



Case Manager Home Modification Checklist

Instructions: Use this checklist for help with the steps to take after Central Office has approved an FSS home modification request and has sent authorization letters to the family, the regional office, and the contractor. Keep Central Office updated on the progress of the job.

- For status and questions, contact **Rosa Voss** at rosa.voss@hhsc.state.tx.us or **512-776-6436**.
- Fax required forms and invoices to Central Office at **512-776-7238**.

1. Contact family:

Make sure the family received the authorization letter.

Go over the letter, including that the home modification must be done as specified in the letter, and if they want to make any changes, the changes must first be approved by the CSHCN Services Program (Central Office). Make sure there are no questions regarding the letter.

Notify the family that you will be contacting an inspector who will contact them to schedule an initial inspection.

2. Contact inspector:

Ask the inspector to contact the family to schedule an initial inspection. *You may need to assist if the family is Spanish speaking.*

Provide the inspector with **FSS Request Form H** (*Initial Inspection Report*), the contractor's bid and any drawings, and **FSS Request Form D** (*Written Specifications and Approvals for Home Modification*)

Once inspection has been completed, ask the inspector fax **Form H** and his invoice to you for the initial inspection (maximum \$200.00).

If **Form H** indicates any concerns, discuss the situation with your Regional Manager. Depending on the situation, you may need to contact the inspector to clarify issues, or contact the contractor to discuss the concerns noted on **Form H** and the **contractor's plan** to address the concerns.

Contact Central Office with the inspector's concerns and the steps you will be taking to address the concerns.

Fax **Form H** and the invoice to **Central Office**.

3. Contact contractor:

Ask the contractor to contact the family to begin work on the home modification (if there were no concerns noted on **Form H**).

Have the contractor call you when the job has been completed.

Notify the contractor that you will be scheduling a final inspection.

4. Contact family:

Ask what the family thinks of the work. (*Are they satisfied? Are there any concerns?*)

Say that you will be contacting the inspector to schedule a final inspection.

Ask the family to speak to the inspector about any concerns they may have with the modification.

Central Office will need **FSS Request Form F** (*Family Documentation for Completed FSS and Training*) before an invoice can be paid. This form can be signed by the family on a home visit or you can contact the family by phone to review the form (you will fill in the family's responses and sign the form).

Fax **Form F** to Central Office.

5. Contact inspector:

Ask the inspector to contact the family to schedule a final inspection.

Provide the inspector with **FSS Request Form I** (*Final Inspection Report*).

Ask inspector to contact you once the inspection is completed and to fax **Form I** and the **invoice** to you for the final inspection (maximum \$150.00)

If **Form I** indicates any concerns with the modification, discuss with your Regional Manager. Depending on the situation, you may need to contact the inspector to clarify issues, or contact the contractor to discuss the concerns noted on **Form I**, and the **contractor's plan** to address the concerns. Contact Central Office with the inspector's concerns and the steps you will be taking to address the concerns.

Fax **Form I** and the **invoice** to Central Office.

6. Contact the contractor:

Once the final inspection has been completed and any concerns noted in the final inspection report have been satisfactorily addressed, ask the contractor to fax you his **invoice** and **FSS Request Form G** (*Provider Documentation for Completed Family Support Services and Training*).

Fax **Form G** and the **invoice** to Central Office.