New IDD Operations Portal

For Texas Health and Human Services IDD contractors

Long-term care intellectual and developmental disability (IDD) 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 Sept. 1.

Register starting Sept. 1

If you contract with HHS to provide IDD services in the following programs, you may register and begin using the portal on Sept. 1:

- Community Living Assistance and Support Services (CLASS)
- Deaf-Blind with Multiple Disabilities (DBMD)
- Texas Home Living (TxHmL)
- Community First Choice (CFC) Non-Waiver
- Home and Community-based Services (HCS)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)

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 a submission needs additional information or documentation and when a submission reaches a final status.
  * IDD PES and IDD UR employees can request certain submission types and request more documentation when needed.

Policies to maintain paper copies of forms in the individual'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, computer-based training and in-person communications via existing stakeholder meetings to provide portal updates. HHS will provide a dedicated troubleshooting email address and user guide for this new resource prior to Sept. 1.

More information coming soon.

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