



Date: July 11, 2022

To: Deaf Blind with Multiple Disabilities
Community Living Assistance and Support Services (CLASS)
Direct Services Agencies
Community Living Assistance and Support Services (CLASS) Case
Management Agencies

Subject: Information Letter No. 2022-37 (Corrected)
New Critical Incident Management Reporting System (CIMS™) for
1915(c) Medicaid Waiver Program Providers

This letter is a status update on implementation of the Critical Incident Management System (CIMS™) which impacts Deaf Blind with Multiple Disabilities (DBMD) providers, CLASS Case Management Agencies (CMAs) and Direct Service Agencies.

PROVIDER ADMINISTRATION DEMONSTRATIONS

HHSC will host six CIMS™ Provider Administration Demonstrations webinars in July. While not required, HHSC strongly encourages providers to register and attend one of the webinars below. Please click on a date/time (all Central Time Zone) below to complete the registration process. All sessions will cover the same content.

- [Tuesday, July 19, 2022, 10:30 AM – 11:30 AM](#)
- [Wednesday, July 20, 2022, 3:00 PM – 4:00 PM](#)
- [Thursday, July 21, 2022, 10:00 AM – 11:00 AM](#)
- [Tuesday, July 26, 2022, 10:00 AM – 11:00 AM](#)
- [Wednesday, July 27, 2022, 2:30 PM – 3:30 PM](#)
- [Thursday, July 28, 2022, 11:00 AM – 12:00 PM](#)

The CIMS™ Provider Administration Demonstrations have limited capacity, so HHSC requests that just one individual from each provider agency attends one session. It is ideal for the designated provider administrator to attend the webinar, but another staff member can attend if needed.

CURRENT REPORTING REQUIREMENTS

Under current reporting guidelines, providers must report a critical incident to HHSC by the last calendar day of the month following the date of becoming aware of the incident. The current process requires completion of the HHSC CLASS/DBMD [Notification of Critical Incidents form](#) and submitting it electronically to HHSC or by fax to 512-206-3975. Providers should continue to follow current reporting requirements until the new CIMS™ is implemented.

TIMELINE FOR IMPLEMENTATION

Starting once the system goes live, providers will use the newly developed CIMS™ to report critical incidents to HHSC and will no longer be required to submit the Notification of Critical Incidents form. The timeline to report a critical incident through the new CIMS™ will not change.

HHSC understands staff shortages and other challenges associated with the COVID-19 pandemic make this a difficult time to implement a new reporting system. HHSC will work with all waiver providers to ensure this transition in reporting systems occurs on a reasonable timeline.

REQUIRED TRAINING

To access the new CIMS™, every user will be required to complete a brief CIMS™ online training module specific to their role in the system. This mandatory training will be available when the system goes live. The Provider Administration Demonstrations do not replace the mandatory online training.

Questions about this project can be submitted to LTSS_Policy@hhs.texas.gov. More information will be provided through GovDelivery announcements and policy webinars so please ensure your agency is signed up to receive GovDelivery alerts for their respective programs.

Sincerely,

[signature on file]

Michelle Erwin

Deputy Associate Commissioner Medicaid and CHIP Services, Office of Policy