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LTCR IDD/PI Quarterly Webinar

Date 01/30/2025

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Agenda

- HHSC Alerts
- HCS Alerts
- ISS Alerts
- Q&A



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HHSC Alerts

HHSC Updates and Alerts

• HHSC Phishing Email Alert

- Texas Health and Human Services Commission is aware that an unauthorized third party impersonating the agency sent an email requesting the verification/update of information related to Long-term Care licensure.
- This is not a legitimate request from HHSC. If you clicked the link to verify/update information and entered any information into a webpage, we recommend you reset your password immediately.
- HHSC does not request verification or information update via third party email addresses or websites.



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HHSC Updates and Alerts

CAPTCHA Prompts Will Be Enabled for External Meeting Participants

Starting Feb. 3, we are enabling **CAPTCHA prompts for external meeting participants**. This change will increase security by preventing [bots](#) from joining meetings in the place of human participants



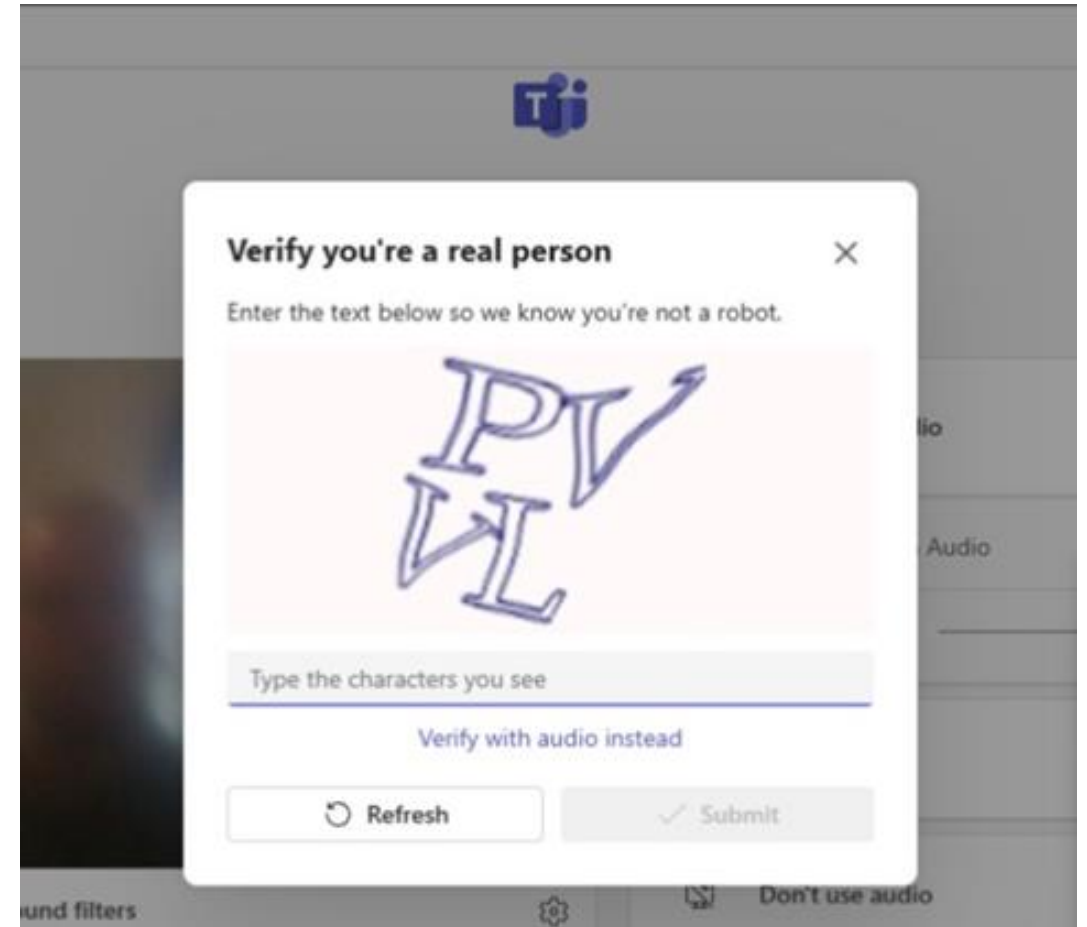
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HHSC Updates and Alerts



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- To make all participants aware of joining options we will apply this awareness message with HHS logo to all meeting invites. The message will also display in Spanish.
- To join the meeting, external participants must complete an image- or audio-based prompt or dial the phone number in the meeting invitation. If you're unable to complete either option, contact the meeting organizer.



HHSC Updates and Alerts

- After the prompts are enabled, anyone from outside of HHS who participates in an HHS-hosted Teams meeting or webinar will need to join using one of the following options:
- **Type the characters shown in the CAPTCHA prompt** on their screens into the provided text box.
- Choose **Verify with audio instead** to play a CAPTCHA recording and type the words they hear into the text box.
- Use the **call-in phone number included in the meeting invitation**. This method will not require a CAPTCHA prompt, but call-in participants will only have access to the meeting audio.
- **Contact the meeting organizer to be admitted manually**. Meeting organizers can manually admit external



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HCS Alerts

HCS/TxHmL Updates and Alerts

- **EVV Visit Maintenance Unlock Request Updates**
- The Texas Health and Human Services Commission (HHSC) has updated the Electronic Visit Verification (EVV) Visit Maintenance Unlock Request (VMUR) templates, VMUR job aids, and VMUR policy on the EVV webpage.
- **Policy**
- HHSC has posted an advanced notice of the revised 9060 VMUR policy that will be added to the EVV Policy Handbook in an upcoming handbook revision. These revisions are outlined in the [9060 Visit Maintenance Unlock Request \(PDF\)](#) and became effective Nov. 12, 2024. The revisions are also available on the [EVV webpage](#).
- Revisions include:
 - ▶ Standardizing the timeframes for processing a VMUR.
 - ▶ Clarifying the roles of program providers, financial management services agencies (FMSAs), consumer directed services (CDS) employers, proprietary system operators (PSOs), payers, state provided EVV system vendors, and EVV proprietary system vendors.



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HCBS and ISS Alerts

ISS - Alerts and Updates

PL 2019-24 (Revised) Informal Dispute Resolution Process for DAHS, DAHS with Individualized Skills and Socialization, and DAHS-Individualized Skills and Socialization Only Providers

HHSC Publishes Revised PL 2023-01: HHSC has published [revised Provider Letter 2023-01 New Regulatory Rules for Long-term Care Regulation \(LTCR\) Individualized Skills and Socialization Services](#). Revisions include information regarding the issuance of temporary initial licenses to applicants for DAHS-Individualized Skills and Socialization Only licensure, clarification on capacity, LTCR surveys, Form 3613-A requirements, emergency response plan requirements, and updates to contact information for TULIP Support. 10/21/24.



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ISS - Alerts and Updates

- HHSC LTCR Updated the Individualized Skills and Socialization FAQ: HHSC Long-term Care Regulation updated the Individualized Skills and Socialization frequently asked questions document on December 4, 2024.
- PL 2019-24 (Revised) Informal Dispute Resolution Process for DAHS, DAHS with Individualized Skills and Socialization, and DAHS-Individualized Skills and Socialization Only Providers [Approved 1/14/25, Pending Release].



ISS - Alerts and Updates

- Published Presentations
 - ▶ Region 6 DAHS/Individualized Skills and Socialization In-Person Provider Meeting. 10/2/24.
 - ▶ Region 5 DAHS/Individualized Skills and Socialization In-Person Provider Meeting. 12/6/24
- Published Webinars
 - ▶ Individualized Skills and Socialization Program Survey Process and ANE Overview. 1/21/25



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LTCR Q&A

Upcoming LTCR Webinars

Webinar Schedule

IDD/PI Quarterly Webinar

Date: April, 2025

Send your ideas for our upcoming quarterly webinars.

LTCRPolicy@hhs.Texas.gov

Subject: LTCR IDD Quarterly Webinar Idea



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Thank you!

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The webinar recording and slides will be available on the provider portals, typically within 5-7 business days.