January 26, 2012

To: Home and Community-based Services (HCS) Providers
           Texas Home Living (TxHmL) Providers
           Intermediate Care Facilities for Persons with an Intellectual Disability (ICFs/ID) with
           13 or Fewer Beds

Subject: Information Letter No. 12-22 / Provider Letter 12-11
           Entering Nursing On-Call Service Data into the Client Assignment and Registration
           (CARE) System

The purpose of this letter is to inform providers of the requirement to enter new information into
CARE. No later than March 1, 2012:

- All HCS and TxHmL waiver program providers must begin collecting data regarding on-
  call services provided by registered nurses (RNs) and licensed vocational nurses (LVNs)
  for entry into the CARE system; and

- ICFs/ID with 13 or fewer beds must begin collecting data regarding on-call services
  provided by RNs and LVNs for entry into the CARE system.

Nursing on-call services are defined as providing any telephone services to assess a non-urgent,
urgent, or emergency condition or other health issue an individual may experience. Nursing on-
call services also include providing instructions to an unlicensed person over the phone regarding
that condition or issue. Providers, including those who are not participating in the LVN On-Call
Pilot Program, must enter all nursing on-call service data into CARE. Providers must complete
their initial entry into CARE no later than April 30, 2012.

Specifically, providers must enter nursing on-call service data into CARE screen 691 monthly, no
later than 30 calendar days after the last day of the month being reported. CARE screen 291 is
available to make inquiry searches of data that have been entered into CARE screen 691.
Department of Aging and Disability Services (DADS) Form 8496, Nursing On-Call Services Log,
based on the LVN On-Call Communication Protocol, is a tool for providers to track nursing on-call
services. This form is available on the DADS website and is not required to be used by providers.

Beginning May 1, 2012:

- Waiver Survey and Certification reviewers will verify that nursing on-call service
  information is being entered into CARE during HCS and TxHmL certification reviews.

- ICF/ID surveyors will require ICF/ID providers to print out CARE screen 691 data to
  demonstrate their compliance with entering nursing on-call service information into CARE.

If you have any questions regarding the information in this letter, please contact DADS, Waiver Survey and Certification at (512) 438-4163 or an ICF/ID policy specialist in the Regulatory Services Policy, Rules and Curriculum Development unit at (512) 438-3161.

Sincerely,

[signature on file]

Veronda L. Durden
Assistant Commissioner
Regulatory Services

[signature on file]

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