



UnitedHealthcare Community Plan of Texas Home- and Community- Based Services



Home- and Community-Based Services (HCBS) settings requirements changed on March 1, 2023. Federal regulations now require participating UnitedHealthcare Community Plan of Texas health care professional-owned or controlled settings to meet the following conditions for our members:

- Access to the community
- Employment
- Adult living facilities and adult foster care (AFC) settings
- Setting choice
- Privacy, dignity and respect, and freedom from coercion and restraint
- Initiative, autonomy and independence
- Choice regarding services, support and who provides them
- Residential agreement
- Door locks – see [HHSC LTCR Technical Memorandum 20-01](#)
- Choice of room and roommate
- Room furnishings and decorations
- Control of daily schedule and access to food
- Visitation
- Physical accessibility
- Modifications to HCBS settings rule requirements

Specific details about each setting condition can be found in the Code of Federal Regulations Title 42, [Section 441.301\(c\)\(4\)\(i-v\)](#) and [Section 441.530\(a\)\(1\)\(i-v\)](#).

Affected HCBS

The following services you provide are affected by the settings requirements:

- Community First Choice (CFC) personal assistance services
- CFC habilitation
- Respite
- Nursing
- Physical therapy
- Occupational therapy
- Cognitive rehabilitation therapy
- Speech therapy
- Supported employment
- Employment assistance
- Support consultation
- Assisted living
- AFC

Questions? We're here to help.

Chat with a live advocate from the [UnitedHealthcare Provider Portal](#), 7 a.m.–7 p.m. CT. You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.