

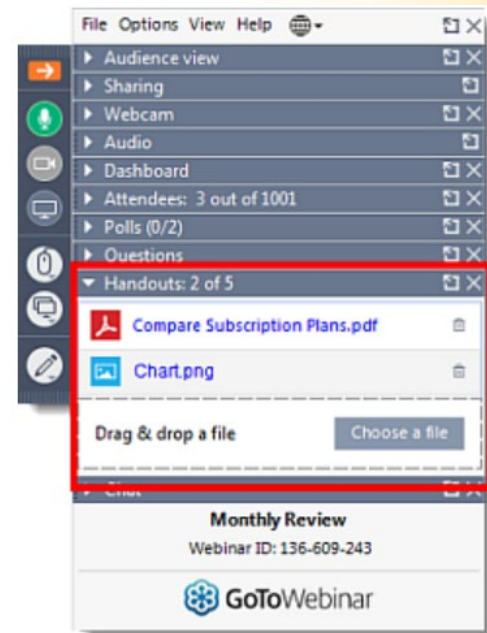


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**Welcome to the**  
**DAHS Provider Webinar**  
**with LTCR**  
**July 25, 2024**

# Handout

A pdf version of this presentation is available in the **Handout** section of your control panel. Save the file to your computer to view or print later.





# DAHS Resources

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[DAHS Provider Portal](#) - Find answers to most common questions

## Resources and tools for DAHS:

- [CII Email Self-Report Template \(PDF\)](#)
- [DAHS Provider Infection Control Checklist Tool \(PDF\)](#)
- [Frequently Asked Questions for DAHS Providers \(PDF\)](#)
- [Infection Prevention and Control Measures for Common Infections in LTC Facilities \(PDF\)](#)
- [TULIP Help Desk and Web Support \(PDF\)](#)



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# New DAHS Rules

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A large, stylized red brushstroke graphic with the word "NEW" written in white, bold, uppercase letters across it.

**Effective  
July 10, 2024**



# PL 2024-12

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## PL 2024-12 Changes to 26 TAC Chapter 559 DAHS Requirements

### **Key Changes**

- HB 1009
- HB 4696
- Reorganization of Chapter 559
- Crosswalk for new Chapter 559

**NOTE:** No changes to Subchapter C

# Legislative Implementation

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Changes to Chapter 559 implement legislation from the 88<sup>th</sup> Legislature, Regular Session (2023):

- [HB 1009](#) - requires DAHS to suspend employee who HHSC determined engaged in reportable conduct during any appeals process.
- [HB 4696](#) – directs HHSC to conduct an inspection not later than the 14<sup>th</sup> day after receiving a complaint alleging abuse, neglect, or exploitation.

# Chapter 559

## Reorganization

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Reorganization of old §559.61 General Requirements into the following sections:

- §559.51 Compliance
- §559.52 Client Rights
- §559.53 Maintenance of Policies and Procedures
- §559.55 Reporting Incidents of Abuse or Neglect
- §559.57 Postings



# Chapter 559

## Reorganization

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Reorganization of old §559.62 Program Requirements into the following sections:

- §559.59 Staff Qualifications
- §559.61 Staffing Ratio and Hours
- §559.63 Infection Prevention and Control
- §559.65 Staff Responsibilities
- §559.67 Training
- §559.69 Medications
- §559.71 Accident, Injury, or Acute Illness
- §559.73 Menus
- §559.75 Client Records
- §559.77 Peer Review
- §559.79 Emergency Preparedness



# PL 2024-12 Crosswalk



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Crosswalk of  
Chapter 559  
changes included  
in [PL 2024-12](#).



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## Day Activity and Health Services

### Crosswalk for New Chapter 559 Day Activity and Health Services Requirements

New Chapter 559	Old Chapter 559
<b>Subchapter A - Introduction</b>	<b>Subchapter A - Introduction</b>
§559.1 Purpose	§559.1
§559.3 Definitions	§559.2
<b>Subchapter B - Licensing</b>	<b>Subchapter B - Application Procedures</b>
§559.11 Criteria for Licensing	§559.11
§559.13 General Application Requirements	New Section



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# Requesting copies of rules

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Go to the SOS's Public Document Request page:

[http://texreg.sos.state.tx.us/public/pub\\_doc\\_request\\$.startup](http://texreg.sos.state.tx.us/public/pub_doc_request$.startup).

Click on:

- Title 26
- Part 1
- 559 "Chapter Request" or, "Subchapters"
- Type in your email address and select submit

Click on the link in your email.

Open the zip file from the email and save the files to your device if desired

[\\*PL 2019-02 Handbooks Discontinued; Instructions for Requesting Rules](#)

# Quality in Long-Term Care Conference

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**2024 Quality in Long-Term Care Conference**

**Renaissance Austin Hotel on Aug. 28–29.**

**Theme: "Quality Matters in Long-Term Care."**

The conference offers presentations from nationally and internationally recognized experts. Topics include caring for people with dementia, infection prevention and control, current health care trends, and cutting-edge advances in long-term care, aging and disabilities.

Continuing education credit will be available for various health care disciplines. [Register for the conference here.](#)

For more information, [email UT Steve Hicks School of Social Work QLTCC.](#)



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# SSA – Scam Alert

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Social Security Administration  
Office of Inspector General

## Scam Alert

SSA OIG is receiving reports that criminals are impersonating SSA OIG agents and are requesting that their targets meet them in person to hand off cash. This is a SCAM!

NEVER exchange money or funds of any kind with any individual stating they are an SSA OIG agent.

# Phishing Email Alert

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Texas Health and Human Services Commission is aware that an unauthorized third party impersonating the agency sent an email requesting the verification/update of information related to Long-term Care licensure.

This is not a legitimate request from HHSC. If you clicked the link to verify/update information and entered any information into a webpage, we recommend you reset your password immediately.

HHSC **does not** request verification or information update via third party email addresses or websites.


Phishing example on next slide.



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# Phishing Email Example

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2024 Texas Health and Human Services Information  
Verification.

Dear [REDACTED]

Kindly confirm if the below information about your License is correct  
and up to date.

This is a final awareness for information verification.  
Note: This secure verification link below will expire after 24 hours.  
We will have to revoke your license if we do not receive your  
verification/update before the link expires.

Facility Name	BRISTOL PARK AT CYPRESS
Physical Address	17935 LONGENBAUGH ROAD
Physical Address State	TX
Facility Fax	(281) 392-2600
Owner_	BRISTOL PARK COMMUNITIES, LLC
Type of Entity	Limited Liability Company (LLC)
Owner Mailing1	
Administrator	KIMBERLY PERA
Management Company_	SAGORA SENIOR LIVING, INC
Provider Email	<a href="mailto:licensing@sagora.com">licensing@sagora.com</a>

[CLICK HERE TO CONFIRM OR VERIFY YOUR  
INFORMATION.](#)

Reminder: HHSC  
**does not** request  
verification or  
information update  
via third party  
email addresses or  
websites.



# HHSC CII Self-Report

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HHSC Complaint and Incident Intake (CII) reminds providers that an initial self-reported incident can be submitted:

- via the [Texas Unified Licensure Information Portal \(TULIP\)](#),
- by filling out the [CII Self-Report Email Template \(PDF\)](#) and emailing it to [ciicomplaints@hhs.texas.gov](mailto:ciicomplaints@hhs.texas.gov), or
- by calling and speaking to an agent at 800-458-9858 (Monday through Friday, 7 a.m.–7 p.m.).

For initial self-reported incidents submitted online, providers can log in to [TULIP](#) and submit the findings of the Provider Investigation Report.

For initial self-reported incidents submitted by phone, providers can email the report ([Form 3613-A](#)) to [ciiprovider@hhs.texas.gov](mailto:ciiprovider@hhs.texas.gov) or fax to 877-438-5827.

# CII Email Self-Report Template

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## CII Email Self-Report Template:

- Reporter Information
- Resident Information
  - Incident Details
  - Assessment Details
  - Alleged Perpetrator
- Actions and Notifications



# Help Desk and Web Support for TULIP Users

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## HELP DESK

- **Hotline Number:** 512-438-2584
- **Hours of Operation:** 8am to 5pm (excluding state holidays)

## WEB SUPPORT

HHSC is also introducing a new web form to report issues 24/7, TULIP users can access the form from the TULIP homepage.

- If you have not logged into TULIP and you need help with password reset or registration, you can report the issue here. <https://txhhs.my.site.com/TULIP/s/tulip1>
- If you can log into TULIP and still need additional help, look for the Support option in the menu.

# TULIP Support Mailbox

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With the introduction of high responsive customer support channels mentioned above we will **discontinue** the usage of **TULIP support mailbox** ([Tulip\\_Support@hhsc.state.tx.us](mailto:Tulip_Support@hhsc.state.tx.us))

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# Standard Precautions

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Standard precautions used for client care to protect staff from infection and prevent the spread of infection among residents and staff:

- Practicing [Hand Hygiene](#)
- Implementing the use of [Personal Protective Equipment](#) (PPE) when exposure to infectious material is expected
- Following [Respiratory Hygiene and Cough Etiquette procedures](#)
- Implementing correct [Disinfection and Sterilization](#) of instruments and devices.
- Handling [Textiles and Laundry](#) carefully

Refer to CDC webpage for [Standard Precautions](#) for detailed information.





# TULIP Credentialing Transition Grace Period Extended

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HHSC is extending a grace period for all NAs, MAs, NFAs and NATCEPs to allow users time to learn and understand the new credentialing system.

Alert Update: April 8, 2024, TULIP Credentialing Transition Grace Period Extended to July 31

- For registration issues in TULIP, [email TULIP\\_Support@hhsc.state.tx.us](mailto:TULIP_Support@hhsc.state.tx.us).
  - For NA questions, [email NurseAideRegistry@hhs.texas.gov](mailto:NurseAideRegistry@hhs.texas.gov).
  - For MA questions, [email Medication Aide Program@hhs.texas.gov](mailto:Medication_Aide_Program@hhs.texas.gov).
  - For NFA questions, [email nfa\\_licensing\\_program@hhs.texas.gov](mailto:nfa_licensing_program@hhs.texas.gov).

# Nurse Aide Registry Website

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HHSC LTCR has updated the [Nurse Aide Registry webpage](#) to include new links that provide options for becoming a Certified Nurse Aide in Texas and renewing a nurse aide certification, including detailed steps and process maps for each.

For more information and to find the renewal option that's best for you, visit the [How to Renew a Nurse Aide Certificate in Texas webpage](#).



# Long-Term Care Facility and Extreme Weather Preparedness

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HHSC reminds long-term care facilities and agencies to review and update emergency plans for extreme temperatures. Emergency plans for extreme weather should include the provider's plan to address:

- Power loss.
  - Water and food needs.
- Communication to families and staff.
  - Staffing shortages.
- Sheltering in place and evacuation, as applicable.

[§559.79](#) Emergency Preparedness and Response

# PL 2022-32 Blackboard Connect Emergency Communication System

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Program rules require specific staff or a designee of each program to register with the emergency communication system and respond to requests through the emergency communication system.

Please refer to [PL 2022-32 \(PDF\)](#) for instructions and more information regarding the emergency communication system requirements.

# Training Opportunities

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Long-term Care Regulation staff and program providers are invited to attend upcoming trainings.

Please visit the [Provider Joint Training website](#), for a full listing of joint training opportunities and course descriptions.

**Reminder** - verify if registering for a webinar or in-person class. If you register for any classes and cannot attend, please cancel your registration.



# Sign-up for Gov Delivery

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## To sign-up for Alerts:

1. Go to:  
<https://service.govdelivery.com/accounts/TXHHSC/subscriber/new>
2. Enter your email address.
3. Confirm your email address, select your delivery preference, and submit a password if you want one.
4. Select your topics.



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# How to Contact

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**Chassie Huffman, Manager**

[Chassie.Huffman@hhs.Texas.gov](mailto:Chassie.Huffman@hhs.Texas.gov)

**Policy Rules and Training Mailbox**

[LTCRPolicy@hhs.texas.gov](mailto:LTCRPolicy@hhs.texas.gov) (**preferred**)

**PRT Main Line**

(512) 438-3161

**DAHS Contracted Policy Questions**

[dahspolicy@hhs.texas.gov](mailto:dahspolicy@hhs.texas.gov)

**DAHS Provider Portal**

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/day-activity-health-services-dahs>



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# Webinar Q&A

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**Policy and Rules**



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**Thank you!**

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