



## TEXAS HEALTH AND HUMAN SERVICES COMMISSION

CHRIS TRAYLOR  
EXECUTIVE COMMISSIONER

### Memorandum

To: Managed Care Program Oversight  
Enrollment Resolution Services  
Program Support and Utilization Review  
Managed Care Organizations

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

Subject: Individual Service Plan Expiring Report Scan Call Review Process

Issuance Date: March 17, 2016  
Effective Date: March 17, 2016

HHSC: 16-03-002

This memorandum applies to the STAR+PLUS Home and Community Based Services (HCBS) waiver (SPW) program.

Effective with this memorandum, the Health and Human Services Commission is changing the process for reviewing the Individual Services Plan (ISP) Expiring Report. The ISP Expiring Report details those members whose ISPs will expire within 90 days from the date the report is run.

Currently, the Program Support Unit (PSU) staff provides this report to the managed care organizations (MCOs) prior to a scan call in which the MCOs must provide a status update to all members whose ISPs expire within the next 45 days. The new process for managing this report, in conjunction with the scan call, is as follows:

- The PSU provides the ISP Expiring Report five business days prior to the scheduled scan call.
- The MCOs research and provide a written status for each member whose ISP expires within 45 days, indicating the status of the members reassessment. The MCO must return a completed report to the PSU two business days prior to the scan call.

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- The PSU reviews the MCO's responses to determine if the MCO needs to provide clarification regarding any member's ISP status. During the scan call, only ISP statuses about which PSU has questions are reviewed. There will no longer be a need to review each member for the status of the ISP if the MCO's response is sufficient.

If you have any questions regarding this memorandum, you may contact Chris Welch at 512-491-5568 or at [Chris.welch@hsc.state.tx.us](mailto:Chris.welch@hsc.state.tx.us).