Complaint and Incident Intake (CII)

Training Guide

How to submit a complaint report against any provider that is licensed or certified by Texas Health and Human Services.

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Training Guide Overview

Texas Health and Human Services Commission has introduced a new portal under the existing Texas Unified Licensure Information Portal (TULIP) for submitting complaints against any provider that is licensed or certified by Texas Health and Human Services that has broken the rules.

Complaints can come from anyone — the person affected, family members, health care providers, advocates, police or other state agencies. Complaints can be made about the care, treatment or services received by people who live in or receive services from:

- Abortion Centers
- Ambulatory Surgical Centers
- Assisted living facilities
- Birthing Centers
- Clinical Laboratories
- Community Mental Health Centers
- Comprehensive Outpatient Rehabilitation Facilities
- Crisis Stabilization Units
- Day activity and health services
- End Stage Renal Disease Facilities
- General, Special and Psychiatric Hospitals
- Home health
- Intermediate care facilities (also called public and private group homes)
- Hospice
- Narcotic/Opioid Treatment Facilities
- Nursing homes
- Outpatient Physical Therapy or Speech Pathology Service Facilities
- Personal assistance services
- Portable X-Ray Services
- Rural Health Clinics
- State supported living centers
- Special Care Facilities
- Substance Abuse (chemical dependency) Treatment Facilities
1. How to submit a complaint

1.1. Complaint Submission

To submit a complaint online, please visit the link (https://txhhs.force.com/complaint). We highly recommend anyone submitting the complaints online to bookmark this page for future use.

If you have an existing TULIP account, the complaints portal can also be accessed from your TULIP dashboard button ‘Submit a Complaint’ as shown in the image below.

![Figure 1. TULIP Provider Homepage](image-url)
To begin with the complaints report, you will need to identify the facility or agency against which you want to submit a complaint.

!["Identify your agency/facility" page]

Figure 2. “Identify your agency/facility” page
1. Search for the agency/facility you want to submit the complaint for using agency/facility name, agency license number/facility ID or address and click on search button. System displays the search results and you must select the agency/facility you want to submit a complaint for and click on next button.

2. Enter complaint data

The following screenshots will show the layout of complaint report. The fields will vary in type:

- Free text
- Numerically-restricted
- Email-restricted
- Picklists (both single- and multiple-selection)
- Checkboxes
- Popup entry boxes

Fields that have red asterisk (*) at the beginning of the field label name are required fields
Figure 4. Complaint Report – Step 2

3. Enter all the required information and click on next to proceed to next step/screen.
4. Select yes if this complaint has identifiable client/resident and click on next to proceed to step 3.1 to add client information
5. Select no if this incident doesn’t not have an identifiable client/resident and click next to proceed to step 4 – Alleged perpetrator section/screen

6. Click on “Add client” button to add client information

7. Enter client information and click on “save” button to add and save client information
Figure 7. Complaint Report – Step 3.1 Add New Client
8. To edit previously entered client information, click on “Edit” button next to the client you want to edit
9. To remove previously entered client, click on “Remove” button next to the client you want to remove
10. Click “Next” button to proceed to next screen/section

11. Select yes if this complaint has identifiable perpetrators and click on next to proceed to step 4.1 to add Perpetrator
12. Select no if this complaint doesn’t have identifiable perpetrators and click next to proceed to step 5 – Additional incident information section
13. Click on “Add Alleged Perpetrator” button to add perpetrator information
14. Enter perpetrator information and click on “save” button to add and save perpetrator information
15. To edit previously entered perpetrator information, click on “Edit” button next to the perpetrator you want to edit.

16. To remove previously entered perpetrator, click on “Remove” button next to the perpetrator you want to remove.

17. Click “Next” button to proceed to next screen/section.
Figure 13. Complaint Report – Step 5 Additional incident information
Summary

Agency/Facility Information

Agency/Facility Name: Test Agency
State: TX
Agency License Number/Facility ID: 000100
Zip Code: 78750
Street Address: 123 test
City: Austin
County: USA

Your Information

Anonymous Complainant/Reporter: No
State: TX
First Name: John
Zip Code: 78700
Last Name: Smith
Contact Email: Test@gmail.com
Mailing Address: 101 Test blvd
Contact Phone Number: (111) 111-1111
City: Austin
Relationship to Resident/Patient/Client: FRIEND

Client/Resident Information

Does this complaint have identifiable clientele/resident?
Yes

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>D.O.B</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith</td>
<td>John</td>
<td>01/09/1969</td>
<td>View Record</td>
</tr>
</tbody>
</table>

Figure 14. Complaint Report – Step 6 Summary of complaint
Figure 15. Complaint Report – Step 6 Summary of complaint actions

18. To edit report, click on “Back” button to proceed to the step you want to edit information on
19. To print summary of complaint, click on “Print Page” button
20. To submit report, click on “Submit” button
21. Submission confirmation page with intake number is displayed after submitting the report
Submit a complaint against a provider that is licensed or certified by Texas Health and Human Services

Case Information
Thank you for your submission. Your report has been received and assigned the intake number is 163752. Should additional information be required, you will be contacted by HHS.

Attachment Upload
Please provide any supporting documentation as an attachment. Once you press the "Done" button to finalize your submission, you will not be able to attach additional documents.

Choose File

There is a 10MB size limit per uploaded document.
To upload a document, click the “Choose file” button to browse for the file. After selecting the file, click the “Upload” button, and your attachment will be listed above.
Repeat for each document that needs to be attached.

Figure 16. Complaint report – Step 7 Confirmation Page

22. To Add an attachment to the complaint report, click on “Chose file” button, select the attachment and then click on “Upload” button
23. To add additional attachments, click on “Chose file” button
24. To delete recently uploaded attachment, click on “Delete” button next to attachment to delete attachment
25. If you have completed the report, click on “Done” button to submit attachments and return to HHSC CII complaints home page.