

Community Services Interest List (CSIL) Program Support Unit (PSU) Closure Guide

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Purpose

Community Services Interest List (CSIL) is an online database used by Interest List Management (ILM) and Program Support Unit (PSU) staff. CSIL maintains an interest list and tracks individuals waiting to receive services for Long Term Services and Supports (LTSS) waiver programs including:

- Community Living Assistance and Support Services (CLASS);
- Home and Community-based Services (HCS);
- Medically Dependent Children Program (MDCP);
- STAR+PLUS Home and Community Based Services (HCBS) program; and
- Texas Home Living (TxHmL)

PSU staff use CSIL to verify an individual's status on the interest list and to prevent dual enrollment in another Medicaid waiver program when an individual is entering MDCP or STAR+PLUS HCBS. PSU staff are required to select the appropriate closure reason when closing CSIL records. PSU staff must ensure that the CSIL closure reason aligns with the HHS Enterprise Administrative Report and Tracking System (HEART) resolution reason.

Section I. CSIL and HEART Crosswalk: Closure Codes by Category

Eligible Category

CSIL Closure Reason/Code	Description	MDCP HEART Resolution	STAR+PLUS HCBS HEART Resolution
Certified to Enter Program (419)	The person has completed the enrollment process for STAR+PLUS Home and Community Based Services (HCBS) or STAR Kids Medically Dependent Children Program (MDCP) and is certified to receive program services.	PSU Certify MDCP	Certify SPW

Death Category

CSIL Closure Reason/Code	Description	MDCP HEART Resolution	STAR+PLUS HCBS HEART Resolution
Death (420)	Texas Health and Human Services Commission (HHSC) has received notification that a person is deceased.	PSU Deny MDCP	Close case w/o deny/cert

Not Eligible Category

Use the table below to identify the most appropriate code to describe why the person did not meet eligibility for the program.

CSIL Closure Reason/Code	Description	MDCP HEART Resolution	STAR+PLUS HCBS HEART Resolution
Does Not Meet Medical Necessity (426)	The person was denied Medical Necessity (MN).	PSU Deny MDCP	Deny SPW
Exceeds Cost Ceiling (429)	The cost of the individual service plan (ISP) exceeds the total cost limit.	N/A <i>Not used in MDCP</i>	Deny SPW
Unable to Obtain MD Signature (430)	The managed care organization (MCO) reports they are unable to obtain the physician's signature for an initial assessment.	PSU Deny MDCP	Deny SPW
Not Financially Eligible (431)	The applicant was denied Medicaid financial eligibility.	PSU Deny MDCP	Deny SPW
Released From List/No Response to Letter (527)	The person did not return the enrollment packet within the designated time frame and contact attempts are unsuccessful.	PSU Deny MDCP	Offer refused
Needs Met Through CLASS Waiver Services (529)	The person chooses to continue receiving services through the Community Living	Offer refused	Close case w/ deny/cert

CSIL Closure Reason/Code	Description	MDCP HEART Resolution	STAR+PLUS HCBS HEART Resolution
	Assistance and Support Services (CLASS) waiver.		
Needs Met Through HCS Waiver Services (532)	The person chooses to continue receiving services through the Home and Community-based Services (HCS) waiver.	Offer Refused	Close case w/o deny/cert
Needs Met Through Non-Waiver Services (533)	The person chooses to continue receiving services through non-waiver programs. STAR+PLUS HCBS Only: A person potentially eligible for an upgrade is identified on the STAR+PLUS HCBS interest list.	Offer refused	Close case w/o deny/cert
Ineligible Age (539)	The person does not meet the age requirement for the program.	PSU Deny MDCP	Deny SPW
Withdrew to Bottom (542)	The person received an offer to begin the eligibility process and has requested that his or her name be moved to the bottom of the interest list. <i>Only use this closure reason when a more applicable reason cannot be established.</i>	Offer refused	Offer refused

CSIL Closure Reason/Code	Description	MDCP HEART Resolution	STAR+PLUS HCBS HEART Resolution
Person Refused due to MERP Provisions (545)	The MCO reports that the person has declined to proceed with the eligibility process due to Medicaid Estate Recovery Program (MERP) requirements.	N/A <i>Not used in MDCP</i>	Deny SPW
Not a Texas Resident (637)	HHSC receives information from a reliable source that the person has moved out of state.	PSU deny MDCP	Deny SPW
Does Not Reside in Allowable Residential Setting (638)	The person lives in an institution and chooses not to return to the community.	PSU deny MDCP	Deny SPW
Needs Met Through DBMD Waiver Services (640)	The person chooses to receive services through the Deaf Blind with Multiple Disabilities (DBMD) waiver.	Offer refused	Deny SPW
Determined Eligible/Offer Refused (643)	The person refuses the offer of services after successfully completing the eligibility process.	Offer refused	Deny SPW
Released from List/Offer Refused (644)	The person has received an offer to begin the eligibility determination process and is no longer interested in pursuing eligibility.	Offer refused	Offer refused

CSIL Closure Reason/Code	Description	MDCP HEART Resolution	STAR+PLUS HCBS HEART Resolution
Mail Undeliverable/No Working Telephone Number (645)	Mail sent to the person has been returned as undeliverable, research attempts to locate an accurate address have been unsuccessful, and the person has no working telephone number.	PSU deny MDCP	Deny SPW
Did Not Complete Application/Service Plan Process (649)	The person did not complete the application process or did not participate as required in the development of the service plan.	PSU deny MDCP	Deny SPW
Needs Met Through TxHmL Waiver Services (650)	The person chooses to receive services through the Texas Home Living (TxHmL) waiver.	Offer refused	Close case w/o deny/cert
HMO Reports Could Not Locate (652)	The MCO reports they have not been able to locate the person.	PSU deny MDCP	Deny SPW

Section II. Closure Codes not for PSU Use

PSU staff must not use the following closure reasons/codes in CSIL. PSU staff must escalate the closure details to the PSU supervisor if staff believe one of the CSIL closure reasons below is warranted.

- Other (534)
- Opened in Error (623)
- Requested Removal from Interest List (646)
- Does Not Reside in Service Area (425)
- Transfer to Another Region List within this Program (647)
- Duplicate (525)

Section III. Automated CSIL Closure Codes

The following CSIL Closure Codes are used during automated processes in CSIL and are not available for manual use by PSU.

STAR+PLUS HCBS Only:

- **Client Receiving the Service (606)** – This closure code is generated when a match is found between CSIL and the Service Authorization System Online (SASO) for the interest list program.

MDCP Only:

- **Aged Out of Program (572)** – This closure code is automatically generated when a person no longer meets the age requirement for the interest list program.