



Long-Term Care Regulatory Provider Letter

Number: PL 19-11
Title: New Policy, Rules and Training Mailbox
Provider Types: Assisted Living Facility (ALF), Day Activity and Health Services (DAHS) facility, Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions (ICF/IID), Home and Community Support Services Agency (HCSSA), Nursing Facility (NF) and Prescribed Pediatric Extended Care Center (PPECC)
Date Issued: April 23, 2019

1.0 Subject and Purpose

Policy, Rules and Training (PRT) now has a dedicated email mailbox. Questions for all provider types regarding policy and rules can be sent to policyrulestraining@hhsc.state.tx.us. The email address is also located on each provider portal on the HHSC website.

2.0 Policy Details & Provider Responsibilities

When submitting questions to the PRT mailbox, please include the specific program or provider type the inquiry applies to in the subject line. This will allow the email to be sent to the applicable specialist. Include your contact information in the email, so a specialist can follow up with you for clarification as needed. You may continue to contact us at 512-438-3161.

3.0 Background/History

The new mailbox replaced the other mailboxes monitored by PRT.

The following mailboxes are no longer valid:

- NFRules@hhsc.state.tx.us
- ICFRules@hhsc.state.tx.us
- ALFRules@hhsc.state.tx.us

4.0 Attachments

None.

5.0 Contact Information

If you have any questions about this letter, please contact the Policy, Rules and Training Section by email at policyrulestraining@hsc.state.tx.us or call (512) 438-3161.

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David Kostroun
Deputy Executive Commissioner
Regulatory Services Division

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