

HCS and TxHmL

Interest List Manual

effective January 1, 2015

Table of Contents

Introduction	1
Process	3
HCS and TxHmL Programs	6
Biennial Contact	8
HCS and TxHmL Interest List Status Designations	11
Guidance for Special Groups on an Interest List	14
Specific Tools in XPTR and CARE	15
Exhibit A – Removal from Interest List letter template – English	
Exhibit A – Removal from Interest List letter template – Spanish	
Form 8648 – <i>Identification of Preferences</i> (December 2014) – English and Spanish available at www.dads.state.tx.us	

Introduction

Purpose of the HCS and TxHmL interest list manual

The purpose of this manual is to describe the policies and procedures regarding the management of the HCS and TxHmL interest lists.

Purpose of the HCS and TxHmL interest lists

The HCS and TxHmL interest lists collect data of individuals who request to be on the HCS and TxHmL interest lists. Additionally, it enables DADS to offer HCS and TxHmL as resources become available.

Each local authority (LA) maintains the HCS and TxHmL interest lists for its local service area. The computerized interest list information is collected and managed using the Client Assignment and Registration (CARE) system.

Maintenance of the HCS and TxHmL interest lists

Each LA is responsible for maintaining the interest lists for its local service area by:

- creating an interest list record for individuals who are interested in receiving HCS and TxHmL Program services; and
- conducting a biennial contact with the primary correspondent for each individual whose name is on its HCS or TxHmL interest list to ensure the primary correspondent's contact information is current and the individual remains interested in the HCS or TxHmL Program.

DADS interest lists

Separate interest lists are maintained for programs of the Department of Aging and Disability Services (DADS), for example Medically Dependent Children Program (MDCP) and Community Living Assistance and Support Services (CLASS) waiver programs.

The data for the other lists are maintained in DADS Community Services Interest List (CSIL) (pronounced "Cecil") database. A person's begin date on the interest list in CSIL is referred to as the "Request Date." All LAs are required to have access to CSIL.

CARE compiles the HCS and TxHmL information from each LA's interest list to create the statewide HCS and TxHmL Interest Lists. DADS uses the statewide interest list to offer HCS and TxHmL program service.

Introduction – *continued*

Definitions

Actively involved person – A person whose significant and ongoing involvement with the individual is supportive of the individual as determined by the LA. The LA’s determination is based on:

- observed interactions between the person and the individual;
- the person’s knowledge of and sensitivity to the individual’s preferences, values, and beliefs;
- the person’s availability to the individual for assistance or support; and
- the person’s advocacy for the individual’s preferences, values, and beliefs.

Individual – A person seeking or receiving services and supports.

LA community services and supports – Services and supports funded by state general revenue and local funds through the performance contract.

LAR – Legally authorized representative. A person authorized by law to act on behalf of an individual and who may be:

- for a minor — a parent, court-appointed guardian, or representative of the entity to which a court has assigned conservatorship (e.g., Child Protective Services); or
- for an adult — a court-appointed guardian or representative of the entity to which a court has assigned conservatorship (e.g., DADS Guardianship Program).

Primary correspondent – The person who identifies HCS or TxHmL Program services as preferred services for an individual, and who may be the individual, the legally authorized representative (LAR), a family member of the individual, or an actively involved person.

Purpose of the primary correspondent

The primary correspondent is the person the LA maintains contact with while the individual’s name is on the interest list. It is very important that the primary correspondent provide the LA with current contact information. The primary correspondent is also the person to whom the LA will contact to offer waiver services when resources become available.

Process

Documents to share with individual and LAR or actively involved person

Attachment M of the Performance Contract describes the requirements for responding to an inquiry for information about program and services and supports for an individual with intellectual disability. The attachment addresses providing the individual and LAR or actively involved person the:

- *Explanation of IDD Services and Supports* (Publication No. DADS-245);
- *Long Term Services and Supports* (Form 2121);
- contact list for all LAs, Area Agencies on Aging (AAAs), and DADS local community services offices;
- if the individual is seeking residential services, the *Residential Options* brochure; and
- if the individual is under 22 years of age seeking residential services, *A Message for Families ...*

Documenting and maintaining a record of the individual's preferences for services and supports

The LA must document the individual's service or support preferences using the *Identification of Preferences* (Form 8648). The LA must maintain a hard copy or an electronic copy of the individual's completed form in the individual's file or record until after the individual has enrolled in or received every identified preferred service.

Although the LA is required to provide the individual and LAR or actively involved person an explanation of services and supports, the primary correspondent may choose to identify preferred services and supports before receiving the explanation. In such cases, the LA will provide the explanation and/or mail the explanation documents after the *Identification of Preferences* form has been completed.

NOTE: It is preferable that the primary correspondent sign and date the *Identification of Preferences* form, but it is not required. **The LA staff completing the form must always sign and date the form.**

When to determine eligibility

Eligibility for HCS and TxHmL is determined by DADS only at the time an individual has the opportunity to enroll in the program.

Process – *continued*

Creating a W21 interest list record

When initially creating an interest list record for an individual, the basic identifying information is entered in the CARE W21 screen. The basic identifying information must include a Texas address for the primary correspondent (as defined) or the individual. Enter “HCS” and/or “TXHL,” as applicable, in the **Service Type** field, with the “Date of Discussion” on the *Identification of Preferences* form being entered in the **Date Begin** field and the **Status Date** field. A “1” is entered in the **Status** field to indicate “interested.”

NOTE: Although the individual’s date of birth is not entered in the CARE W21 screen, the LA must ensure that the individual’s date of birth is accurate. It may NOT be an estimated date of birth.

For HCS only: The LA must complete the *Questionnaire for HCS/CLASS Interest Lists* (Form 8577) and enter the form’s data into CARE screen W27, unless the LA determines from the CARE record that the form has already been completed.

Using the CARE W21 form, the LA must also enter the information indicated on the CARE W21 form in the section titled “Required Reporting for MR.” The information relates to the individual’s current living arrangement and how soon services and supports are desired. If the individual is living at home, additional information is required relating to the age of the main caregiver (estimates are acceptable) and whether a move out of the home will be required within one year. The response codes for these questions are provided on the CARE W21 form.

For HCS only: There are two additional questions on the CARE W21 form related to “Preferred HCS Living” that ask if the individual is interested in Foster Companion Care (i.e., Host Home/Companion Care) or an HCS Group Home. These require an answer of “Y” or “N” for yes or no.

For HCS only: For individuals under 22 years of age being admitted into an ICF or NF (nursing facility)

If the individual is under 22 years of age being admitted into an ICF or NF, the LA must inform the LAR that state statute requires the individual’s name to be on the HCS interest list. The LA must also give the LAR the option of declining the biennial contact. That information is then entered on the CARE W21 screen in the Yes/No box following the question “Biennial contact declined?” If the LAR answers “yes” to decline a biennial contact, then the LA does not conduct a biennial contact with the LAR.

Process – *continued*

NOTE: CARE allows an LA to post or correct a date on an HCS interest list record to a date that is between the current date and **75 days prior to the current date**. This action is referred to as “backdating.” Attachment J of the Performance Contract provides instructions for requesting DADS to backdate an HCS or TxHmL begin date earlier than 75 days.

Information related CARE data entry

The CARE (WebCARE) Reference Manual is available on the intra-net at:

<http://www2.mhmr.state.tx.us/655/CIS/Training/forms.html>

In the CARE (WebCARE) Reference Manual, click on the PDF file titled **Screen Field Tables** and proceed to the necessary tables such as:

- **Register Client: Client ID (Action Code 325)**, for initial registration of an individual in the CARE system, and
- **Interest List-Services (Action Code W21)** for interest list purposes.
- **Travis Questionnaire Entry (Action Code W27)** for entry of *Questionnaire for HCS/CLASS Interest Lists* (Form 8577) data into CARE
<http://www2.mhmr.state.tx.us/655/cis/training/files/screen.pdf> (scroll to page 108)

To access the CARE form for Interest List services (CARE W21), click on:

<http://www2.mhmr.state.tx.us/655/CIS/Training/files/forms/ils.pdf>

If, after viewing/using the CARE (WebCARE) Reference Manual, you have questions regarding CARE procedures, please contact Field Support at 1-888-952-4357.

NOTE: All interest list status information, including a Status 7 (Removed), is maintained within the CARE system and may be viewed on an individual’s CARE screen 397.

Two or More Interest List Records for Same Individual

If one individual has two or more interest list records because of multiple CARE ID numbers, the LA must contact CARE Field Support (1-888-952-4357) and request that the CARE ID records be merged into one. (The LA must also contact any other LA involved.) The LA must ensure the individual’s earliest HCS and/or TxHmL interest list “begin dates” are retained in the merged record.

HCS and TxHmL Programs

When to add an individual's name to the HCS or TxHmL interest list

If the primary correspondent requests HCS or TxHmL services or chooses HCS or TxHmL on the *Identification of Preferences* (Form 8648), the LA will:

- **For HCS only:** complete the *Questionnaire for HCS/CLASS Interest Lists* (Form 8577) and enter the form's data into CARE screen W27, unless the LA determines from the CARE record that the form has already been completed; and
- add the individual's name on the interest list for HCS and/or TxHmL as applicable.

Begin Date for HCS or TxHmL

The HCS or TxHmL interest list "begin date" is the date the primary correspondent requested or chose HCS or TxHmL, which should also be the "Date of Discussion" on the *Identification of Preferences* form.

For HCS only: For an individual under 22 years of age living in an ICF (community or state supported living center (SSLC)) who has not been added to the HCS interest list by an LA prior to admittance to the ICF program, the individual's name will be automatically added to the HCS interest list by CARE with the ICF admittance date as the "begin date."

For HCS only: For an individual under 22 years of age living in a Nursing Facility (NF) who may have an intellectual or developmental disability, but who has not been added to the HCS interest list by an LA prior to admittance to the NF, the individual's name will be added by CARE Field Support to the HCS interest list with the NF admittance date as the "begin date."

When to delete an individual's name from the HCS or TxHmL interest list

If the primary correspondent requests that the individual's name be removed from the HCS or TxHmL interest list, the LA must provide a new *Identification of Preferences* (Form 8648) for the primary correspondent to complete. The primary correspondent must:

- check the box indicating that they want the individual's name to be removed from the HCS or TxHmL interest list; and
- sign the form.

If the primary correspondent completes and signs the *Identification of Preferences* (Form 8648) indicating that they want the individual's name to be removed from the HCS or TxHmL interest list, the LA will remove the individual's name from the appropriate interest list. The LA must maintain indefinitely a hard copy or an electronic copy of the new *Identification of Preferences* (Form 8648) indicating that they want the individual's name to be removed from the HCS or TxHmL interest list.

HCS and TxHmL Programs – *continued*

End Date for HCS or TxHmL

The HCS or TxHmL interest list “end date” for an individual who requested their name be removed from the HCS or TxHmL interest list is the “Date of Discussion” on the *Identification of Preferences* form. (The “end date” is the “status date” for the status 5.)

When to change the status of an individual’s HCS or TxHmL interest list record

An individual’s status on the HCS or TxHmL interest list is changed when there is a change in the individual’s status as described in the section titled **HCS and TxHmL Interest List Status Designations**. Once an individual is registered with a Status 1, the LA does not change the status unless one of the following occurs:

- The primary correspondent voluntarily withdraws the individual’s name from the HCS or TxHmL interest list (see Status 5 designation on page 11);
- The primary contact cannot be located or does not respond during the LA’s biennial contact and the individual’s family is not temporarily out of state due to active military service (see Status 6 designation on page 12);
- The individual/LAR declines an offer of HCS or TxHmL, as applicable (see Status 8 designation on page 13); or
- The individual or LAR moves to the local service area of another LA (see Status 9 designation on page 13 and see Attachment O of the current performance contract for determining an individual designated LA).

DADS is responsible for changing an individual’s HCS or TxHmL interest list status to Status 2, 3, 4, or 7.

When to transfer an individual’s interest list record

When an LA is informed that an individual with a Status 1 (Interested) or Status 2 (Pending) on the HCS or TxHmL interest list is moving or has moved to another LA’s service area, then the transferring LA:

- changes the individual’s county of residence in CARE (screen 440) as appropriate;
- contacts the receiving LA about the transfer and faxes or securely emails a copy of all of the individual’s completed *Identification of Preferences* forms to the receiving LA; and
- transfers the CARE W21 record.

The receiving LA must maintain a hard copy or an electronic copy of all of the individual’s completed *Identification of Preferences* forms sent by the receiving LA in accordance with the retention requirements described in this manual.

A Status 9 and a new status date are *automatically assigned by the CARE* system. An individual’s begin date for HCS or TxHmL does not change when the individual’s interest list record is transferred to another LA.

Biennial Contact

Policy

The LA is required to make at least one contact with the primary correspondent during the term of the current LA Performance Contract for each individual whose name is on its HCS interest list with a Status 1, which indicates the individual is interested in receiving HCS services. This contact is required to verify and update the information posted on the CARE W21 screen. The contact is also required to verify and update the primary correspondent's contact information.

There is one exception for the biennial contact: individuals under 22 years of age receiving services in an ICF or nursing facility whose LARs do not want a biennial contact. Since state statute requires the individual's name to be on the HCS interest list, DADS provides the LARs of these individuals with the option of declining the biennial contact. That information is then entered on the CARE W21 screen in the Yes/No box following the question "Biennial contact declined?" If the LAR answers "yes" to decline the biennial contact, then the LA does not conduct a biennial contact with the LAR.

Preparation for Contact

The LA must ensure the individual's record contains documentation supporting the primary contact's request that the individual's name be added to the HCS interest list or an explanation of why the documentation does not exist (e.g., the individual's name was added to the HCS interest list automatically when the individual was under 22 years and residing in an institutional setting or another LA has the documentation because the other LA registered the individual on the interest list).

Efforts for Contacting the Primary Correspondent

Telephone or face-to-face contact with the primary correspondent is preferable.

If an individual whose name is on the HCS interest list is currently receiving some services or supports through the LA, the biennial contact with the primary correspondent could be conducted face-to-face at the service site.

For individuals not currently receiving services or supports, a combination of telephone and mail contacts might be necessary in order to arrange for a discussion for the biennial contact.

The following steps may be helpful in finding an individual or primary correspondent who has been difficult to locate:

- Check CARE screens 192 and 193, which provide Medicaid Recipient Information, including the address used to mail the Medicaid card (which is under "DHS Case Address").
- Check CARE screen 397, which provides the individual's address as well as that of possible contact persons along with open assignments.

Biennial Contact – *continued*

- Check the Community Service Interest List (CSIL) system, which contains contact information for individuals on DADS other Medicaid waiver interest lists.
- If the individual resides in an ICF or NF, call the ICF or NF and request the name of the LAR's address and phone number.
- If the individual is receiving LA community services and supports, contact the service coordinator or the individual directly.

Discussion

The biennial contact must include a confirmation of the primary correspondent's continued interest of HCS services, and TxHmL services if applicable, for the individual. Contact information for the primary correspondent must be verified or updated as well. The LA must inform the primary correspondent that it is the primary correspondent's responsibility to notify the LA of any contact information changes.

The LA must gather the information indicated on the CARE W21 form in the section titled "Required Reporting for MR." The information relates to the individual's current living arrangement and how soon services and supports are desired. If the individual is living at home, additional information is required relating to the age of the main caregiver (estimates are acceptable) and whether a move out of the home will be required within one year.

For HCS only: There are two additional questions related to "Preferred HCS Living" that ask if the individual is interested in Host Home/Companion Care or an HCS Group Home. These require an answer of "yes" or "no."

The date of the discussion is considered the "Biennial Contact Date."

Documenting the discussion

The LA must document the discussion by including written information in the individual's hard copy file or record that contact was made and that continued interest in HCS services, and TxHmL if applicable, was discussed.

Entering information into CARE

The LA must enter into CARE screen W21 the Biennial Contact Date along with pertinent information gathered during the discussion (e.g., updated contact information).

IMPORTANT

The Status Date does not change unless the status changes.

Biennial Contact – *continued*

For individuals residing in an ICF or NF whose primary correspondent cannot be located

For an individual residing in an ICF or NF, if all of the above methods to contact the Primary Correspondent are unsuccessful, then the LA should confirm that the individual continues to reside in the ICF or NF. The LA should not change the Status 1 assignment. The individual's name must remain active on the interest list until HCS or TxHmL is actually offered. Having documented the steps listed to reach the primary correspondent can suffice as a biennial contact. The date in CARE for the biennial contact is the date the LA determined it was unable to contact the primary correspondent. The same steps as described in **Efforts for Contacting the Primary Correspondent** beginning on page 8 should occur in each biennium in order to contact the primary correspondent.

Unable to Contact Primary Correspondent

If efforts for contacting the primary correspondent do not result in a contact between the LA and the primary correspondent or individual, then the LA must document the steps taken to reach the primary correspondent and change the individual's HCS and TxHmL interest list status to a Status 6 (Inactive) in the status field. The date in CARE for the biennial contact is the date the LA changed the individual's Status 1 to Status 6.

The LA must mail a letter to the primary correspondent at the last known address notifying him or her that the individual's status on the HCS interest list, and TxHmL interest list if applicable, has been changed to inactive unless the primary correspondent responds to the letter within 30 days. (A template of the letter is attached at Exhibit A.) The date on the letter must be the same date as the status date for the Status 6.

If the LA receives a response from the primary correspondent, the LA will revise the individual's HCS interest list record as appropriate to the primary correspondent's response (e.g., change the Status 6 to a Status 1; update the primary correspondent's contact information). The LA will also update the biennial contact date to be the date the LA received a response from the primary correspondent.

If the LA *does not* receive a response from the primary correspondent, the individual's status remains a Status 6 (Inactive) until the individual is offered HCS or TxHmL services. If the primary correspondent contacts an LA before the individual is offered HCS or TxHmL services to inquire about the individual's status on the interest list, the LA will explain why the LA changed the individual's status to a Status 6. If the primary correspondent wants the individual's status to be changed to a Status 1 because he/she wants to receive an annual contact, the LA will change the individual's HCS, and TxHmL if applicable, interest list status to a Status 1.

HCS and TxHmL Interest List Status Designations

Policy

The following are status designations for the HCS and TxHmL interest lists.

IMPORTANT

The status date does not change unless the status changes.

Status 1 – Interested

This status indicates that the individual is actively interested in HCS or TxHmL services, as applicable. The LA enters this status when an individual or the individual's primary correspondent expresses a desire for the individual to receive the service. An LA must make a biennial contact with the primary correspondent of every individual with a Status 1. The begin date must match the "date of discussion" on the *Identification of Preferences* form.

Status 2 – Pending

This status indicates the individual has been authorized by DADS to receive an offer for HCS or TxHmL, as applicable. The LA Section at DADS will change the individual's interest list status from a Status 1 (Interested) to a Status 2 (Pending) on the day DADS sends the LA the letter authorizing the LA to offer HCS or TxHmL to the individual.

NOTE: Although a Status 2 is not assigned by an LA, an individual with a Status 2 may be transferred from one LA to another.

Status 3 – Enrolled

This status indicates the individual has been enrolled in the HCS or TxHmL program. When an individual is enrolled, a Status 3 (Enrolled) and a new status date are automatically posted to the individual's interest list record by the CARE system.

Status 4 – Denied

This status indicates the individual has been denied eligibility for the HCS or TxHmL program. A Status 4 is automatically posted to the record by the CARE system via the enrollment process if DADS determines that the individual is not eligible for the program.

Status 5 – Voluntarily Withdrawn (Initiated by the individual or primary correspondent)

This status indicates the primary correspondent has voluntarily withdrawn the individual's name from the interest list. The LA changes an individual's interest list status to a Status 5 when the primary correspondent voluntarily withdraws due to one of the following situations.

HCS and TxHmL Interest List Status Designations – *continued*

Written request

If the individual/primary correspondent is no longer interested in HCS or TxHmL services and has signed an *Identification of Preferences* form or a signed and dated written request is submitted by the individual or primary correspondent, the LA must enter a Status 5 on the individual's interest list record for the appropriate program.

Individual moves out of state

If the individual and the primary correspondent no longer have a Texas address, the LA must enter a Status 5 on the individual's interest list record.

NOTE: If the individual's family has temporarily moved out of Texas due to active military service and the family wants the individual's name to remain on the interest list, the individual's family must provide non-Texas contact information to enable the LA to make the biennial contact. A biennial contact must be made, but a non-Texas contact may be used in this situation.

Individual Dies

In the event of the death of an individual, general CARE procedures apply by using CARE screen 360 to indicate the individual is deceased. As a result of completing this required CARE procedure, a Status 5 and a new status date are automatically posted to the individual's interest list by CARE. The new status date will be the same as the date of death.

NOTE: If the individual doesn't accept an offer of program services and has signed and dated a *Verification of Freedom of Choice* (Form 3609) indicating such, the LA must enter a Status 8 (Declined) (see Status 8 on page 13.)

Status 6 – (Inactive – Cannot be contacted)

Beginning November 21, 2014, this status indicates the primary correspondent cannot be contacted because he or she cannot be located or is not responsive to the biennial contact. Refer to **Unable to Contact Primary Correspondent** on page 10 for instructions prior to assigning a Status 6. An LA is able to change a Status 6 to another, more appropriate status any time after the Status 6 is entered in CARE.

NOTE for HCS only: If the individual is under 22 years of age and living in an ICF or nursing facility and has been **offered an opportunity to enroll in the HCS Program**, but the primary correspondent could not be contacted (Status 6), an automated CARE action will occur to reinstate a Status 1 with the new "begin date" being the status date of the Status 6.

This status was not authorized for use between April 1, 2013, and November 21, 2014.

HCS and TxHmL Interest List Status Designations – *continued*

Status 7 – Removed

This status indicates the individual has been removed from the HCS or TxHmL interest list. DADS assigns this status on a case-by-case basis, such as when DADS confirms that a letter withdrawing an offer has been delivered to an individual or LAR.

Status 8 – Declined

This status indicates the individual or LAR completed and signed the *Verification of Freedom of Choice, Waiver Program* (Form 8601) indicating the individual has declined the opportunity to enroll in the program. The LA must enter the Status 8 using the date of the individual's signature on the form as the status date.

A Status 8 is NOT assigned for the following reasons:

- death (Status 5 via CARE screen 360); or
- moved out of state (Status 5).

NOTE: If the individual requests to remain on the HCS or TxHmL interest list after declining the offer to enroll in the program and a Status 8 is assigned, the LA will:

- ensure a new *Identification of Preferences* form is completed indicating the individual wants HCS or TxHmL services, as applicable; and
- assign the individual a Status 1 (Interested) with a new begin date. (The begin date must be at least one day after the date the individual declined the program.)

NOTE for HCS only: If the individual is under 22 years of age and living in an ICF or nursing facility, then an automated CARE action will reinstate HCS as a Status 1 (Interested) with the new “begin date” being the status date of the Status 8.

Status 9-Transferred

This status indicates the individual moved to the local service area of another LA. The LA changes the individual's HCS and TxHmL interest list statuses to a Status 9 when the individual or LAR moves to the local service area of another LA.

See Attachment O of the current performance contract for determining an individual designated LA.

See **When to transfer an individual's interest list record** on page 7 for requirements related to transferring an individual's interest list record.

Guidance for Special Groups on an Interest List

Child Protective Services (CPS) Children

Children under the conservatorship of CPS of the Department of Family and Protective Services (DFPS) do not always live in local service area of their designated LA. Refer to Attachment O of the current Performance Contract for guidelines for determining a CPS child's designated LA. To view or print Attachment O, go to:

http://www.dads.state.tx.us/providers/LA/perform_contracts/index.html

Specific Tools in XPTR and CARE

XPTR Reports for Managing Biennial Contacts

Several reports exist in XPTR for the purpose of managing interest list biennial contracts requirements. **It is important that these reports be used to manage the interest list.**

- HC027759.W Interest LIST CONTACT DATES is a weekly *detail report* listing the oldest contact dates at the beginning of the report. This report includes individuals under 22 years of age residing in an ICF or nursing facility (NF) that require an initial interest list contact as well as those whose LAR have declined the biennial contact.
- HC027880.W IL CLIENTS REQUIRING ANN CONTACT is a weekly *summary report* that is run each weekend reflecting number of contacts required; those made; not made; and percentage contacted. This report includes individuals under 22 years of age residing in an ICF or NF that require an interest list initial contact as well as those whose LAR have declined the biennial contact. The HC027759.W is the companion report delineating the actual names of individuals included in this summary report.
- HC027883.W WEEKLY INTEREST CONTACT SUMMARY is a weekly *summary report* that is run each weekend reflecting number of contacts required; those made; not made; and percentage contacted.
- HC027884.W WEEKLY INTEREST CONTACT DETAIL (This is the *detail report* that corresponds to HC027883.W.) The HC027884.W is designed to assist LAs in viewing those who need to be contacted during the biennium. This report provides information regarding those not contacted in the biennia and text on the far right of the screen stating “No Contact in BI.” Other information includes Name; CARE ID #; Local Case #; Status; Interest List Date (*Begin Date*); Status Date and the Contact Date (*last Annual or Biennial Contact Date*). Individuals under 22 years of age residing in an ICF or NF whose LAR have declined the biennial contact are not included in this report.

CARE Screens 192 & 193

These screens provide Medicaid Recipient Information, including the address used to mail the Medicaid card (which is under “DHS Case Address”).

CARE 397 Screen

This screen provides historical and current information about the individual and has the individual’s service assignments both open and closed as well as the individual’s address and an identified contact person with their corresponding address and phone number.

Specific Tools in XPTR and CARE -- *continued*

CARE W21 Screen

This screen is the individual's interest list record and includes a place for contact information along with the comments sections at the bottom of the screen.

CARE W26 Screen

This is the inquiry screen of the individual's interest list record.

CARE Form for CARE W21 Screen

The CARE form for the W21 Screen reflects the CARE W21 screen information and includes a "glossary" page for clarification. To view or print the CARE form for CARE W21 screen go to:

<http://www2.mhmr.state.tx.us/655/CIS/Training/files/forms/ils.pdf>

[Date]

[Name of Person on Interest List]
[Address of Person on Interest List]
[City, State, Zip of Person on Interest List]

Dear [Name of Person on Interest List]:

Your name is on the Home and Community-based Services (HCS) Program and/or Texas Home Living (TxHmL) Program Interest List.

We have been trying to contact you to determine whether you are still interested in staying on the interest list and to confirm your contact information.

If you are still interested in remaining in the interest list, please call [number to call] **or** sign below, update information, and mail the form in the envelope provided.

You must contact us by phone or mail this form back within 30 days after the date of this letter or your status on the interest list will become “inactive.”

I want to remain on the interest list.

Signature of person on interest list or representative

If any of your contact information has changed, please provide the information below, and use the enclosed envelope to return this form.

[Name of Person on interest list or representative]

Address: _____

Home Phone with Area Code: _____

Cell Phone with Area Code: _____

Work Phone with Area Code: _____

Alternate Phone with Area Code: _____

(Please indicate the owner of this phone number)

[Date]

[Name of Person on HCS Interest List]

[Address of Person on HCS Interest List]

[City, State, Zip of Person on HCS Interest List]

Estimado/a [Name of Person on HCS Interest List]:

Su nombre está en la lista de interesados del programa de Servicios en el Hogar y en la Comunidad (HCS) con fecha de solicitud del [enter begin date].

Hemos tratado de comunicarnos con usted para saber si aún está interesado en permanecer en la lista de interesados de HCS y para confirmar que su información de contacto esté correcta.

Si aún está interesado en el programa de HCS, por favor, llámenos al [number to call] o firme abajo, actualice su información y devuelva la forma en el sobre adjunto.

Tiene que llamarnos o enviarnos esta forma por correo dentro de los 30 días de la fecha de esta carta o su estado en la lista de interesados de HCS se cambiará a “inactivo”.

Quiero que mi nombre permanezca en la lista de interesados de HCS.

Firma de la persona que está en la lista de
interesados o de su representante

Si su información de contacto ha cambiado, por favor, dé la siguiente información y devuelva la forma en el sobre adjunto.

[Name of Person on HCS Interest List or representative]

Dirección: _____

Teléfono de la casa con la clave del área: _____

Teléfono celular con la clave del área: _____

Teléfono del trabajo con la clave del área: _____

Otro teléfono con la clave del área: _____

(Por favor, indique el nombre del dueño de este teléfono)