



## TEXAS HEALTH AND HUMAN SERVICES COMMISSION

CHRIS TRAYLOR  
EXECUTIVE COMMISSIONER

### Memorandum

To: Program Management  
Operations Coordination  
Utilization Management and Review  
Managed Care Organizations

From: Emily Zalkovsky  
Director, Program Management  
Medicaid/CHIP Division

Subject: Support Management in Community First Choice

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This memorandum applies to the STAR+PLUS program.

This memorandum is being issued to notify Managed Care Organizations (MCOs) of the tool to use when delivering support management as a Community First Choice service. MCOs may provide the service as part of their service coordination activities or require their contracted providers administer this service to members who request support management. Attached is the handout to use when discussing support management with members.

If you have any questions regarding this memorandum, you may contact Chris Welch at 512-428-1946 or at [chris.welch@hhsc.state.tx.us](mailto:chris.welch@hhsc.state.tx.us).