



Health and Human Services Commission

**Presentation to the House
Committee on Public
Health**



TEXAS
Health and Human
Services

March 2025

Agenda

- HHSC at a Glance
- Medicaid
- Programs and Services
- Mental Health and Substance Abuse Prevention Services
- Regulatory Services



Mission and Vision

Our Mission:

We serve Texas.

Our Vision:

Making a positive difference in the lives of the people we serve.



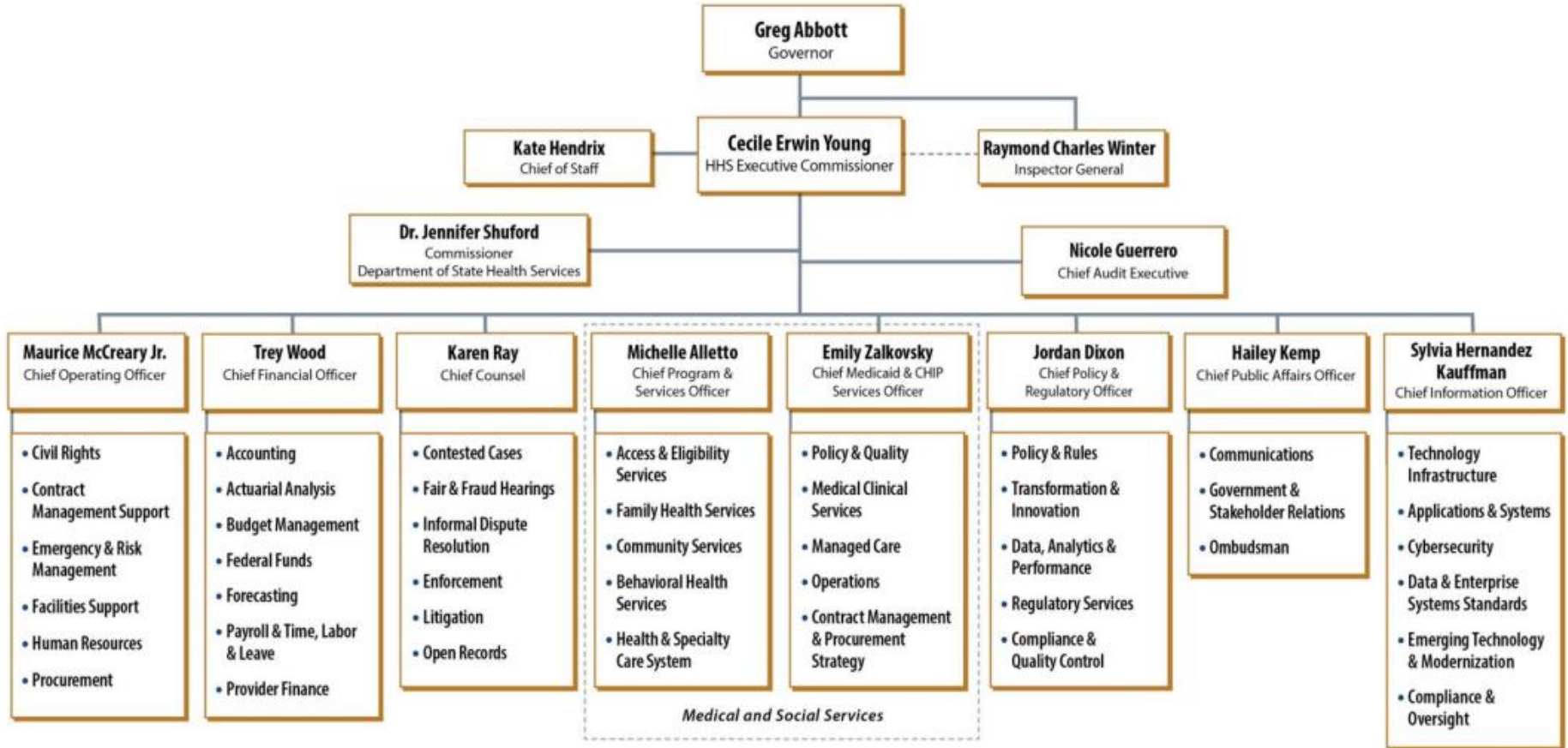
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Primary Functions

- Provides oversight and administrative support for the HHS agencies.
- Administers the state's Medicaid and other client services programs.
- Provides a comprehensive array of long-term services and supports for people with disabilities and people 60 and older.
- Operates the state's mental health hospitals and state supported living centers.
- Regulates health care providers and professions and facilities to protect the health and safety of Texans.
- Sets policies, defines covered benefits and determines client eligibility for client services programs.



HHS Business Functions Organizational Chart





Medicaid

What is Medicaid?

HHSC

Medicaid

A jointly funded state-federal healthcare and long-term service program for certain groups of low-income persons.

Children's Health Insurance Program

Referred to as CHIP, a similar program for children whose families earn too much to qualify for Medicaid but cannot afford health insurance.

Certain clients may get Medicare and Medicaid



Medicare

A federal program that provides health coverage for people who are 65 and older or have a severe disability, regardless of income



Impact Perspective



14.6%

of Texans
covered

53.3%

of Texas births
covered by
Medicaid

43%

of Texas children
on Medicaid or
CHIP

56%

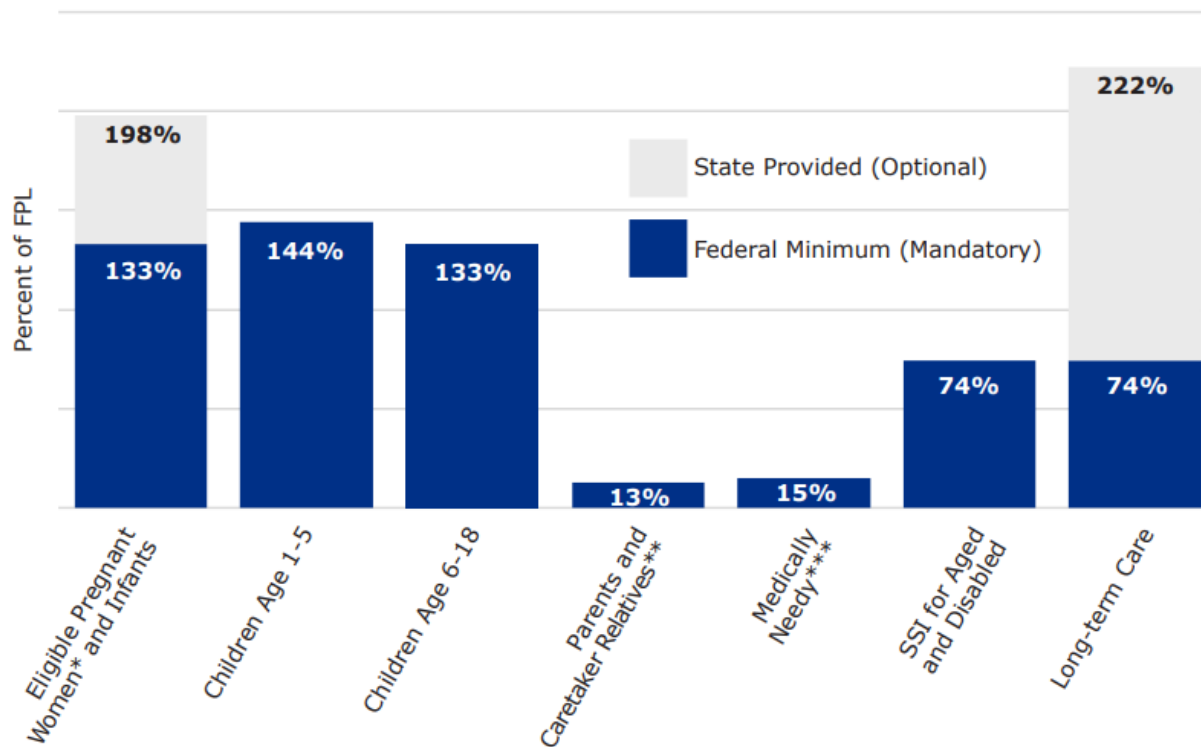
of nursing home
residents covered
by Medicaid

Note: Medicaid and CHIP caseload data is as of June 2024.



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Texas Medicaid Income Eligibility Levels



*Through 12 months postpartum.

**For Parents and Caretaker Relatives, maximum monthly income limit in SFY24 was \$230 for a family of three, or about 13 percent of the FPL.






***For Medically Needy pregnant and postpartum women and children, the maximum monthly income limit in SFY24 was \$275 for a family of three, or about 15 percent of the FPL.



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Types of Medicaid Services

 Acute Care Services	Preventative care, diagnostics and medical treatments <i>Examples: Physician, inpatient and outpatient hospital services, laboratory, and X-ray services.</i>
 Long-term Services and Supports	Support with ongoing, daily activities for individuals with disabilities and older adults <i>Examples: Community-based care, personal assistance with activities of daily living (e.g., cleaning and cooking), and nursing facility services.</i>
 Behavioral Health Services	Screening and treatment for mental health conditions and substance use disorders (SUD) <i>Examples: Mental health rehabilitation, medication assisted therapy for SUD, and psychological and neuropsychological testing.</i>
 Medical Transportation Services	Non-emergency medical transportation (NEMT)
 Pharmacy Services	Coverage for prescription drugs



Two Models for Service Delivery

1 Managed Care

97% of clients

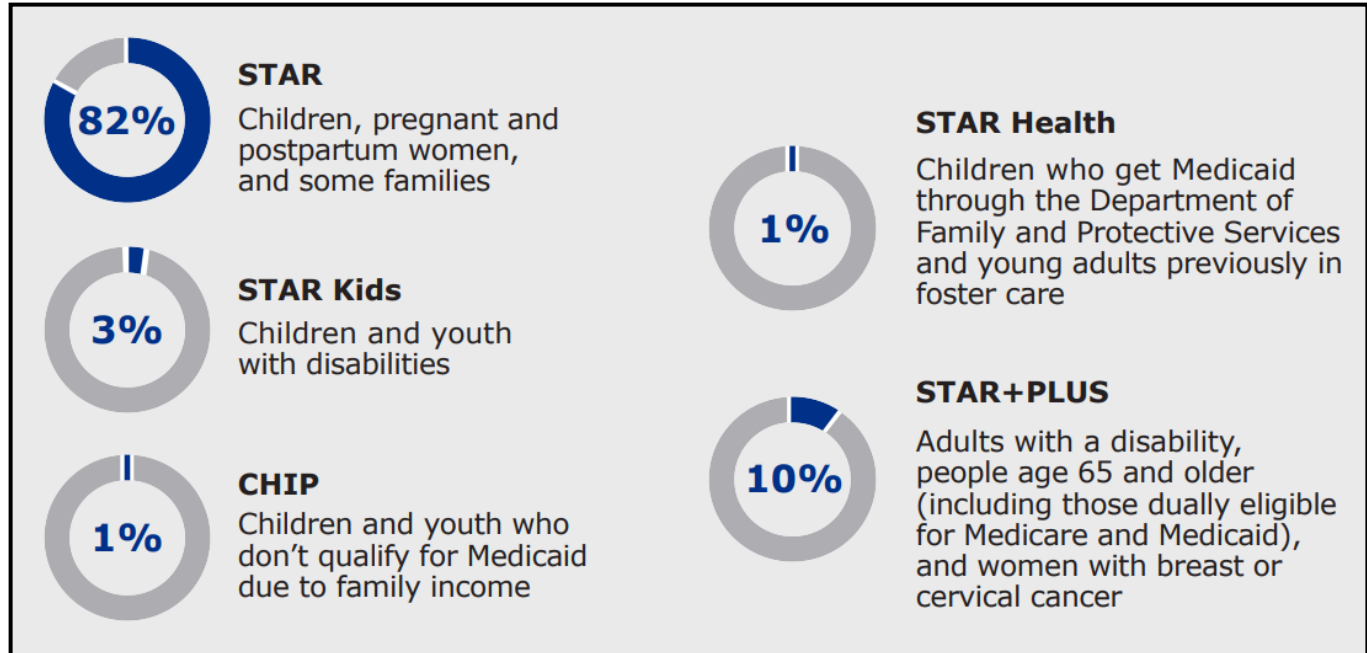
- A managed care organization (MCO) is paid a capitated rate for each member enrolled
- MCOs provide a medical home through a primary care physician (PCP) and referrals for specialty providers, when needed
- MCOs negotiate rates with providers
- MCOs may offer value-added services

2 Fee-for-Service (FFS)

3% of clients

- Clients go to any Medicaid provider
- Providers submit claims directly to HHSC's administrative services contractor for payment
- Providers are paid per unit of service
- Most FFS clients do not have access to service coordination

Texas Managed Care Programs







← Dental: Children and adults 20 or younger enrolled in Medicaid or CHIP →



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CHIP includes CHIP Perinatal. Remaining percentage is FFS.

Major Medicaid and CHIP Women's Health Programs

Program	Target Population			
	 General Women's*	 Prenatal and Delivery	 Postpartum	 Specific Conditions
Medicaid for Pregnant Women		✓	✓	
CHIP Perinatal		✓	✓	
Healthy Texas Women (HTW)	✓			
HTW+			✓	
Medicaid for Breast and Cervical Cancer				✓

*STAR, STAR+PLUS, STAR Health and STAR Kids members also receive general women's services, including family planning





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Programs and Services

Access and Eligibility Services (AES)

AES oversees and supports eligibility determination functions for:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Medicaid
- Children's Health Insurance Program (CHIP)

FY2024

AES Staffing: 9,446 FTEs

Local Offices: 265

Community Partners: Over 670 organizations

5,338,309

Applications Processed

2,209,805

Redeterminations Processed

13,631,667

Tasks Processed



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Applying for Benefits

Ways a person can apply for benefits:



YourTexasBenefits.com



HHSC benefits office or
Community Partner



2-1-1 (Medicaid and CHIP)



Mail or fax



The same application can be used to apply for SNAP, TANF and health care benefits. (A simplified application is available for those only applying for health care.)



Your Texas Benefits



Your Texas Benefits is a pioneering force in state technology, outpacing peers nationwide.

Website

A screenshot of the Your Texas Benefits website homepage. The header includes the logo and navigation links for Help, Español, Application Status, and Log In. Below the header are three main navigation buttons: Learn (About benefit programs), Apply (For new benefits), and Manage (Your account or applications). The main content area features a heading "Learn how Your Texas Benefits can help you" and a sub-heading "State benefit programs help people with little or no money who are in need". There are five benefit cards: SNAP Food Benefits, TANF Cash Help, Health Care, Support Services, and WIC Food Benefits, each with a description and a "LEARN MORE" button.

Your Texas Benefits Help | Español | Application Status | Log In

Learn About benefit programs | Apply For new benefits | Manage Your account or applications

Learn how Your Texas Benefits can help you

State benefit programs help people with little or no money who are in need

- SNAP Food Benefits**
Helps families buy food for good health.
- TANF Cash Help**
Helps families with children age 18 and younger pay for basic needs.
- Health Care**
Helps cover visits to doctors, dentists, and hospitals. Also covers medicines ordered by doctors and dentists.
- Support Services**
Helps people with daily living needs, caregivers, and people with mental health, drug or alcohol issues.
- WIC Food Benefits**
Helps pregnant, breastfeeding women and families with children younger than 5 buy healthy foods.

Mobile App

A screenshot of the Your Texas Benefits mobile app interface. The top shows a balance of \$150 and a "See details" link. Below is a "My cases" section with two entries for Johnathon Abrahams. The first case (1039235343) shows SNAP as "Approved" and Medicaid as "Denied". The second case (4749377924) shows TANF as "Pending". Both cases have "See details" links. At the bottom is a "My applications" section with an "IN REVIEW" status for application 1949281904, received on 05/01/2022.

\$150 See details →

My cases + Add a case

Johnathon Abrahams
Case: 1039235343

- ✓ SNAP Approved
- Medicaid Denied

See details →

Johnathon Abrahams
Case: 4749377924

- ⏰ TANF Pending

See details →

My applications

IN REVIEW
Application: 1949281904
Received: 05/01/2022

Eligibility System for Texas

- TIERS is the system of record for eligibility and enrollment for all programs.



- One system used by staff to determine eligibility for SNAP, TANF and health care programs.
- Generates applications, renewals, and notices including:
 - Notice of Case Action
 - Requests for Information
 - Verification forms



Electronic Data

- **Electronic data sources used to ensure accuracy in eligibility determinations.**
- **Electronic data examples:**

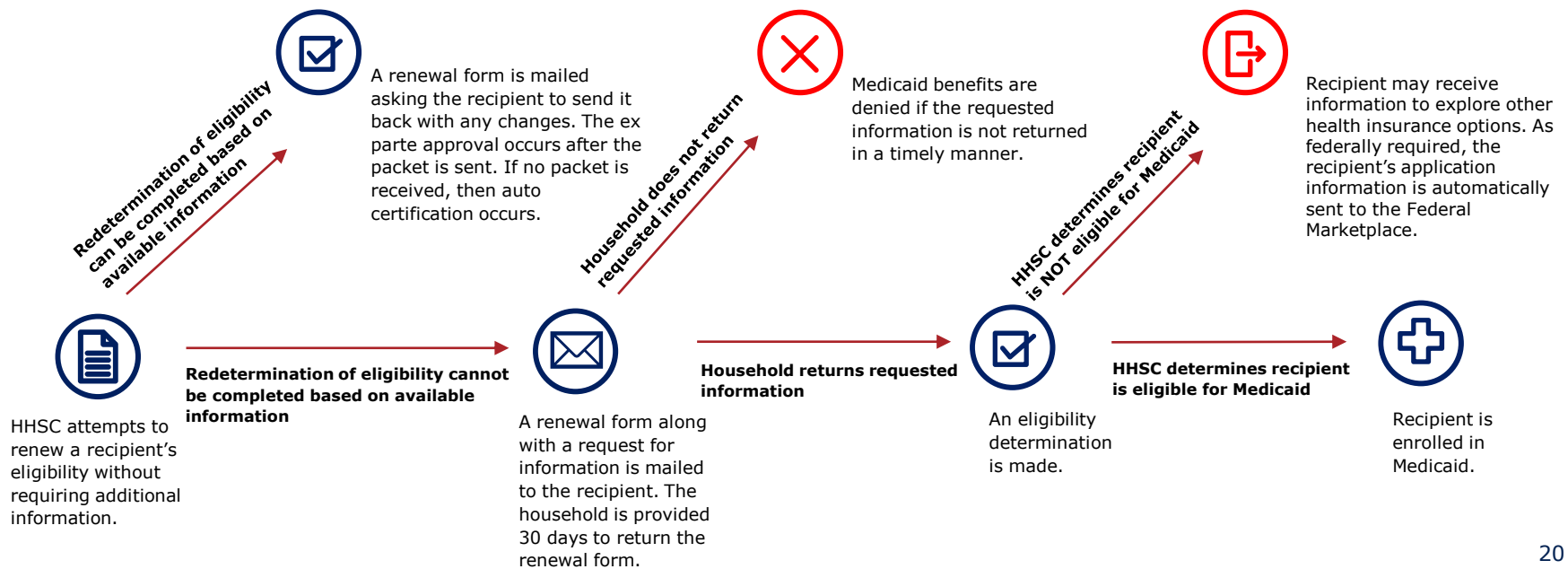
- Unemployment benefits
- Social Security Administration benefits
- Criminal convictions
- Employment
- Death records
- Child support records
- Immigration status





Ex Parte Process

Federal law requires states to attempt to verify eligibility of Medicaid recipients using electronic data sources before requesting any information from the household. This is referred to as the ex parte renewal process.



Fraud Mitigation and Prevention



Process Improvement: To continually advance program integrity efforts, updates and improvements are made to processes, policy, and technology.

Quality Review: To improve case accuracy and analyze error rates, reviews are conducted on samples of cases to ensure payments are correctly issued.



In FY 2024, over **268,000** case reviews were conducted, with any improper payments being sent to the HHSC Office of Inspector General (OIG) for recoupment.

Precertification Analysis: Potentially fraudulent applications are flagged and analyzed by a dedicated Integrity Support Services (ISS) team before benefits are issued.



This has resulted in at least **\$191** million in savings of state resources since 2017, reducing the need for recoupment efforts.



Fraud Mitigation and Prevention



Application Review: To determine eligibility for benefit programs, HHSC conducts interviews and uses at least 12 data sources to verify client information.



Case Monitoring: Systems monitor and identify changes that go unreported by clients, like a change in income or job status, that may affect their eligibility for benefit programs, or the amount of benefits they receive.

In FY 2024, systems found unreported changes for **5,426** cases.



State & Federal Oversight: State and federal agencies conduct routine audits and program reviews to evaluate program performance and identify opportunities for improvement.

In FY 2024, **42** Food and Nutrition Service state management evaluations were conducted, along with additional audits by the Centers for Medicare & Medicaid Services, federal Office of Inspector General, HHSC Office of Inspector General, and HHSC Internal Audit.



Chief Program & Services Office

Family Health Services



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Family Health programs and services include:

- Abstinence Education
- Thriving Texas Families (formerly A2A)
- Breast and Cervical Cancer Services
- Child Advocacy Programs
- County Indigent Health Care Programs
- Community Youth Development
- Early Childhood Intervention
- Family and Youth Success
- Family Planning
- Family Violence
- Fatherhood — EFFECT (Educating Fathers For Empowering Children Tomorrow)
- Healthy Marriage Program
- Healthy Outcomes through Prevention and Early Support (HOPES)
- Human Trafficking Resource Center
- Healthy Texas Women Cost Reimbursement
- Long-Term Youth and Family Support (LTYFS)
- Primary Health Care
- Statewide Youth Services Network (SYSN)
- Texas Home Visiting (THV)
- Texas Nurse-Family Partnership (TNFP)
- Texas Service Members, Veterans, and Families (SMVF)
- Title V Maternal & Child Health Fee for Service
- Women, Infants, and Children (WIC)
- Women's Health Coordination

Chief Program & Services Office Community Services



Community Services provides or coordinates the following programs and services:

- Acquired Brain Injury
- Aging and Disability Resource Centers (ADRCs)
- Area Agencies on Aging (AAAs)
- Blind Children's Vocational Discovery and Development
- Blindness, Education, Screening and Treatment
- Children's Autism Program
- Children with Special Health Care Needs
- Comprehensive Rehabilitation
- Consumer Education and Interpreter Training
- Community Cares Services Eligibility (Title XX)
- Deaf and Hard of Hearing
- Epilepsy Services
- Foster Grandparent
- Hemophilia Assistance
- IDD Crisis and Outpatient Mental Health
- Independent Living
- Kidney Health
- LIDDA Community Services
- Navigate Life Texas
- Preadmission, Screening, Resident Review (PASRR)
- Specialized Telecommunications Assistance Program
- Texas Cares
- Texas Lifespan Respite Care Program

Chief Program & Services Office Health and Specialty Care System



SSLCs:

- 13 state supported living centers, five of which serve children and adolescents, and two are designated as forensic centers
- In fiscal year 2024, the average daily census for the SSLCs was 2,578

State Hospitals:

- 10 psychiatric hospitals, including one psychiatric hospital owned by HHSC, and operated by UT Health-Houston (Dunn Center)
- In fiscal year 2024, the state hospitals served 5,394 individuals



Behavioral Health

Texas Resilience and Recovery

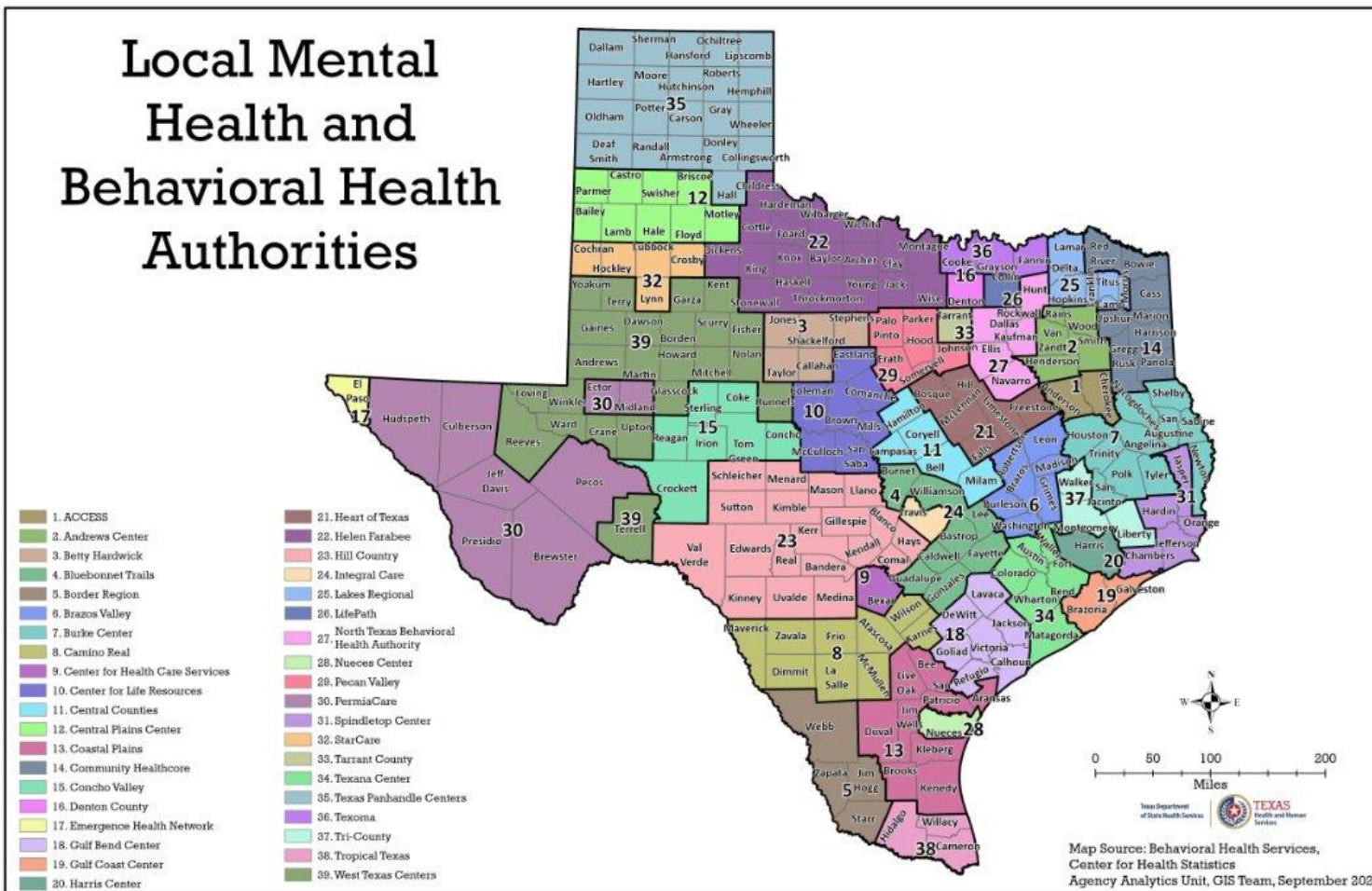
- In Texas, the service delivery system for community-based mental health services is the Texas Resilience and Recovery (TRR) model.
- The TRR model establishes eligibility for receiving mental health services and determines recommended level of care (LOC).
- Mental health services are provided using evidence-based and promising practices, plus other supportive services to children and youth with serious emotional disturbance and adults with serious mental illness.
- Services are provided by 37 local mental health authorities (LMHAs) and two local behavioral health authorities (LBHAs) and include 24/7 access to crisis services.

99% of people receiving LMHA or LBHA services remain in the community and do not need inpatient care.



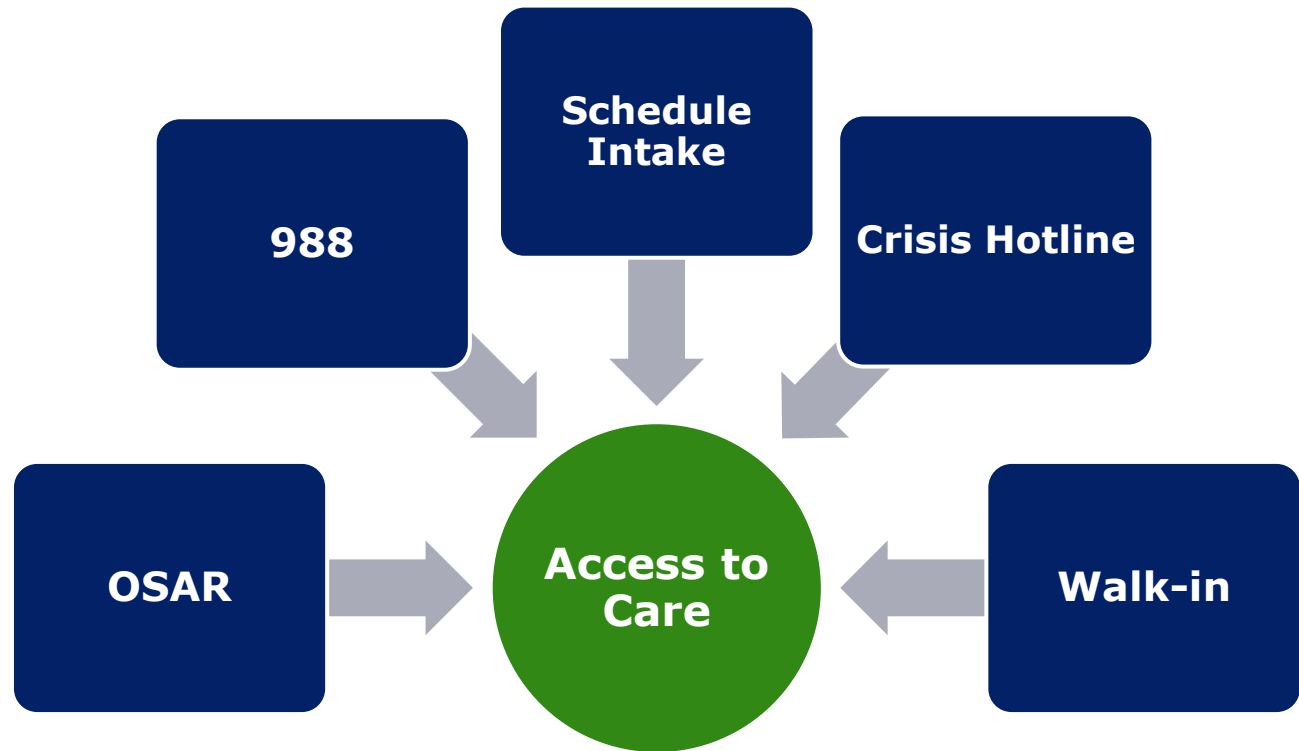
Local Mental Health and Behavioral Health Authorities

Local Mental Health and Behavioral Health Authorities

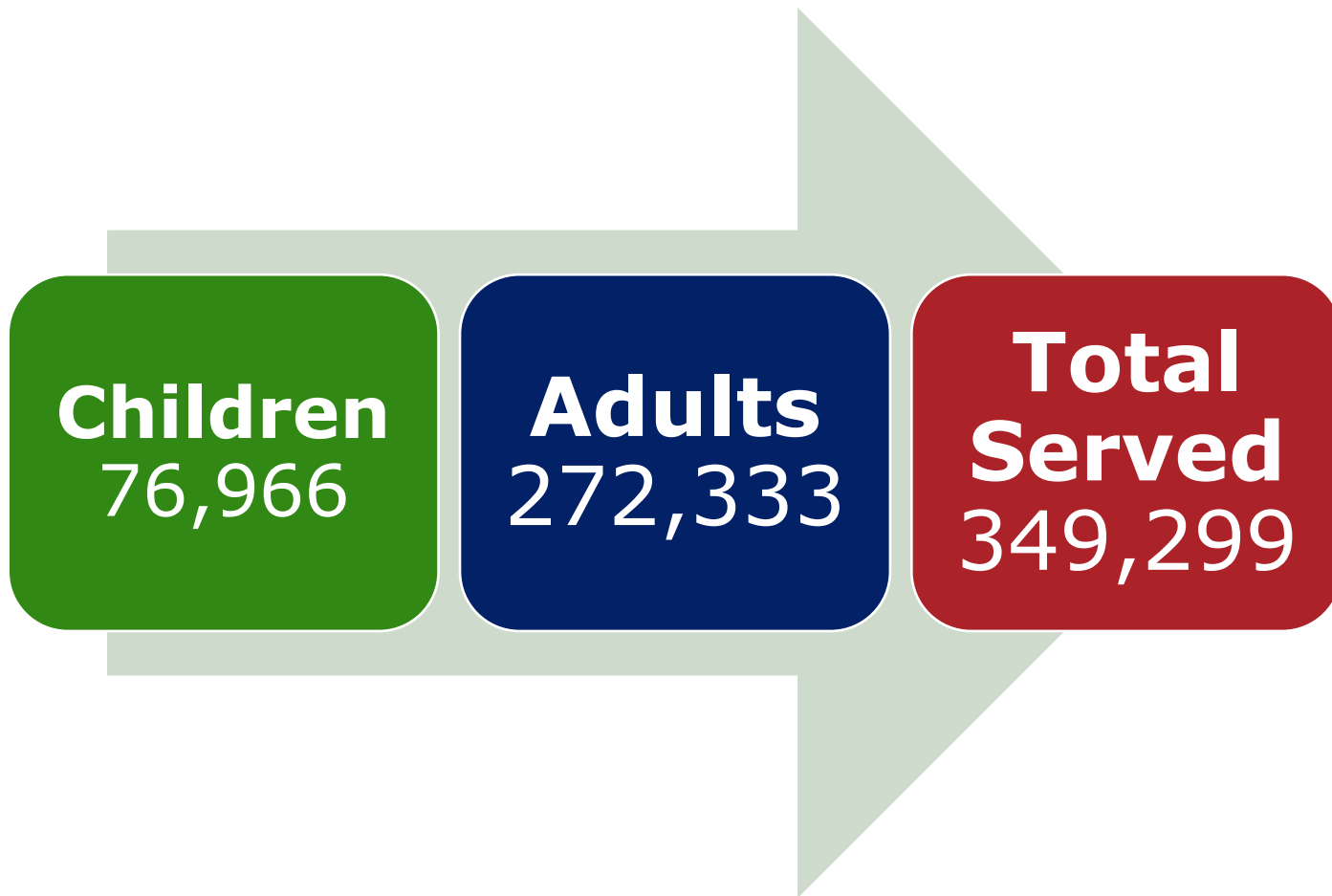


Accessing Community-Based Mental Health Services

People may access community-based mental health services through multiple paths.



Fiscal Year 2024 Number Receiving TRR Services



Behavioral Health Matching Grants



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MENTAL HEALTH GRANT PROGRAM FOR JUSTICE-INVOLVED INDIVIDUALS

Address unmet physical and behavioral health needs to those in crisis to prevent initial or subsequent justice involvement and promote recovery.

27,224 served in FY24

COMMUNITY MENTAL HEALTH GRANT PROGRAM

Support comprehensive, data-driven mental health systems that promote both wellness and recovery.

33,911 served in FY24



HEALTHY COMMUNITY COLLABORATIVES

Build communities that support the ongoing recovery and housing stability of persons who are homeless and have unmet behavioral health needs.

10,162 served in FY24

TEXAS VETERANS + FAMILY ALLIANCE

Support community-based, sustainable, research-informed, and accessible behavioral health services to Texas veterans and their families.

11,646 served in FY24

Total Served by All Behavioral Health Matching Grants in FY24: 82,943

Substance Use Disorder Services



- **Prevention and Behavioral Health Promotion**
- **Intervention**
- **Treatment**
- **Recovery Support Services**
- **Texas Targeted Opioid Response**

Community Mental Health and Substance Use Fiscal Year 2025 Funding



Strategy	Fiscal Year 2025
Community Mental Health Services	
D.2.1 Community MH Services for Adults*	\$443,033,552
D.2.2 Community MH Services for Children*	\$118,925,680
D.2.3 Community MH Crisis Services*	\$188,459,434
D.2.5 Behavioral Health Waiver and Plan Amendment	\$32,820,786
D.2.6 Community MH Grant Programs	\$115,262,133
G.2.2 MH Community Hospitals	\$358,981,224
Substance Use Services	
D.2.4 Substance Use Prevention, Intervention, and Treatment Services	\$336,393,295
Total	\$1,593,876,104

Senate Bill 30 provides for \$443.5 million in non-state hospital community inpatient construction that can be expended in 2024-25, including \$100.0 million in community mental health grants, \$60.0 million for the Sunrise Canyon Facility, and \$33.6 million for the Uvalde Behavioral Health Campus.

*For the FY 2026-2027 mental health services for Adults, Children and Crisis were combined into one appropriation strategy. MH Services for Adults, Children, and Crisis will be the sub-strategies.

Texans Receiving Substance Use Services, Fiscal Year 2024

Prevention

Intervention

Treatment

Recovery

Texas Targeted Opioid Response

Program Area	Number Served
Prevention - Youth	1,211,000
Prevention - Adult	490,546
Intervention - Youth	2,070
Intervention - Adult	84,383
Treatment - Youth	2,864
Treatment - Adult	36,543
Recovery - Youth	9,835
Recovery - Adult	1,419
Texas Targeted Opioid Response	2,534,696

Total Served
4,373,356



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88th Session Services Expansion

- The 88th Legislative Session appropriated **additional funding** for mental health services including:
 - **Purchased Psychiatric Beds** – at least **193 new beds** for a total of 769 purchased inpatient psychiatric beds available statewide.
 - **State Hospital Step-Down Housing Expansion** from **four** to **seven** homes.
 - **Crisis Stabilization Facilities**: from **33** to **43** units.
 - **Crisis Respite Units for Youth**: from **five** to **12**.
 - **Youth Mobile Crisis Outreach Teams**: **eight** new teams.
 - **Multisystemic Therapy**: from **seven** to **22** teams.
 - **Coordinated Specialty Care**: from **29** to **32** providers.
 - Mental Health Services for the **Uvalde Community new Behavioral Health Campus** (S.B. 30 allocated funding for the construction of Uvalde Community Behavioral Health Campus).





Regulatory Services

Chief Policy & Regulatory Office

Regulatory Services



The division regulates and licenses:

- Long-term care providers, including nursing facilities and assisted living facilities.
- Health care facilities, including hospitals and dialysis centers.
- Child care providers, including day care centers, day care homes, and child care operations (General Residential Operations and Child Placing Agencies).
- Various professionals, such as licensed chemical dependency counselors (Health Care Regulation) and nursing facility administrators (Long-Term Care Regulation).
- Acts on behalf of the Centers for Medicare & Medicaid Services (CMS) as the state agency that enforces federal Medicare and Medicaid certification standards.



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Regulatory Services: Health Care Regulation (HCR)

Health Care Regulation (HCR) provides regulatory oversight to over 44,000 acute health care facilities and providers, including:

- Ambulatory Surgical Centers
- Chemical Dependency Treatment Facilities
- End Stage Renal Disease Facilities (Dialysis)
- Freestanding Emergency Medical Care Facilities
- General and Special Hospitals
- Private Psychiatric Hospitals
- Crisis Stabilization Units
- Laboratories – Clinical Laboratory Improvement Amendments (CLIA)
- Narcotic Treatment Programs
- Licensed Chemical Dependency Counselors
- Licensed Sex Offender Treatment Providers

HCR Major Programs and Initiatives

- Regulatory Reform
- Hospital Price Transparency
- 88th Legislature Bill Implementation:

Bill	Description
HB 1	Funded full implementation of the Limited Services Rural Hospital/Rural Emergency Hospital program.
SB 240	Required the establishment of workplace violence prevention programs in health care facilities.
SB 490	Ensured regulated facilities are providing itemized bills to consumers.
SB 1401	Strengthened processes and notification requirements for transferring and preserving evidence collected during a forensic medical examination for a sexual assault.
SB 1402	Required specialized training for health care providers related to trauma-informed child sexual abuse and sexual assault investigations





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Thank you

HHSC_gr@hhs.Texas.gov



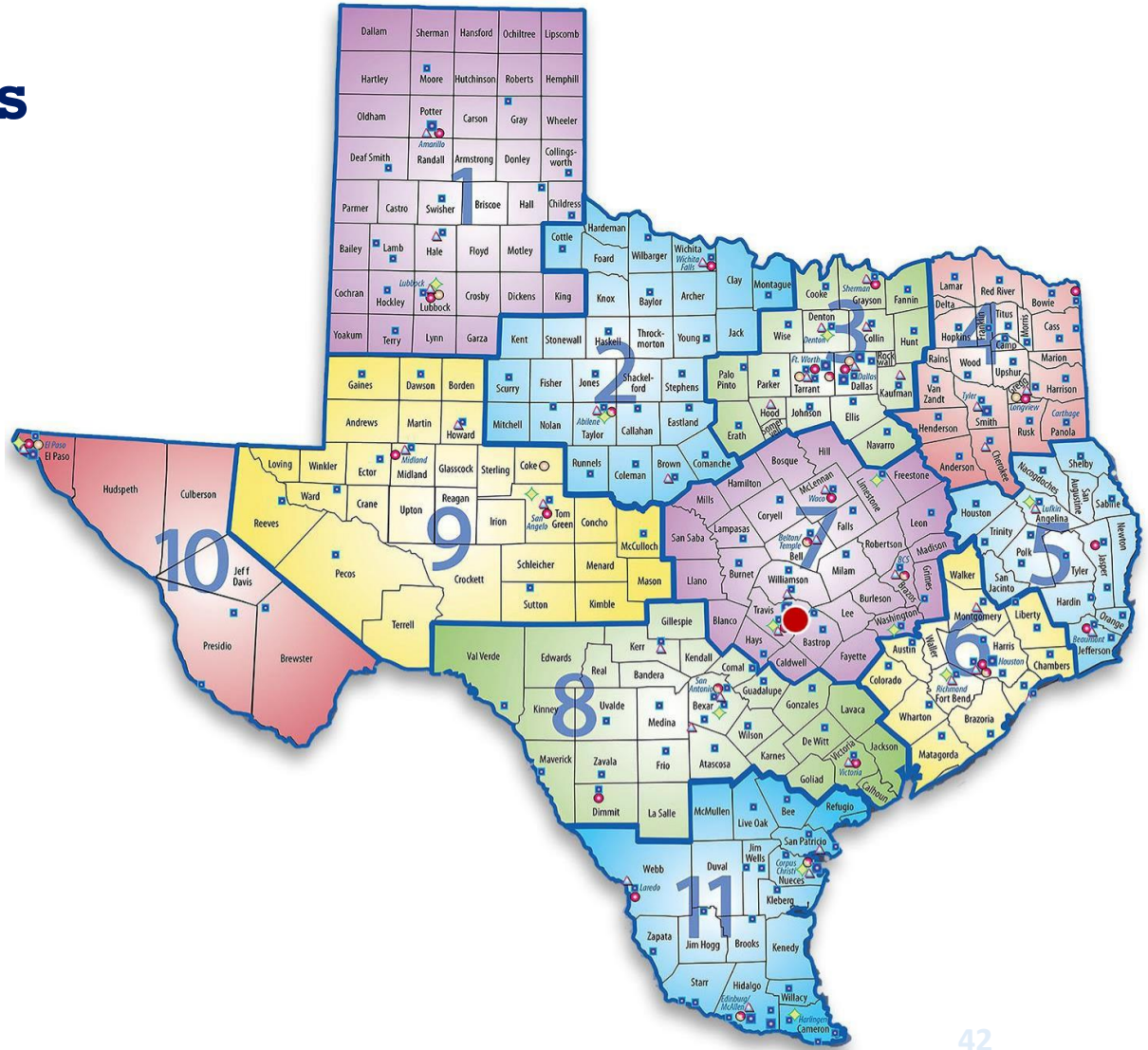
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Appendix

HHS Regions

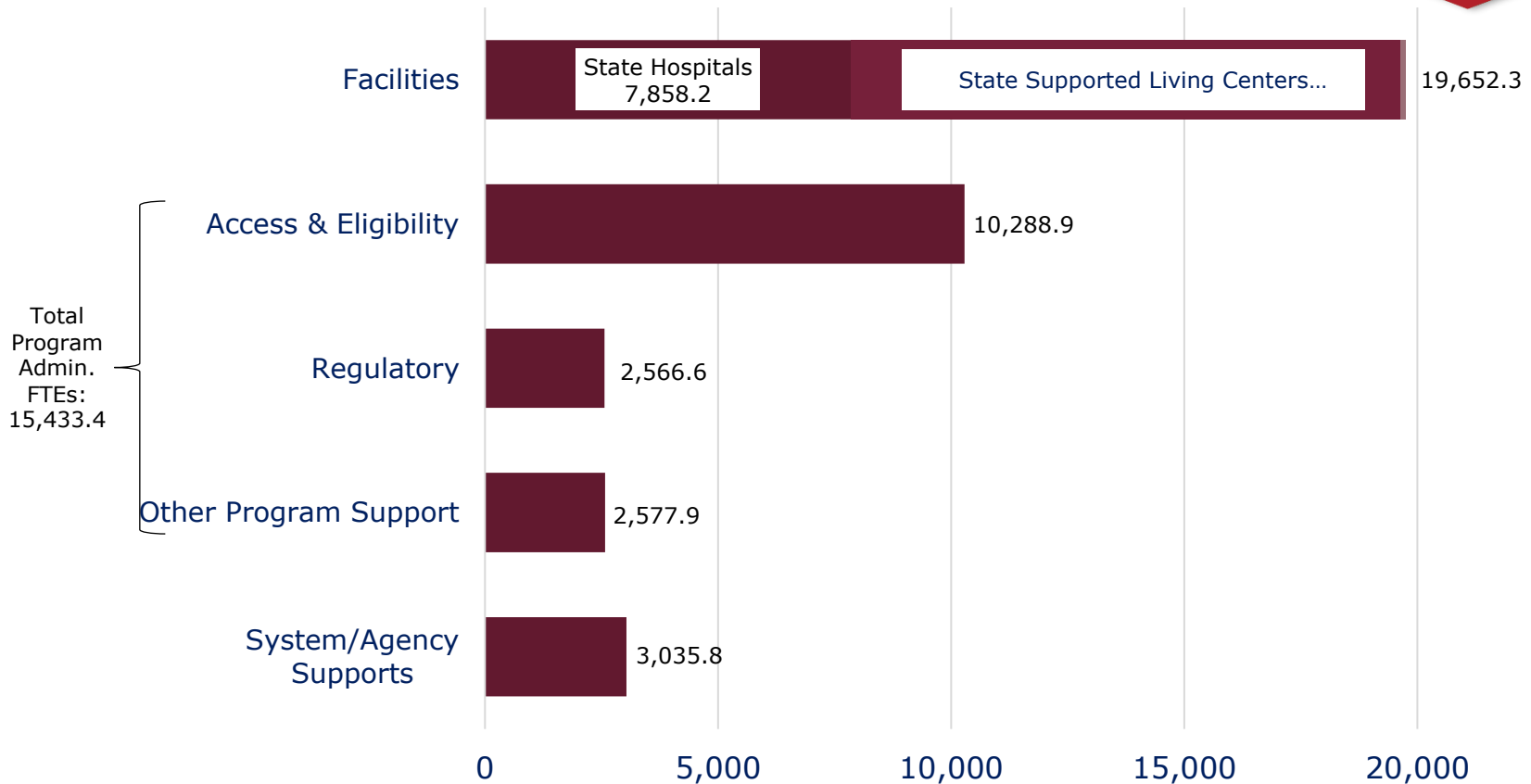
Regional Offices:

- **Region 1:** 28 buildings
- **Region 2/9:** 36 buildings
- **Region 3:** 74 buildings
- **Region 4:** 32 buildings
- **Region 5:** 21 buildings
- **Region 6:** 56 buildings
- **Region 7:** 66 buildings
- **Region 8:** 40 buildings
- **Region 10:** 22 buildings
- **Region 11:** 38 buildings
- **Region 00:** 30 buildings
- State Headquarters



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HHSC FTEs by Function 2024-25 Biennium



Notes:

1. Other Program Support includes FTEs supporting Medicaid and CHIP, Behavioral Health services, WIC, and other agency programs.
2. Excludes Office of the Inspector General and Texas Civil Commitment Office FTEs.

Article II FTEs (2024-2025 General Appropriations Act)

Article II Agency	FY 2024	FY 2025
Health and Human Services Commission (HHSC)	38,698.0	38,791.4
Integrated Eligibility and Enrollment	7,862.0	7,862.0
State Supported Living Centers	11,794.1	11,794.1
State Hospitals	7,858.2	7,858.2
Regulatory	2,564.6	2,566.6
Other	7,923.6	8,015.0
<i>Subtotal, HHSC FTEs</i>	38,002.5	38,095.9
Office of Inspector General (OIG)	628.9	628.9
Texas Civil Commitment Office (TCCO)	41.0	41.0
Texas Pharmaceutical Initiative (TPI)	25.6	25.6
<i>Subtotal, OIG, TCCO, and TPI FTEs</i>	695.5	695.5
Department of State Health Services (DSHS)	3,376.2	3,392.2
Department of Family and Protective Services (DFPS)	12,105.5	12,058.8
Total, Article II FTEs	54,179.7	54,242.4





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Medicaid Managed Care Goals

- Emphasize preventive care
- Improve access to care
- Ensure appropriate utilization of services
- Improve client and provider satisfaction
- Establish a medical home for Medicaid clients through a primary care provider
- Improve health outcomes, quality of care and cost-effectiveness
- Promote care in least restrictive, most appropriate setting

SB 593 Summary

SB 593, 88th Legislature, Regular Session, 2023

- Per [Human Resources Code, Section 42.027](#), HHSC contracted with Public Consulting Group (PCG), an independent entity, to complete an independent assessment of:
 - HHSC and DPFS rules;
 - Minimum standards; and
 - Contract requirements that apply to Child Placing Agencies (CPA) and Residential Child Care (RC) facilities.
- Strategic sequencing approach
- Multi-year process



SB 593 Assessment Report Results

PCG Independent Assessment of Residential Care Rules, Standards, and Requirements

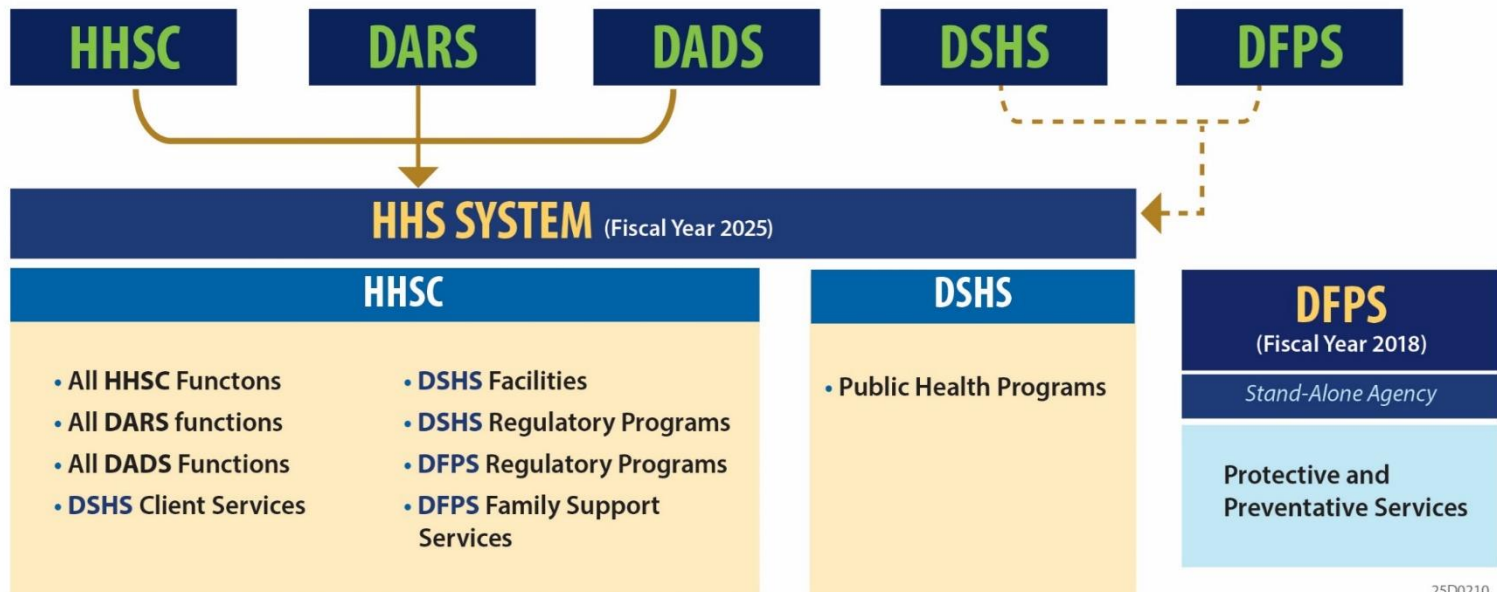
Ten Recommendations

1. Engage residential child care system stakeholders in planning and implementing the recommendations from Assessment.
2. Streamline Minimum Standards consistent with PCG's recommendations.
3. Adopt separate verification standards for relative and kinship foster family homes.
4. Address the gap in standards for Single Source Continuum Contractors.
5. Modernize the Weighted Enforcement System.
6. Discontinue issuing citations during the application/approval process.
7. Explore ways to coordinate HHSC and DFPS visits with children and providers for oversight activities.
8. Strengthen training and technical assistance around residential child care regulation and oversight.
9. Increase automation and the use of technology within residential child care regulation and oversight to improve user experience and efficacy.
10. Implement targeted strategies for retaining State regulatory and oversight personnel, residential child care staff and providers, and foster, kinship, and adoptive families.



Sunset

HHS System (Fiscal Year 2016)



25D0210

