



Frequently Asked Questions for Applicants – Waiver Program Enrollment

What type of license is required to obtain a contract with HHSC?

The following contract types require a **HCSSA** License: **Hospice, CLASS/CFS, CLASS/SFS, CLASS/DSA, DBMD.**

For **HCS and TXHML**, a **HCSAA** license is **NOT** required, however, the program manager **must** pass the Provider Applicant Test with an 85% or above.

Who do I contact to obtain a HCSSA License?

Please contact the Licensing and Certification Unit at 512-438-2630. Click on [What is a HCSSA License](#) to obtain information.

Most common reasons for denied applications.

- Applicant failed to provide all required forms
- Applicant failed to submit corrections on time (within 30 calendar days from suspense letter date)
- Applicant submitted forms in response to a Suspense letter and failed to correct requested errors
- Applicant's HCSSA license or existing contracts are currently under enforcement action pending (EAP) status
- Applicant is ineligible due to a criminal history record

My application was denied, can I reapply?

Please submit a new application. **DO NOT** submit a copy of the previously denied application. Previously denied applications submitted will be rejected and cause a significant delay in your enrollment.

I can't find the Pre-Application Orientation online (PAO) for HCS and TXHML?

The Modules for these programs no longer exist and are not part of the application requirement currently.

How can I open a group home for three-person or four-person homes?

Please visit our website, <https://hhs.texas.gov/doing-business-hhs/provider-portals>, to review the various program services offered.

Can HHSC send me an application packet?

Our office does not mail applications. All resources are found in our website, along with instructions on how to fill out the forms. <https://hhs.texas.gov/laws-regulations/forms>

I submitted my contract application, what should I expect next?

All applications must be review by a Contract Manager. Once the application has been preliminary approved, the applicant must complete a Provider Applicant Training conducted by HHSC and receive a score of at least 85 percent on the provider competency examination before being granted a contract.

Frequently Asked Questions for Existing Providers – Waiver Program Enrollment

Who is my assigned Contract Manager?

Please contact IDDWaiverContractEnrollment@hhsc.state.tx.us. Or call 512-438-3234 to confirm who your assigned Contract Manager is.

How do I update an address change?

Submit an official request on a company letterhead signed by the Signature Authority referenced on form **2031 – Governing Authority Resolution Business Organization** to: IDDWaiverContractEnrollment@hhsc.state.tx.us. Include the Legal Entity Name, contract number, include the component code for HCS and TXHML contracts. Your request will be assigned, reviewed and processed by a Contract Manager.

***Note: For CLASS, DBMD and Hospice contracts, the HCSSA license must be updated with Regulatory reflecting the new region or service area before submitting your request.**

What is the difference between a Provisional and Standard Contract?

All initial open enrollment contracts executed by HHSC are Provisional. A Provisional contract **has** a stated expiration date. A Standard contract **does not have** an expiration date.

I want to add a new waiver area for HCS and TXHML, a catchment area for CLASS, a region for DBMD or a service area for Hospice and TAS. Will this require the execution of a new contract?

The following contract types **will** require the execution of a new contract: HCS, TXHML, DBMD and CLASS

The following contract types **do not** require the execution of a new contract: *Hospice and TAS*

***Note: To qualify for a new waiver area, catchment area, service area or region, you must have a standard contract and not a provisional contract.**

I've enrolled a new individual into my contract, what's next?

For HCS and TXHML, you will need access to our **CARE** database to enter the individual's client information, IPC and billing.

Please contact the **Program Enrollment & Support** to inform them of your first consumer at 512-438-5055 or email at: enrollmenttransferdischargeinfo@hhsc.state.tx.us and they can assist you in creating a new location code.

Program Enrollment & Support will contact the Contracts Department and the CARE access forms will be sent to you via email by a Contract Manager.

How do I get individuals to choose me as their provider?

For HCS and TXHML programs, their Local IDD Authority (LIDDA) provides a list of providers.

For CLASS and DBMD, once they are off the interest list, a choice list is provided, and the individual can choose their own provider.

Note: No Soliciting is allowed. All individuals must be provided with freedom of choice.

Who do I contact about a Vendor Hold?

If you submitted the required documentation that resulted on a under a vendor hold, please contact Rate Analysis at VendorHold@hhsc.state.tx.us

I want to terminate my contract with HHSC, what do I do?

Submit your official request 60-day prior to the effective termination date. The request must be made on a company letterhead signed by the Signature Authority referenced on form **2031 – Governing Authority Resolution Business Organization** to IDDWaiverContractEnrollment@hhsc.state.tx.us. Include the Legal Entity Name, contract number, include the component code for HCS and TXHML contracts. Your request will be assigned, reviewed and processed by a Contract Manager.

My Agency is not showing on the Provider's choice list, who do I contact?

An award letter was provided to you along with your new contract, please contact the assigned Contract Manager who executed your contract.

OR

Contact Long Term Care Search at: LTCSearch@hhsc.state.tx.us

Can I change my Legal Entity Type (e.g. from a Sole Proprietor to a Limited Liability Corporation)?

A **change of legal entity** is a change of ownership where a contractor obtains a new federal tax identification number. A new application will be required and must go through the enrollment process. New contracts will be executed.

If no individuals are enrolled in the previous owner's contracts, the contracts will be terminated.

If individuals are still enrolled in the previous owner's contracts, the contracts will **not** be terminated until all individuals have been transferred to another program provider.

Can I reactivate my contract that is currently inactive?

All terminated contract **cannot** be "re-activated."

I've sold my Entity to someone else, what do I do next?

A **change of ownership** occurs when as the result of a transfer or sale, at least 50 percent of the ownership of a contractor is held by one or more persons who owned less than 5 percent of the contractor before the sale.

A new application from the new owners must be submitted and will go through the enrollment process and will require execution of new contracts. The previous owner's contracts will be terminated if no individuals are enrolled.

If individuals are still enrolled in the previous owner's contracts the contracts will **not** be terminated until all individuals have been transferred to another program provider.

