

MCO Contacts for Adult Protective Services Regarding ANE Due July 30, 2015

In order to comply with the abuse, neglect and exploitation (ANE) reporting requirements outlined in Senate Bill (S.B.) 760, HHSC is requesting that each managed care organization (MCO) identify a central contact or phone line for receipt of the Adult Protective Services (APS) notifications of ANE. The number provided must be one that APS can contact 24 hours a day, seven days a week. The contact or phone line will be used to assist APS with providing information about the member, services, and service coordinator (STAR+PLUS only).

Although this information will primarily involve individuals receiving long-term services and supports (LTSS) services provided in STAR+PLUS, we are asking that all STAR, STAR+PLUS, CHIP and Dental MCOs provide this information to HHSC by close of business July 30, 2015.

HHSC would also like to request that each MCO identify whether APS could be granted access to its portal. HHSC and APS are discussing which data elements APS would have access to, for example, service coordinator information.

Please provide the requested information below to Kate Layman at Katherine.Layman@hhsc.state.tx.us with a copy to their health plan management team by **close of business July 30, 2015**.

1. A contact number and information about who maintains the contact number (i.e. service coordinator line, nurse line, etc.) that can receive notification calls from APS 24 hours a day/7 days per week.
2. Information about whether APS will be able to have access to the MCO portal.
3. Any concerns or issues with providing access to APS.