



COMMISSIONER  
Chris Traylor

February 4, 2010

To: Community Based Alternatives (CBA) Home and Community Support Services Agencies (HCSSAs)  
Integrated Care Management (ICM) HCSSAs  
Consolidated Waiver Program (CWP) HCSSAs,  
Medically Dependent Children Program (MDCP) Providers,  
Primary Home Care (PHC), Family Care (FC), and Community Attendant Services (CAS) Providers

Subject: Information Letter No. 10-15  
Revision to Contract Monitoring Tools – Standard II.3, Attendant Requirements

Recently, providers have expressed concerns regarding a revision to the HCSS-CBA/ICM, HCSS-CWP/CBA, MDCP, and PHC/FC/CAS monitoring tools. The revision to Standard II.3, Attendant Requirements, required that when attendant orientation occurred on the same day as the attendant's first date of service delivery, DADS would require documentation of the time of orientation as proof that it occurred before service delivery.

After further consideration by Provider Services, Access & Intake, and Contract Oversight and Support, DADS has decided to remove the proof of time requirement from the tools. It will suffice for program providers to prove that the attendant orientation was completed the same day or prior to the first date of service delivery. DADS has revised the tools and anticipates that the tools will be posted to the DADS Contract Compliance and Fiscal Monitoring website (<http://www.dads.state.tx.us/providers/contractcompliance/index.html>) within the next two business days.

DADS contract management staff will review any contract monitoring reviews which were conducted using the versions of the HCSS-CBA/ICM, HCSS-CWP/CBA, MDCP, and PHC/FC/CAS monitoring tools which included this requirement. Contract management staff will determine whether non-compliance for Standard II.3, Attendant Requirements, was due *solely* to failure to document the time of orientation. In those cases, DADS contract management staff will revise the score to reflect that the attendant orientation occurred on or before the first date of service delivery. Providers whose scores were affected will receive notice from their contract managers of revised scores.

DADS appreciates your input and cooperation as we work through the inherent challenges that come with new processes and procedures.

Information Letter No. 10-15  
February 4, 2010  
Page 2

If you have questions regarding this letter, please contact the Community Services policy line at (512) 438-3015.

Sincerely,

Tommy Ford  
Director, Community Services

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