



Date: February 12, 2025

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

Subject: Information Letter No. 2025-02  
Waiver and Community Services Utilization Review Process

This information letter provides a summary of the authority for conducting field utilization reviews in the CLASS, DBMD, HCS and TxHmL Programs and describes the Waiver and Community Services Utilization Review Process.

Information Letter (IL) 12-10 (retired), provides that the Texas Health and Human Services (HHS), formerly Department of Aging and Disability Services (DADS), expanded utilization management and review (UMR) activities for its Medicaid community entitlement and waiver programs on January 1, 2012. The 2010-11 General Appropriations Act (Article II, Department of Aging and Disability Services, Rider 36, S.B. 1, 81st Legislature, Regular Session, 2009), and the 2012-2013 General Appropriations Act (Article II, Special Provisions Relating to all Health and Human Services Agencies, Section 56b) requires utilization review in the HHS 1915(c) waiver programs.

Waiver and Community Services (W/CS) UR began expanding UR activities, as described in IL 10-142 (retired), effective January 1, 2012, on a randomly selected sample for the CLASS, HCS and TxHmL waiver programs. Beginning May 12, 2014, IL 14-21 (retired) expanded UR activities to include the DBMD waiver program. In addition to the utilization review processes already being applied by HHS to plans of care, the additional utilization review activities included:

- in-person visits based upon a statistically valid random sample of the plans of care developed under each program;
- in-person visits, or desk reviews, to conduct prospective (pre-authorization) reviews on plans of care, and where applicable, on plans of care that are near the person's cost ceilings;

- reviewing, where applicable, level of need determinations, or medical necessity determination documents;
- reviewing, as necessary, special situations when patterns and trends are identified in a program or service area; and
- developing and implementing more uniform utilization review processes across entitlement and waiver programs.

In response to the global COVID-19 pandemic, beginning September 1, 2020, W/CS UR began conducting teleconference or telephonic interviews in cases where an in-person visit was not possible and have continued to do so even after the pandemic ended.

HHSC published a [Summary of Waiver and Community Utilization Review \(Field UR\)](#) on the [IDD Waivers Program Eligibility and Support and Utilization Review webpage](#).

If you have any questions about HHS W/CS UR activities, you can reach the department by email at [FieldUR@hhs.texas.gov](mailto:FieldUR@hhs.texas.gov).

Sincerely,

*[signature on file]*

Holly Lindsey  
Director  
Waiver and Community Services Utilization Review