



Memorandum

#19-089

TO: WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education / Clinic Services Unit
Texas WIC Program

DATE: November 13, 2019

SUBJECT: Services for Hearing-Impaired Clients

The State Agency pays for services for hearing-impaired through the Office of Deaf and Hard of Hearing by using an approved Communication Services for State Agencies (CSSA) Contractor.

The CSSA contractor will gather the name of clinic serviced, parent/guardian's name and date of birth (DOB) and participant's name and DOB, and then bill the SA directly for the interpreting service. Services must be requested through the appropriate process in order for the State Agency to pay for services.

To locate a Communication Services for State Agencies (CSSA) Contractor, go to <https://dhhs.hhsc.state.tx.us/providers/cssacontractors.asp> and select a Contractor within your Health and Human Services Commission (HHSC) region under the far right side column, "Office Located In HHSC Region."

An HHSC regional map and list of counties by region can be found at <https://hhs.texas.gov/sites/default/files/documents/about-hhs/hhs-regional-map.pdf>.

If you have questions or need more information, contact Olga Mikheeva, Information Response Management Group Program Supervisor, at (512) 341-4649 or Olga.Mikheeva@hhsc.state.tx.us.