



Provider Alert

Updated Abuse, Neglect and Exploitation Reporting Processes for STAR Kids Care Providers

Effective Sept. 1, 2018, the Texas Health and Human Services Commission (HHSC) has updated reporting processes for care providers who provide Medically Dependent Children Program (MDCP) services to STAR Kids members.

What's new?

You're now required to send us all Texas Department of Family Protective Services (DFPS) investigation reports that result in confirmed cases of Abuse, Neglect and Exploitation (ANE). In addition to the investigation reports, you must also submit a summary of any remediation taken in response to the DFPS investigation. This information must be submitted to us within one business day of receiving it from DFPS.

For More Information

For information about reporting Abuse, Neglect and Exploitation, go to www.dfps.state.tx.us > [Report Abuse](#).

To learn more about critical incident reporting, go to UHCprovider.com/TXcommunityplan > Training and Education > Community Provider Expo Presentations > [Critical Incident Identification and Reporting](#).

We're Here to Help

If you have questions, please contact your Provider Advocate or call LTSS Provider Services at **888-787-4107** from 8 a.m. to 5 p.m. Central Time, Monday through Friday. Thank you.

UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Insurance Company in the Texas Health and Human Services Commission's STAR+PLUS Central and Northeast Medicaid Rural Service Areas. UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Community Plan of Texas LLC in the following service delivery areas: Jefferson, Harris, Hidalgo, Nueces and Travis.