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**Welcome to the
HCSSA Provider
Webinar with LTCR**

April 19, 2024

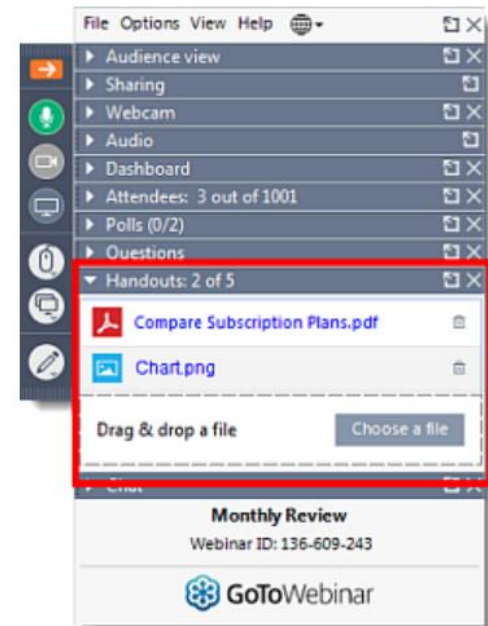
Presentation and Handouts



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A pdf version of this presentation is available in the **Handout** section of your control panel.

- Select the tab for “handouts”
- Double click on the file to open it
- Save to your computer





HCSSA Provider Portal

Sections:

- Communications
- Texas HCSSA Provider Directory
- Contact Program Staff
- Information & Provider Letters

The screenshot displays the HCSSA Provider Portal website. At the top, there is a navigation menu with links for Providers, Business, Regulations, About, News, and Contact. Below the menu, a breadcrumb trail reads: Home > Search Providers > Long-term Care Providers > Home & Community Support Services Agencies. The main content area features an article titled "How to Become a Licensed HCSSA Provider" with a sub-heading "Becoming Licensed in Texas". To the right, a "Communications" sidebar lists various news items with dates ranging from 11/30/2021 to 10/19/2021. Below the article, there is a section titled "Information & Provider Letters" which includes a search bar and a table of provider letters.

Number	Title/Notes	Date Published
PL 2021-37	Administrator and Alternate Administrator Requirements/Replaces PL 15-17 and PL 16-18	10/15/2021
PL 2021-35	Licensing Requirements for In-Home Supportive Palliative Care	09/15/2021
PL 2021-33	Authority to Enter Long-term Care Facilities	08/02/2021
PL 2021-29	End of Temporary Suspensions of Certain LTCR Requirements During COVID-19 Outbreak/Replaces PL 2020-21 and 2020-26. Revised September 14, 2021.	08/10/2021
PL 2021-27	Documenting Delivery of Non-Delegated Tasks by Unlicensed Personnel/Replaces PL 2013-20	07/22/2021
PL 2021-24	HCSSA COVID-19 Vaccination Authority for Home Health and Hospice Agencies	06/08/2021
PL 2021-18	Requirement to Request an Initial Survey Within Six Months After Issuance of an Initial License	04/23/2021
PL 2021-17	Description of Key Changes in Newly Adopted HCSSA Rules	04/22/2021
PL 2021-11	Fingerprint-based Criminal History Checks for Current and Prospective Medication Aides	04/15/2021
PL 2021-14	Status of an Active License During a Renewal Process/Replaces PL 2019-18	04/06/2021

HCSSA Provider Portal

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/home-community-support-services-agencies-hcssa>



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HCSSA FAQs

The general HCSSA FAQs were updated last month.

The HCSSA FAQs page is available on the HCSSA Portal webpage.



Texas Department of State Health Services Updates



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David Gruber

Associate Commissioner of Regional and Local Health Operations, Border Health, Emergency Preparedness and the Texas Center for Infectious Disease

DSHS: <https://www.dshs.texas.gov/>



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Texas Department of State
Health Services

Texas Department of State Health Services Updates



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Links to current information:

- [Mpox \(Monkeypox\)](#)
- [Meningococcal infections](#)
- [Measles \(Rubeola\)](#)
- [COVID-19](#)



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Texas Department of State
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Licensing and Credentialing Updates



Licensure Renewals



HHSC released an alert on December 13th encouraging providers to submit the renewal application via TULIP as soon as possible within the 120 days prior to the license expiring. Not doing so puts the provider at risk of providing services without a license.

Helpdesk and Support for TULIP Users

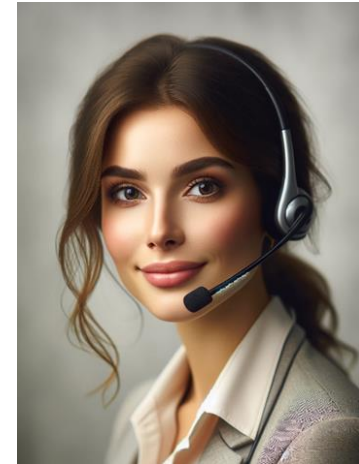


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Phone Support for TULIP users:

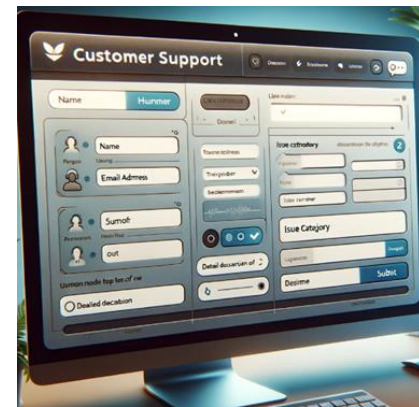
Hotline Number to call: [512-438-2584](tel:512-438-2584)

Hours of Operation: 8am to 5pm
(excluding state holidays)



New Online Web Support

<https://txhhs.my.site.com/TULIP/s/tulip1>

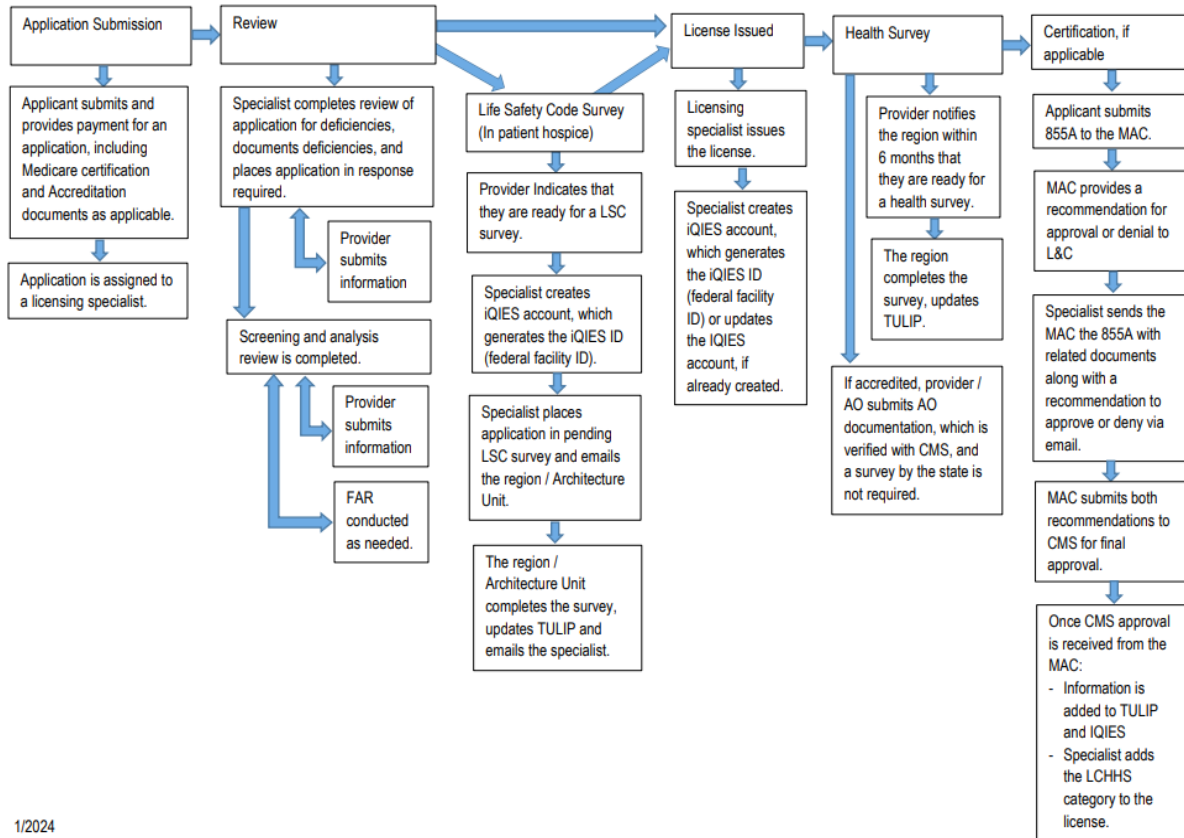




Long-Term Care Licensing and Certification Process Maps

How to Become a Licensed HCSSA Provider | Texas Health and Human Services

Licensure and Certification – Home and Community Support Services Agency (HCSSA) Initial – Parent Agency





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Administrative Support Sites, Alternate Delivery Sites and Branch Offices

Alternate Delivery Site (ADS)

A facility or site, including a residential unit or an inpatient unit:

- that is owned or operated by an agency providing hospice services;
- that is not the hospice's parent agency;
- that is located in the geographical area served by the hospice; and
- from which the hospice provides hospice services.



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Branch Offices

A facility or site in the service area of a parent agency from which home health or personal assistance services are delivered or where active client records are maintained. This does not include inactive records that are stored at an unlicensed site.



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Administrative Support Site

A facility or site where an agency performs administrative and other support functions but does not provide direct home health, hospice, or personal assistance services. This site does not require an agency license.



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HCSSA Reporting and Investigation

Reporting Abuse, Neglect and
Exploitation to HHSC



Reminder

Effective September 1, 2023- **ALL HCSSAs** must report **all** abuse, neglect and exploitation to HHSC CII, if there is cause to believe alleged ANE was committed by an employee, volunteer, contractor or subcontractor of the HCSSA, including family members employed by a HCSSA. The agency must self report by doing **one** of the following:

- **Submit on-line:**
<https://txhhs.force.com/TULIP/s/>
- **Email CII at:**
ciicomplaints@hhs.Texas.gov
- **Call by Phone:**
1-800-458-9858



Since 9/1/23, DFPS no longer investigates allegations involving HCSSA providers.



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Incidents Submission Portal



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The portal contains:

- Communications
- Program Regulatory Requirements
- FAQs
- Provider's User Guide to submit incidents online

Incident Submission Portal Page

<https://www.hhs.texas.gov/services/your-rights/complaint-incident-intake/provider-self-reporting/incidents-submission-portal-long-term-care-providers>

A screenshot of the Texas Health and Human Services website. The page title is "Incidents Submission Portal for Long-Term Care Providers". The breadcrumb trail is "Home > Search Services > Your Rights > Complaint & Incident Intake > Provider Self-reporting > Incidents Submission Portal for Long-Term Care Providers". The main heading is "Incidents Submission Portal for Long-Term Care Providers". Below the heading is a search bar with a "Go" button. A text box contains the question "Questions about incidents? Call the CII hotline at 800-458-9858." Below this is a paragraph stating that the Texas Health and Human Services Commission has introduced a new incidents submission portal under the Texas Unified Licensure Information Portal for licensed and/or certified Texas Health and Human Services providers to submit incidents online. Below this is a section titled "Home and community support service agencies (Home health and hospice)" with a list of bullet points: "Updated self-reporting process for HCSSA providers of a Medicaid Consumer becomes effective July 1, 2023. Read Provider Letter 2023-12 (PDF).", "PL 2016-22 HCSSA Self-reports of Abuse, Neglect and Exploitation and Provider Investigation Report Form (PDF)", and "Regulatory Requirements:" with a list of bullet points: "Health and Safety Code Chapter 142.018*", "26 TAC Section 558.249*", and "Human Resource Code Chapter 48*".

Reminder



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A provider still needs to report to DFPS, if the agency has cause to believe that a consumer is in a state of self-neglect.



This requirement has not changed.

List of Resources for Self-neglect

DFPS Website

- [DFPS - Report Abuse or Neglect \(texas.gov\)](https://www.texas.gov)

Texas Abuse Hotline

- [Welcome \(txabusehotline.org\)](https://www.txabusehotline.org)



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Reminder

A Client Can File a Complaint by:

- **Submit On-line:**
<https://www.hhs.texas.gov/services/your-rights/complaint-incident-intake/how-do-i-make-a-complaint-about-hhs-service-provider>
- **Email CII at:** ciicomplaints@hhs.Texas.gov
- **Call by Phone:** (800) 458-9858, press #1
- **By Mail:** Texas Health and Human Services
Complaint and Incident Intake
Mail Code E249
P.O. Box 149030
Austin, TX 78714-9030
- **By Fax:** (877) 438-5827 or (512) 438-2724



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Complaint V. Self-Report

Complaint Example

Provider #1 witnesses an attendant from Provider #2 cursing at a client, causing them to cry.

Provider #1 would then submit a complaint detailing the allegation to CII so the allegation could be investigated.

Self-Reported Incident Example

Provider #1 witnesses their own staff cursing at a client, causing them to cry.

Provider #1 would then use the incident submission portal to report the incident.



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§558.282 Client Rights

- A client has the right to be free from abuse, neglect, and exploitation by an agency employee, volunteer, or contractor.
- Part of an investigation is to determine compliance with clients' rights. If an allegation of abuse, neglect or exploitation is **substantiated** it might also be **cited**.
- An agency is comprised of its employee, volunteers, and contractors.



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Electronic Signatures

Electronic signatures are allowed in HCSSAs. However, the following criteria must be met:

- Each entry must be authenticated and dated
- Authentication must include signatures, written initials, or computer secure entry by a unique identifier
- HCSSA's must have safeguards to prevent unauthorized access.



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Accredited and Have Questions?

Have questions about the survey process or your AO's regulations?

Contact your AO directly

Have questions about Ch. 558?

Contact LTCR



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OIG Scam Alert

- Criminals are impersonating SSA OIG agents and requesting in-person meetings to hand off cash.
- SSA OIG agents will never pick up money at your door or in any type of exchange.
- Never exchange money or funds of any kind with any individual stating they are an SSA OIG agent.



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[scam-alert-handing-off-money-to-agents.pdf \(ssa.gov\)](#)

QSO-24-07-HHA

- Released on March 15, 2024.
- Includes changes to the home health survey process, interpretive guidance, and G-tags.



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DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C2-21-16
Baltimore, Maryland 21244-1850



Center for Clinical Standards and Quality

Ref: QSO-24-07-HHA

DATE: March 15, 2024
TO: State Survey Agency Directors
FROM: Directors, Quality, Safety & Oversight Group (QSOG) and Survey & Operations Group (SOG)
SUBJECT: Revisions to Home Health Agencies (HHA) – Appendix B of the State Operations Manual

Memorandum Summary

- Updates to the State Operations Manual (SOM) Appendix B - Guidance for Surveyors: Home Health Agencies - The Centers for Medicare & Medicaid Services (CMS) is releasing interpretive guidelines and updates to Appendix B of the SOM because several final rules have amended the Home Health Agency (HHA) Conditions of Participation (CoPs). We made conforming revisions to the regulatory tags and interpretive guidelines. We are also combining the HHA survey protocol and interpretive guidelines into one document, updating Level 1 tags, and making clarifications and technical corrections to other guidance areas based on stakeholder feedback.
- Several previously released S&C, QSO, and Admin Info memos that are now obsolete with the revision of Appendix B. Memos: Admin Info 19-07, QSO-18-13, QSO-18-25, SC11-11, SC12-15, SC14-14, SC15-51, and SC15-52 are now expired. CMS will note the expiration date on these memos that are currently on the CMS website. This memo and the associated Appendix B update will supersede the expired memos.

Background:

CMS published several final rules which amended the HHA conditions of participation (CoPs):

- [Medicare and Medicaid Programs; Revisions to Requirements for Discharge Planning for Hospitals, Critical Access Hospitals, and Home Health Agencies, and Hospital and Critical Access Hospital Changes to Promote Innovation, Flexibility, and Improvement in Patient Care](#) (84 FR 51836).
- [Medicare and Medicaid Programs; Basic Health Program and Exchange; Additional Policy and Regulatory Revisions in Response to the COVID-19 Public Health Emergency](#) (85 FR 27550).
- [Medicare and Medicaid Programs; CY 2021 Home Health Prospective Payment System Rate Update](#) (85 FR 70298).

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QSO-24-07-HHA- Expired Memos

The following CMS memos are expired as of March 15, 2024:

- Home Health Agency (HHA) Frequently Asked Questions (FAQs)
- Home Health Agency (HHA) Survey Protocol – State Operations Manual (SOM) Appendix B Revised
- Home Health Agency (HHA) Interpretive Guidelines
- Revised Home Health Survey Protocols



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QSO-24-07-HHA- Expired Memos

The following CMS memos are expired as of March 15, 2024:

- Revised Initial Certification Process for Home Health Agencies (HHAs)
- Home Health Agency (HHA) State Operations Manual (SOM) revisions: Appendix B, HHA Enforcement Guidance and revisions to Chapter 2, Certification Process
- Home Health Agencies (HHAs): Change of Address Notification of the Medicare Administrative Contractor (MAC)
- Home Health Agency (HHA) Survey Protocol Training Item Revised



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PL 2024-05 (Replaces PL 2021-37)

This provider letter provides guidance for administrators and alternate administrators of HCSSAs regarding requirements for experience, initial training, and continuing education in accordance with the licensing standards in Title 26 of the Texas Administrative Code (TAC), Chapter 558. **This provider letter has been updated to include changes to the licensure review process.**

PL 2024-06- Teleservices in HCSSAs



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Provider letter 24-06 addresses the definitions related to teleservices, the use of teleservices in HCSSAs and describes the instances when telehealth may be appropriate.



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Texas Health and Human Services Commission

Cecile Erwin Young
Executive Commissioner

Long-Term Care Regulation Provider Letter

Number: PL 2024-06
Title: Teleservices in Home and Community Support Services Agencies
Provider Types: Home and Community Support Services Agencies (HCSSAs)
Date Issued: April 03, 2024

1.0 Subject and Purpose

This letter addresses the use of teleservices in Home and Community Support Service Agencies (HCSSAs) and describes the instances where telehealth may be appropriate.

2.0 Policy Details & Provider Responsibilities

2.1 Definitions

Home health - the provision of one or more of the following health services required by an individual in a residence or independent living environment:

- nursing, including blood pressure monitoring and diabetes treatment;
- physical, occupational, speech, or respiratory therapy;
- medical social service;
- intravenous therapy;
- dialysis;
- service provided by unlicensed personnel under the delegation or supervision of a licensed health professional;
- the furnishing of medical equipment and supplies, excluding drugs and medicines; or
- nutritional counseling.¹

¹ 26 TAC 6558.2 Definitions

SB 240 and Workplace Violence Prevention



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Senate Bill 240 from the 88th Texas Legislature, Regular Session introduced a requirement for home health agencies to adopt a workplace violence program **if** the agency employs two or more registered nurses (RN).

Agencies who meet this requirement must have a workplace violence committee, prevention policy, and prevention plan.

This rule will be implemented on September 1, 2024.

Reminder

Texas Hurricane Season 2024

HHSC encourages long-term care agencies to review and ensure emergency plans inclement weather. Emergency plans for extreme weather should include the provider's plan to address:

- Power loss;
- Water and food needs;
- Communication to families; and
- Sheltering in place and evacuation as applicable.



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Reminder

Emergency Preparedness

Providers must follow emergency preparedness rules and their own internal emergency preparedness policies and procedures.

Inpatient hospice units with generators should perform any maintenance or needed testing while the weather is mild. This will ensure the equipment functions in case of power loss.

It is important to review building integrity and identify any areas that may need repair, reinforcement or weatherproofing. Multi-story buildings should review any other needed measures should evacuation be required and have a plan in place for how to move residents around or out of the building if there is a loss of power.



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LTCR In-Person Training Opportunities for April

Emergency Preparedness for Long-Term Care Providers

Thursday, April 25
8:30 a.m.–5 p.m.
Tyler, TX

[Register here for in-person training.](#)

Emergency Preparedness for Long-Term Care Providers

Tuesday, May 21
8:30 a.m.–5 p.m.
Beaumont, TX

[Register here for in-person training.](#)

Emergency Preparedness for Long-Term Care Providers

Thursday, May 23
8:30 a.m.–5 p.m.
Houston, TX

[Register here for in-person training.](#)

Emergency Preparedness for Long-Term Care Providers

Tuesday, June 4
8:30 a.m.–5 p.m.
Corpus Christi, TX

[Register here for in-person training.](#)

Emergency Preparedness for Long-Term Care Providers

Thursday, June 6
8:30 a.m.–5 p.m.
Edinburg, TX

[Register here for in-person training.](#)



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LTCR April Webinar Training Opportunities

OASIS-E Section A – Patient Tracking & Administrative Info

**Tuesday, April 23, 2024
10 a.m. – 12 p.m. Central Time**

**[Register for OASIS for Clinicians: OASIS-E Section A
– Patient Tracking & Administrative Info](#)**

For future training opportunities:

[HHS Provider Joint Training Opportunities \(texas.gov\)](#)

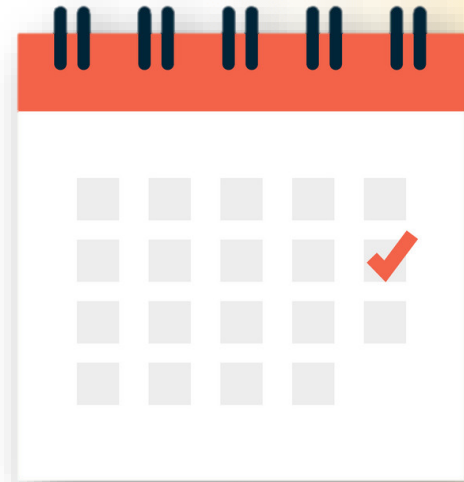


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Webinars

The frequency of the HCSSA webinars will continue to be quarterly and will cover current HCSSA topics.

The next webinar will be held in July.



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Questions & Answers

Sign-up for Gov Delivery

- Go to:
<https://service.govdelivery.com/accounts/TXHHS/C/subscriber/new>
- Enter your email address.
- Confirm your email address, select your delivery preference, and submit a password if you want one.
- At a minimum, select HCSSA or your preferred topics.
- When done click "Submit."



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Provider Alerts

- Assisted Living Facilities (ALF) Resources
- Assisted Living and Residential Care (ALRC) Resources
- Community Living Assistance and Support Services (CLASS) Resources
- Consumer Directed Services (CDS) Resources
- Consumer Managed Personal Assistance Services (CMPAS) Resources
- Electronic Visit Verification
- Local Authorities Resources
- Texas Minimum Data Set (MDS) Resources
- Day Activity and Health Services (DAHS) Resources
- Deaf-Blind with Multiple Disabilities (DBMD) Program Resources
- Employment First
- Family Care (FC) Resources
- Federal Survey and Certification (S&C) Letters
- Home and Community Support Services Agencies (HCSSAs) Resources

How to Contact

Chassie Huffman, Manager

Chassie.Huffman@HHS.texas.gov

Long-term Care Regulation Policy Mailbox

LTCRPolicy@hhs.texas.gov

LTCR Policy Main Line

(512) 438-3161

COVID-19 Page

<https://hhs.texas.gov/services/health/coronavirus-covid-19>

HCSSA Provider Portal

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/home-community-support-services-agencies-hcssa>



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Thank you!
