for the visit.

During the IDT meeting the case manager, provider staff and the individual and the individual's representative, if any, must evaluate the issue and discuss the program requirements for continued services. The IDT should identify any solutions to resolve the issue, including the individual's understanding of the issue and what must be done to resolve the issue. The case manager must document the requirements for continued services. See *CM CCAD HB*, Section 2831, Suspensions Due to Refusal to Comply with Service Delivery Provisions, Section 2840, Threats to Health and Safety, and Section 2832, Documentation of Compliance Issues, for additional guidelines.

If the issue leading to suspension is resolved during the IDT, the provider must within two business days after the IDT meeting either implement the recommendations of the IDT or discharge the individual and refer the individual to the case manager for referral to another provider. The case manager must notify the individual orally or in writing of the reinstatement of services. If the issue is not resolved and services cannot be continued, the case manager begins the termination process.

If you have any questions regarding this memorandum, your regional representative may contact Alfredo Cervantes at 512-438-5459.

LAO:cw