



TEXAS
Health and Human
Services

Fair and Fraud Hearings Decision Website

Key Points

- Senate Bill 1207: Brief Overview
- Website Status
- Decision Repository Website
 - Main functionality and system requirements
 - Search features
 - Search results
- Live demonstration



TEXAS
Health and Human
Services

The screenshot shows the search interface for the Fair and Fraud Hearings Archive. At the top right, there are language options for "English" and "Español". The header includes the Texas Health and Human Services logo and the text "Search the Fair and Fraud Hearings Archive". A yellow box titled "How to use this site:" provides instructions on searching for decisions issued since September 1, 2017, and includes a note about redacted identifying information. Below this is a search form with a "Search Keyword" field containing "keyword or phrase", and date filters for "From Date" (September 1, 2017) and "To Date" (July 21, 2021). A "Search" button is located at the bottom right of the form. Contact information for the department is provided at the bottom, along with a footer containing links for "Website", "Popular Topics", and "State of Texas".

Senate Bill 1207 - Overview

SB 1207 86th Legislative Session

- Senate Bill (SB) 1207 of the 86th Legislative Session required HHSC to provide public access to all Fair and Fraud Hearings decisions.
- A website was created to allow the public to freely search, obtain, and review all Fair and Fraud Hearings decisions issued since September 1st, 2017.
- Prior to being made available, The Fair and Fraud Hearings Department must redact all decisions issued prior to making them available to the public per *42 CFR § 431.305 - Types of information to be safeguarded.*



TEXAS
Health and Human
Services

Website Status

Key Goals and Implementation Status

Implementation Status:

- The Fair and Fraud Hearings Archive (Decision Website) was developed during Project Release Cycle 107, and successfully deployed and made available to the public June 2020.
- Additional language and functionality changes were completed and made available to the public September 2020.



TEXAS
Health and Human
Services

Website Status (cont.)

Key Goals and Implementation Status

Initial Goal:

- Review and correct previously redacted decisions for consistency, accuracy, and to ensure all decisions meet privacy guidelines. (Sept. 1, 2017 to Dec. 31, 2020)
 - Completed January 2021,
 - Over 50,000 decisions were reviewed to ensure consistency and accuracy in redactions,
 - These decisions were uploaded and are currently housed in the FFH Decision Repository Website.



TEXAS
Health and Human
Services

Website Status (cont.)

Key Goals and Implementation Status

Secondary Goal:

- Reduce redaction process and review timeframe.
 - Reviews for redaction accuracy were initially six to eight weeks per month being reviewed, due to backlog.
 - Currently, this process takes four to six weeks, per month being reviewed, based on volume, from decision issuance to upload.



TEXAS
Health and Human
Services

Website Status (cont.)

Key Goals and Implementation Status

Current/Ongoing Goals:

- Continuous improvement and workload reduction
 - Continue to close the redaction, review, and upload gap.
 - Add additional automation features to the Texas Eligibility Redesign System (TIERS) to redact and upload decisions.



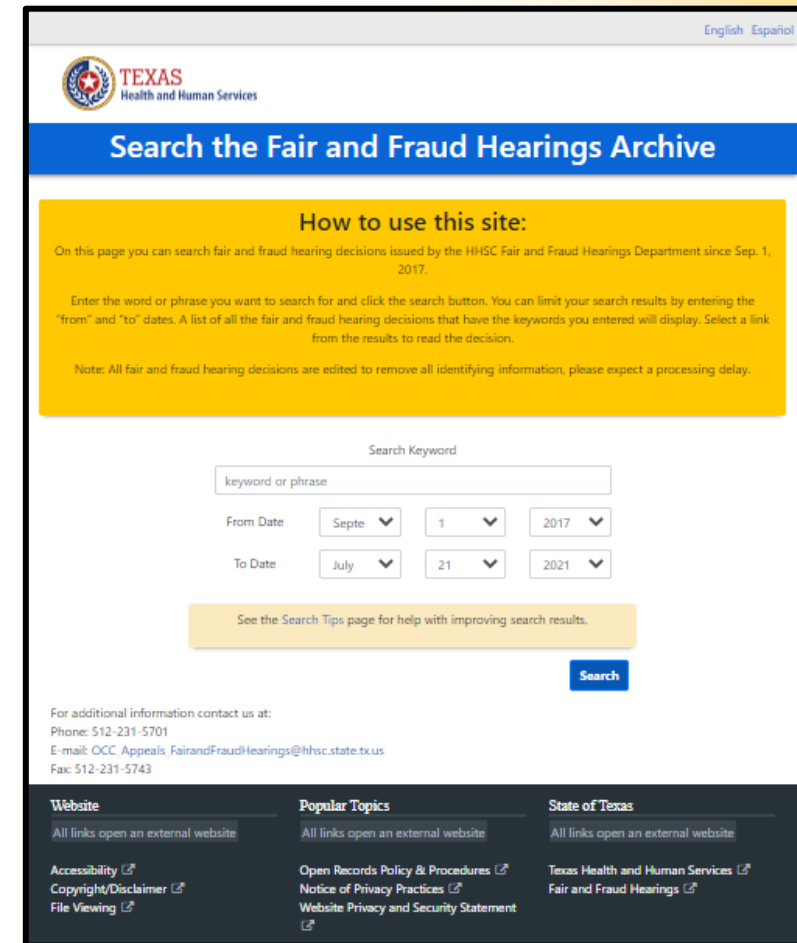
TEXAS
Health and Human
Services

Decisions Website

- **Main Functionality**
 - Key Features
 - Browser and mobile compatibility
- **Search Features**
 - Filtering Results
 - Adequate use of search engine
- **Search Results**
 - Viewing and clearing results
- **Agency Links and Spanish website**



TEXAS
Health and Human
Services



The screenshot shows the 'Search the Fair and Fraud Hearings Archive' page. At the top right, there are links for 'English' and 'Español'. The Texas Health and Human Services logo is in the top left. Below the header is a blue bar with the text 'Search the Fair and Fraud Hearings Archive'. A yellow box contains instructions on how to use the site, including a search form with a 'Search Keyword' field, 'From Date' (Sept 1, 2017), and 'To Date' (July 21, 2021) dropdowns. A 'Search' button is located below the form. At the bottom, there are three columns of links: 'Website', 'Popular Topics', and 'State of Texas', each with a note 'All links open an external website'.

Decision Website

Main Functionality

- **Keyword search**
 - Allows for a simplified search approach, while maximizing the search functionality, allowing the public to search for keywords.
- **Date Range filter**
 - Helps reduce lag time by allowing the public to select a specific date range, if they so desire, when conducting their search.



TEXAS
Health and Human
Services

Decision Website

Main Functionality

- **ADA Compliance**
 - Built from the ground up, the Decision Website ensures its sections are accessible to the public, in English and Spanish, while meeting HHSC's security, accessibility, and language standards.
- **Automatic HHSC retention plan compliance**
 - HHSC's digital information retention plan is for seven years.
 - The website was built to automatically remove decisions from its database when they reach the seven-year mark.



TEXAS
Health and Human
Services

Decision Website (cont.)

Main Functionality

- **Browser Compatibility**
 - The Decision Website is compatible with the following desktop and mobile browsers:
 - Internet Explorer
 - Edge
 - Chrome
 - Opera
 - Safari



TEXAS
Health and Human
Services

Decision Website (cont.)

Main Functionality

- **Mobile Compatibility**
 - The Decision Website is compatible with the following mobile Operating Systems
 - Mac (Apple)
 - Android



TEXAS
Health and Human
Services

Decision Website (cont.)

Searching for Decisions

- **Enter a keyword or phrase**
 - This can be a Hearings Officer's name, decision outcome, program, type of assistance, or any other word contained within a decision document,
 - Keywords and phrases must be between 2 and 256 characters long.
 - Additional search parameters and tips can be found in the "Search Tips" section of the website.



TEXAS
Health and Human
Services

Decision Website (cont.)

Searching for Decisions

- **Select a date range**
 - Although not required, you may limit your search parameters by entering a date range.
 - If no date range is entered, the system will default the “From date” to September 1, 2017, and the “To date” to the date prior to the current date.



TEXAS
Health and Human
Services

Decision Website (cont.)

Viewing and Clearing Search Results

- **Viewing Decisions**
 - From the search results page, click on the decision you wish to view from the search results list
 - Decisions have been renamed to remove all identifying information,
 - Search results are defaulted by date.
 - The document can then be viewed or downloaded



TEXAS
Health and Human
Services

Decision Website (cont.)

Viewing and Clearing Search Results

- **Clearing Search Results**
 - Search results will automatically be cleared if the user returns to the Homepage or clicks on the “back” button of their browser.



TEXAS
Health and Human
Services



TEXAS
Health and Human
Services

Decision Website

Live Demonstration

English Es

TEXAS
Health and Human Services

Search the Fair and Fraud Hearings Archive

How to use this site:

On this page you can search fair and fraud hearing decisions issued by the HHSC Fair and Fraud Hearings Department since Sep. 2017.

Enter the word or phrase you want to search for and click the search button. You can limit your search results by entering the "from" and "to" dates. A list of all the fair and fraud hearing decisions that have the keywords you entered will display. Select a link from the results to read the decision.

Note: All fair and fraud hearing decisions are edited to remove all identifying information, please expect a processing delay.

Search Keyword

keyword or phrase

From Date: Septe 1 2017

To Date: July 21 2021

See the Search Tips page for help with improving search results.

Search

For additional information contact us at:
Phone: 512-231-5701
Email: OCC_Appeals_FairandFraudHearings@hhsc.state.tx.us
Fax: 512-231-5743

External Website	Popular Topics	State of Texas
External Website All links open an external website	Open Records Policy & Procedures Notice of Privacy Practices Website Privacy and Security Statement	Texas Health and Human Services Fair and Fraud Hearings



TEXAS
Health and Human
Services

Decision Website

Questions?

English Es

TEXAS
Health and Human Services

Search the Fair and Fraud Hearings Archive

How to use this site:

On this page you can search fair and fraud hearing decisions issued by the HHSC Fair and Fraud Hearings Department since Sep. 2017.

Enter the word or phrase you want to search for and click the search button. You can limit your search results by entering the "from" and "to" dates. A list of all the fair and fraud hearing decisions that have the keywords you entered will display. Select a link from the results to read the decision.

Note: All fair and fraud hearing decisions are edited to remove all identifying information, please expect a processing delay.

Search Keyword

keyword or phrase

From Date: Septe 1 2017

To Date: July 21 2021

See the [Search Tips](#) page for help with improving search results.

Search

For additional information contact us at:
Phone: 512-231-5701
Email: OCC_Appeals_FairandFraudHearings@hhsc.state.tx.us
Fax: 512-231-5743

Website	Popular Topics	State of Texas
All links open an external website	All links open an external website	All links open an external website
Accessibility	Open Records Policy & Procedures	Texas Health and Human Services
Copyright/Disclaimer	Notice of Privacy Practices	Fair and Fraud Hearings
Privacy Viewing	Website Privacy and Security Statement	



TEXAS
Health and Human
Services

Thank you

Jesus M. Sierra

Director

Fair and Fraud Hearings Department