

MCO Contacts For Adult Protective Services Regarding Abuse, Neglect, and Exploitation Due August 10, 2015

On Friday July 24, 2015, HHSC requested that each managed care organization (MCO) identify a central contact or phone line for receipt of the Adult Protective Services (APS) notifications of abuse, neglect and exploitation (ANE). HHSC asked that the number provided be one that APS could contact 24 hours a day, seven days a week to assist APS with obtaining information about the member, services, and service coordinator.

HHSC received the requested information from each MCO. However, HHSC would like to modify this request. APS would prefer to have an email address from each MCO for the APS notifications of ANE as it will provide consistency for their field staff.

Please provide the information requested below to Kathi Montalbano at Kathi.montalbano@hhsc.state.tx.us with a copy to your Health Plan Management team by close of business **August 12, 2015**.