



Long-Term Care Regulatory Provider Letter

Number: PL 2022-15

Title: Offsite Review Responsibility Requirements

Provider Types: Nursing Facility (NF), Assisted Living Facility (ALF), Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions (ICF/IID), Prescribed Pediatric Extended Care Center (PPECC), Home and Community Support Services Agencies (HCSSA)

Date Issued: July 19, 2022

1.0 Subject and Purpose

The Texas Health and Human Services Commission (HHSC) is issuing this provider letter (PL) to remind facilities and agencies that they have the same obligation to respond to an investigation that HHSC conducts virtually and offsite as they do during an investigation that HHSC conducts in-person and onsite.

2.0 Policy Details & Provider Responsibilities

2.1 Definition of Offsite Review

An offsite review consists of a complaint or provider self-reported incident that LTCR determines does not warrant an onsite investigation but is cause for an administrative review that can be conducted virtually and offsite from the facility. LTCR staff may ask for information through phone, email, fax, or an alternate method during an offsite review to decide if further action is necessary.

2.2 Review Process

LTCR staff will conduct a telephone entrance conference with the administrator or alternate administrator, detailing the purpose of the call and what, if any, additional information is needed to conduct the review, along with a due date for the information.

After the telephone entrance conference, the facility or agency will receive a follow-up email detailing what was discussed during the conference and any supplemental documentation that needs to be submitted or faxed. The facility or agency will also be reminded of the time and date the requested information is due.

Once the information has been submitted, LTCR staff will review the documentation and may request additional information or conduct additional phone interviews, if needed.

LTCR staff will determine if the facility or agency is in compliance. LTCR staff will conduct a telephone exit conference with the administrator or alternate administrator, detailing the outcome of the offsite review and any potential non-compliance.

3.0 Background/History

In response to the COVID-19 pandemic, HHSC has started conducting more investigations virtually and offsite. This PL is to remind providers that, although the investigation is being conducted virtually and offsite, they have the same responsibility to respond in a timely manner as they do to an investigation that is conducted in-person and onsite.

4.0 Resources

None.

5.0 Contact Information

If you have any questions about this letter, please contact the Policy and Rules Section by email at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.