



**HHS Bulletin B-10-001**  
**Health and Human Services Enterprise**  
**Processes for Responding to Inquiries on Health Care Reform**

**Purpose**

To designate the Health and Human Services Commission the lead agency responsible for responding to inquiries regarding health care reform and to establish an enterprise-wide coordinated process for those responses and maintaining the final documents and all attachments in a centralized document repository.

**Directive**

Note: Names of HHSC staff are listed in the directive below. In the event staffing changes develop, replacement staff will assume responsibility for ensuring this directive is followed.

1. Correspondence Addressed to the Executive Commissioner

- All correspondence will be logged into the Correspondence Tracking System (CTS) and electronically assigned to Billy Millwee (copy to Nichole Saunders).
- Electronic copies will be sent to Steve Aragon, Jessica Olson, Greta Rymal, Charles Bell, and Stephanie Muth, as well as Chris Hardick, Debra Watson, Nora Saldivar, and Marissa Prifogle. Copies will also be sent to others, depending on the topic. For instance, if the request involves eligibility, Lawrence Parker will also be copied.
- Billy Millwee will coordinate all responses.
- After each response is drafted, Billy Millwee will vet the response with Steve Aragon and any other staff listed above he feels should comment. Stephanie Muth will always comment on correspondence to members of the Legislature.
- After receiving and incorporating all comments, Billy Millwee will vet responses dealing with programmatic issues with the Attorney General's office; Steve Aragon will vet responses dealing with legal issues with the Attorney General's office. (Note: Public information requests will be handled using the processes currently in place for HHSC and the enterprise agencies. They are not considered a part of this process.)



- After receiving a response from the Attorney General's office, Billy Millwee/Steve Aragon will forward the final response to the executive health care reform mailbox (HHS Executive Health Care Reform) for preparation for the Executive Commissioner's signature. If the response was assigned for the signature of someone other than the Executive Commissioner, Billy Millwee/Steve Aragon will coordinate signature with that individual. That individual will be responsible for forwarding a copy of the signed final response to the executive health care reform mailbox.
- If the response is assigned for the Executive Commissioner's signature, after obtaining the signature, the Executive Clerk's office will mail the letter, enter the response into CTS, and send electronic copies of the signed letter to Billy Millwee, Steve Aragon, Greta Rymal, Charles Bell, and Stephanie Muth, as well as Nichole Saunders, Chris Hardick, Debra Watson, Nora Saldivar, Marissa Prifogle, and any others as noted in the second bullet above. If the response was assigned for the signature of someone other than the Executive Commissioner, upon receipt of a copy of the of the signed final response, the Executive Clerk's office will distribute copies as noted above.

## 2. Other Outside Requests for Information

- When an enterprise agency or any division/area within HHSC receives a written request for health care reform information, the request should be forwarded to the executive health care reform mailbox as soon as possible. A CTS assignment will be created, and the process outlined in #1 above will be followed.
- For verbal requests for information, an e-mail should be sent to the executive health care reform mailbox containing contact information and the nature of the request. A CTS assignment will be created and the process outlined in #1 above will be followed.
- If individuals receiving verbal requests can speak to the request, they should do so; however, they should e-mail the executive health care reform mailbox indicating such, including who made the request and the response given. The HHS Executive Clerk's office will notify Billy Millwee, as well as Nichole Saunders. A specific example might be questions arising during a presentation made by an agency commissioner.
- If an inquiry can be addressed by referring the inquirer to published material on a website, such as a presentation, no action is needed.



## **Inquiries**

Inquiries regarding the content of this bulletin should be addressed to Cindy Mendl, HHS Executive Clerk, by telephone at 424-6502 or by e-mail at [Cindy.Mendl@hhsc.state.tx.us](mailto:Cindy.Mendl@hhsc.state.tx.us).