



CDS in Texas / LifeSpan Home Health
6243 IH TEN WEST, SUITE 430, SAN ANTONIO, TX 78201



Toll Free Phone: 866-675-7331

Website: www.CDSinTexas.com

Local Phone: 210-798-3779

Facebook: <http://www.facebook.com/CDSinTexas>

Kevin Jeffrey, President, Ext. 1651, KJeffrey@cdsintexas.com

April Baker, Vice President of Intake and Outreach, Ext. 1601, ABaker@cdsintexas.com

Anival Homar Medrano, Vice President of Operations, Ext. 1815, OMedrano@cdsintexas.com

New Client Intake Department

Team Ext: 1690

Fax: 210-785-6717

Team Email: CDS-Intake@cdsintexas.com

New Hire Department

Team Ext.: 1691

Fax: 877-726-4919

Team Email: NewHires@cdsintexas.com

Customer Support

Team Ext.: 8324

Fax: 210-798-5200

Team Email: Customersupport@cdsintexas.com

EVV Department

Team Ext.: 8326

Fax: 210-798-5200

Team Email: EVV@cdsintexas.com

VA Program

Team Ext.: 8319

Fax: 210-640-3913

Team Email: VD@cdsintexas.com

Department Team Contact Information

Operations Manager: Will Torres, Ext. 1609, WTorres@cdsintexas.com

Compliance Manager: Emily Gannon, Ext. 1701, EGannon@cdsintexas.com

Intake Supervisor: Priscilla Castillo, Ext. 1725, PCastillo@cdsintexas.com

New Hire Supervisor: Will Torres, Ext. 1609, WTorres@cdsintexas.com

EVV Supervisor: David Ramirez, Ext. 1625, DRamirez@cdsintexas.com

Customer Support Supervisor: Brenda Anderson, Ext. 1603, BAnderson@cdsintexas.com

VA Supervisor: Luis Ochoa, Ext. 1624, LOchoa@cdsintexas.com

Service Advisor Manager: Kristyn Ortiz, Ext. 1729, KOrtiz@cdsintexas.com

Service Advisor Supervisor: Lupe Vasquez, Ext. 1612, LVasquez@cdsintexas.com

Payroll Supervisor: Crystal Sanchez, Ext. 1737, CSanchez@cdsintexas.com

Payroll General Mailbox: CDS@CDSinTexas.com

All Authorization Fax: 210-785-6717

CDS Team Emails

Each CDS Team is responsible for specific letter groups and is made up of a Service Advisor, a Service Advisor Administrative Assistant, and a Payroll Specialist. To contact your team, use the first letter of your last name and locate the corresponding team email from the list below.

TEAM 1 – C, O

Fax: (C) 877-726-4911 **(O)** 877-726-0191

Team Email: cds-team1-distro@cdsintexas.com

TEAM 2 – B, T, U

Fax: (B) 877-726-0183 **(T)** 877-726-4918 **(U)**

877-726-5895 **Team Email:** cds-team2-distro@cdsintexas.com

TEAM 3 – G, I, K

Fax: (G) 877-726-0186 **(I)** 877-726-0187 **(K)** 877-726-0189

Team Email: cds-team3-distro@cdsintexas.com

TEAM 4 – R, V

Fax: (R) 877-726-4916 **(V)** 877-726-5896

Team Email: cds-team4-distro@cdsintexas.com

TEAM 5 – A, F, J

Fax: (A) 877-726-4910 **(F)** 877-726-4912 **(J)** 877-726-0188

Team Email: cds-team5-distro@cdsintexas.com

TEAM 6 – D, P

Fax: (D) 877-726-0184 **(P)** 877-726-0192

Team Email: cds-team6-distro@cdsintexas.com

TEAM 7 – L, W, X

Fax: (L) 877-726-0190 **(W)** 877-726-4917 **(X)** 877-726-5897

Team Email: cds-team7-distro@cdsintexas.com

TEAM 8 – S, N, Q

Fax: (S) 877-726-5984 **(N)** 877-726-4914 **(Q)** 877-726-5893

Team Email: cds-team8-distro@cdsintexas.com

TEAM 9 – M

Fax: (M) 877-726-4915

Team Email: cds-team9-distro@cdsintexas.com

TEAM 10 – E, H, Y, Z

Fax: (E) 877-726-0185 **(H)** 877-726-4913 **(Y, Z)** 877-726-5897

Team Email: cds-team10-distro@cdsintexas.com

GENERAL MAILBOXES:

- **Timesheets** can be scanned and emailed to: CDS@CDSinTexas.com or faxed to 210-798-5200
 - **Employee application** forms can be scanned and emailed to: NewHires@cdsintexas.com
 - **Annual Evaluations**, license renewals, CPR certifications, changes in pay rates, and employee terminations can be scanned and emailed to: EmployeeUpdates@cdsintexas.com
 - **Signed Budgets**, miscellaneous request for information, changes in service plans, etc. can be scanned and emailed to: CDS-Service-Advisors@cdsintexas.com
 - **Reimbursement requests** and receipts can be scanned and emailed to: AccountsPayable@cdsintexas.com
 - **Access** to your payroll records, please email: CustomerSupport@cdsintexas.com
 - **EVV questions** can be directed to: EVV@cdsintexas.com
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Complaints

It is your right to register a complaint if you are dissatisfied with your service you receive. To do so, visit <https://www.hhs.texas.gov/services/your-rights/complaint-incident-intake> or call 1-800-458-9858.

Know your rights! Visit our website for a complete copy of your rights or request it from your Service Advisor.

Abuse / Neglect / Exploitation

We all have a responsibility to report abuse, neglect, or exploitation. If an emergency, call 911. To report online, go to: <https://www.txabusehotline.org/Login/Default.aspx>. To report by phone, call the Texas Abuse Hotline at 1-800-252-5400.

Fraud / Waste / Abuse

You can report suspected fraud, waste, or abuse in Texas Health and Human Services Programs by filling out a report at: <https://oig.hhsc.state.tx.us/wafrep/>. To report by phone, call the Texas Office of Inspector General at 1-800-436-6184.