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March 5, 2004

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To: Community Care for the Aged and Disabled (CCAD)  
Primary Home Care (PHC) Providers

Subject: Long Term Care (LTC)  
Information Letter No. 04-09  
Modified Monitoring Reviews

As of November 1, 2003, the Texas Department of Human Services (DHS) contract staff have been conducting modified monitoring reviews for all Primary Home Care (PHC) providers. DHS contract staff continue to use the April 2003 version of Form 3858, however, only those items within a standard that did not change as a result of the adopted §47 rule changes effective September 1, 2003, are being reviewed. PHC compliance standards are being read in the following manner during the modified review period:

**Standard 1 – Initial Assessment**

- 1.a. – This item will not be called an error if the assessment was not done by the agency Registered Nurse (RN), however, it will be reviewed to ensure it was done within the specified time frame.
- 1.b. 1. and 2. – Will be reviewed the same way.
- 1.c. – Items c.1. – 5. Will not be called an error if the service plan was not developed by an RN.
- 1.c.1. – Will be reviewed to ensure the service plan includes the client assessment.
- 1.c.2. – Will be reviewed the same way.
- 1.c.3. – Will be reviewed the same way.
- 1.c.4. – Will not be reviewed. This item will be marked N/A.
- 1.c.5. – Will be reviewed the same way.
- 1.d. – Will be reviewed the same way.

**Standard 2 – Service Initiation**

- 2.a.–2.e. – Will be reviewed the same way.
- 2.f. 1. and 2. – Will be reviewed the same way, however, an error will not be called if Form 3040, Attendant Orientation/Supervisory Visit sections: BP, Pulse,

Respiration, and Level of Supervision are not completed, as these items are not applicable.

**Standard 3 – Ongoing Services**

- 3.a. – Will be reviewed the same way.
- 3.b. and 3.c. – Will be reviewed the same way, however, an error will not be called if Form 3040, Attendant Orientation/Supervisory Visit sections: BP, Pulse, Respiration, and Level of Supervision are not completed, as these items are not applicable.
- 3.d. – 3.g. – Will be reviewed the same way.

**Standard 4 – Service Breaks**

- 4.a. – 4.b. – Will be reviewed the same way.

**Standard 5 – Complaints**

- 5.a. – Will be reviewed the same way.
- 5.b. – Will not be reviewed.
- 5.c. – Will not be reviewed.

DHS contract staff will continue to conduct modified monitoring reviews until the rewritten PHC program rules are adopted and the Form 3858 is revised to incorporate all PHC rule changes. More information regarding revised monitoring forms and provider training will be available in the future. Provider agencies must continue to comply with the PHC rules adopted September 1, 2003.

Please contact your contract manager if you have any questions regarding this information. Contract managers may contact Lettie Ojeda at (512) 438-4768 with any questions.

Sincerely,

[signature on file]

Marilyn Eaton  
Director  
Long Term Care Services

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