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**Welcome to the
HCSSA Provider
Webinar with LTCR**

October 17, 2024

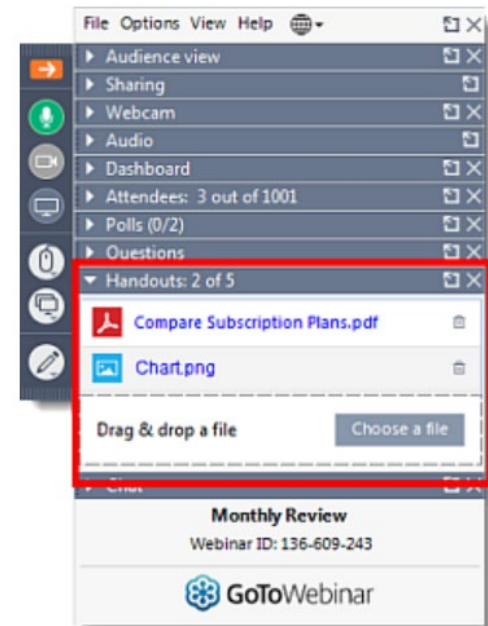
Presentation and Handouts



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A pdf version of this presentation is available in the **Handout** section of your control panel.

- Select the tab for “handouts”
- Double click on the file to open it
- Save to your computer





HCSSA Provider Portal

Sections:

- Communications
- Texas HCSSA Provider Directory
- Contact Program Staff
- Information & Provider Letters

The screenshot shows the Texas Health and Human Services website. The main navigation menu includes: Home, Search Providers, Long-term Care Providers, Home & Community Support Services Agencies, Providers, Business, Regulations, About, News, and Contact. The breadcrumb trail is: Home > Search Providers > Long-term Care Providers > Home & Community Support Services Agencies.

The main content area features an article titled "How to Become a Licensed HCSSA Provider" with the following text: "Texas Health and Human Services licenses, certifies and surveys home and community support services, home health, hospice and personal assistance services. What is HCSSA/Hospice? Click here to learn more." Below this is a section titled "Becoming Licensed in Texas" which states: "HCSSAs must be licensed to operate in Texas. To become licensed, an agency must:" followed by a list of requirements:

- Complete the pre-survey, complete the application and pay the required fee.
- Properly complete the licensing process.
- Upload all required documents.
- Pay the required license fee.
- Be registered with and be in good standing with the State of Texas.
- Be registered with and be in good standing with the State of Texas.
- Be approved by HHS/HCSSA.

The sidebar on the right is titled "Communications" and lists several news items with dates ranging from 11/30/2021 to 10/19/2021.

The bottom section is titled "Information & Provider Letters" and contains a search bar and a table of letters. The table has columns for Number, Title/Notes, and Date Published.

Number	Title/Notes	Date Published
PL 2021-27	Administrator and Alternate Administrator Requirements/Replaces PL 15-17 and PL 18-24	10/15/2021
PL 2021-20	Licensing Requirements for In-Home Supportive Palliative Care	09/15/2021
PL 2021-33	Authority to Enter Long-term Care Facilities	09/02/2021
PL 2021-29	End of Temporary Suspensions of Certain LTRC Requirements During COVID-19 Outbreak/Replaces PL 2020-22 and 2020-26. Revised September 14, 2021.	09/13/2021
PL 2021-27	Documenting Delivery of Non-Delegated Tasks by Unlicensed Personnel/Replaces PL 2021-20	01/22/2021
PL 2021-24	HCSSA COVID-19 Vaccination Authority for Home Health and Hospice Agencies	06/09/2021
PL 2021-28	Requirement to Repeat an Initial Survey Within Six Months After Issuance of an Initial License	04/23/2021
PL 2021-27	Description of Key Changes in Newly Adopted HCSSA Rules	04/22/2021
PL 2021-31	Fingerprint-based Criminal History Checks for Current and Prospective Modification aides	04/15/2021
PL 2021-24	Status of an Active License During a Renewal Process/Replaces PL 2019-18	04/09/2021

HCSSA Provider Portal

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/home-community-support-services-agencies-hcssa>



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HCSSA Provider Portal

New change to HCSSA Provider Portal!

support services for consumers and their families.

Provider Communications

- [News](#)
- [Information letters \(ILs\) and provider letters \(PLs\)](#)

Webinars

- [July 25, 2024 – HCSSA Provider Webinar with ITCR \(PDF\)](#)



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HCSSA FAQs

The general HCSSA FAQs were updated in July.

The HCSSA FAQs page is available on the HCSSA Portal webpage.

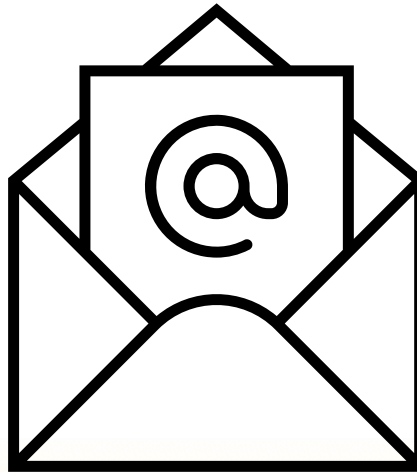


Blackboard



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Still not receiving a confirmation
email?

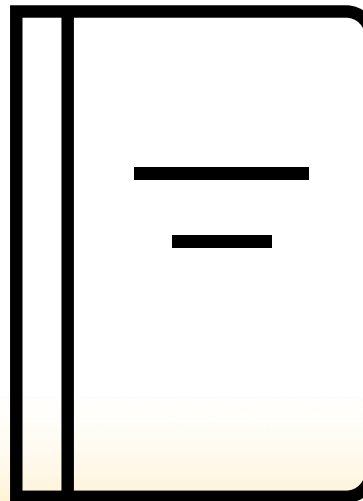


Agency Policies



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Does HHSC provide policies for agencies?



Phishing Reminder



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Be Aware: Recent Phishing and Smishing Attacks

We would like to remind everyone to stay vigilant against phishing and smishing attacks.

These attacks use phone calls, emails, or texts to trick you into providing sensitive information or clicking on malicious links, potentially compromising your systems and data.



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LTCR Update

New Webpages for MA, NFA, and NATCEP



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HHSC LTCR updated the MA, NFA, and NATCEP websites to include a webpages that provide detailed steps and process maps for how to become a MA, NFA, and NATCEP.

[LTCR Creates New Webpages for MA, NFA, and NATCEP](#)



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LTSS Update

2025 Awarded Levels for the Attendant Compensation Enhancement Program



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HHSC announces the publication of the awarded levels for Long-term Services and Supports (LTSS) providers participating in the Attendant Compensation Rate Enhancement and Direct Care Staff Enhancement programs for fiscal year (FY) 2025.

To view the FY2025 enrollment awarded levels list, please visit the [PFD website](#).

If you have questions regarding your FY2024 enrollment status, please email the [LTSS Center for Information and Training \(CIT\)](#) or call (737) 867-7817.



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Information For Medicaid Members and Providers: Upcoming Changes to STAR+PLUS



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HHSC Star Plus Website

Effective September 1, HHSC is transitioning contracts for the STAR+PLUS program. This document provides STAR+PLUS members and providers with resources for assistance with go-live concerns.

[HHSC Star+Plus – Members](#)

[HHSC Star+Plus - Providers](#)

SB 240 and Workplace Violence Prevention



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Senate Bill 240 from the 88th Texas Legislature, Regular Session introduced a requirement for home health agencies to adopt a workplace violence program **if** the agency employs two or more registered nurses (RN).

Agencies who meet this requirement must have a workplace violence committee, prevention policy, and prevention plan.

This rule was implemented on September 1, 2024.

Reminder

Texas Hurricane Season 2024

HHSC encourages long-term care agencies to review and ensure emergency plans inclement weather. Emergency plans for extreme weather should include the provider's plan to address:

- Power loss;
- Water and food needs;
- Communication to families; and
- Sheltering in place and evacuation as applicable.



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Reminder

Emergency Preparedness

Providers must follow emergency preparedness rules and their own internal emergency preparedness policies and procedures.

Inpatient hospice units with generators should perform any maintenance or needed testing while the weather is mild. This will ensure the equipment functions in case of power loss.

It is important to review building integrity and identify any areas that may need repair, reinforcement or weatherproofing. Multi-story buildings should review any other needed measures should evacuation be required and have a plan in place for how to move residents around or out of the building if there is a loss of power.



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CMS Updates



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CMS Waivers – Hurricane Beryl

- Hurricane Beryl made landfall July 8th.
- State of emergency declared retroactively back to July 5th.
- CMS implemented waivers for home health and hospice agencies.
- CMS waivers expired October 2nd.

[2024 Hurricane Beryl Available Waivers for Affected Counties in the State of Texas Health Care Providers](#)

[CMS Current Emergencies](#)

LTCR Joint Training Opportunities for November

HCSSA Plan of Care
Wednesday, November 6
10:00 a.m. - 11:00 a.m.
[Register here for webinar.](#)

Managing Complaints in HCSSAs
Tuesday, November 19
1:00 p.m.-2:00 p.m.
[Register here for webinar.](#)

For future training opportunities:
[HHS Provider Joint Training Opportunities](#)
[\(texas.gov\)](#)



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LTCR In-Person Training Opportunities

From Awareness to Action: Responding to Abuse, Neglect and Exploitation

Wednesday, Nov. 13
8:30 a.m.–4:30 p.m.
Abilene, TX

[Register here for in-person class.](#)

From Awareness to Action: Responding to Abuse, Neglect and Exploitation

Wednesday, Nov. 13
8:30 a.m.–4:30 p.m.
Arlington, TX

[Register here for in-person class.](#)

From Awareness to Action: Responding to Abuse, Neglect and Exploitation

Wednesday, Nov. 13
8:30 a.m.–4:30 p.m.
Laredo, TX

[Register here for in-person class.](#)

From Awareness to Action: Responding to Abuse, Neglect and Exploitation

Thursday, Nov. 14
8:30 a.m.–4:30 p.m.
Arlington, TX

[Register here for in-person class.](#)

From Awareness to Action: Responding to Abuse, Neglect and Exploitation

Friday, Nov. 15
8:30 a.m.–4:30 p.m.
Midland, TX

[Register here for in-person class.](#)



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Survey Process

Types of Surveys

1. Initial/CHOW
2. Relicensure or Recertification
3. Complaint Investigation



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Survey Process

Tasks in the Survey Process

1. Presurvey Preparation
2. Entrance Conference
3. Survey Sample Selection
4. Information Gathering: Record Reviews, Home Visits



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Survey Process Ctd.

Tasks in the Survey Process Ctd.

5. Preliminary Decision Making and Analysis of Findings
6. Exit Conference
7. Post Survey Activities



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PL 2024-19

This provider letter describes the Texas Health and Human Services Commission's survey process and explains HHSC's authority to survey.

This written information will be provided each time the agency is surveyed.

For questions regarding this PL, please email Policy and Rules at LTCRPolicy@hhs.Texas.gov.



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Election Dates

Key Dates for Clients Interested in Voting

- Early voting starts: October 21
- Deadline to apply for a ballot by mail: October 25
- Early voting ends: November 1
 - Election Day: **November 5**



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Voting Information

VoteTexas.gov

- [Voter Registration](#)
- [Voting in Person](#)
- [Voting by Mail](#)
- [Voters with Disabilities](#)
 - [Get Involved](#)
 - [FAQs](#)
 - [Resources](#)



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Voting Resources

[Disability Rights Texas](#) – protection and advocacy agency for Texans with disabilities

1. [Voting resources](#) to help eligible voters with disabilities participate in elections
2. Learn about your [voting rights](#)
3. Alternative [voting options](#)
4. How to [find a ride to the polls](#)
5. Voting [videos in ASL](#)



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Flu Season

- [DSHS Reporting Contacts Page](#)
- [CDC Flu Resources](#)



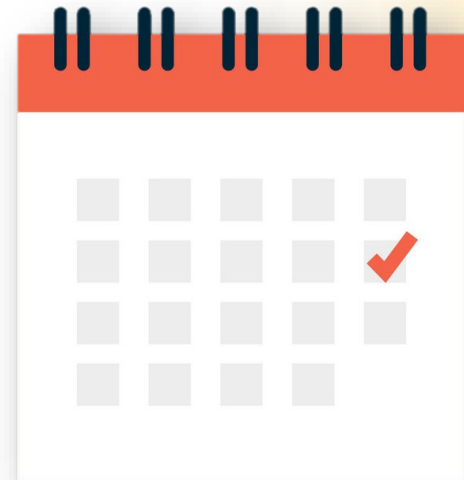
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Webinars

The frequency of the HCSSA webinars will continue to be quarterly and will cover current HCSSA topics.

The next webinar will be held in January.



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Questions & Answers

Sign Up for Gov Delivery

- Go to:
<https://service.govdelivery.com/accounts/TXHHS/C/subscriber/new>
- Enter your email address.
- Confirm your email address, select your delivery preference, and submit a password if you want one.
- At a minimum, select HCSSA or your preferred topics.
- When done click "Submit."



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- Provider Alerts
- Assisted Living Facilities (ALF) Resources
 - Assisted Living and Residential Care (ALRC) Resources
 - Community Living Assistance and Support Services (CLASS) Resources
 - Consumer Directed Services (CDS) Resources
 - Consumer Managed Personal Assistance Services (CMPAS) Resources
 - Electronic Visit Verification
 - Local Authorities Resources
 - Texas Minimum Data Set (MDS) Resources
 - Day Activity and Health Services (DAHS) Resources
 - Deaf-Blind with Multiple Disabilities (DBMD) Program Resources
 - Employment First
 - Family Care (FC) Resources
 - Federal Survey and Certification (S&C) Letters
 - Home and Community Support Services Agencies (HCSSAs) Resources

How to Contact

Chassie Huffman, Manager

Chassie.Huffman@HHS.texas.gov

Long-term Care Regulation Policy Mailbox

LTCRPolicy@hhs.texas.gov

LTCR Policy Main Line

(512) 438-3161

HCSSA Provider Portal

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/home-community-support-services-agencies-hcssa>



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Thank you!
