



# Helping Restore Ability

1635-A West Division, Arlington, Texas 76012-3821 Phone: 817-469-1977, Fax: 817-461-2334

## Frequently Asked Questions about Helping Restore Ability

### **What does HRA do?**

- 1) The CMPAS (Client Managed Personal Attendant Service) Program provides personal attendant care to adults with disabilities, and performs no medical tasks.
- 2) The CDS (Consumer Directed Services) is a fiscal intermediary service to participants of the CMPAS, PHC, CBA, CLASS and DBMD programs in Texas. For referral & additional CDS info, contact your case manager.
- 3) Our Home Health Department provides skilled nursing, therapies, and other medical services.

### **Why does it take so long to get off the waiting list and onto the CMPAS program?**

Services are based on funding received from TXDHS (Texas Dept. of Human Services) and donations from the communities we serve. Our funding is limited, but we serve as many people as we can with the dollars we receive each year.

### **Is HRA nationwide?**

No; we serve Dallas, Tarrant and surrounding counties (Collin, Denton, Ellis, Hood, Johnson, Kaufman, Parker, Rockwall & Wise) – eleven (11) in all. HOWEVER, the “voucher payment option” program (formerly called “VFI” and now called Consumer Directed Services “CDS”) is available through HRA to participants of the CMPAS, PHC, CBA, CLASS, and DBMD programs throughout the state of Texas.

### **Does HRA accept Medicaid / Medicare?**

Yes and No. Yes in the Home Health Department. No on the CMPAS and CDS programs.

### **How can I qualify for CMPAS services?**

When funds become available, letters are written to the prospective clients on the waiting list. Included in the packet is an application for service and a Physician’s Statement of Disability. When both are completed, signed and received by HRA, an assessment appointment will be scheduled.

### **Has HRA been around long?**

HRA has been providing services for over 26 years.

### **How do I get services from HRA?**

For personal attendant care on the CMPAS program, you need to get your name on our waiting list – just call & ask! The intake call usually takes less than 10 minutes. For the CDS program, contact your case manager, who will provide information about the CDS program. For Home Health services, your physician can contact our Home Health Department.

**How do I qualify for Home Health?**

- 1) You must be under the care of a physician. We must have a doctor's order to provide home health.
- 2) The care must be reasonable & necessary
- 3) The care must be intermittent
- 4) You must require a skilled need (see below – “What does the nurse do?”).
- 5) You must be homebound if service is reimbursed by Medicare or Medicaid. Most (but not all) insurances require you to be homebound – that will be verified on an individual basis.

**What Home Health services do you provide?** Skilled nursing (SN) physical therapy (PT), occupational therapy (OT), speech therapy (ST), medical social worker (MSW), home health aide (HHA).

**What does homebound mean?** The patient is homebound if he/she experiences a normal inability to leave home. This means the patient's physical condition and/or physical limitations are such that it would be a considerable & taxing effort to leave home. If you are driving, you are not homebound.

**How long will my Home Health services last?** This will vary with each patient based on their medical condition & needs.

**Can I receive just a home health aide?** No. Home health aide visits can only be performed when a skilled service is provided by SN (skilled nursing), PT (physical therapy) ST (speech therapy), or OT (occupational therapy).

**What does the nurse do?** The skilled service may be direct care, teaching or supervision of care. Examples of skilled nursing care needs:

- unstable medical conditions
- changes in medical regimen
- changes in physical status (i.e. infected wound)
- new diagnosis requiring observation, education and/or treatment
- new or changed medication
- exacerbation of disease process
- wound care
- ostomy care
- catheterization needs

**Where is your office located?** The address is: 1635-A West Division, Arlington, TX 76012. Phone #817-469-1977; Fax #817-461-2334; HH Phone #817-461-3750.