



TEXAS HEALTH AND HUMAN SERVICES COMMISSION

CHARLES SMITH
EXECUTIVE COMMISSIONER

Date December 21, 2016

To: Home and Community-based Services (HCS) Program Providers

Subject: Information Letter No. 16-40
Automation Changes when Requesting a Level of Need Increase for an Individual

Effective December 27, 2016, automation changes will be implemented in the Client Assignment and REgistration (CARE) system to improve efficiency in processing Level of Need (LON) increase requests submitted by an HCS program provider due a change in an individual's medical or behavioral needs.

When an HCS program provider electronically submits a request for an LON increase due to the *medical* needs of an individual, the program provider enters a "6" in the "Frequency" field in the "Nursing" section of the Intellectual Disability/Related Condition (ID/RC) C23 screen in CARE. With the automation change, the system automatically adjusts the recommended LON to the next higher LON, up to a LON 6. After hitting "Enter" on the keyboard to move to the next screen in the data entry sequence, the program provider sees a follow-up screen with a message to confirm the program provider's request for a LON increase due to the medical needs of the individual. The program provider must confirm this action before continuing to the next screen in the data entry sequence.

When an HCS program provider electronically submits a request for an LON increase due to the *behavioral* needs of an individual, the HCS program provider enters a "1" in one or more of the fields in the "Behavioral Status" section of the ID/RC C23 screen in CARE and the system automatically adjusts the recommended LON to the next higher LON, up to a LON 6; or the program provider enters a "2" in one or more of the fields in the "Behavioral Status" section and the system automatically adjusts the recommended LON to a LON 9. With the automation change, after hitting "Enter" on the keyboard to move to the next screen in the data entry sequence, the program provider sees a follow-up screen with a message to confirm the program provider's request for an LON increase due to the behavioral needs of the individual. The program provider must confirm this action before continuing to the next screen in the data entry sequence.

Regardless of the reason for requesting an LON increase, after electronic submission of a request for an LON increase, a program provider must mail or fax the supporting documentation to the Health and Human Services Commission (HHSC) Utilization Review Unit within seven calendar days of completing the data entry in CARE in accordance with Texas Administrative Code, Title 40, §9.164(c).

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Fax LON increase packets to Utilization Review at 512-438-4249 or mail to:

HHSC Utilization Review

701 W 51st St.

Mail Code: W-551

Austin, TX 78751

For questions about this policy, please send an email to HCS@dads.state.tx.us.

Sincerely,

[signature on file]

Jami Snyder

Associate Commissioner