



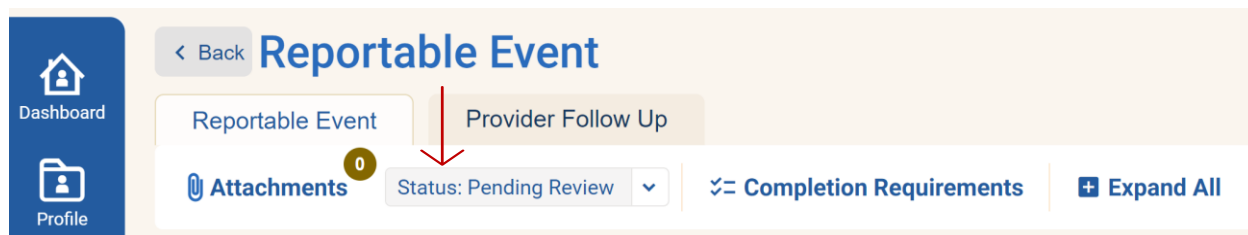
Date: May 19, 2023

To: Deaf Blind with Multiple Disabilities (DBMD) Program Providers  
Community Living Assistance and Support Services (CLASS)  
Direct Services Agencies and Case Management Agencies  
Home and Community-Based Services (HCS) Program Providers  
Local Intellectual and Developmental Disability Authorities  
(LIDDAs)  
Texas Home Living (TxHmL) Program Providers

Subject: Information Letter No. 2023-19  
Critical Incident Management Reporting System (CIMS) Incident  
Report Status

This letter is an update on the submission status of critical incident reports entered into the Critical Incident Management System (CIMS). The Health and Human Services Commission (HHSC) implemented a statewide reporting system known as CIMS for reporting critical incidents as of November 1, 2022, across 1915(c) waiver programs listed above. This includes information on abuse, neglect, and exploitation (ANE) allegations and non-ANE critical incidents, including deaths.

Critical incidents must be submitted by the last day of the month following the month in which the incident occurred. For example, a January incident must be entered into CIMS by February 28. Users must provide all required and known optional information in the individual's critical incident report form when entering incidents. It is essential that once the form is fully completed OR by the reporting deadline, providers use the STATUS dropdown to SUBMIT the form. This will update the form status to "Pending Review", preventing further editing. If the form status remains "In Progress" and is not updated to "Pending Review", the form will not appear complete, and the provider will be out of compliance with timely filing requirements.



Monthly provider demonstration webinars are offered to providers with access to CIMS. HHSC encourages providers to take advantage of these live training opportunities. Register for the webinars by logging into [CIMS](#). Navigate to the "Help" tab (top right of the dashboard), click "Training," then click "Register for Provider Demonstrations" in the CIMS Learning Management Center. More information will be provided through Gov Delivery announcements and agency webinars. Please ensure your organization is signed up to receive relevant Gov Delivery alerts. Questions about CIMS can be submitted to [MCS\\_CIMS@hhs.texas.gov](mailto:MCS_CIMS@hhs.texas.gov).

Sincerely,

*[signature on file]*

Michelle Erwin  
Deputy Associate Commissioner  
Medicaid and CHIP Services, Office of Policy