



Long-Term Care Regulatory Provider Letter

Number: PL 2022-06
Title: Web-based Licensure System for Nursing Facility Administrators
Provider Types: Nursing Facilities (NF); Nursing Facility Administrators (NFA)
Date Issued: February 14, 2022

1.0 Subject and Purpose

The Health and Human Services Commission (HHSC) is issuing this letter to announce Long-term Care Regulation (LTCR) Credentialing Unit enhancements to the Texas Unified License Information Portal (TULIP), a web-based licensure system designed specifically for licensed long-term care providers and licensees listed above. Eventually, the system will include certified nurse aides (CNA), medication aides (MA), and Nurse Aide Training and Competency Evaluation Programs (NATCEP). The system will be implemented in phases, with Nursing Facility Administrators (NFAs) being the first phase. These enhancements will allow NFAs to complete all licensing and application functions online. This letter also provides important dates and information related to TULIP's benefits and features, as well as instructions for making a successful transition to TULIP.

2.0 Policy Details & Provider Responsibilities

TULIP will make the LTCR Credentialing licensure process more efficient and convenient for licensees. NFAs will be able to electronically conduct all licensure activities for licensees and approval activities, including payment of licensure fees. TULIP will also provide immediate access to licensure and approval information, including updates and notifications from HHSC, allowing for faster communication between providers, licensees and HHSC.

2.1 Who Will Use the Enhancements to TULIP?

NFAs will use the TULIP enhancements to complete all licensure and credentialing activities.

As discussed in [Provider Letter 2018-15](#), all licensed LTC providers will continue to use TULIP for all licensure activities.

2.2 What Licensure Activities Will Be Completed in TULIP?

Licensees will conduct all licensure activities in TULIP, including:

- submitting initial and renewal applications;
- printing a license;
- making electronic payments;
- accessing the status of licensure applications;
- update personal contact information;
- sending and receiving application documents and updates to HHSC related to the licensure process; and
- sending and tracking enforcement activities of licensees.

2.3 Next Steps for TULIP Users

New users should refer to the TULIP user manual for LTCR Credentialing for a step-by-step process on accessing and using TULIP. A link to the user manual and the TULIP system will be posted on the NFA webpage:

- [Nursing facility administrator](#)

Licensees will use TULIP for the following activities:

- Currently-licensed **NFAs** and NFA applicants submitting all application types.
- **TULIP** sending a 90-day renewal notice to remind all **licensees** of an upcoming expiration date.

2.4 What Happens to Information in the Current System?

TULIP will replace the current NFA online licensing system, physical payments, and all paper application and form processes. Read section 2.6 of this document for more information on the transfers of information to TULIP.

2.5 Will TULIP Training or a User Manual be Offered?

HHSC will publish the TULIP user manual on the NFA webpage. Read section 2.3 of this document for the link to the webpage.

HHSC is developing training on TULIP for licensees who will be notified when it's available.

2.6 What is the Schedule for the Transition to TULIP?

The NFA online licensing system was shutdown February 11, 2022. The go-live date for enhancements to TULIP is scheduled for February 28, 2022. Users (NFAs) will begin all application activities in TULIP on February 28, 2022.

NFA applications not approved prior to the February 11, 2022, shutdown date via the NFA online system will be electronically transitioned to TULIP and will be processed via TULIP.

All NFA applications submitted on or after February 28, 2022, must be completed via TULIP.

3.0 Background/History

TULIP is part of an HHSC modernization project intended to make agency systems more user-friendly, efficient, accessible, and consistent and to reduce paper consumption.

4.0 Resources

None

5.0 Contact Information

If you have any questions about this letter, please contact the Licensing and Credentialing Section by phone at (512) 438-2015 or by email:

- General email: credential@hhs.texas.gov
- NFA Unit: nfa_licensing_program@hhs.texas.gov