

MCO Notice published March 24, 2020:

COVID-19 Guidance for the Consumer Directed Services (CDS) Option

The following Medicaid and CHIP flexibilities have been extended through January 31, 2022. The notice was updated on November 18 to reflect the new extension date.

Background:

In response to COVID-19, HHSC is providing guidance to MCOs and Financial Management Services Agencies (FMSAs) regarding requirements in the Consumer Direct Services (CDS) option.

Key Details:

HHSC directs STAR, STAR Health, STAR Kids and STAR+PLUS MCOs to allow FMSAs to suspend providing face to face orientations for CDS employers **through January 31, 2022***.

FMSAs should provide employer orientations that are scheduled **through January 31, 2022*** virtually or by telephone.

Effective February 1, 2022, FMSAs can permanently conduct new employer orientation virtually (i.e. audio-visual) in addition to allowing in-person orientations, based on member preference. A new MCO Notice with updated guidance and more detailed information will be posted to TexConnect soon.

Additionally, HHSC reminds MCOs to ensure that all CDS employers have a service backup plan in place, as required by CDS rules in the Texas Administrative Code (TAC) and STAR Kids and STAR+PLUS handbooks.

Resources:

[Information Letter 2020-08](#) also provides this guidance and gives recommendations to CDS employers for preventing the spread of COVID-19.

Contact:

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