



Date: October 3, 2017
To: Home and Community-based Services (HCS) Program Providers
Subject: Information Letter No. 17-23 - Changes to HCS Handbook
Regarding Results of Residential Visit

The Texas Health and Human Services Commission (HHSC) is making changes to the HCS Handbook, Section 14411. The handbook revisions pertain to results from a residential visit described in rule at Title 40, Texas Administrative Code, §9.171(j) and will:

- Explain how a score from a residential visit is calculated
- Clarify when evidence of correction is required after a residential visit
- Clarify when HHSC takes follow-up action after a residential visit
- Clarify what action is required if a significant risk is identified

These changes to the HCS Handbook are effective October 3, 2017.

[The revised version of the HCS Handbook Section 14411 is available online.](#)
New text is underlined and deleted text in strikethrough.

If you have any questions about the information in this letter or the residential visit process, please contact WSC Residential Manager by phone at 512-438-4407 or by e-mail at waiversurvey.certification@hhsc.state.tx.us.

Sincerely,

[signature on file]

Mary T. Henderson
Associate Commissioner
Regulatory Services

MTH:cg