



COMMISSIONER
Chris Traylor

March 2, 2011

To: Licensed Intermediate Care Facilities for Persons with Mental Retardation or Related Conditions (ICFs/MR)

Subject: **Provider Letter 11-09** – 24-hour Contacts for Department of Family and Protective Services (DFPS) Inquiries (**Replaces Provider Letter 10-17**)

DFPS is responsible for investigating allegations of abuse, neglect, and exploitation (A/N/E) in licensed ICFs/MR. DFPS rule, at Texas Administrative Code (TAC), Title 40, Part 19, Chapter 711, Subchapter E, §711.401, provides that a DFPS investigator will notify the administrator or chief executive officer (CEO) of a licensed ICF/MR of an allegation of A/N/E, unless the administrator or CEO is the alleged perpetrator of the A/N/E. Under these circumstances, the rule provides that the DFPS investigator will notify a *designee* of the administrator. Therefore, a licensed ICF/MR, must identify two contact persons to receive notifications of allegations of A/N/E. The primary contact should be the administrator or CEO, and the secondary contact should be the designee of the administrator or CEO.

The Department of Aging and Disability Services has created WebCARE screen number VC119115 titled "689: ICF/MR 24-hour Contacts for DFPS Inquiries" to fulfill this requirement. By April 1, 2011, licensed ICF/MR providers must update their provider contact information on this screen to include the **primary** and a **secondary** contact person's name, business title and phone number.

The phone numbers listed for the primary and secondary contacts must be different. Since WebCare will not update if text fields are left blank, complete information for the primary and secondary contacts must be entered.

For questions regarding WebCARE, please submit a help desk ticket for the CARE Field Support Group at (888) 952-4357 or (512) 438-4720.

If you have questions about this letter, please contact an ICF/MR policy specialist in the Policy, Rules and Curriculum Development unit at (512) 438-3161.

Sincerely,

[signature on file]

Veronda L. Durden
Assistant Commissioner
Regulatory Services
VLD:dIm