



## Health Facility Compliance Guidance Letter

**Number:** GL 20-2006-A

**Title:** Incidents Submission Portal for Acute Health Care Providers Under Texas Unified Licensure Information Portal (TULIP) [Amended]

**Provider Types:** Ambulatory Surgical Centers (ASCs), Birthing Centers, Chemical Dependency Treatment Facilities (CDTFs), Community Mental Health Centers (CMHCs), Crisis Stabilization Units (CSUs), End Stage Renal Disease Facilities (ESRDs), Freestanding Emergency Medical Care Facilities (FEMCs), General and Special Hospitals, Laboratories- Clinical Laboratory Improvement Amendments (CLIA), Psychiatric Hospitals, Narcotic Treatment Facilities (NTPs), and Special Care Facilities (SCFs)

**Date Issued:** June 4, 2020

### 1.0 Subject and Purpose

This amended guidance letter replaces the previous GL 20-2006, issued on April 16, 2020, to clarify providers do not need a log in to use the online portal in TULIP. This letter also clarifies that providers do not need to complete a facility-specific incident report form when reporting an incident using the portal, because the portal will prompt providers to enter required information specific to their facility type.

The Texas Health and Human Service Commission (HHSC) provides guidance to acute health care facilities. This letter informs all licensed and/or certified program providers of the online incident submission portal in TULIP and their ability to enter incident-related information required by the Texas Administrative Code (TAC) in the portal. The portal streamlines the reporting process and provides a confirmation number immediately upon incident submission.

## 2.0 Policy Details & Provider Responsibilities

HHSC introduced a new portal in TULIP for providers to submit an incident report online. Depending on their reporting guidelines and governing rules in the TAC, providers may be required to report other incidents including, but not limited to:

- Deaths;
- Drug diversions;
- Fires;
- Illegal, unprofessional, or unethical conduct, including abuse, neglect, and exploitation; and
- Situations that pose a threat to patients/clients, employees or the public, including calling the police or the local fire authority to maintain safety.

### 2.1 How to report an incident

Providers may submit an incident online at any time, day or night, at the following website: <https://txhhs.force.com/nonltc/s/>. HHSC recommends bookmarking this website for future use.

**Note:** Providers do not need a TULIP login to submit incidents through the portal. If a provider has an existing TULIP account and login, they may access the portal from the TULIP dashboard by selecting "Submit a Non LTC incident," located under "Other Actions" to the right side of the webpage.

To initiate an incident report, providers must first identify their facility, either by their license number, name, or address. For more information on identifying a facility, please review the [TULIP user guide](#).

The incident submission portal contains several required fields which are marked by a red asterisk. These fields must be completed before submitting the incident report. Required fields include, but are not limited to, client/patient and alleged perpetrator first and last name, Social Security number, and date of birth. Providers who do not have access to all required information, can make a report over the phone by calling **1-888-973-0022**.

The narrative section in the portal has a 100,000 maximum character limit, and **the application will "timeout" after 30 minutes of inactivity** if the application is open and the incident was not successfully transmitted.

The portal will provide a confirmation number when an incident is successfully transmitted. Upon submission, providers may print a copy of the confirmation page for their own records.

**Note:** No additional contact from HHSC intake staff will occur when submitting incidents through the portal. HHSC intake staff will only contact an incident reporter when additional information is needed to complete the triage and prioritization of the intake report.

In addition, providers may report an incident by phone or by leaving a voicemail. To make a report by phone, please call **1-888-973-0022**.

When reporting by phone, providers may choose to speak to a live agent, when calling during business hours (Monday through Friday 7 a.m. to 7 p.m. Central Time) or may choose to leave a voicemail. HHSC intake employees monitor the incident voicemail inbox from 7 a.m. to 7 p.m. Central Time, Monday through Friday and from 8 a.m. to 5 p.m. on weekends and holidays.

After leaving an incident report by voicemail, an intake specialist will call to:

- Obtain additional information,
- Clarify details, and
- Provide the incident intake number.

## **2.2 Information needed to report an incident**

When reporting an incident, provide the following information:

- Your name and title;
- Your primary and secondary phone numbers, including area code, where you can be reached;
- The name and address of the provider on whose behalf you are making the report. Include license number or facility ID, if applicable;
- Whether the incident was reported to the police or the Texas Department of Family and Protective Services (DFPS). Please include the name of the employee who made the report and the DFPS call ID reference number or the police report number;

- The name, age, date of birth, and Social Security number of the person about whom you are making the report. In addition, we need to know:
  - If special supervision was required,
  - The person's level of cognition,
  - The person's pertinent medical history, and
  - If there was a history of similar or prior incidents;
- The date and time you first learned of the incident and a brief narrative summary of the reportable incident, including the names of any alleged perpetrators or witnesses;
- The date, time and results of any assessment conducted, including findings of injury or adverse effects;
- The type of treatment provided, and when and where treatment was provided;
- The immediate action taken to protect other people and to prevent occurrences of similar incidents;
- The name(s) of anyone else you notified about the incident; and
- The answers to other questions, specific to provider type, which may be asked.

### **3.0 Background/History**

HHSC implemented TULIP on September 4, 2018 and the new incident reporting portal became available to providers on March 16, 2020. Previously, facility types, including ASCs, ESRDs, and FEMCs, were required to submit an additional incident form specific to their facility type. With the use of TULIP, facility-specific incident submission forms are no longer required. The portal prompts licensed and certified providers to enter required information specific to their facility type.

### **4.0 Resources**

HHSC's Incidents Submission Portal webpage for Health Care Regulation providers, provided at <https://hhs.texas.gov/about-hhs/your->

[rights/complaint-incident-intake/provider-self-reporting/incidents-submission-portal-health-care-quality-providers.](#)

The general TULIP User Guide for Providers, provided at <https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/licensing-credentialing-regulation/tulip/tulip-training-guide.pdf>.

Health Care Regulation's (Non-Long-Term Care) provider's user guide, provided at <https://hhs.texas.gov/sites/default/files/documents/about-hhs/your-rights/consumer-rights/cii-complaint-incident-intake-guide-non-ltc.pdf>.

Health Care Regulation's (Non-Long-Term Care) Incident Submission Portal, provided at <https://txhhs.force.com/nonltc/s/>.

To receive future updates, sign up for GovDelivery at <https://service.govdelivery.com/accounts/TXHHSC/subscriber/new>.

## **5.0 Contact Information**

If you have any questions about **using the online incident submission portal**, please contact HHSC's Complaint and Incident Intake at [cii.hcq@hsc.state.tx.us](mailto:cii.hcq@hsc.state.tx.us).

If you have any questions **about this letter**, please contact the Policy, Rules, and Training Section by email at: [HCO\\_PRT@hsc.state.tx.us](mailto:HCO_PRT@hsc.state.tx.us).