



COMMISSIONER  
Chris Traylor

February 28, 2011

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

Subject: Information Letter No. IL 11-34  
Entering and Maintaining Accurate Information in the Client Assignment and  
REgistration (CARE) System

As noted in Information Letter No. 09-101 dated August 6, 2009, HCS providers must ensure that all information related to client assignments and location codes in the CARE system is current and accurate. The Department of Aging and Disability Services (DADS) is issuing this letter to inform HCS program providers how to open and close a residential location and add or change location assignments for individuals in the CARE System.

A location code is assigned to the specific physical address of a residence that provides supervised living services, residential support services or foster/companion care. All addresses in which HCS foster/companion care, supervised living or residential support services will be provided must be assigned a unique location code, i.e., there must be only one location code assigned to a physical address. This location code **must not** be reassigned to a different address.

The HCS program provider must enter each unique location code into CARE. The program provider uses C24 "Provider Location" screen to add a location. When adding a location, the provider must ensure that the correct address and county are entered and the county must be associated with the provider's contract. All individuals residing in their own home or family home, but not receiving foster/companion care services, will be assigned the generic code OHFH. An OHFH location code cannot be modified by the program provider.

HCS providers must also use the C24 Provider Location screen in CARE to close a location. A location code cannot be closed if an individual is assigned to it. If a location is empty and will no longer be an address where foster/companion care, supervised living or residential support services will be provided, the program provider must enter the close date into the C24 Provider Location screen. A location **cannot be deleted** using the C24 Provider Location screen in CARE if individuals have ever been assigned to that location. The CARE system will automatically close a location code if no one has been assigned to it for 60 days. If that address is again used to provide foster/companion care, supervised living or residential support services, the provider may reopen the location code by using C24 to **correct** the location information by removing the closed date.

Any time an individual moves to a new residence where foster/companion care, supervised living or residential support services is provided, the HCS program provider must enter a client assignment into C26 Client Assignments screen in CARE using the location code assigned to that address. If the new assignment is in a county served by a new local authority the provider must coordinate this with the individual's service coordinator. Only the local authority may enter an assignment that assigns an individual to another MR Authority.

During the enrollment or transfer process, the MR Authority (MRA) enters an individual's location code based on information from the provider. To prevent an incorrect location code assignment which may result in non-payment of services, providers are expected ensure that the MRA is given the correct location code. If the provider gives the MRA an incorrect location code, the provider risks non-payment of services. DADS will no longer correct an incorrect location code made at the time of an enrollment or transfer. To correct an incorrect assignment made at the time of an enrollment or transfer the provider must use C26 to enter a new Client Assignment record effective the day after the enrollment or transfer effective date.

Providers can check the C86 Provider Location, the C85 Consumer Assignments and the C84 Individual Location Code Screens in CARE to ensure that all location information for the HCS contract is correct and accurate.

Further information regarding the use of the CARE system can be found in the HCS CARE User Manual Located at: <http://www2.mhmr.state.tx.us/655/cis/training/WaiverGuide.html>.

Failure on the part of the HCS program provider to maintain accurate information regarding any individual's location assignment in the CARE system may result in the provider being found out of compliance with Texas Administrative Code (TAC), Title 40, Part 1, Chapter9, §9.174(a)(48) (A) & (B), which states:

The program provider must maintain current information in CARE about the individual and the individual's LAR [legally authorized representative], including: the individual's full name, address, location code, and phone number; and the LAR's full name, address, and phone number.

Failure on the part of the HCS Program provider to maintain accurate location information in the CARE system may result in the provider being found out of compliance with 40 TAC §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 & Medicaid Services and deliver such items, as requested, to a specified location.

If you have questions regarding this information letter, please contact your assigned Program Enrollment (PE) contact at (512) 438-5055, leave a message and your assigned PE contact will return your call.

Sincerely,

*[signature on file]*

David Rollins  
Director  
Access & Intake, MRA Division

*[signature on file]*

Carol Ahmed  
Director  
Regulatory Services, Survey Operations