

UnitedHealthcare Community Plan in Texas

Requirements for Financial Management Service Agencies and Consumer Directed Services

We're sharing this information from the Texas Health and Human Services Commission so you understand state requirements for Financial Management Service Agencies (FMSAs) and Consumer Directed Services (CDS). FMSAs working with UnitedHealthcare Community Plan members or their legally authorized representatives (LARs) in the CDS option must meet several requirements to perform services for our members.

Requirements

- FMSAs must enroll in Texas Medicaid through the open enrollment process
- FMSAs must complete the mandatory FMSA enrollment training provider by Texas Health and Human Services Commission (HHSC)
- For information about the required training, go to [hhs.texas.gov](https://www.hhs.texas.gov) > Providers > Training > Financial Management Services Agencies (FMSA) Training
- FMSAs must submit the CDS budgets by email or fax to UnitedHealthcare Community Plan for approval:

STAR Kids

- Email: uhctxskservicecoordination@uhc.com
- Fax: 888-843-7061

STAR+PLUS and UnitedHealthcare Connected (Medicare-Medicaid Plan)

- Fax: 877-940-1972

Required services

Once the requirements are met, FMSAs are required to perform certain services for our members or their LARs. Required services include:

- Provide an initial face-to-face orientation for members or members' LARs when they first choose the CDS option
- Provide new and ongoing training to the member or member's LAR on being the employer, verifying provider qualifications (including criminal history and registry checks) and approving the CDS budget
- Monitor eligibility of service providers
- Monitor prior authorizations for long-term services and supports (LTSS)
- Help ensure LTSS providers are following LTSS authorizations as scheduled (e.g., the provider working 6 hours per day for 5 days a week, not working 3, 10-hour shifts)
- Ensure CDS budgets are being met
- Remind the member or the member's LAR to verify Electronic Visit Verification (EVV) information is entered and correct
- Submit EVV claims to Texas Medicaid & Healthcare Partnership (TMHP)



Resources

For more information about FMSAs, go to [hhs.texas.gov](https://www.hhs.texas.gov) > Regulations > Handbooks > Consumer Directed Services Handbook > **Section 2000, Rules** > Subchapter C.

For more information about CDS, go to [hhs.texas.gov](https://www.hhs.texas.gov) > Regulations > Handbooks > **Consumer Directed Services Handbook**.

We're here to help

If you have questions, call LTSS Customer Service at **888-787-4107**, 8 a.m.–5 p.m. Central Time, Monday–Friday.