**Frequently Asked Questions**

Texana Center Voluntary Contract Termination

Home and Community Based Services (HCS)

Texas Home Living (TxHmL)

Texana Center Board of Trustees approved the voluntary termination of the Center’s Contract with the state for two Medicaid Waiver Programs (HCS and TxHmL) serving individuals with intellectual developmental disabilities. These Frequently Asked Questions are intended to support individuals and their families as they transition their services from Texana Center to a new Medicaid Waiver Provider.

**Choosing a New Medicaid Waiver Provider**

**Q: What is the Texana Center Service Area and do I need to choose a Provider currently in that area?**

**A:** The Texana Service Area includes the following counties: Austin, Colorado, Fort Bend, Matagorda, Waller and Wharton. You may choose any provider on the Texana Local IDD Authority Community Waiver Contract List. If you are moving outside of the Texana Service Area, your Service Coordinator can provide a list for the Local IDD Authority where you are moving.

**Q: What are the names and contacts for other Medicaid Waiver Providers in the Texana Center Service Area?**

**A:** The names and contacts are on the Texana Local IDD Authority Community Waiver Contract List provided by your Service Coordinator, who will also provide you a sortable spreadsheet with the same names and contacts.

**Q: Who will guide me through the transfer process?**

**A:** Your Service Coordinator. Additionally, the Team Lead for your Service Coordinator and the Service Provider Representative (SPR) are available to assist you and your Service Coordinator.

**Q: When I contact Medicaid Waiver Providers, what questions should I ask?**

**A:** Your Service Coordinator will review the “Questions You May Ask a Provider” document. Pick out the questions that are important to you. Keep track of responses so that you can evaluate and compare.

**Q: How do I make a final choice after I talk to Providers on the phone?**

**A:** Narrow your choice down to 2 or 3 providers. Call and talk to their references. Visit their service sites (group home, Individual Skills and Socialization facility) and talk to staff (nurse, group home manager, employment coach). Make a final decision after you complete this second round of interviews.

**Q: When I contact Medicaid Waiver Providers, what questions will they ask me?**

**A:** They will ask you where you live, what services you receive currently from Texana and what services do you want from the new Provider, what is your Level of Need, what help do you need from staff, and what health issues you may have.

**Q: Can my Service Coordinator recommend a Provider for me to choose?**

**A:** No. Your Service Coordinator can help you make calls, arrange tours, answer questions, and research providers of interest to you. Service Coordinators can share information with you but may not share their opinion with you.

**Q: If I choose a Provider, can that Provider choose not to serve me?**

**A:** The HCS and TxHmL programs have rules that a Provider must serve you if you choose them. However, there may be reasons that you may want to consider a different Provider. A good example is when a person wants to live in a group home, but the Provider does not have a group home immediately available. Another example is when a person wants to attend a specific Individualized Skills and Socialization (ISS) site, and the physical ISS site is at maximum occupancy level. And finally, a Provider may ask the state to set a limit, or “Cap”, on the number of people who can be served by their agency, and they are at their limit when you ask to enroll in their program.

**Q: Can I keep any of my current staff?**

**A:** You can ask your current staff if they would like to be employed by your new provider. If your staff say ‘yes,’ ask your new provider if they can employ your current staff. Texana is having two job fairs (July 1 and July 11). Providers will be able to talk to your current staff at these Job Fairs. Additionally, if you would like to keep your same behavior support provider through Texana Behavior Improvement Center (BIC), you can ask your new provider if they are willing to contract with Texana BIC to provide that service. You may also contact [BehaviorSupport@texanacenter.com](mailto:BehaviorSupport@texanacenter.com).

**Completing the Transfer Process**

**Q: What happens after I choose a new Provider?**

**A:** Your Texana Center Service Coordinator will take the following steps:

* Assist you, your new provider, and Texana Waiver Provider to agree to an effective date of the transfer (2 to 4 weeks after you choose your provider)
* Schedule a Transfer Person Directed Planning (PDP) Meeting (at least 2 weeks prior to the effective date of the transfer)
* Invite the people you want to attend the meeting and complete a newIndividual Plan of Care effective the date of the transfer.
* Conduct the Transfer PDP Meeting
* Send you copies of the transfer PDP and IPC
* Send your new provider Texana documents that will help make your transition to the new provider a smooth one.

**Q: When will my services begin with the new Provider?**

**A:** Your services will begin on the effective date of your Transfer IPC. This will be about 2-4 weeks after your transfer meeting. Ask your Service Coordinator if you are uncertain.

**Q: Is there a date that my transfer must be completed by?**

**A:** Texana Center’s HCS and TxHmL contracts will be terminated on September 19, 2025. For continuity of services, our goal is to complete all transfer meetings by September 1, 2025.

**Accessing Services**

**Q: Will I have a Service Coordinator?**

**A:** Yes. As a participant in HCS or TxHmL, you will have a Service Coordinator employed by the Local IDD Authority. If you live in one of the six counties served by Texana Center, your Service Coordinator will work for Texana Center.

**Q: What services will my new HCS Provider offer?**

**A:** Your new HCS Provider follows the same rules as Texana HCS program and must deliver, or contract with an entity to provide, all services in accordance with the HCS billing guidelines. A new provider will provide the same services as Texana and may include the following:

* Adaptive Aids
* Specialized Therapies: Audiology, Behavior Support, Cognitive Rehabilitation Therapy, Dietary, Occupational Therapy, Physical Therapy, Social Work, Speech
* Dental
* Employment: Employment Assistance, Employment Readiness, Supported Employment
* Residential: Host Home Companion Care, Residential Support Services, orSupervised Living
* Individualized Skills and Socialization (ISS)
* Minor Home Modifications
* Nursing
* Respite
* Transportation
* Community First Choice (Habilitation Training and Personal Assistance Service)

**Q: Can I receive my HCS services through the Consumer Directed Services (CDS) option?**

**A:** You may receive the following services through the CDS model: Cognitive Rehab Therapy, Employment Assistance, Nursing, Respite, Supported Employment Transportation and Community First Choice. If your Individual Plan of Care (IPC) includes both CDS services and services delivered by Texana Center through the agency option, you may choose to transfer to a new provider to continue to receive the services currently delivered by Texana Center. EXAMPLE: You receive Respite through the CDS model and ISS from Texana Center. Your respite services and FMSA will remain the same, and you will choose a new provider agency to deliver your ISS services.

**Q: What services will my new TxHmL Provider offer?**

**A:** Your new TxHmL Provider follows the same rules as Texana TxHmL program and must deliver, or contract with an entity to provide, all services in accordance with the TxHmL billing guidelines. A new provider will provide the same services as Texana and may include the following:

* Adaptive Aids
* Specialized Therapies: Audiology, Behavior Support, Dietary, Occupational Therapy, Physical Therapy, Social Work, Speech
* Dental
* Employment: Employment Assistance, Employment Readiness, Supported Employment
* Individualized Skills and Socialization (ISS)
* Minor Home Modifications
* Nursing
* Respite
* Transportation
* Community First Choice (Habilitation Training and Personal Assistance Service)

**Q: Can I receive my TxHmL services through the Consumer Directed Services (CDS) option?**

**A:** All services on your plan may be delivered through the CDS option. If your Individual Plan of Care (IPC) includes both CDS services and services delivered by Texana Center through the agency option, you may choose to transfer to a new provider to continue to receive the services currently delivered by Texana Center. EXAMPLE: You receive Respite through the CDS model and ISS from Texana Center. Your respites services and FMSA will remain the same, and you will choose a new provider agency to deliver your ISS services.

**Q: Will Texana continue to provide Behavior Supports?**

**A:** Yes. Ask your new provider to contract with Texana Center to provide the Behavior Support services on your Individual Plan of Care. Your new provider may email [BehaviorSupport@texanacenter.com](mailto:BehaviorSupport@texanacenter.com) or call 281-239-1328.

**Making a Complaint**

**Q: What if I am not satisfied with my new provider?**

**A**: You may report your concern to your Service Coordinator and request assistance with reaching a resolution. Additionally, you may change your provider at any time following your transfer by telling your Service Coordinator that you want to transfer.

**Q: How do I report a concern or make a complaint?**

**A:** Who you contact will depend on what the concern or complaint is regarding.

* Complaint about an HCS provider or ISS facility, 1-800-458-9898, HHSC Regulatory
* Complaint about unfair treatment, 1-800-252-8104, HHSC Ombudsman
* Complaint about a Service Coordinator, 832-947-5630, Jordan Prudencio, Texana Patient Rights Officer
* Complaint about the Transfer Process, 281-239-1386, Sheri Talbot, Texana Local IDD Authority Director