

IDD ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Operations Portal

For Texas Health and Human Services IDD contractors

Long-term care intellectual and developmental disability providers and local IDD authorities can electronically submit and receive documents to and from the HHS IDD Program Eligibility and Support and IDD Utilization Review starting April 1, 2019.

▶ Registration begins April 1, 2019

The following programs contracted with HHS are eligible to register:

- ★ Community Living Assistance and Support Services
- ★ Deafblind with Multiple Disabilities
- ★ Texas Home Living
- ★ Community First Choice Non-Waiver
- ★ Home and Community-based Services
- ★ Intermediate Care Facilities for Individuals with Intellectual Disabilities

▶ Portal Benefits

- ★ Improved secure document transmission.
- ★ Reduced need for follow-up calls, emails and faxes.
- ★ Ability to check submission status at any time.
 - See which forms are required for a submission type.
 - Look up submission standards in the program's handbook or manual.
- ★ Scanning and electronic submission of signed forms.
- ★ Easier communication.
 - You will make all submissions through the portal.
 - You will receive status updates on submissions, including if it needs additional information or documentation and when final status is reached.
 - IDD program enrollment and IDD utilization reviewers can initiate certain submission types and request more documentation when needed.

Policies to maintain paper copies of forms in a person's comprehensive record will continue to apply. Program-specific submission standards will not change.

Where do I register and learn how to use the portal?

HHS will use email alerts, information letters, training webinars, and in-person communications via existing stakeholder meetings to provide portal updates.

To learn more, visit the IDD Operations Portal webpage at hhs.texas.gov/doing-business-hhs/provider-portals/resources/idd-ops-portal.

Direct inquiries to IDD_Ops_Portal@hhsc.state.tx.us.



TEXAS
Health and Human
Services