

# MEMORANDUM

**SUBJECT:** Community Care Policy Clarification CCAD 02005, CBA HCSS 02002, PHC 02001

**TO:** Regional Administrators  
Regional Directors  
Long Term Care Services

**FROM:** Becky Beechinor  
Assistant Deputy Commissioner  
Long Term Care Services  
State Office W-511

**DATE:** January 13, 2003

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This letter clarifies what is considered the service schedule for Primary Home Care/Family Care (PHC/FC) and Community Based Alternatives (CBA) Personal Assistance Services (PAS).

## **Policy Question 1:**

What is a service schedule?

## **Policy Clarification 1:**

The service schedule is the service delivery plan based on the authorized units of service. It is as general, or as specific, as both the client/client's family and provider agency agree to and that meets the needs of the client.

When developing the service schedule, the number of hours must not exceed the authorized hours indicated on the appropriate Texas Department of Human Services (DHS) authorization form. Actual hours delivered per week can exceed the scheduled hours when at the documented client's request and in accordance with the flexibility of services policy found in the CBA Provider Manual, Section 4451.1 and in the PHC Provider Manual, Section 5522. The provider agency may develop a service schedule with fewer than the authorized hours if the client/client's family states fewer hours than authorized are needed, and this is documented in the client's file. The following are examples of service schedules:

### **Example 1:**

Authorization: 10 hours per week  
Service Schedule: 10 hours per week

### **Example 2:**

Authorization: 10 hours per week  
Service Schedule: 2 hours, 5 days per week

**Example 3:**

*Authorization:* 10 hours per week  
*Service Schedule:* 8:00 a.m. – 10:00 a.m., Monday through Friday

**Example 4:**

*Authorization:* 10 hours per week  
*Service Schedule:* 9 hours per week (the client/client's family must state they only need 9, and this is documented in the client's file)

**Note: For PHC and FC:**

- the provider agency must notify the case manager in writing if the hours in the service schedule are fewer than six hours per week; and
- the provider agency must continue to ensure that a PHC client receives at least one personal care task per week.

The DHS case manager may specify a schedule on Forms 2101 or 2110 based on health and safety concerns for the client. For example, a client indicates he needs breakfast because he takes insulin for diabetes. However, the final schedule is agreed upon by the client and the agency.

**Policy Question 2:**

*For telephony users, will contract monitors review a telephony report showing specific entries for "Time-in/Time-out"?*

**Policy Clarification 2:**

A report showing "Time-in/Time-out" would be used as part of the process to determine compliance with the service break rules **only** when the service schedule is specific to attendant arrival and departure times. Telephony is still an optional system based on the system requirements outlined in LTC Information Letter 01-15.

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An electronic version of this policy clarification, as well as past Community Care Policy Clarifications, can be accessed at  
<http://www.dhs.state.tx.us/programs/communitycare/policyletters/PolicyCBACCAD.html>

Please contact your contract manager if you have any questions regarding this policy clarification. Contract Staff should contact Sarah Hambrick at (512) 438-2578.

*Signature on file*

Becky Beechinor

BB:ck

c: CMGRS  
LEAD RNs  
PMs  
Reg & SO LTC Trainers  
SO Staff