



## TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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TO: Executive Directors, Local Mental Health Authorities  
Executive Director, NorthSTAR Behavioral Health Authority  
Executive Director, ValueOptions, Inc.

FROM: Trina Ita, Director   
Mental Health and Substance Abuse Division  
Program Services Section II  
Mary Sowder, Director   
Mental Health and Substance Abuse Division  
Program Services Section I

RE: Long-term Services and Supports (LTSS) Referral System Update

### **Background**

The Department of State Health Services (DSHS) in collaboration with the Department of Aging and Disability Services (DADS) implemented an electronic Long-term Services and Support (LTSS) system designed to streamline eligibility and enrollment for individuals seeking services in the Texas behavioral health care system. This joint effort began in September of 2013 and is intended to serve as a “no wrong door” or single entry point system. During implementation, some challenges have been discovered with ensuring there is appropriate follow up once a referral has been received by the corresponding service provider from Local Mental Health Authorities (LMHA). The purpose of this message is to provide an update regarding strategies being developed to address the identified issue(s) until a permanent solution is implemented and to outline an interim process that ensures clients continue to be appropriately referred for services

### **Issue**

The LTSS referral system currently does not transfer adult mental health consumer phone numbers to the corresponding service provider when the system generates a referral from a LMHA. HHSC and DSHS are jointly resolving the issue by reformatting the batching layout in the Clinical Management for Behavioral Health Services system (CMBHS) to include consumer phone numbers. The estimated time for reformatting completion is 6 months to 1 year.

### **Interim Processes**

DSHS is asking LMHA’s to refer clients to appropriate resources if a need is indicated during intake or assessment until the aforementioned edits to the system are implemented. A general list of referral resources is provided below to promote ease of use while DSHS and HHSC work

diligently to resolve this issue. In addition, if any provider has questions or concerns about navigating CMBHS relating to the referral process please contact the CMBHS helpdesk at 1-866-806-7806.

### **Referral Resources**

For information on all DADS programs call: 1-855-937-2372

#### **Area Agencies on Aging (AAA) provide:**

- Care coordination
- Caregiver support coordination, benefits counseling, education/training/information
- Caregiver respite services
- Advocacy for residents of nursing homes

**Local Intellectual and Development Disabilities Authority (LIDDAs)** for aging and disability services (see DADS Reference Guide, p. 119; link below):

LIDDAs determine functional and financial eligibility and enroll eligible people in the following programs:

- Residential Care (RC)
- Home Delivered Meals (HDM)
- Emergency Response Services (ERS)
- Adult Foster Care (AFC)
- Family Care (FC)
- Day Activity and Health Services (DAHS)
- Consumer Managed Personal Attendant Services (CMPAS)
- Special Services to Persons with Disabilities (SSPD)
- 24-Hour Shared Attendant Care (SSPD-SAC)
- In-home and Family Support Program (IHFSP)
- Primary Home Care (PHC)
- Community Attendant Services (CAS)
- Community-based alternatives (CBA)
- Medically Dependent Children Program (MDCP)
- Home and Community-based Services (HCS)
- Community Living Assistance and Support Services (CLASS)
- Deaf Blind with Multiple Disabilities (DBMD)
- Texas Home Living (TxHmL)
- Intermediate Care Facilities – Individuals with Intellectual and Disability Services (ICF-IDD)  
512-438-3544
- State Supported Living Centers (SSLC) see DADS Reference Guide, p. 129; link below

#### **Additional DADS Services:**

- Aging and Disability Resource Centers (ADRCs): 512-438-4866
- Area Agencies on Aging (AAA): 1-800-252-9240 (see DADS Reference Guide, p. 113; link below)

**For more detailed information about services use the following links to access the DADS website:**

- <http://www.dads.state.tx.us/services/listofservices.html>

- <http://www.dads.state.tx.us/services/>
- <http://www.dads.state.tx.us/contact/search.cfm>

**A comprehensive web document that covers all DADS services is the DADS Reference Guide; it can be accessed at:**

- [http://www.dads.state.tx.us/news\\_info/budget/docs/fy15referenceguide.pdf](http://www.dads.state.tx.us/news_info/budget/docs/fy15referenceguide.pdf)

Please direct questions related to this broadcast message to Nicole Bower at 512.838.4341 or by email at [nicole.bower@dshs.state.tx.us](mailto:nicole.bower@dshs.state.tx.us) or Michael Hastie at 512-838-4325 or by email at [michael.hastie@dshs.state.tx.us](mailto:michael.hastie@dshs.state.tx.us)