



Frequently Asked Questions for Provider Applicant Training (PAT) for HCS/TxHML Applicants

When is the Provider Applicant Training (PAT) Online Training available?

The Provider Applicant Training for **HCS and TXHML**, is available to applicants whose application has been reviewed and approved.

Note: Only applicants who have been approved by HHS are eligible to complete the PAT Online Training. Any other attempts by ineligible applicants will be rejected and scores will be nullified.”

Who can take the training?

The program manager listed on **Form 3681 section 8.b** must complete the training and pass the test with an **85%** or above. See [Texas Administrative Code Title 40, Chapter 49, Rule §49.204](#).

How can I access the HHS Learning Portal?

Once your Contract Manager has informed you via email of your approved application, you will receive a link to the HHS Portal, and the Program Manager will have to create an account to complete the training. Please contact IDDWaiverContractEnrollment@hhsc.state.tx.us, or call 512-438-3234 to confirm with your assigned Contract Manager.

What are the steps to complete the training?

- Once you set up your new account, find and select the [Medicaid Long Term Services and Support Training](#) under “Course Categories.”
- Select the Provider Applicant Training (PAT) link. The training is compiled in three different steps. Helpful tips are available on this page.

Step 1: Important to know Before you Get Started

- Fill out the Provider Applicant Training (PAT) Information form. This form must be completed to access the introduction and the training modules.

Step 2: Training Modules

- Each module must be completed to advance to the next module.

Step 3: Evaluation and Certificate

- Complete the mandatory survey to gain access to the Provider Applicant Training Certificate

- Make sure to save your certificate of completion
- You will be notified via email of your test dates

How many modules are in the course?

There are 12 modules.

How long can I take to complete the training?

The training can be completed at your own pace.

Note: The program manager will not be allowed to take the test until the training has been completed and a certificate of completion has been generated.

How long do I have to complete the test?

You will have 40 minutes to complete the test. No additional time will be allotted.

May I change my answers?

Yes, but only within the 40 minutes allotted.

How do I get my score?

The system will grade your test immediately after completing it.

The program manager passed the test, what is the next step?

Your HHS Contract Manager will contact you via email to explain the next steps, which will include scheduling a pre-award site visit.

Is there a retake if I failed the test?

There will be two opportunities to take the test. If you fail a second time you will be required to retake the training. After completion of the training you will have an opportunity for a third test.

If you do not pass the third test attempt, please submit a new application if you would still like to become a provider. **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. To reapply, visit our resources found on our website, along with instructions on how to fill out the forms.

[How to become an HCS provider](https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/home-community-based-services-hcs)

[\(https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/home-community-based-services-hcs\)](https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/home-community-based-services-hcs)

[How to become a TxHmL provider](https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/texas-home-living/how-become-a-txhtml-provider)

[\(https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/texas-home-living/how-become-a-txhtml-provider\)](https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/texas-home-living/how-become-a-txhtml-provider)

<https://hhs.texas.gov/laws-regulations/forms>

If you have any additional questions about the reapplication process, send an email to IDDWaiverContractEnrollment@hhsc.state.tx.us.

What if the program manager passed one test out of two (i.e., passed HCS and not TxHML or vice versa)?

Applicants will only be granted contracts for the program they passed.