



COMMISSIONER  
Chris Traylor

October 1, 2010

To: Primary Home Care Program Providers

Subject: Community Services Information Letter No. 10-14  
Supervisory Visit Requirements

This letter supersedes Information Letter 07-102, Supervisory Visit Requirements, and serves as clarification to the requirements for providers to conduct supervisory visits within the Primary Home Care (PHC) program. As outlined in [Title 40, Texas Administrative Code §47.3\(19\)](#), the Department of Aging and Disability Services (DADS) PHC program consists of three types of services: Community Attendant Services; PHC; and Family Care.

Question 1: What are the requirements for a supervisory visit?

Answer: As outlined in [Title 40, Texas Administrative Code §47.65\(a\)](#), a supervisor must conduct in-person supervisory visits at least annually to assess and document on a single form whether the:

- service delivery plan is adequate;
- individual continues to need the service(s);
- individual needs a service delivery plan change;
- attendant continues to be competent to provide the authorized task(s); and
- attendant is delivering the authorized task(s).

Question 2: What determines the frequency of supervisory visits?

Answer: The supervisor must establish the frequency of the supervisory visits, based on the specific needs of the individual, the attendant, or both as indicated in [Title 40, Texas Administrative Code §47.65\(b\)](#). Initially, the frequency of supervisory visits is determined during pre-initiation activities. The supervisor may revise the frequency as needed during any subsequent supervisory visit. The supervisor notes any change in frequency on the service delivery plan as stated in [Title 40, Texas Administrative Code §47.45\(a\)\(2\)\(C\)\(iv\)](#).

Effective with the publication date of this information letter, changes in the frequency of supervisory visits will require a new service delivery plan. Prior to the publication date of this information letter, supervisors may document changes in the frequency of supervisory visits on either the supervisory visit form or the service delivery plan.

Please note that supervisory visits must be completed at least annually. Effective with the publication date of this information letter, DADS will determine frequency and compliance with supervisory visits, including service delivery oversight, by reviewing the service delivery plan to determine the frequency of the next visit.

- If the frequency of supervisory visits is noted as a range (e.g., 75 to 90 days), DADS will assess compliance using the greater end of the range. In this situation, the supervisory visit must occur within 90 days after the previous supervisory visit.
- If the frequency of supervisory visits is noted in months (e.g., every six months), the supervisory visit must occur by the last day of the specified month.

If the supervisory visit is delayed due to circumstances beyond the control of the provider, providers must document the reason for the delay and any subsequent actions taken to conduct the supervisory visit. Examples of circumstances beyond the control of the provider may include the individual being away from home; the individual refused the visit; or the individual's services were suspended.

Question 3: Is the supervisor allowed to combine a supervisory visit with a new attendant orientation?

Answer: Yes, a supervisor may conduct the scheduled supervisory visit and the new attendant orientation jointly as stipulated in [Title 40, Texas Administrative Code, §47.65\(d\)](#). When orienting the new attendant in the home while also conducting the supervisory visit, the supervisor marks "N/A" for the following two elements:

- the attendant continues to be competent to provide the authorized tasks; and
- the attendant is delivering the authorized tasks.

If there are two attendants, one currently employed and a new attendant being oriented, a supervisor must address all elements for the current attendant and mark "N/A" for the new attendant (for the two elements identified above).

Question 4: Is there a specific DADS form for documenting supervisory visits?

Answer: No. PHC program providers may develop their own form for documenting supervisory visits; however, the provider must ensure that all of the required elements listed in the answer to Question 1 are addressed on that form.

If you have any questions regarding the content of this information letter, please contact the Community Services Policy line at (512) 438-3015.

Sincerely,

*[signature on file]*

Teresa Richard  
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