

## **Communication Plan for Personal Care Services (PCS) Providers to Department of State Health Services (DSHS)**

**Purpose:** To provide guidelines for communications between PCS providers and DSHS case managers.

**Plan:** The following are appropriate scenarios in which a provider would call to speak directly with a DSHS case manager:

### 1. Transitioning Clients:

- A provider has concerns about the number of hours authorized for client (either under or over). See the note below.
- A provider feels a referral for other services are needed after the provider completes their assessment of the client.
- A provider feels an emergency or short-term change in PCS hours is needed for the client. See the note below.
- A client no longer wishes to receive PCS, and the authorization period has not yet expired. See the note below.
- A client wants to change providers. See the note below.
- A client moves out of state.
- A client is deceased.

### 2. New Clients:

- A provider has questions or concerns about the PCS Functional Assessment Checklist or the provider's ability to deliver PCS after the checklist has been reviewed. An individual case manager's phone number will be provided on the PCS Functional Assessment Checklist for new clients and are also listed in the DSHS contact information below.
- A provider has concerns about the number of hours authorized for client (either under or over). See the note below.
- A provider feels a referral for other services are needed after the provider completes their assessment of the client.
- A provider feels an emergency or short-term change in PCS hours is needed for the client. See the note below
- A client no longer wishes to receive PCS and the authorization period has not yet expired. See the note below
- A client has expressed a desire to change providers. See the note below
- A client moves out of state.
- A client is deceased.

**Note:** This type of change must be requested by the client or the client's family. A DSHS Case Manager will call the client or the client's family to verify this type of change.

## Results

The Communications Plan will:

1. Ensure appropriate communications between PCS providers and case managers.
2. Ensure better coordination of care for PCS clients.
3. Provide guidelines for providers about when to contact DSHS case managers and when to contact the Texas Medicaid & Healthcare Partnership (TMHP).

## DSHS Contact Information:

DSHS Regional Office	Address	Phone Number
Region 1	PO Box 60968, WT AMU Canyon, TX 79016	1-806-655-7151
Region 2/3	1301 South Bowen Road, Suite 200 Arlington, TX 76013	1-817-264-4627
Region 4/5 North	1517 West Front Street Tyler, TX 75702	1-903-533-5231
Region 6/ 5 South	5425 Polk Avenue, Suite J Houston, TX 77023-1497	1-713-767-3111
Region 7	2408 South 37th Street Temple, TX 76504-7168	1-254-778-6744
Region 8	7430 Louis Pasteur Drive San Antonio, TX 78229	1-210-949-2155
Region 9/10	401 East Franklin, Suite 210 El Paso, TX 79901-1206	1-915-834-7675
Region 11	601 West Sesame Drive Harlingen, TX 78550	1-956-423-0130

4. Providers can contact TMHP for any other issues or concerns (e.g., prior authorization notifications or the status of authorizations, billing questions and issues, general information about the PCS benefit).

## TMHP Contact Information:

Issue Type	Department	Telephone Number
Provider Billing/Enrollment questions	Provider Relations	1-800-925-9126
PCS Prior Authorization Information	Prior Authorization	1-888-648-1517
Client and family questions or information about PCS	PCS Client Line	1-888-276-0702