



Long-Term Care Regulatory Provider Letter

Number: PL 2021-13
Title: Introducing the Waiver Survey and Certification Provider Portal
Provider Types: Home and Community-based Services (HCS) and Texas Home Living (TxHmL)
Date Issued: April 6, 2021

1.0 Subject and Purpose

The Health and Human Services Commission (HHSC) is issuing this letter to announce that the Waiver Survey and Certification (WSC) Provider Portal will launch soon. The WSC Provider Portal is an online system for Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Waiver program providers.

This letter will be updated when the WSC Provider Portal goes live. To stay up-to-date on the WSC Provider Portal, go to the [WSC Provider Portal Information Page](#).

2.0 Policy Details & Provider Responsibilities

The WSC Provider Portal will allow HCS and TxHmL program providers to access WSC records and submit documentation to HHSC Long Term Care Regulatory.

2.1 Which providers will use the WSC Provider Portal?

The WSC Provider Portal will be used exclusively by program providers who have HCS and TxHmL contracts.

2.2 What activities will be completed in the WSC Provider Portal?

The WSC Provider Portal will allow HCS and TxHmL program providers to:

- Submit notification and accompanying documentation for finalized Provider Investigations reports.
- Submit notification and documentation related to the death of an individual.
- Receive survey reports and letters.
- Submit evidence and Plans of Correction.

2.3 Next steps for providers

HHSC will host an “Introduction to the New WSC Provider Portal for HCS and TxHmL Program Providers” webinar to assist new users with navigating the WSC Provider Portal. This class will be offered twice and a recording will be available for participants who were unable to attend either live session.

Tuesday, April 27th at 1:00 pm – [Register Here](#)

Thursday, April 29th at 1:00 pm – [Register Here](#)

3.0 Background/History

The WSC Provider Portal 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

[WSC Provider Portal Information Page](#)

5.0 Contact Information

If you have any questions about this letter, please contact LTCR Policy and Rules by email at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.