

## TEXAS RESOURCE CONTACTS

### Agency on Aging:

- Area Agency on Aging of Central Texas – 800.447.7269 / <https://aaact.org/>
- Harris County Area Agency on Aging – 832.292.4301 / <https://www.houstonhealth.org/services/aging>
- Bexar Area Agency on Aging – 866.231.4922 / <http://www.aacog.com/108/Bexar-Area-Agency-on-Aging>
- Tarrant County Area Agency on Aging – 817.258.8125 / <https://www.unitedwaytarrant.org/aaatc/>
- North Central Texas Area Agency on Aging – 800.272.3921 / [www.nctog.org/cs/aging](http://www.nctog.org/cs/aging)
- Area Agency on Aging of the South Plains – 888.418.6564 / [spag.org/Area-Agency-on-Aging.html](http://spag.org/Area-Agency-on-Aging.html)

### Center for Independent Living:

- East Texas Center for Independent Living – 877.581.8289 / [www.etcil.org](http://www.etcil.org)
- Heart of Central Texas Independent Living Center – 800.326.4921 / [www.hotcil.org](http://www.hotcil.org)
- REACH Center for Independent Living (DFW) – 214.630.4796 / [www.reachcils.org](http://www.reachcils.org)
- ABLE Center for Independent Living (West Texas) – 432.580.3439 / [www.ablecenterpb.org](http://www.ablecenterpb.org)
- Houston Center for Independent Living – 713.974.4621 / [www.hcil.com](http://www.hcil.com)
- San Antonio Independent Living Services – 210.281.1878 / [www.sailstx.org](http://www.sailstx.org)

### Protection and Advocacy:

- Disability Rights Texas – <https://disabilityrightstx.org/en/home/>
  - Headquarters/Central Texas: (512) 454-4816
  - North Texas: (214) 630-0916
  - West Texas: (806) 765-7794
  - East Texas: (713) 974-7691
  - El Paso Area: (915) 542-0585
  - South Texas: (210) 737-0499

### Aging and Disability Resource Center

- Aging and Disability Resource Center (statewide) – 855.937.2372 / <https://www.hhs.texas.gov/services/aging/long-term-care/aging-disability-resource-center>

### Quality Improvement Organization:

- Texas Health and Human Services – 800.458.9858 / email: [ciicomplaints@hhsc.state.tx.us](mailto:ciicomplaints@hhsc.state.tx.us) / online: <https://txhhs.force.com/complaint/s/>



## TEXAS LEADERSHIP

VP of Nursing

Dustin Reeves,  
RN/Alternate  
Administrator

866.919.3240, ext. 458

Administrator

Shannon Hanberry,  
SLP/Administrator

866.919.3240, ext. 222

## AGENCY RESOURCES

Quality Assurance  
Department

(Concerns/Complaints)

866.919.3240, ext 375

[QualityAssurance@](mailto:QualityAssurance@)

[KidsCareHH.com](http://KidsCareHH.com)



24/7 Nurse On-Call Line

866.449.7692

## CURRENT PATIENT INFORMATION

### Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- [Authorizations@KidsCareHH.com](mailto:Authorizations@KidsCareHH.com)

### Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 262
- [InsuranceVerification@KidsCareHH.com](mailto:InsuranceVerification@KidsCareHH.com)