



Long-Term Care Regulation Provider Letter

Number: PL 2021-18
Title: Requirement to Request an Initial Survey Within Six Months After Issuance of an Initial License
Provider Types: Home and community Support Services Agencies (HCSSAs)
Date Issued: April 23, 2021

1.0 Subject and Purpose

The purpose of this letter is to remind HCSSA providers with an initial license of the requirement to request an initial survey no later than six months after the effective date of the agency's initial license.

2.0 Policy Details & Provider Responsibilities

As described in 26 Texas Administrative Code (TAC) [§558.521](#) (Requirements for an Initial Survey), no later than six months after the effective date of an agency's initial license, the agency must:

- admit at least the minimum number of clients as described in 26 TAC [§558.521](#)(b) and provide services to the clients based on the categories of service on the initial license; and
- submit a written request to HHSC for an initial licensure survey to the designated survey office, unless the agency is exempt from an initial survey because the agency maintains accreditation status for the applicable services and has submitted accreditation documentation to HHSC.

An agency's written request for an initial licensure survey must be submitted using [HHSC Form 2020](#) and include all required information to indicate that the agency has admitted clients and provided services in accordance with 26 TAC [§558.521](#)(b).

In accordance with 26 TAC [§558.521\(d\)](#), an agency must have the following information available and ready for review by a surveyor upon the surveyor's arrival at the agency to conduct the initial survey:

- a list of clients who are receiving services or who have received services from the agency for each category of service licensed. The list must comply with the requirements of 26 TAC [§558.293](#) (Client List and Services);
- the client records for each client admitted during the licensing period before the initial survey;
- all agency policies as required by 26 TAC [Chapter 558](#); and
- all personnel records of agency employees.

Failure to request a timely initial survey may result in enforcement action, including license revocation or denial of license renewal.

3.0 Background/History

None

4.0 Resources

[HHSC Form 2020](#)

[HHSC Long-term Care Regulation Regional Contact Numbers](#)

5.0 Contact Information

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