



TEXAS
Health and Human
Services

HCS and TxHmL Transformation

Long-Term Care Regulation

Background



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Health and
Human
Services
Commission
(HHSC)

Regulatory
Services
Division
(RSD)

Long-term
Care
Regulation
(LTCR)

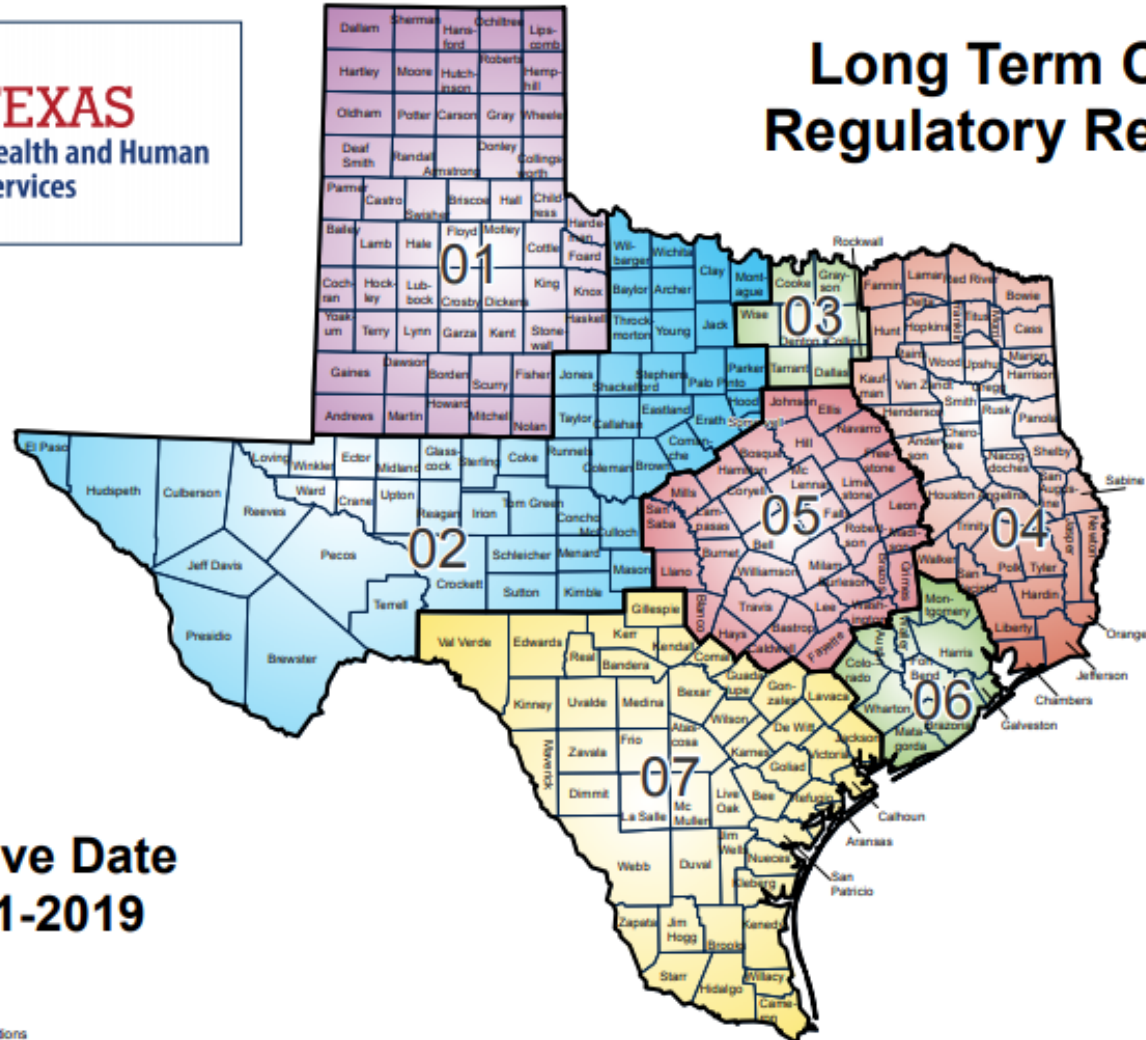
Survey
Operations

LTCR Regional Map



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Long Term Care Regulatory Regions



**Effective Date
11-01-2019**

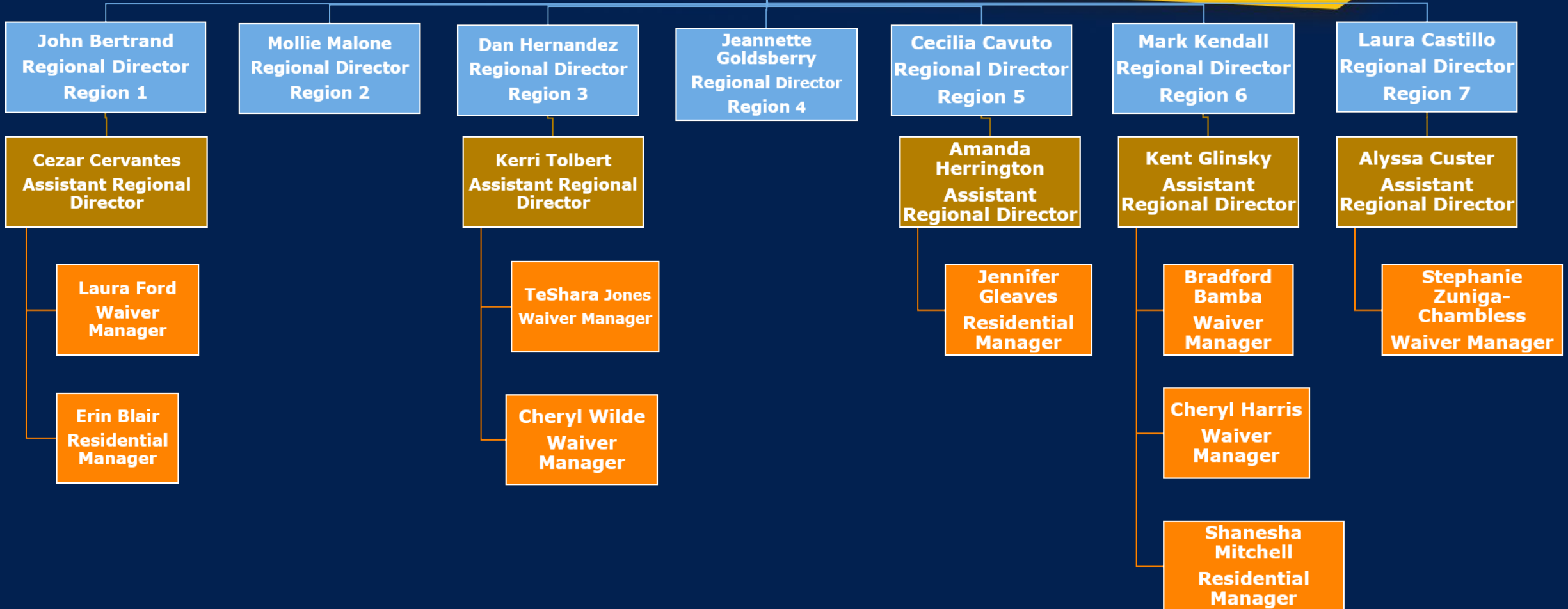
Data Source:
HHS Regulatory Services, Survey Operations

Updated Sept. 23, 2019



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Renee Blanch-Haley
Director of Survey
Operations



Regional Directors

LTCR Regional Director Contacts

[Long-Term Care Regulatory Regional Contact Numbers | Texas Health and Human Services](#)



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LTCR Survey Operations

- Diana Choban, Deputy Associate Commissioner for Survey Operations and Licensing & Credentialing
- Renee Blanch-Haley, Director of Survey Operations
- Jenni Crowson, Director of Field Operations



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Communication Information

For a Four-Person Residence approval, providers should use the new email address to request approvals at:

HCSFourPersonResidenceRequests@hhs.texas.gov



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Reporting Complaints about LTCR Survey Staff

To file a complaint involving a surveyor:

- Call the Complaint and Incident Intake (CII) hotline at 1-800-458- 9858;
- Complete a [comment card survey](#) online; or
- Call the [regional director](#) for the [LTCR regional office](#) for the region in which your agency is located.



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Surveyor Consistency Survey

HHSC Long-Term Care Regulatory Services
Consistency Feedback Tool

<https://www.surveymonkey.com/r/HHCHZVV>



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Reporting Complaints about Services

Questions or concerns about services for a person with an intellectual or developmental disability go to the HHSC Office of the Individuals with Intellectual or Developmental Disabilities (IDD) Ombudsman.

[IDD Ombudsman | Texas Health and Human Services](#)



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Where to Report a Complaint

Providers can:

- Call: 800-252-8154
- Email: OmbudsmanIDD@hhsc.state.tx.us
- Fax: 888-780-8099
- Mail:

Texas Health and Human Services
Commission

IDD Ombudsman

P.O. Box 13247

Austin, TX 78711-3247



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Office of Disability Services Coordination

In January 2021, the Texas Health and Human Services Commission Executive Commissioner approved the creation of the Office of Disability Services Coordination (ODSC) within the Chief Program and Services Office (CPSO).

ODSC Vision & Mission

- Focus on long-term, system-wide aspects affecting how HHSC continues to improve service delivery for people with disabilities.
- Advise and strengthen cross- agency & external coordination and communication.
- Provide strategic leadership related to HHS disability services and support consistent messaging across program areas working on disability issues.



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Office of Disability Services Coordination

How ODSC can be a resource for you:

- They serve as a connection point for external stakeholders and agency staff to ensure continuity and ease navigation to appropriate programs
- They facilitate and seek opportunities for stakeholder feedback, communication and engagement

Contact:

HHSCOfficeofDisabilityServicesCoordination@hhs.texas.gov



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Stay In the Know

HHSC will continue to notify providers of changes to policies, procedures, and regulatory requirements as they occur.

The best way to stay informed of any changes to policy, procedures, or regulatory requirements is to sign up for notifications, please subscribe to receive provider alerts through [GovDelivery](#).



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Resources

[Provider Letter \(PL\) 2021-26](#)

[HCS Provider Portal](#)

[TXHML Provider Portal](#)



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Questions



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Thank You!

Long-term Care Regulation Policy and Rules

Email: LTCRPolicy@hhs.texas.gov

Phone: 512-438-3161