



## TEXAS HEALTH AND HUMAN SERVICES COMMISSION

CHRIS TRAYLOR  
EXECUTIVE COMMISSIONER

### Memorandum

To: Managed Care Program Oversight  
Enrollment Resolution Services  
Program Support and Utilization Review  
Managed Care Organizations

From: Emily Zalkovsky  
Director, Program Management  
Medicaid/CHIP Division

Subject: Personal Assistance Services, Emergency Response Services and  
Protective Supervision for HCBS STAR+PLUS Waiver Members

Issuance Date: January 06, 2016  
Effective Date: January 25, 2016

HHSC: 15-12-003

This memorandum applies to the Home and Community Based Services (HCBS) STAR+PLUS Waiver (SPW) program.

Historically, members enrolled in HCBS SPW received personal assistance services (PAS) and emergency response services (ERS) as part of the waiver service array. Following the implementation of Community First Choice (CFC) services on June 1, 2015, PAS and ERS for members who are not part of the Medical Assistance Only (MAO) eligibility group receiving HCBS SPW, must receive PAS and ERS through CFC.

The Health and Human Services Commission (HHSC) directed MCOs that any initial HCBS SPW ISPs for non-MAO members authorized on or after June 1, 2015, PAS and ERS must be authorized through CFC and cannot be part of the HCBS SPW service array. HHSC also directed the MCOs that any reassessment individual service plan (ISP) for non-MAO HCBS SPW members with a "From" date of January 1, 2016, or later must not include PAS or ERS as part of the HCBS SPW service array. PAS and ERS must be authorized through CFC.

Personal Assistance Services, Emergency Response Services and Protective Supervision for HCBS STAR+PLUS Waiver Members

January 06, 2016

Page 2

Effective with this memorandum, the Program Support Unit (PSU) will not accept or approve an initial or reassessment ISP with a "From" date of January 1, 2016, or later that includes PAS or ERS for non-MAO HCBS SPW members. MCOs must post Form H2067-MC, STAR+PLUS Communication, to TexMedCentral to notify PSU if a member is receiving both HCBS SPW and CFC services concurrently. This is required for all non-MAO HCBS SPW members who also receive CFC, regardless of whether the ISP is manually posted or electronically submitted.

Protective supervision as a component of PAS can only be authorized through the HCBS SPW, and is not a benefit of CFC. Therefore, effective with this memorandum, if an MCO authorizes protective supervision for any HCBS SPW member (MAO or non-MAO), the service coordinator must use the protective supervision line item on Form H1700-1, Individual Service Plan, and must not include protective supervision on the Personal Assistance Service line. The only time the PAS line is used is for HCBS SPW members who are part of the MAO eligibility group.

If you have any questions regarding this memorandum, you may contact Chris Welch at 512-428-1946 or at [chris.welch@hhsc.state.tx.us](mailto:chris.welch@hhsc.state.tx.us).