



TEXAS  
Health and Human  
Services

# Coordinating Services

for Children in IDD Waiver  
Programs and STAR Kids



Children with intellectual and developmental disabilities (IDD) can receive long-term care services through both an IDD waiver program and the STAR Kids program. When this happens, parents or legally authorized representatives work with a team of service coordinators to ensure your child gets the services they need from each program.

Managed care organization (MCO) service coordinators and IDD waiver service coordinators will communicate with each other and parents or legally authorized representatives to develop a plan that meets your child's needs.

## **IDD Waiver Programs, STAR Kids, and Long-Term Services and Supports**

IDD waiver programs provide services to people with IDD or multiple disabilities to help them live at home or in the community instead of in a facility. There are four IDD waiver programs in Texas:

- Community Living Assistance and Support Services (CLASS)
- Deaf Blind with Multiple Disabilities (DBMD)
- Home and Community-based Services (HCS)
- Texas Home Living (TxHmL)

IDD waiver programs provide long-term services and supports, including:

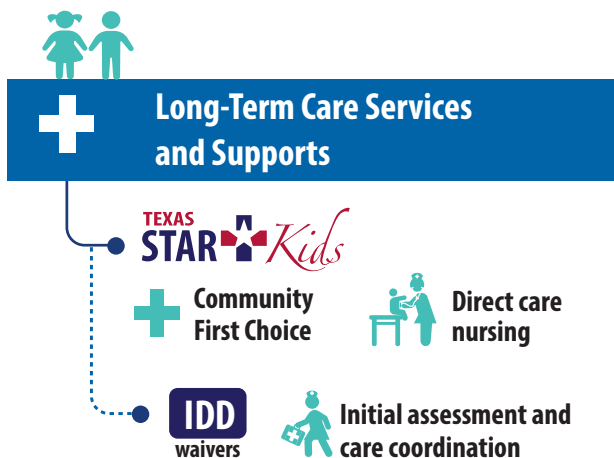
- Community First Choice Personal Attendant Services and Habilitation (CFC PAS/HAB).
- Minor home modifications.
- Respite.
- Nonmedical transportation to community-based activities.

STAR Kids is a Medicaid program for children and young adults with disabilities. STAR Kids services are managed by health plans and include health care and long-term care services such as:

- Regular checkups to the doctor and dentist.
- Prescription drugs and vaccines.
- Physical, occupational and speech therapy.
- Durable medical equipment.
- Nursing and private duty nursing.

STAR Kids and the IDD waiver programs can provide many of the same long-term services and supports. If your child needs a service available in both STAR Kids and an IDD waiver program, they must get the service through STAR Kids.

Nursing is provided through both STAR Kids and the IDD waiver. STAR Kids can provide ongoing direct nursing care for your child's medical needs, while IDD waiver programs can provide a few hours for an initial assessment and care coordination.



Attendant services are provided through both STAR Kids and the IDD waiver. If your child receives IDD waiver services, they must receive CFC PAS/HAB through the IDD waiver.

## Your Child's Service Plan

Your child's STAR Kids service coordinator and IDD waiver service coordinator work together to identify resources and ensure your child gets the services they need through the appropriate resources. The IDD waiver service coordinator is responsible for keeping a comprehensive service plan that includes all waiver and STAR Kids services. Depending on your child's waiver program, the IDD waiver service coordinator may be called a case manager.

The STAR Kids service coordinator and IDD waiver service coordinator will both work with you to create, update and implement a service plan that addresses your child's unique needs and preferences:

- Each program's service plan will list which services will be provided through STAR Kids and which will be provided through the IDD waiver.
- Your child's service coordinators will explain all the services offered by each program and how they help your child.

## Who Should I Contact About My Child's Services?

Contact your child's STAR Kids service coordinator any time you have questions about STAR Kids services or acute care services. Contact your child's IDD waiver service coordinator any time you have questions about IDD waiver services or other non-waiver services. You should also contact them when:

- A service needs to be added to your child's service plan.
- The amount of a service your child receives needs to be adjusted.
- There's a change in your child's health status.

If you have a concern, first go through either the STAR Kids managed care organization or IDD waiver complaint resolution process. If your concern is not resolved, see the table on next page.

<b>If you have concerns about:</b>	<b>Contact:</b>
<p>Your STAR Kids MCO</p> <p><b>OR</b></p> <p>Services delivered through your MCO</p>	<p><b>HHS Ombudsman Managed Care Assistance Team (OMCAT)</b></p> <p>866-566-8989            Fax: 888-780-8099</p> <p>HHS Office of the Ombudsman            P.O. Box 13247            Austin, Texas 78711-3247</p> <p>Online form:  <a href="https://www.texashhs.org/complaint-ombudsman">texashhs.org/complaint-ombudsman</a></p>
<p>Your financial management services agency (FMSA), if you use the consumer directed services (CDS) option</p> <p><b>OR</b></p> <p>Your CLASS case management agency (CMA)</p>	<p><b>HHS Office of the Ombudsman</b></p> <p>877-787-8999</p> <p>Online form:  <a href="https://www.texashhs.org/complaint-ombudsman">texashhs.org/complaint-ombudsman</a></p>
<p>Your CLASS or DBMD waiver provider</p> <p><b>OR</b></p> <p>Services delivered through them</p>	<p><b>HHS Complaint and Incident Intake</b></p> <p>800-458-9858</p> <p><a href="mailto:ciicomplaints@hhsc.state.tx.us">ciicomplaints@hhsc.state.tx.us</a></p> <p><a href="https://www.texashhs.org/complaint-incident-intake">texashhs.org/complaint-incident-intake</a></p>
<p>Your HCS or TxHmL waiver provider</p> <p><b>OR</b></p> <p>Services delivered through them</p>	<p><b>HHS IDD Ombudsman</b></p> <p>800-252-8154            Fax: 888-780-8099</p> <p>HHS IDD Ombudsman            P.O. Box 13247            Austin, Texas 78711-3247</p> <p><a href="https://www.hhs.texas.gov/idd-help">hhs.texas.gov/idd-help</a></p>

# Contact Information

Fill out the information below and keep this pamphlet in a safe place.

## My Child's STAR Kids Health Plan (My Child's MCO)

Name \_\_\_\_\_

Website \_\_\_\_\_

## My Child's STAR Kids Service Coordinator

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

## My Child's IDD Waiver Program (check one)

CLASS

HCS

DBMD

TxHmL

**My Child’s Case Management Agency, DBMD Program Provider, or Local Intellectual and Developmental Disability Authority (LIDDA)**

Agency Name \_\_\_\_\_

Case Manager /Service Coordinator Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

**My Child’s IDD Waiver Program Provider, if not receiving all services through Consumer Directed Services (CDS) option**

Provider Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

**My Child’s FMSA, if receiving any services through CDS option**

FMSA Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_



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