



5/28/2020

UPDATED EXTENDED END DATE

Dear Valued Provider:

You are receiving this letter which reflects an updated beginning and end date from **March 1, 2020** through **June 30, 2020**. In response to COVID-19, HHSC has implemented a 30-day suspension on face to face visits for Financial Management Services Agencies (FMSAs) regarding requirements in the Consumer Direct Services (CDS) option.

FMSAs must suspend providing face to face orientations for CDS employers for the next 30 days. FMSAs should provide employer orientations that are scheduled in the next 30 days virtually or by telephone.

Following this 30-day suspension, FMSAs are required to provide face to face visits for the CDS employers whose initial orientation was conducted virtually or by telephone.

Additionally, please ensure that all CDS employers have a service backup plan in place, as required by CDS rules in the Texas Administrative Code (TAC) STAR+PLUS handbooks. See 40 TAC [§41.404\(b\)](#).

Refer to the link from HHSC for detailed information:

<https://apps.hhs.texas.gov/providers/communications/2020/letters/IL2020-08.pdf>

For additional questions or concerns, please contact our Provider Services at 1-877-653-0331 Monday to Friday, 8 a.m. to 5 p.m. Central Time.