



## Frequently Asked Question for Providers Applicant Training (PAT) for HCS/TXHML

### When is the Provider Applicant Training (PAT) Online available?

This training is now available online. The PAT training is the **first step** for applicants to obtain a contract with HHSC. Please **do not** submit your application **without** the PAT certificate that reflects a passing score of 85% or above.

### Who can take the training?

Applicants listed on **Form 3681, Section 8.a and 8.b** must complete the online PAT training. The Program Manager listed **must** complete the training **and** pass the test with an 85% or above.

See [Texas Administrative Code Title 40, Chapter 49, Rule §49.204.](#)

### How can I access the HHS Learning Portal?

- [HHS Learning Portal \(texas.gov\).](#)
- Set up your new account. You will need to confirm your new account through the email address used.
- Find and select the Medicaid Long Term Services and Support Training under "Course Categories."
- Select the **Provider Applicant Training (PAT)** link. Select **"Enroll me"** to access the Training and get access to the **"Welcome"** page.

The training is compiled in three different steps.

#### Step 1. Important to know Before you Get Started

- Fill out the Provider Applicant Training (PAT) Information form. This form must be completed to access the introduction and the training modules.



#### Step 2. Training Modules

- Complete each module must be completed to advance to the next module.

#### Step 3. Evaluation and Certificates

- Complete the mandatory survey

#### Step 4. Provider Competency Exam

- Download, and save your exam certificate upon completion. Submit the certificate along with your completed application

### **How many modules are in the course?**

There are 12 modules.

### **How long can I take to complete the training?**

The training can be completed at your own pace.

### **How long do I have to complete the test?**

You will have 40 minutes to complete the test. No additional time will be allotted.

### **May I change my answer?**

Yes, but only withing the 40 minutes allotted.

### **How do I get my score?**

The system will grade your exam automatically upon completion.

### **The program manager passed the test, what is the next step?**

Download [Form 5873](#), Waiver and Community-based Programs and Services – Medicaid and CHIP Services Contract Application Packet Checklist to ensure all required documents are submitted. Include your PAT score certificate with your application packet.

Application packets without the **PAT** score certificate will not be processed.



**Can I retake if I failed the test?**

You can retake the exam after a period of six months. You are only allowed one attempt every six months. Download the Accessible Presentation Versions (PDF) modules within the PAT Learning Portal for your review and for study purposes.

**Note:** If you do not pass on your first attempt, please **DO NOT** apply.

**What if the program manager passed one test out of two, (i.e., passed HCS and not TXHML or vice versa?)**

HHSC will grant contracts to applicants that successfully pass the exam for each program.