Important MCO Service Coordination Contact Information

Information posted August 25, 2017

The National Hurricane Center is predicting that Hurricane Harvey is likely to become a stronger hurricane as it approaches the Texas coast on August 25. The hurricane will produce winds, prolonged heavy rainfall and flooding across parts of Texas into next week. Check the HHS website frequently for updates and resources related to the storm.

Individuals enrolled in the Home and Community-based Services (HCS), Texas Home Living (TxHmL), Community Living Assistance and Support Services (CLASS) or Deaf Blind with Multiple Disabilities (DBMD) waiver programs may need assistance with accessing services during this emergency. Individuals in these programs who are also enrolled with a managed care organization (MCO) for their acute care should contact their MCO service coordination hotline for assistance with medical needs, such as prescriptions or durable medical equipment.