

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
- Area Agency on Aging of the South Plains – 888.418.6564 / spag.org/Area-Agency-on-Aging.html

Center for Independent Living:

- East Texas Center for Independent Living – 877.581.8289 / www.etcil.org
- Heart of Central Texas Independent Living Center – 800.326.4921 / www.hotcil.org
- REACH Center for Independent Living (DFW) – 214.630.4796 / www.reachcils.org
- ABLE Center for Independent Living (West Texas) – 432.580.3439 / www.ablecenterpb.org
- Houston Center for Independent Living – 713.974.4621 / www.hcil.com
- San Antonio Independent Living Services – 210.281.1878 / 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 / online: <https://txhhs.force.com/complaint/s/>

CURRENT PATIENT INFORMATION

Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- Authorizations@KidsCareHH.com

Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 262
- InsuranceVerification@KidsCareHH.com



TEXAS LEADERSHIP

Supervisory Nurse/VP of Nursing

Dustin Reeves,
RN/Supervisory Nurse
866.919.3240, ext. 458

Administrator/Regional Director of Therapy

Shannon Hanberry,
M.S., CCC-SLP
866.919.3240, ext. 222

Alternate Administrator/Director of Clinical Compliance

Kelly Kaskavage, PT,
MSPT
866.919.3240, ext. 207

AGENCY RESOURCES

Quality Assurance
Department
(Concerns/Complaints)
866.919.3240, ext 375

QualityAssurance@KidsCareHH.com



24/7 Nurse On-Call Line
866.449.7692