



Long-Term Care Regulatory Provider Letter

Number: PL 2022-20

Title: TULIP Credentialing System for Nursing Facility Administrators Update

Provider Types: Nursing Facilities (NF); Nursing Facility Administrators (NFA)

Date Issued: March 15, 2022

1.0 Subject and Purpose

The Health and Human Services Commission (HHSC) is issuing this letter to provide an update on the Long-term Care Regulation (LTCR) Credentialing Unit enhancements to the Texas Unified License Information Portal (TULIP). The target implementation date was February 28, 2022, with a system freeze on the outgoing vendor starting on February 11, 2022.

2.0 Implementation Update

On Friday, March 11, 2022, HHSC sent out a notice that the system was online and functional. However, ongoing barriers have been experienced by both Nursing Facility Administrators and HHSC staff in utilization of the new system.

Due to the ongoing limited functionality in TULIP, HHSC is extending a grace period. All Nursing Facility Administrator licenses active on February 11, 2022 will be considered active until 60 days following full implementation of the new system. HHSC will send out a notice once the system is fully implemented. This will allow all NFAs to submit renewals and associated documents through the new credentialing system.

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

For TULIP issues following the HHSC notice that the TULIP Credentialing system is fully functional, contact the TULIP Support help desk at TULIP_SUPPORT@hsc.state.tx.us.

If you have any questions about this letter, please contact the Licensing and Credentialing Section by phone at (512) 438-3161 or by email:

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