



Long-Term Care Regulatory Provider Letter

Number: PL 20-20
Title: Incident Submission Portal for Long-Term Care (LTC) Providers under Texas Unified Licensure Information Portal (TULIP)
Provider Types: Assisted Living Facility (ALF), Day Activity and Health Services (DAHS) Facility, Home and Community Support Services Agency (HCSSA), Intermediate Care Facility for Individuals with an Intellectual Disability or Related Conditions (ICF/IID), Nursing Facility (NF) and Prescribed Pediatric Extended Care Center (PPECC)
Date Issued: March 20, 2020

1.0 Subject and Purpose

The Texas Health and Human Service Commission (HHSC) is issuing this letter to inform all program providers about the incident submission portal availability through TULIP. The online system is designed to streamline the reporting process and will provide reporters with a confirmation number immediately upon submission of a completed report.

2.0 Policy Details & Provider Responsibilities

HHSC has introduced a new portal under TULIP for licensed and/or certified HHSC providers to report incidents online. The following information below will replace the online web portal currently on the HHSC website. The link below will direct LTC providers to the new TULIP submission portal instead of the HHSC web portal.

2.1 How to report an incident

Incidents can be submitted online at any time, day or night at the following link: <https://txhhs.force.com/TULIP>

LTC providers will need a TULIP login to submit incident reports online. Providers with an existing TULIP login should use that login to report incidents. Providers who do not have an existing login can select

“Register” on the TULIP page to create an account. In the event providers are unable to report online, a voicemail option is available to report at **1-800-458-9858**. HHSC intake employees monitor the incident voicemail application from 7 a.m. to 7 p.m. Central time, Monday through Friday. On weekends and holidays, it is monitored from 8a.m. to 5 p.m.

After leaving an incident report via voicemail, an intake specialist will call you to:

- Obtain additional information
- Clarify details
- Give you the incident intake number

Providers may also report by speaking to a live agent during business hours (Monday-Friday 7 a.m. – 7 p.m.)

2.1.1 Completing the Incident Report

All fields designated as required must be completed before you can submit your incident report in TULIP. The narrative section will have a limit on how many characters can be entered.

The application will **“timeout” after 30 minutes of inactivity** if the application is open and the incident not successfully transmitted.

Providers will receive a confirmation number when the incident is successfully transmitted. Providers will have the opportunity to print a copy of the confirmation page for their own records.

Note: When providers submit an incident report through TULIP, HHSC intake staff will only contact you if additional clarification or more details are needed regarding to complete triage and prioritization of the intake.

2.2 Information needed to report an incident

Providers will be asked to provide the following information:

- Reporter’s name and title
- Primary and secondary phone numbers, including area code,

- The name and address of the provider on whose behalf the report is being made, including the license number or facility ID, if applicable
- Whether or not the incident was reported to the police or the Texas Department of Family and Protective Services (DFPS). Please include the name of the employee who made the report and the DFPS call ID reference number or the police report number.
- The name, age, date of birth and Social Security number of the person about whom the report is being made. In addition, the report should indicate:
 - If special supervision was required
 - The person's level of cognition
 - The person's pertinent medical history
 - If there was a history of similar or prior incidents
- The date and time the provider first learned of the incident and a brief narrative summary of the reportable incident. Please include the names of any alleged perpetrators or witnesses.
- The date, time and results of any assessment conducted, including findings of injury or adverse effects.
- Type of treatment provided, and when and where treatment was provided. The immediate action taken to protect other people and to prevent occurrences of similar incidents.
- The name of anyone else notified about the incident.

2.3 The provider investigation report

LTC providers can log in to TULIP to submit their provider investigation report for incidents initially submitted online. Any additional documentation can also be submitted online with the provider investigation report.

3.0 Background/History

TULIP was implemented on September 4, 2018, and the incident reporting portal is a new functionality that is now available to providers as of March 2, 2020.

4.0 Resources

[TULIP User Guide for Providers](#)

5.0 Contact Information

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