



Manage Your Contracts with HHSC

There are two different types of contracts you may have with HHSC:

- A provisional contract, which has an expiration date.
- A standard contract, which does not have an expiration date.

All initial open enrollment contracts executed by HHSC are provisional.

If you have any questions about your contract, contact your contract manager. If you're not sure who your contract manager is, you can email IDDWaiverContractEnrollment@hhsc.state.tx.us or call 512-438-3234.

How to Update an Address

To change an address, you should submit an official request to IDDWaiverContractEnrollment@hhsc.state.tx.us. The request must:

- Be on a company letterhead signed by the Signature Authority referenced on **Form 2031—Governing Authority Resolution Business Organization**.
- For Home and Community-based Services (HCS) and Texas Home Living (TxHmL) contracts, include the legal entity name, contract number and component code.
- For Community Living Assistance and Support Services (CLASS), Deaf Blind Multiple Disabilities (DBMD) and Hospice contracts, your Home and Community Support Service Agency (HCSSA) license must be updated with Regulatory before submitting your request.

Your request will be reviewed by your contract manager.

How to Add New Areas to Your Contract

You will need to execute a new contract to:

- Add new waiver area for HCS and TxHmL.
- Add a catchment area for CLASS



You don't need to execute a new contract to add a service area for Hospice or Transition Assistance Services (TAS).

To qualify for a new waiver area, catchment area, or service area, you must have a standard contract.

How to End Your Contract with HHSC

To end your contract with HHSC, submit your request 60 days prior to the effective termination date to IDDWaiverContractEnrollment@hhsc.state.tx.us. The request must:

- Be made on a company letterhead signed by the Signature Authority referenced on Form 2031 – Governing Authority Resolution Business Organization.
- For HCS and TxHmL contracts, include the legal entity name, contract number, include the component code.

Once terminated, contracts cannot be re-activated.

What Happens When There's a Change in Entity Ownership

If you change your legal entity type (e.g., from a sole proprietor to a limited liability corporation), this is considered a change of ownership because you'll have a new federal tax identification number.

- You will have to submit a new application and go through the enrollment process.
- If no individuals are enrolled in the previous owner's contracts, the contracts will be terminated.
- If individuals are still enrolled in the previous owner's contracts, the contracts will **not** be terminated until all individuals have been transferred to another program provider.

If you sell your entity, you must provide written notification, signed by the authorized signatory, to IDDWaiverContractEnrollment@hhsc.state.tx.us at least 60 days before the effective date.



A change of ownership occurs when at least 50 percent of the ownership of a contractor is held by one or more persons who owned less than five percent of the contractor before the sale.

- The new owners will have to submit a new application and go through the enrollment process.
- Your contract will be terminated if no individuals are enrolled.
- If individuals are still enrolled in your contract, then the contract will **not** be terminated until they have been transferred to another program provider.

Enrolling New Individuals

You are not allowed to solicit new individuals to choose you as their provider. All individuals must be provided with freedom of choice. Individuals choose their providers off a choice list.

- For HCS and TXHML programs, their Local Intellectual and Developmental Disorder Authority (LIDDA) provides a list of providers.
- For CLASS and DBMD, once they are off the interest list, a choice list will be provided by the Local intellectual and developmental disability (LIDDA), a choice list is provided, and the individual can choose their own provider.

If your agency is not showing up on the choice list, contact your contract manager or email LTCSearch@hsc.state.tx.us.

When you enroll a new individual into your contract for the first time:

- Call Program Enrollment & Support (PES) at 512-438-5055 or email at enrollmenttransferdischargeinfo@hsc.state.tx.us. They can assist you in creating a new location code.
- For HCS and TxHmL, you'll need access to CARE. PES will let your contract manager know to send CARE access forms to you by email.