



Date: April 20, 2020

To: Adult Foster Care Providers
Community Attendant Services Providers
Day Activity and Health Services Providers
Emergency Response Services Providers
Family Care Providers
Home-Delivered Meals Providers
Primary Home Care Program Providers
Residential Care Providers

Subject: Information Letter No. 20-20
Requirement to Complete DIR-Certified Cybersecurity Training
Program – **Due April 30, 2020**

As defined in [Section 2054.5192 of the Texas Government Code](#), the Health and Human Services (HHS) system shall require any Contractor with direct access into a state computer system or database to complete a cybersecurity training program certified by the Department of Information Resources (DIR). This pertains to contracts and renewals executed on, or after, June 14, 2019. "Contractor" is defined to include any officer, employee, or subcontractor. Contractors meeting this criterion must certify that such employees, officers, and subcontractors have completed a DIR-certified cybersecurity training program. To acknowledge compliance with this requirement, Health and Human Services Commission (HHSC) Long Term Care (LTC) contractors must complete [HHS Form 3834, Written Acknowledgement of Completion of Cybersecurity Training Program](#), and submit the form to the Access and Eligibility Services - Eligibility Operations Provider Contract Management e-mail box (HHSEOPCM@hhsc.state.tx.us) **no later than April 30, 2020**.

Required Contractor Steps to Achieve Compliance:

1. Download the [HHS Cybersecurity Training](#) on the [Contracting with HHS](#) Webpage **or** select an option from the [DIR List of Certified Training Programs](#). DIR does not provide the training and cannot provide recommendations. Please do not contact DIR with questions.
2. Have all officers, employees, and subcontractors with direct access into a state computer system or database complete the training program.

3. After completing steps one and two, complete and return the [HHS Form 3834](#) to HHSEOPCM@hhsc.state.tx.us no later than **April 30, 2020**. Contractors are not required to provide training certificates, only the completed [HHS Form 3834](#).

HHSC LTC contractors with more than one LTC contract may submit one [HHS Form 3834](#) for each Texas Identification Number (TIN); however, these contractors must include an attachment listing the contract number(s) associated with the TIN when submitting the HHS Form 3834.

If an HHSC LTC contractor is unable to submit an HHS Form 3834 to the e-mail box specified in this information letter **by April 30, 2020**, no punitive action will be taken against the contractor. The deadline is intended to trigger reminders, facilitate tracking, and help the HHS system achieve full compliance by June 1, 2020.

Helpful References

- [Contracting with HHS](#) webpage [DIR List of Certified Training Programs](#)
(Use Chrome web browser when accessing the list)
- [DIR Security Awareness Training Certification \(HB 3834\) Overview and FAQs](#)

Contact Information

If you have any questions about this information letter, please send the questions to HHSEOPCM@hhsc.state.tx.us.

Sincerely,

[signature on file]

Lance Duckworth
Director
Eligibility Operations Provider Contract Management
Finance and Contract Operations
Access and Eligibility Services