

Abuse, Neglect and Exploitation (ANE)

What is ANE?

Abuse

- The negligent or willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical, sexual, emotional harm or pain to a person by the person's caretaker, family member, or other individual who has an ongoing relationship with the person

Neglect

- The failure to provide for the goods or services, including food, clothing, shelter and/or medical services, which are necessary to avoid physical, emotional harm or pain
- This includes leaving someone who cannot care for him or herself in a situation where he or she is at risk of harm due to situations such as starvation, dehydration, over or under medication, unsanitary living conditions, lack of heat, running water, electricity or personal hygiene

What is ANE?

Exploitation

- The illegal or improper act or process of a caretaker, family member, or other individual who has an ongoing relationship with a person that involves using, or attempting to use, the resources of the person, including the person's social security number or other 33 identifying information, for monetary or personal benefit, profit, or gain without the informed consent of the person

Abuse, Neglect and Exploitation

Cook Children's Health Plan and Providers must report any allegation or suspicion of Abuse, Neglect and Exploitation (ANE) to the appropriate entity.

Additional state laws related to Cook Children's and Provider requirements continue to apply.

By Phone:

- Call Cook Children's Health Plan Provider Support Services
 - 888-243-3312
 - Press 5
 - Select the line of business: 1 STAR, 2 CHIP, 3 STAR Kids
 - Press 3 for Care Management Department

Abuse, Neglect and Exploitation

By Email:

- STAR/CHIP: CCHPCaseManagers@cookchildrens.org
- STAR Kids: CCHPStarKidsServiceCoordination@cookchildrens.org

Contact:

- Texas Department of Family and Protective Services at 800-252-5400
- Non-emergency situations, online at [Texas Abuse Hotline Website](#)
- Health and Human Services at 800-458-9858

Reporting Abuse, Neglect and Exploitation

Report to Health and Human Services Commission if the victim is an adult or child who resides in or receives services from:

- Nursing facilities
- Assisted living facilities
- Home and community support agencies (HCSSAs) – Providers are required to report allegations of ANE to both DFPS and HHSC
- Adult day care centers
- Licensed adult foster care Providers

Report to Local Law Enforcement

- If a Provider is unable to identify state agency jurisdiction but an instance of ANE appears to have occurred, report to a local law enforcement agency and DFPS

Reporting Abuse, Neglect and Exploitation

Failure to Report or False Reporting:

- It is a criminal offense if a person fails to report suspected ANE of a person
- It is a criminal offense to knowingly or intentionally report false information regarding ANE

Everyone has an obligation to report suspected ANE against a child, an adult that is elderly, or an adult with a disability to DFPS.

- This includes ANE committed by a family Member, DFPS licensed foster parent or accredited child placing agency foster home, DFPS licensed general residential operation, or at a childcare center

Report to Cook Children's Health Plan

- Provider must provide us with a copy of the ANE report findings within one business day of receipt of findings from the Department of Family and Protective Services (DFPS)

Training on Abuse, Neglect and Exploitation

Providers are required to train staff and inform Members on how to report Abuse, Neglect and Exploitation in accordance with Texas Human Resources Code, section 48 and Texas Family Code, section 261.

For more information on ANE visit [Provider Relations](#) page located on cookchp.org.

In addition, Health and Human Services offers an ANE Competency Training and Exam online.

- Visit the [HHS Learning Portal](#) and search for ANE
- The course is available in English and Spanish

1915 (c) Waiver Program Providers

The Health and Human Services Commission (HHSC) will implement a new a statewide critical incident management system (CIMS) for reporting critical incidents.

Note: All 1915 (c) waiver program Providers will be required to report information into the new system.

HHSC is working with FEI Systems, the CIMS vendor, to configure a platform to collect all required critical incident information across all 1915(c) waiver programs.

- This will include information on abuse, neglect and exploitation allegations in addition to other critical incidents required by program policy
- The system is targeted to go live June 6, 2022

Questions can be submitted to: LTSS_Policy@hhs.texas.gov