



Long-Term Care Regulatory Provider Letter

Number: PL 2020-01 (**Revised**)

Title: How to File a Complaint Regarding a Surveyor and Report Survey Inconsistencies

Provider Types: Assisted Living Facility (ALF), Day Activity and Health Services (DAHS) Facility, **DAHS-Individualized Skills and Socialization**, Home and Community-based Services (HCS), Home and Community Support Services Agency (HCSSA), Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions (ICF/IID), Nursing Facility (NF), Prescribed Pediatric Extended Care Center (PPECC), **Provider Investigations (PI)**, and Texas Home Living (TxHmL)

Date Issued: April 16, 2024

1.0 Subject and Purpose

This letter is being revised to update links to the **comment card survey and provider feedback tool** and add **DAHS-Individualized Skills and Socialization and PI** to the list of providers. The Texas Health and Human Services Commission (HHSC) is issuing this provider letter (PL) to remind facilities how to file a complaint regarding a surveyor, how to report survey inconsistencies related to the interpretation and application of regulations and rules, and to provide updated contact information for Long-term Care Regulatory (LTCR) regional offices.

2.0 Policy Details & Provider Responsibilities

2.1 To file a complaint regarding a surveyor, you may:

- Call the Complaint and Incident Intake (CII) hotline at 1-800-458- 9858;
- Complete a [comment card survey](#) online; or
- Call the appropriate regional leadership for your provider type:

- For NF, ALF, ICF/IID, DAHS, HCS, HCSSA, **DAHS-Individualized Skills and Socialization, PI, PPECC**, and TxHmL: call the regional director for the [LTCR regional office](#) for the region in which your facility or agency is located.

2.1.1 Anonymous complaints about surveyors

When filing a complaint, a complainant can provide a name and contact information, but is not required to do so. HHSC accepts anonymous complaints; however, it might be challenging to obtain sufficient information for a thorough investigation without contacting the complainant. In addition, HHSC cannot provide investigation findings to anonymous complainants.

2.2 To report a survey inconsistency:

The intent of the survey inconsistency tool is to identify inconsistencies in the determination of compliance with regulatory requirements.

Complete the [Consistency Feedback Tool](#) online.

2.2.1 Survey inconsistency feedback

Reports of survey inconsistencies are researched at the state office level and results are shared with the regions in aggregate form, without identifying information. The name of the facility, provider or agency, provider identification number or component code, survey date and tags or violations cited are required to initiate an investigation. The feedback tool must be complete for Survey Operations to collect the necessary information to research the concern.

State office staff will work with regional staff on substantiated inconsistencies to address surveyor training needs. The survey inconsistency tool cannot be used to appeal a deficiency or violation.

3.0 Background/History

This revision provides updated provider types and survey links.

4.0 Resources

None.

5.0 Contact Information

To ensure consistency with understanding of policy and rules for your program or provider type, please send all questions or information requests about LTCR policy, rules or this letter to the LTCR Policy and Rules team at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.