



Long-term services and supports reference guide for PCPs

Long-term services and supports (LTSS) are available for UnitedHealthcare Community Plan members with disabilities and/or chronic illness who would otherwise require long-term care in a nursing facility. LTSS can help these members maintain their independence and improve their health and quality of life. These Medicaid services may be available for STAR+PLUS and STAR Kids members and members in the Medicare-Medicaid Plan (MMP).

This guide provides an overview of the LTSS available for eligible members.

Personal attendant services



Primary home care

Includes escort to medical appointments, housekeeping and assistance with personal care, such as bathing, dressing and eating.



Protective services

May be appropriate for members at risk of injury or harm due to cognitive or memory impairment and/or physical weakness. Personal attendants help the member avoid injuries, such as falls, by staying with them in their home when their primary caregiver is away. This supervision doesn't include any other tasks, such as personal care or housekeeping.



Referral information

To refer a member for LTSS,
call a service coordinator at:

STAR+PLUS: 800-349-0550

STAR Kids: 877-352-7798



Respite care

Offers temporary relief for people who are caring for functionally impaired adult members in their home, and not as a business. In-home respite care is available only to Medicaid waiver members. A value-added service benefit is available for limited respite for in-home care to non-waiver members.



Assisted living and residential care facilities

These facilities provide services in 3 types of living arrangements: assisted living apartments, residential care apartments and residential care non-apartment settings. Residential care may include personal care, home management, social and recreational activities, supervision, transportation and help with taking medications.



Day activity, health care services and prescribed pediatric extended care (PPEC)

Typically provided Monday through Friday, services include lunch and snacks, nursing and personal care, physical rehabilitation, social, educational and recreational activities, and transportation. These services are available for waiver and non-waiver members and require primary care providers (PCPs) to complete [Form 3055](#) on the Texas Health and Human Services website.

Additional services



Emergency response services

Electronic monitoring systems are available for members who live alone or are isolated in the community. In an emergency, the member may press a call button to access around-the-clock help. Other qualifiers apply.



Home-delivered meals

One hot meal per day is delivered to a member's home when they are unable to prepare their own meals and have no one available to help. Additionally, a value-added service allows for 10 home-delivered meals for non-waiver members following an acute hospital discharge. This is available once in a 12-month period.



Minor home modifications

Minor home modifications allow a member to function better within their home and may include a wheelchair ramp, adjusted counter height and bathroom safety hardware. These modifications don't include home renovations, remodeling or the construction of additional rooms.



Vehicle modifications

Mechanical or structural changes to a motor vehicle allow members with a disability to safely drive or ride as a passenger.



Transitional assistance services

Transitional assistance services help members who have been discharged from a nursing home setting. A maximum of \$2,500 is available on a one-time basis to help defray the costs associated with setting up a household, such as security deposits to lease an apartment, essential home furnishings and moving expenses.



Employment assistance and supported employment

We encourage employment in the general workforce for working-age members with disabilities, regardless of their level of disability. Employment assistance helps members develop skills and assists them with finding paid employment in the community. Supported employment helps members with on-site work accommodations that may be necessary to maintain employment.



Community First Choice

This benefit is for individuals who have an intellectual disability or behavioral health diagnosis and includes:

- Personal care attendants who can assist members with activities of daily living (ADLs) in their home or escort them to medical appointments when they can't go alone
- Habilitation, including hands-on assistance, supervision and/or cueing to help the member toward acquiring, maintaining and enhancing the skills necessary to accomplish ADLs, instrumental activities of daily living (IADLs) and health-related tasks
- Continual services and supports, such as an electronic monitoring system for functionally impaired members who live alone or are isolated in the community. In an emergency, the member may press a call button to access around-the-clock help.
- Support management, which involves voluntary member training on how to select, manage and dismiss attendants



Authorization for LTSS

All LTSS require documentation of medical necessity. Our service coordinators will request the necessary documentation from the member's PCP.