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# Introduction: One Family’s Story

Allison, one of four children, had lots of physical and medical needs. And her parents were exhausted from trying to keep up. It was a relief when Allison was approved for a CLASS Medicaid Waiver.

As part of the enrollment, her parents were asked to select a caregiver-services agency. Unsure which agency would be best, they picked the first on the list—TXCare Home Health.

The case manager told them they could let TXCare hire Allison’s caregivers—or, they could do the hiring themselves through a Consumer-Directed Services (CDS) arrangement. They weren’t really sure what either option involved. All they were sure of was that neither parent had time to take on “another job.” So they handed employment duties to TXCare, hoping the agency would take care of everything.

Allison’s parents were uncomfortable with Marty, the new attendant, from the beginning. Marty had never worked with needs like Allison’s. She arrived late for her first day at work. Then she needed hands-on coaching in everything. Allison’s mom found herself doing everything she had done before, plus managing this newcomer.

The parents kept Marty for a while, hoping she would catch on and assume full responsibility for Allison’s care. That never happened. Marty didn’t even seem interested in learning; she stuck to the narrow job description provided by TXCare, and when asked to do something, would often answer, “That’s not part of my job.” Instead of reliable help, the family had someone standing around, watching them parent.

At their first follow-up meeting with the case manager, they explained their frustration. The manager suggested leaving agency-directed care and changing to CDS. She gave them a more detailed review of agency- vs. Consumer-Directed Service Delivery, and explained that:

* They could personally screen and select home-care employees.
* They could explain Allison’s needs directly, and could clarify any misunderstandings on the spot.

Allison’s parents now realized that they would have to play an active role in any service arrangement ... and that CDS might be easier than they had assumed.

# The Transition

The first major concern was that the family couldn’t afford to pay employees and then wait for HHSC reimbursement. The case manager explained that they wouldn’t have to pay out of pocket. Instead, they would work with a Financial Management Services Agency (FMSA), which would handle payroll services and money management.

Since Allison was a minor, her parents were the official CDS Employers. They completed the preparation phase: choosing the FMSA, revising the CLASS budget, completing an Employer packet, and learning the Electronic Visit Verification (EVV) system. The next step was choosing employees

* Whom the parents felt comfortable having in their home; and
* Who understood Allison’s needs and could perform all necessary duties.

After brainstorming with the case manager, they dismissed Marty and placed a posting in their local Facebook Group: a simple description of Allison, her needs, and her preferences.

Unfortunately (as often happens with social media), many inquiries came from people who obviously hadn’t read much of the posting. So the parents changed to a Google Form link with prescreening questions, which passed only qualified candidates to the interviewing stage.

At about the same time, Allison’s family realized that some people already involved in their lives were interested in joining the employee team. The lady who volunteered during Sunday school could be hired as a backup. Mom’s cousin could help while her own kids were at school.

It took lots of paperwork to get everyone hired, but by the official starting date, they had three people ready to start employee training, some already familiar with Allison’s household. Stress was significantly reduced.

The final hurdle: getting everyone to consistently log in and out of work, via the EVV app. In the beginning, forgetfulness was frequent. So everyone was asked to set multiple reminders, alerting them at the beginning and end of each work shift.

# Long-Term Success

Allison’s parents now had much more time available, for their personal activities and their other three children. Over the following years, they often found a single care provider adequate, especially while Allison was in school and needed paid help mostly in the evenings.

Allison still uses CDS services 16 years later, as an adult—which makes her, rather than her parents, the legal employer. She has a team of three attendants to help juggle her weekly schedule. Her aunt helps with the weekly payroll review, and her parents are also official employees. And many former employees are still “hired” in case of unexpected need.

CDS was the best choice for Allison and her entire family.

What’s CDS All About?

Like the family in the Introduction, maybe you’re disappointed in agency-directed healthcare. Maybe the caregivers don’t “get” your unique needs. Maybe you’re tired of someone else deciding who takes care of you (or your child/parent/family member) in your home.

Or maybe you’re just starting and not sure what you want. When you get your first Medicaid Waiver, the paperwork and decisions can be overwhelming. You suddenly aren’t sure what’s expected. You’ve never heard of the recommended agencies—or of CDS. It’s possible your case manager didn’t even mention the consumer-directed option: many people overlook CDS altogether.

And everyone should know about CDS, which might be your perfect option for state-aided home care. This manual was written to help you make that decision. And to help you understand the details.

**When You Need Help Paying for Home Care**

(See Appendix A for a glossary defining terms used below.)

Individuals with disabilities are eligible for various financial-aid programs. Including Medicaid Waivers for:

• CLASS

• DBMD

• HCS

• MDCP

• STAR+PLUS HCBS

• TxHmL

And Medicaid Entitlement programs:

• CMPAS

• PHC, FC, CAS

• STAR Kids

• STAR+PLUS

These programs may pay for:

• CFC Personal Assistance Services & Habilitation (PAS/Hab)

• Respite care

• Transportation-Habilitation

• Nursing

• Physical therapy

• Occupational therapy

• Speech-Language therapy

• Cognitive rehabilitation therapy

• Employment Assistance

• Supported Employment

• Flexible Family Support

• Personal Care Services (PCS)

Traditionally, paid service providers are hired by direct services agencies (DSAs) under the state or other funding organization. (An alternate term is “HCS Providers,” if you’re using an HCS Medicaid Waiver arrangement.)

Under the CDS system, however, the job of hiring and supervising employees falls to the care recipient (or the recipient’s guardian). CDS avoids some common pitfalls of DSA services:

* DSA recipients have little say in choosing their own caretakers. Although most agencies are licensed [Home and Community Support Services Agencies (HCSSAs)](https://www.hhs.texas.gov/providers/long-term-care-providers/home-community-support-services-agencies-hcssa) with [Long-Term Care Provider contracts](https://www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/submitting-contract-applications-contract-information-ltc-programs-services), that doesn’t guarantee that the person you get will be compatible. Or reliable. Or even honest.

Many agencies are too large to give detailed attention to individual employees—or individual customer complaints.

* Replacing a caretaker—for any reason—requires agency approval. However valid a complaint, getting that approval can take a lot of time and red tape.
* Most agencies pay relatively low salaries—which makes it even harder to find and keep a good caregiver.

And no, CDS users (henceforth referred to as “Consumers”) aren’t left entirely on their own. They get support from case managers and service coordinators. They also work with Financial Management Services Agencies (FMSAs) of their choosing.

**Thinking Long-Term**

We all hope that besides being skilled and reliable, professional services will be available for as long as we need them. Especially when these services are needed for daily activities.

While there are no absolute guarantees, opting for CDS improves your chances for long-term satisfaction. It’s easier to solve problems quickly when you, or your representative, are in charge. And as the employer, you have ultimate control over how and when you receive services.

Your specific CDS program will provide guidance for:

* Choosing and hiring service providers;
* Setting work schedules; Assigning duties;
* Training staff;
* Explaining your preferred way of doing things;
* Setting salaries (most CDS employers can pay more than agencies); and
* Offering benefits such as pay raises, bonuses, health insurance, and paid time off.

Not only that, you’re free to employ workers who personally care about you—including friends and relatives. (There are a few exceptions: see “Can a Family Member Be a CDS Employee?,” below.)

**Division of Responsibilities**

Under CDS, you’re responsible for:

* Planning and following a budget, which must fit your authorized service plan. (See “Consumer Budget Workbooks” on the HHS Forms and Handbooks page.)
* Collecting and submitting your care staff’s timesheets.

Your financial management services agency (FMSA) is responsible for:

* Double-checking and monitoring workers’ qualifications.
* Receiving staff timesheets and processing payroll.
* Calculating, withholding, and filing employer-related taxes. (The FMSA will need to register with the IRS and the Texas Workforce Commission, as your “employer agent.”)

If you need help with employer duties, you may also have a designated representative (DR) to handle certain tasks. For example, if you are comfortable training staff and setting their schedules, but you struggle with budgeting, you can choose a DR to help with the budget.

**Employer Support Services**

Among other things, your budget can pay for employer support services, such as:

* Background checks;
* Supplies, such as file folders or basic office machines;
* CPR/first-aid training;
* Support consultation, which trains you (or your DR) in employer duties such as supervising and evaluating staff.

Another thing that may be covered is substitute help (service backup) if a regular employee can’t come to work. (Your service backup plan can include unpaid support from a friend or relative.) Your budget can also pay for a “backup hours” agreement with an agency, to keep extra caregivers available in case of emergency.

**Can a Family Member Be a CDS Employee?**

Most people find it hard enough to be family caretakers and wage-earners. To get paid for taking care of a family member may sound like an impossible dream.

Yet in most cases, CDS allows for hiring household members as service providers. There are three major exceptions:

* If a Consumer is under 18, no parent or legal guardian can be their paid Service Provider.
* If a Consumer is over 18, but has a legal guardian, the guardian cannot also be the Service Provider.
* CDS Consumers may not employ their spouses as Service Providers.

(Note: A spouse or an incapacitated adult’s guardian can be a Service Provider under agency-directed services.)

Getting Started: Understanding the Tasks Involved

So, you’ve decided to opt for CDS. Here’s how to get started.

There are three phases:

* Service Planning
* Service Authorization
* Service Delivery

**The Service Planning Phase**

Necessary steps in Service Planning include:

* Determining the Consumer’s needs;
* Determining service levels that align with the Consumer’s needs; and
* Obtaining approval for planned services.

Service Planning is an annual phase, with team meetings that include:

* The Consumer;
* A Case Manager/Service Coordinator for the specific program; and
* An Agency/Provider.[2]

**The Service Authorization Phase**

Service Authorization overlaps with Service Planning: both involve getting specific services approved. The actual authorization is done by HHSC staff, who review the service plan and verify that requested services are right for the Consumer’s needs. If HHSC reviewers disagree with any requested service, they will modify the plan before authorizing it.

If the Consumer disagrees with the modified plan, they have the right to appeal it. If this is a first-time authorization, the Consumer can still receive the services in the modified plan until the appeal process is completed. If this authorization is a renewal, and the modified proposal reduces former services, the Consumer can continue receiving all previous services until the appeal is resolved.

Like the Service Planning Phase, the Service Authorization Phase is repeated annually.

**The Service Delivery Phase**

The Service Delivery Phase includes:

* Staffing and employee-management tasks that arrange for the Consumer to receive authorized services;
* Tasks to ensure that service is properly delivered;
* Human resource tasks to ensure that service providers are properly compensated; and
* Financial management tasks to access allotted HHSC funds.

If services are to be properly delivered, the employer has multiple tasks to complete. The following lists provide an overview: adjust specifics to fit your situation.

**Staffing** tasks include:

* Recruiting and hiring service providers
* Verifying provider eligibility before finalizing work contracts
* Setting wages and benefits for service providers
* Training and managing service providers

**Employee Management** tasks include:

* Maintaining a personnel file for each service provider
* Approving timesheets, invoices, and receipts for salary payments
* Developing and implementing backup service plans, as requested by the service planning team Regularly evaluating each service provider's performance
* Resolving any concerns or complaints from service providers
* (If the employer is a different person from the Consumer) Mediating relationships between service providers and Consumer;
* Noticing if any service provider fails to fulfill the terms of the contract or to meet the Consumer’s needs, and taking prompt steps to correct any such situation
* Terminating service providers as necessary

If the Consumer is ever abused, neglected, or exploited, it is also essential to:

* Take immediate steps to keep the situation from recurring or continuing Preserve the evidence
* Inform the proper authorities
* Cooperate with the HHSC Provider Investigation and all other official investigations

**Human Resources and Financial Management** tasks include:

* Developing a budget for each service
* Conducting criminal-history checks on potential service providers
* Verifying each applicant's eligibility according to program requirements
* Maintaining records of services delivered
* Submitting service-delivery billing to HHSC
* Processing the payroll [3]
* Maintaining records of all expenses and reimbursements
* Paying all employment-related taxes, withholding forms, and reports [4]
* Preparing quarterly written summaries, with budget balances, of payroll and other expenses

**The Procedure for Implementing CDS:**

**Choose the Employer**

When deciding who does what, the first step is choosing an official CDS employer. Unless that person is also a financial-management pro, your next step is to:

**Select a Financial Management Services Agency (FMSA)**

The FMSA is your Fiscal Intermediary, who handles complicated financial matters such as business-related taxes and unemployment claims. If you don’t already have a specific FMSA in mind, one good place to look is the Texas HHSC website, which has a [HHSC-coordinated list of FMSAs for each program](https://www.hhs.texas.gov/providers/long-term-care-providers/consumer-directed-services-cds/fmsa-agencies).

Also, most managed care organizations (MCOs) have lists of FMSAs they’ve worked with. If you have an MCO Medicaid card, it should include a Service Coordination number you can call. Or check the MCO’s website: most have “Find a Doctor” or “Find a Provider” tools.

Once you connect with your chosen FMSA, they’ll send a representative to your home for the initial meeting and orientation. The representative will provide necessary paperwork, including:

* A form for registering as a business with the IRS
* A form for registering as a business with the Texas Workforce Commission A form authorizing the FMSA to be your fiscal agent
* Documents to verify that you understand CDS employer laws
* Application documents for your future employees

The FMSA representative will also explain official employer training and the Electronic Visit Verification (EVV) system the FMSA uses. As each phase of training is completed, you’ll receive official certificates to file with the FMSA. Once all training is finished, you’re cleared for hiring.

**Hire Your First Employees**

You’ll need to complete official employment packets for any employee starting under your CDS Service Delivery program—even if they’ve already worked for you under different hiring arrangements. Submit each employment packet to your FMSA for background checks, payroll system enrollment, and employment eligibility verifications.

You’re responsible for training your employees to use the EVV system to clock in and out; for providing everyone with payroll timelines; and for otherwise instructing service providers on their responsibilities.

Note: Some CDS Consumers delegate the official “employer” role by hiring a provider agency. In that case, the agency will choose the FMSA and hire the employees—but you’ll still have lower-level management duties, as noted in the next two sections.

**Understand Employee Management**

As a CDS employer, it’s important that you communicate clearly with your service providers: describing their duties, informing them of changes, and discussing any concerns. The best way to prevent major problems is to head off lesser misunderstandings early on.

If you have an agency as legal employer, standard procedure is to give them details on duties, concerns, changes, etc., and let the agency pass that information to the employee. Clear communication is even more vital in this case, because the risk of misunderstanding increases with every contact that a message passes through.

**Understand Human Resources and Financial Management**

Once you have service providers working for you, it’s your job to check the accuracy of each “time worked” report they submit. You won’t need to handle salary payments directly: your FMSA will receive the HHSC funds, pay the service providers, and submit federal and state taxes. FMSAs also keep records of employment eligibility, and keep you updated on new requirements for continuing as an employer. But remember: you are ultimately responsible for the accuracy of your records and for meeting other requirements.

(If you use a provider agency, you still need to: understand your own responsibilities; communicate any concerns promptly and accurately; and stay up to date on legal requirements.)

**What If I Want to Change from Agency-Directed Services?**

If you’ve been using agency-directed (DSA) services and want to change to CDS, the procedure is simple. First, choose your FMSA. Then, inform your HHSC Service Coordinator of the planned change. According to [Texas Administrative Code §41.109](https://texreg.sos.state.tx.us/public/readtac%24ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=176914&p_tloc&p_ploc=1&pg=6&p_tac&ti=40&pt=1&ch=41&rl=101), “The case manager, service coordinator, or designee must comply within five working days after receipt of the request.”

To ensure maximum clarity on your preferences, including the FMSA and the date of change, you can also use [Form 1584 Consumer Participation Choice](https://www.hhs.texas.gov/regulations/forms/1000-1999/form-1584-consumer-participation-choice) (further details are in the [STAR+Plus Handbook](https://www.hhs.texas.gov/handbooks/starplus-handbook/forms) and the [Consumer Directed Services Handbook](https://www.hhs.texas.gov/handbooks/consumer-directed-services-handbook/forms)).

Can You Make This Work? Points to Consider

CDS has plenty of advantages. You’re in charge of major decisions, including who serves as your caregivers. You can even hire loved ones as caregivers—and help them earn extra income in the process.

You do, however, have to do all the work required of an employer. And that’s a job not everyone is made for. Before making your final decision—CDS or agency-provided care—go through the questions below. Consider them carefully.

**Questions About Understanding the Rules**

* What do you know about the laws that: (1) protect employees; (2) protect employers; (3) require equal opportunities in hiring; (4) require employers to provide accurate job descriptions?
* Do you know where to find employer requirements for your state/municipality?
* Do you have a caseworker who can answer questions or refer you to resources?

**Questions About Work Experience**

* Have you ever had a job?
* Do you have experience searching for job opportunities online?
* If you have ever been hired for a job, what paperwork did you have to fill out?
* Have you worked with supervisors who taught you how to do the job? Were they good at letting you know when something had to be changed or corrected?
* How did you feel about receiving feedback from supervisors: (1) Nervous; (2) Disappointed; (3) Appreciative; (4) Motivated; (5) Neutral?
* Have you ever been a supervisor yourself?
* Can you accept that feedback and flexibility are important parts of any job?

**Questions About Managing the Employer Role**

* Are you aware that agencies (in non-CDS arrangements) are paid for handling the “employer” role? And that (under a CDS arrangement) Consumers and/or their family members are not?
* Do you have time for all employer duties, including: learning about this new role, handling administrative paperwork, and managing employees?
* Do you have experience completing forms, doing other paperwork, and meeting deadlines?
* If you have no experience as an employer, are you willing and able to learn? Or is there someone willing to share the job?
* How comfortable are you with supervising other people? With giving feedback on their work?
* If you are already caring for a family member, how much time will you free for “employer work” by hiring a paid caregiver?
* How might your available time change in the future?

**Questions About Hiring Friends and Relatives**

Under CDS rules, an employee can be a personal friend, or any family member besides the Consumer’s spouse or legal guardian. While there are obvious advantages to hiring someone who knows you well and cares about you personally, there are also potential disadvantages.

* If your friend/family member isn’t already your caregiver, do they have the time, knowledge, and ability to handle all your needs?
* Do they have previous caregiver experience of any sort?
* What might happen if you ask someone who doesn’t want (or can’t do) the job, but would find it hard to say no?
* How might an employer/employee relationship affect your personal relationship—especially if the other party proves unequal to the job?

**Conclusion: Ready, Set, Go!**

So, you’ve decided: Consumer-Directed Services are for your family.

You’re clear on the work involved and ready to get started.

You’ve chosen your Financial Management Services Agency. You have a plan for hiring your first employees.

You’re all set to begin training.

Congratulations and best wishes. May all your CDS experiences prove positive!

Appendix A: Glossary of Terms and Acronyms

*Not all resources use the same words for the same things, which is a frequent problem in researching CDS and other care options. The following glossary covers terms used in this document. We also include common alternative terms.*

*Agency-Directed Services:* See “Direct Services Agency.”

*CAS:* Community Attendant Services.

*CDS:* See “Consumer-Directed Services.”

*CLASS:* Community Living Assistance and Support Services. When used with “Waiver” or “Medicaid Waiver,” refers to state support for home (as opposed to institutional) healthcare.

*CMPAS:* Consumer-Managed Personal Attendant Services.

*Consumer:* The person receiving paid health services. May also be called: Client, Family Member, or Patient. Additionally, “Consumer” may refer to other family members helping the primary Consumer arrange for and/or receive care.

*Consumer-Directed Services (CDS):* A healthcare arrangement where the Consumer/patient receives outside financial assistance and advice, but personally hires and supervises their service providers.

*DBMD:* Deaf Blind with Multiple Disabilities.

*Direct Services Agency:* The CLASS Medicaid Waiver’s preferred term for agency-directed healthcare services. A professional agency hires the service providers, which saves work for the Consumer, but also gives the Consumer limited say in choosing (or dismissing) providers.

*DSA:* See “Direct Services Agency.”

*FC:* Family Care.

*Financial Management Services Agency:* An agency to which CDS Consumers can outsource payroll processing, tax figuring, and other financial duties of an employer.

*FMSA:* See “Financial Management Services Agency.”

*Habilitation:* Services designed to help disabled Consumers maintain or improve daily-functioning skills. May also include training in age-typical skills.

*HCBS:* Home and Community-Based Services. May be written as “HCS” for “Home and Community- based Services.”

*HCS:* See “HCBS.”

*MDCP:* Medically Dependent Children Program.

*PA/Hab:* Physician Assistant [or Associate]/habilitation specialist or the services they provide; often written as PAS/HAB. See “Habilitation.”

*PAS/HAB:* See “PA/Hab.”

Appendix B: CDS References and Resources

[Consumer Directed Services Handbook](https://www.hhs.texas.gov/handbooks/consumer-directed-services-handbook/2000-rules)

[Frequently Asked Questions: Consumer Directed Services (CDS) Option](https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/cds/cds-faqs.pdf)

[HHSC “About CDS” page](https://www.hhs.texas.gov/providers/long-term-care-providers/consumer-directed-services-cds/about-cds)

[HHSC “Consumer Directed Services” page](https://www.hhs.texas.gov/services/disability/consumer-directed-services)

[Senate Bill 1586, 76th Texas Legislature, 1999](https://www.legis.state.tx.us/tlodocs/76R/billtext/html/SB01586F.htm)

[Video: “HHS: The Consumer Directed Service Option](https://www.youtube.com/watch?v=I3w1iN8X2AY)” @TexasHHSC on YouTube

[[1]](https://word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en-us&rs=en-us&wopisrc=https%3A%2F%2Feastersealshoustonorg.sharepoint.com%2Fsites%2FCDS-Aetna%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F3ad8823b774840e2afc50d81199ca845&wdenableroaming=1&mscc=1&hid=d7d391f0-171b-467c-92dc-99a6490664d1.0&uih=teams&uiembed=1&wdlcid=en-us&jsapi=1&jsapiver=v2&corrid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&usid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&newsession=1&sftc=1&uihit=TeamsModern&muv=v1&accloop=1&sdr=6&scnd=1&sat=1&rat=1&sams=1&mtf=1&sfp=1&halh=1&hch=1&hmh=1&hwfh=1&hsth=1&sih=1&unh=1&onw=1&dchat=1&sc=%7B%22pmo%22%3A%22https%3A%2F%2Fwww.microsoft365.com%22%2C%22pmshare%22%3Atrue%7D&ctp=LeastProtected&rct=Normal&wdhostclicktime=1715780257100&wdredirectionreason=Unified_SingleFlush) [Consumer Directed Services (CDS) “Services That Can Be Self-Directed”](https://www.hhs.texas.gov/providers/long-term-care-providers/consumer-directed-services-cds)

[[2]](https://word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en-us&rs=en-us&wopisrc=https%3A%2F%2Feastersealshoustonorg.sharepoint.com%2Fsites%2FCDS-Aetna%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F3ad8823b774840e2afc50d81199ca845&wdenableroaming=1&mscc=1&hid=d7d391f0-171b-467c-92dc-99a6490664d1.0&uih=teams&uiembed=1&wdlcid=en-us&jsapi=1&jsapiver=v2&corrid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&usid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&newsession=1&sftc=1&uihit=TeamsModern&muv=v1&accloop=1&sdr=6&scnd=1&sat=1&rat=1&sams=1&mtf=1&sfp=1&halh=1&hch=1&hmh=1&hwfh=1&hsth=1&sih=1&unh=1&onw=1&dchat=1&sc=%7B%22pmo%22%3A%22https%3A%2F%2Fwww.microsoft365.com%22%2C%22pmshare%22%3Atrue%7D&ctp=LeastProtected&rct=Normal&wdhostclicktime=1715780257100&wdredirectionreason=Unified_SingleFlush) [Texas Administrative Code §41.111](https://texreg.sos.state.tx.us/public/readtac%24ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=128606&p_tloc=&p_ploc=1&pg=7&p_tac=&ti=40&pt=1&ch=41&rl=101)

[[3]](https://word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en-us&rs=en-us&wopisrc=https%3A%2F%2Feastersealshoustonorg.sharepoint.com%2Fsites%2FCDS-Aetna%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F3ad8823b774840e2afc50d81199ca845&wdenableroaming=1&mscc=1&hid=d7d391f0-171b-467c-92dc-99a6490664d1.0&uih=teams&uiembed=1&wdlcid=en-us&jsapi=1&jsapiver=v2&corrid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&usid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&newsession=1&sftc=1&uihit=TeamsModern&muv=v1&accloop=1&sdr=6&scnd=1&sat=1&rat=1&sams=1&mtf=1&sfp=1&halh=1&hch=1&hmh=1&hwfh=1&hsth=1&sih=1&unh=1&onw=1&dchat=1&sc=%7B%22pmo%22%3A%22https%3A%2F%2Fwww.microsoft365.com%22%2C%22pmshare%22%3Atrue%7D&ctp=LeastProtected&rct=Normal&wdhostclicktime=1715780257100&wdredirectionreason=Unified_SingleFlush) [Texas Administrative Code §41.107](https://texreg.sos.state.tx.us/public/readtac%24ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=128604&p_tloc=&p_ploc=1&pg=4&p_tac=&ti=40&pt=1&ch=41&rl=101)

[[4]](https://word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en-us&rs=en-us&wopisrc=https%3A%2F%2Feastersealshoustonorg.sharepoint.com%2Fsites%2FCDS-Aetna%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F3ad8823b774840e2afc50d81199ca845&wdenableroaming=1&mscc=1&hid=d7d391f0-171b-467c-92dc-99a6490664d1.0&uih=teams&uiembed=1&wdlcid=en-us&jsapi=1&jsapiver=v2&corrid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&usid=baee7361-c73a-402a-bcd3-ff6d5b2373fc&newsession=1&sftc=1&uihit=TeamsModern&muv=v1&accloop=1&sdr=6&scnd=1&sat=1&rat=1&sams=1&mtf=1&sfp=1&halh=1&hch=1&hmh=1&hwfh=1&hsth=1&sih=1&unh=1&onw=1&dchat=1&sc=%7B%22pmo%22%3A%22https%3A%2F%2Fwww.microsoft365.com%22%2C%22pmshare%22%3Atrue%7D&ctp=LeastProtected&rct=Normal&wdhostclicktime=1715780257100&wdredirectionreason=Unified_SingleFlush) [Form 1582, Consumer Directed Services Responsibilities](https://www.hhs.texas.gov/regulations/forms/1000-1999/form-1582-consumer-directed-services-responsibilities)