



Date: February 26, 2021

To: Community Attendant Services Providers
Family Care Providers
Primary Home Care Providers

Subject: Information Letter No. 2021-10
Guidance on Attendant Orientation Documentation

This information letter provides guidance to Community Attendant Services (CAS), Primary Home Care (PHC) and Family Care (FC) program providers on documentation of attendant orientation as described in Texas Administrative Code (TAC), Title 40, Chapter 47, Subchapter C, Rule [§47.25\(d\)\(1\)\(E\)](#).

The rule requires the supervisor to record the attendant orientation on a single document that includes:

- the individual's name and number assigned to the individual by HHSC;
- the attendant's name;
- the date of the attendant orientation;
- if the orientation was conducted in person with the individual or without the participation of the individual; and
- information about how the individual's condition affects the performance of tasks.

Verbiage stating that "*the attendant was instructed on how the individual's condition may affect performance of tasks,*" or words to that effect, without specifying or referencing the individual's conditions on the document is not sufficient to meet the documentation requirements outlined in [40 TAC §47.25\(d\)\(1\)\(E\)](#). Program providers may either reference the [Form 2059, Summary of Client's Need for Service](#), for the conditions reviewed with the attendant on the attendant orientation document or include those specific conditions on the document.

While this requirement is not new, HHSC had not previously given guidance to program providers on attendant documentation requirements. Therefore, HHSC will not cite deficiencies related to lack of information about how the individual's condition affects the performance of tasks during contract and fiscal compliance monitoring reviews until April 1, 2021, in order to give program providers time to make any necessary revisions to their attendant orientation forms. HHSC will enforce provider compliance in documenting attendant orientation in accordance with this guidance effective with monitoring reviews conducted on and after April 1, 2021.

For questions regarding the content of this letter please contact CCADPolicy@hhsc.state.tx.us.

Sincerely,

[signature on file]

Michelle Erwin
Deputy Associate Commissioner
Policy and Program
HHSC Medicaid and CHIP Services