

EL PASO FIRST

Health Plans, inc.

MEMO

To: All Providers
From: El Paso First Health Plans
Date: May 27, 2016
Reminder: Abuse, Neglect and Exploitation Reporting Procedures

Texas Family Code 261.404 and Human Resources code Chapter 48 requires any person to report any allegation or suspicion of Abuse, Neglect and Exploitation (ANE) against a child, an adult that is elderly, or an adult with a disability to the appropriate entities.

To report suspicion of abuse, neglect and exploitation of a child contact the Department of Family and Protective Services (DFPS) at 1-800-252-5400.

<https://www.dfps.state.tx.us/>

To report adult or child who resides in or receives services from nursing or assisted facilities, home and community support agencies, adult day care and foster care facilities contact the Department of Aging and Disability Services (DADS) at 1-800-647-7418.

<http://www.dads.state.tx.us/>

El Paso First Network Providers who have received ANE report findings on El Paso First members from the DFPS or DADS must submit a copy of the report to El Paso First within 1 business day from the date the report is received. In addition, any ANE report findings received on or after September 1, 2015, must also be reported to El Paso First immediately.

The ANE reporting findings can be submitted to El Paso First via secure and confidential email to: APSRReport@epfirst.com

If you have any questions or concerns regarding this information please contact the Provider Relations Department at 1-877-532-3778 x1507