



Updated CPS Guidance During COVID-19

Guidance for CPS staff for face-to-face visits

What about monthly face-to-face contacts for children with primary medical needs or complex medical needs?

Children with primary medical needs or complex medical needs should be seen with a face-to-face contact, with careful use of personal protective equipment. If a medical provider has ordered virtual contacts due to the child's healthcare condition, then a copy of the medical order should be obtained, the decision based on the medical order documented, and the child visited virtually. To reassess for future face to face contacts, staff for all such children should consult the child's treating providers to determine whether the order continues or whether the caseworker can safely visit the child face to face in the next month. If virtual contact must be used, staff must make a collateral contact with someone who is not a member of the household to obtain additional information regarding the child's safety and well-being. Many of these children have nursing staff or other medical professionals who are having contact with the child that can be contacted for additional information.

Guidance to CPS staff regarding 3-in-30

The 3 parts of 3 in 30 are being handled differently.

3-Day Medical Exam

There is no change. Please continue to obtain the 3 Day Medical Exam, within 3 business days of removal. This is an opportunity to have a child new to DFPS conservatorship be seen by a health care provider and for the new caregiver to have information about the child's health. These medical visits are very important. If at the time of removal a child is COVID-19 positive or at high risk due to COVID-19 exposure, then they may be screened for having this exam via telehealth.

If the medical provider contacted says they will not see a child for this purpose during the COVID-19 health crisis, the caseworker can reach out to the Well Being Specialist in your region ([link](#)) for assistance or have the caregiver contact the Superior Member Help Line at 866-912-6283. The Help Line is available 24/7 and has options for Spanish speakers. If at the time of removal a child is COVID-19 positive or at high risk due to COVID-19 exposure, then they may be screened for having this exam via telehealth.

CANS Assessment

There are now telehealth options for CANS assessments for children of all ages. Any STAR Health certified CANS assessor can opt to provide a telehealth CANS assessment. If the routine CANS assessor preferred by the caregiver or caseworker does not provide the assessment via telehealth, Superior can provide another CANS assessor option. A child having a behavioral health crisis can obtain services without a CANS first. To obtain the services, call the Superior Member Help Line (866) 912-6283.

Texas Health Steps/Well Child Checks (also known as EPSDT)

The Superior Member Help Line (866) 912-6283 can assist with finding a STAR Health provider to complete the initial and ongoing Texas Health Steps medical checkups.

DFPS encourages in-person Texas Health Steps checkups whenever possible and allows exceptions to the requirements if in-person exams are not accessible for youth in conservatorship.

If there are capacity issues for in person visits in your area, in person Texas Health Step checkups should be prioritized for newborns, infants, and young children under the age of two, especially to stay current on recommended vaccines and developmental surveillance. While some health care providers have limited capacity to provide well visits at this time, many practices have instituted policies to maintain well visits for children of all ages.

Dental Exams

As the vast majority of dental providers have resumed operations, DFPS encourages resumption of routine dental checkups (six-month healthy checks), as provider capacity allows. If there are capacity issues in your area, contact the Superior Member Help Line (866-912-6283) for assistance.

For urgent or emergency dental issues, continue to access dental health care as previously done and follow dental health professional recommendations.