



Health Facility Compliance Group Contacts

Central Office

Contacts:

- [Rachel Turner](#), Health Facility Compliance Manager, 512-834-4592
- [Angela Sumner](#), Program Specialist, 512-834-4512
- Vacant, CLIA Quality Assurance, 512-834-6700

Mailing Address:

Texas Health and Human Services
P.O. Box 149347 (MC 1979)
Austin, Texas 78714-9347

Physical Address:

Texas Health and Human Services
8407 Wall St.
Austin, Texas 78754

Send Packages to:

Texas Health and Human Services
1100 West 49th St.
Austin, TX 78756

Zone I – HFC Central

Counties Served:

Andrews, Armstrong, Bailey, Bastrop, Baylor, Bell, Blanco, Borden, Brewster, Briscoe, Burnet, Caldwell, Callahan, Carson, Castro, Childress, Cochran, Coke, Coleman, Collingsworth, Concho, Cottle, Crane, Crosby, Culberson, Dallam, Dawson, Deaf Smith, Dickens, Donley, Ector, El Paso, Fayette, Fisher, Floyd, Foard, Gaines, Garza, Gillespie, Glasscock, Gray, Hale, Hall, Hansford, Hardeman, Hartley, Haskell, Hays, Hemphill, Hockley, Howard, Hudspeth, Hutchinson, Irion, Jeff Davis, Jones, Kent, King, Knox, Lamb, Lampasas, Lee, Lipscomb, Llano, Loving, Lubbock, Lynn, Martin, Mason, McCulloch, McLennan, Menard, Midland, Milam, Mitchell, Moore, Motley, Nolan, Ochiltree, Oldham, Parmer, Pecos, Potter, Presidio, Randall,

Reagan, Reeves, Roberts, Runnels, San Saba, Schleicher, Scurry, Shackelford, Sherman, Sterling, Stonewall, Swisher, Taylor, Terrell, Terry, Throckmorton, Tom Green, Travis, Upton, Ward, Wheeler, Wilbarger, Williamson, Winkler, Yoakum

Contacts:

- Complaint hotline: 888-973-0022
- [Sue Zimmerman](#), Manager, 512-834-4570
- [Tonia Thomas](#), Administrative Assistant, 512-834-6798

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Zone II – HFC Arlington

Counties Served: Archer, Bosque, Brown, Clay, Collin, Comanche, Cooke, Coryell, Dallas, Denton, Eastland, Erath, Grayson, Hamilton, Hill, Hood, Jack, Johnson, Mills, Montague, Palo Pinto, Parker, Somervell, Stephens, Tarrant, Wichita, Wise, Young

Contacts:

- [Shannon Sisco](#), Manager, 817-264-4751
- [Rita Shah](#), Administrative Assistant, 817-264-4750
- [Celina Silvestre](#), CLIA Administrative Assistant, 817-264-4752

Address:

Texas Health and Human Services
1301 South Bowen, Ste. 200
Arlington, Texas 76013

Zone III - HFC San Antonio

Counties Served: Aransas, Atascosa, Bandera, Bee, Bexar, Brooks, Calhoun, Cameron, Comal, Crockett, DeWitt, Dimmit, Duval, Edwards, Frio, Goliad, Gonzales, Guadalupe, Hidalgo, Jackson, Jim Hogg, Jim Wells, Karnes, Kendall, Kenedy, Kerr, Kimble, Kinney, Kleberg, La Salle, Lavaca, Live Oak, Maverick, McMullen, Medina, Nueces, Real, Refugio, San Patricio, Starr, Sutton, Uvalde, Val Verde, Victoria, Webb, Willacy, Wilson, Zapata, Zavala

Contacts:

- [Randy Moten](#), Manager, 210-531-7319
- [Jeanette Salinas](#), Administrative Assistant, 210-531-7348
- [Helen Obaya](#), CLIA Administrative Assistant, 210-531-7397

Address:

Texas Health and Human Services
6711 S. New Braunfels Ave. Ste. 100, Bldg. 518, Houston Hall, 2nd floor
San Antonio, Texas 78223

Zone IV – HFC Houston

Counties Served: Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller, Wharton

Contacts:

- [Jennifer Berger](#), Manager, 713-767-3360 (04)
- [Lisa Vallejo](#), Administrative Assistant, 713-767-3362 (09)
- [Jacquelyn Jacquez-Velez](#), CLIA Administrative Assistant, 713-767-3340

Address:

Texas Health and Human Services
5425 Polk Avenue, Ste. J
Houston, Texas, 77023-1497

Zone V – HFC Tyler

Counties Served: Anderson, Angelina, Bowie, Brazos, Burleson, Camp, Cass, Cherokee, Delta, Ellis, Falls, Fannin, Franklin, Freestone, Gregg, Grimes, Hardin, Harrison, Henderson, Hopkins, Houston, Hunt, Jasper, Jefferson, Kaufman, Lamar, Leon, Liberty, Limestone, Madison, Marion, Morris, Nacogdoches, Navarro, Newton, Orange, Panola, Polk, Rains, Red River, Robertson, Rockwall, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Smith, Titus, Trinity, Tyler, Upshur, Van Zandt, Walker, Washington, Wood

Contacts:

- [Jeannette Ray](#), RN, Manager, 903-533-5381 (05)
- [Nancy Baird-Phonsnasinh](#), Administrative Assistant, 903-533-5379 (10)
- [Lauri Craddock](#), CLIA Administrative Assistant, 903-533-5214

Address:

Texas Health and Human Services

2521 West Front St.
Tyler, Texas, 75702

Zone VI Contact Information, HFC State-Wide

Contacts:

- Vacant, 512-834-6700
- Vacant, Administrative Assistant, 512-834-6700
- [Jeanee Rosetta](#), Administrative Assistant, 512-834-4589

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Facility Licensing Group

Contacts:

- Facility Licensing and Compliance Manager – [Pamela Adams](#), 512-834-4571
- Hospitals, SCFs, Freestanding Emergency Centers, ESRDs, ASCs, 512-834-6648
- Birthing Centers, Abortion Facilities, Substance Abuse Facilities, 512-834-6646
- Narcotic Treatment Facilities, 512-834-6600, ext. 2118 or 2016

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Architectural Review Group

Contacts:

- [Rebecca Read](#), Architectural Review Group Manager, 512-834-6649, ext. 2661

- [Ginger Smith](#), Administrative Assistant, 512-834-6700, ext. 2616

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Send Payments to:

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Austin, Texas 78714-9347

Physical Address:

Texas Health and Human Services
8407 Wall St., Ste. S241
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CMS Regional Office - Dallas

Contacts:

- [Gerardo Ortiz](#), CMS Regional Office 6, Associate Regional Administrator, 214-737-6301
- [Sergio A. Mora](#), CMS Regional Office, State rep for Texas DSHS, 214-767-5499

Address:

Centers for Medicare/Medicaid Services
Division of Survey and Certification Operations
1301 Young St., Room #833
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