



Long-term services and supports reference guide for primary care providers

Long-term services and supports (LTSS) are available for UnitedHealthcare Community Plan members with disabilities and/or chronic illness who would otherwise require long-term care in a nursing facility. LTSS can help these members maintain their independence and improve their health and quality of life. These Medicaid services may be available for STAR+PLUS and STAR Kids members. This guide provides an overview of the LTSS available for eligible members.



Personal Attendant Services (Available to all STAR+PLUS members based on assessed needs)

Includes escort to medical appointments, housekeeping and assistance with personal care, such as bathing, dressing and eating.



Day activity and health care services (Available to all STAR+PLUS members based on assessed needs) and prescribed pediatric extended care (PPEC)

Typically provided Monday through Friday, services include lunch and snacks, nursing and personal care, physical rehabilitation, social, educational and recreational activities and transportation. These services are available for waiver and non-waiver members and require primary care providers (PCPs) to complete the **Form 3055**.



Referral information

To refer a member for LTSS, call a service coordinator at:
STAR+PLUS: 800-349-0550
STAR Kids: 877-352-7798

STAR+PLUS HCBS program is for those members who qualify for such services – The state also provides an enriched array of services to members who would otherwise qualify for NF care through the STAR+PLUS HCBS program. The MCO must also provide medically necessary services that are available to members who meet the functional and financial eligibility of the STAR+PLUS HCBS program.



Protective services

May be appropriate for members at risk of injury or harm due to cognitive or memory impairment and/or physical weakness. Personal attendants help the member avoid injuries, such as falls, by staying with them in their home when their primary caregiver is away. This supervision doesn't include any other tasks, such as personal care or housekeeping.



Respite care

Offers temporary relief for people who care for functionally impaired adult members in their home, and not as a business. In-home respite care is available only to Medicaid waiver members. A value-added service benefit is available for limited respite for in-home care to non-waiver members.



Assisted living and residential care facilities or adult foster care

These facilities provide services in 3 types of living arrangements: assisted living apartments, residential care apartments and residential care non-apartment settings. Residential care may include personal care, home management, social and recreational activities, supervision, transportation and help with taking medications.



Home-delivered meals

The home-delivered meals benefit provides hot nutritious meals that are delivered to the member's home. Meals provided by contracted agencies are approved by a dietitian consultant who is either a registered dietitian licensed by the Texas State Board of Examiners of Dietitians or has a baccalaureate degree with major studies in food and nutrition, dietetics or food service management.



Specialized nursing services

Delivered by a registered nurse (RN) or licensed vocational nurse (LVN) are available through the STAR+PLUS Home and Community Based Services (HCBS) program.



Minor home modifications

Minor home modifications allow a member to function better within their home and may include a wheelchair ramp, adjusted counter height and bathroom safety hardware. These modifications don't include home renovations, remodeling or the construction of additional rooms.



Adaptive aids and medical supplies

Adaptive aids and medical supplies include things like devices, controls or appliances that enable members to increase their abilities to perform activities of daily living (ADLs), or to perceive, control or communicate with the environment in which they live.



Vehicle modifications

Mechanical or structural changes to a motor vehicle allow members with a disability to safely drive or ride as a passenger.



Employment assistance and supported employment

We encourage employment in the general workforce for working-age members with disabilities, regardless of their level of disability. Employment assistance helps members develop skills and assists them with finding paid employment in the community. Supported employment helps members with on-site work accommodations that may be necessary to maintain employment.



Dental

Dental Services are services provided by a dentist to preserve teeth and meet the medical need of the member. Allowable dental services include:

- Emergency dental treatment necessary to control bleeding, relieve pain and eliminate acute infection
- Preventative procedures required to prevent the imminent loss of teeth
- The treatment of injuries to teeth or supporting structures
- Dentures and the cost of preparation and fitting
- Routine procedures necessary to maintain good oral health



Cognitive Rehabilitation Therapy

Cognitive Rehabilitation Therapy (CRT) is a service that assists an individual in learning or relearning cognitive skills, lost or altered because of damage to brain cells/chemistry, to enable the individual to compensate for the lost cognitive functions.

CRT is provided when determined to be medically necessary through an assessment conducted by an appropriate professional. The assessment is not included under this service provision. CRT is also provided in accordance with the POC developed by the assessor, and includes reinforcing, strengthening or reestablishing previously learned patterns of behavior, or establishing new patterns of cognitive activity or compensatory mechanisms for impaired neurological systems.

Note: LTSS therapy, physical therapy (PT), occupational therapy (OT) and speech therapy do not replace acute therapy benefit.



Transitional assistance services

Transitional assistance services help members who have been discharged from a nursing home setting. A maximum of \$2,500 is available on a one-time basis to help defray the costs associated with setting up a household, such as security deposits to lease an apartment, essential home furnishings and moving expenses.



Additional services are available to STAR+PLUS members who are eligible for Community First Choice

- Community First Choice (CFC) services are available to all Medicaid-eligible members (with the exception of members who are considered medical assistance only (MAO)) who meet an institutional level of care (LOC) for a hospital, nursing facility (NF), intermediate care facility for individuals with an intellectual disability or related condition (ICF-IID) or psychiatric hospital (also called an institution for mental disease (IMD)). CFC services are provided in a community-based setting.
- Personal care attendants who can assist members with activities of daily living (ADLs) in their home or escort them to medical appointments when they can't go alone
- Habilitation, including hands-on assistance, supervision and/or cueing to help the member toward acquiring, maintaining and enhancing the skills necessary to accomplish ADLs, instrumental activities of daily living (IADLs) and health-related tasks
- Continual services and supports, such as an electronic monitoring system for functionally impaired members who live alone or are isolated in the community. In an emergency, the member may press a call button to access around-the-clock help.
- Support management, which involves voluntary member training on how to select, manage and dismiss attendants



Authorization for LTSS

All LTSS require documentation of medical necessity. Our service coordinators will request the necessary documentation from the member's PCP.