



COMMISSIONER  
Adelaide Horn

August 6, 2009

To: Home and Community-based Services (HCS) Providers

Subject: Information Letter No. 09-101  
Maintaining Accurate Information in the Client Assignment and Registration (CARE) System

Effective September 1, 2009, §161.076 of the Texas Human Resources Code, as added by the *81<sup>st</sup> Legislature, Regular Session, 2009*, requires the Texas Department of Aging and Disability Services (DADS) to conduct annual, unannounced visits to all HCS residences that provide supervised living or residential support (three-person and four-person residences). In addition, effective September 1, 2009, DADS will conduct annual visits to all HCS foster/companion care homes.

In order for DADS Waiver Survey and Certification (WS&C) to conduct these residential visits, HCS Program providers must enter and maintain accurate information in the CARE system. In particular, HCS Program providers must ensure that the location code, the physical address of the home and the individuals residing in each three-person residence, four-person residence and foster/companion care home are accurate.

HCS providers can view a list of their three-person and four-person residence and foster/companion care home locations using the C86 screen in CARE. Details regarding each of these residential locations can be viewed in the C84 screen. The physical address of each residential location is entered or corrected using the C24 screen. The type of a residential location can be changed using the C25 screen.

HCS providers must ensure that a location code is assigned to the specific physical address of a three-person residence, four-person residence or foster/companion care home. There must be only one location code assigned to a physical address. This location code must be unique to an address and **must not** be reassigned to a different address.

The address of a three-person residence, four-person residence or foster/companion care home entered into the C24 screen must be the physical street address – not a post office box or the name of an apartment complex, nor the program provider's address. If the address includes an apartment number, that information is entered on the line below the street address. The correct zip code must also be entered. Abbreviations are not acceptable for street names or cities, and all entries must be spelled correctly.

In addition, the contact phone number entered into the C24 screen must be the phone number to the three-person residence, four-person residence or foster/companion care home. The emergency contact entered into the C24 screen must be the foster/companion care provider or the person in charge of the three-person residence or four-person residence.

Failure on the part of the HCS Program provider to maintain accurate information in the CARE system may result in the provider being found out of compliance with *40 Texas Administrative Code §9.178(g)*, which states:

“The program provider must make available all records, reports, and other information related to the delivery of HCS Program services as requested by DADS, other authorized agencies or the Centers for Medicare and Medicaid Services and deliver such items, as requested, to a specified location.”

By **September 1, 2009**, HCS Program providers must update all information in CARE described in and required by this letter.

If you have any questions regarding the information in this letter, please contact the DADS Regulatory Services WS&C unit at (512) 438-4163.

Sincerely,

*[signature on file]*

Chris Adams  
Director of Survey Operations  
Regulatory Services

*[signature on file]*

Tommy Ford  
Interim Director  
Community Services

CA:jj