



## Long-Term Care **Regulation** Provider Letter

**Number:** PL 2021-26 (Revised)

**Title:** HCS and TxHmL Survey Operations Transformation

**Provider Types:** HCS and TxHmL

**Date Issued:** August 18, 2022

### 1.0 Background and Purpose

The Health and Human Services Commission created the Regulatory Services Division (RSD) in 2017 as regulatory functions consolidated from Department of Family and Protective Services (DFPS), Department of Aging and Disability Services (DADS), and the Department of State Health Services (DSHS). As part of this consolidation effort, new teams were developed while keeping the division's core values of quality, consistency, efficiency, and accountability in mind.

The integration of HCS and TxHmL into Survey Operations and the regional structure occurred on August 30, 2021.

This provider letter outlines the LTCR organizational structure and provides updated contact information. **Revisions have been made to reflect updates to the HCS or TxHmL Program Manager and Assistant Regional Director contact list as well as the new LTCR regional boundaries announced in [PL 2022-18](#).**

### 2.0 Structure, Organization, and Information

#### 2.1 Survey Operations

The Waiver Survey and Certification Program Managers and survey teams now report to the Assistant Regional Director and Regional Director in their respective regions.

The Assistant Regional Director and Regional Director report to Renee Blanch-Haley, Deputy Associate Commissioner of Survey and

Compliance. An additional point of contact is Jenni Crowson, Director of Field Operations.

As of August 30, 2021, providers should contact their local LTCR Regional Director with any questions or concerns related to the survey process. Providers can locate HCS and TxHmL regional survey operation offices and regional director contact information in this provider letter as Appendix I or on the [Long-Term Care Regulatory Regional Contact Numbers page](#). Providers can also contact their local [regional program manager](#) using the information in Appendix I.

## **2.2 Policy and Rules**

For questions about HHSC HCS and TxHmL program rules, providers can contact the LTCR IDD Policy Manager Susie Weirether and the HCS and TxHmL policy team at [LTCRPolicy@hhs.texas.gov](mailto:LTCRPolicy@hhs.texas.gov) or call (512) 438-3161. HHSC will continue to notify providers of changes to policies, procedures and/or regulatory requirements as they occur. To sign up for notifications, please subscribe to receive provider alerts through [GovDelivery](#).

## **2.3 Training**

HCS and TxHmL providers can find out about [HCS & TxHmL Joint Training Opportunities](#) by visiting the HHSC Provider Training page. Providers will find a list of classes available to HCS and TxHmL providers. Providers can contact the LTCR Curriculum and Training team at [LTCRJointTraining@hhs.texas.gov](mailto:LTCRJointTraining@hhs.texas.gov).

## **3.0 Long-term Care Enforcement Division**

Providers can contact HHSC Long-term Care Enforcement Division at [HHSCLTCEnforcement@hhs.texas.gov](mailto:HHSCLTCEnforcement@hhs.texas.gov).

## **4.0 Four-Person Residence Approval Email**

Providers should use the new email address to request approvals for four-person residences at: [HCSFourPersonResidenceRequests@hhs.texas.gov](mailto:HCSFourPersonResidenceRequests@hhs.texas.gov).

## **5.0 Reporting Complaints about the LTCR Survey Process**

### **5.1 Surveyor Consistency Survey**

Providers should still use the HHSC Long-Term Care Regulatory Services Consistency Feedback Tool to report inconsistencies in how Long-Term Care Regulation (LTCR) survey staff interpret and apply the regulations. Providers can link to the survey at: <https://www.surveymonkey.com/r/HHCHZVV>.

## **5.2 To file a complaint regarding a surveyor**

The process for filing a complaint involving an HCS or TxHmL surveyor has changed. To file a complaint:

- Call:
  - Complaint and Incident Intake (CII) hotline at 1-800-458-9858 for all other programs.
- Complete a comment card survey online; or
- Call the regional director for the LTCR regional office for the region in which your facility or agency is located

## **6.0 Reporting Complaints about HCS/TxHmL Services**

The process for reporting complaints will not change. Providers report complaints to the HHSC Office of Individuals with Intellectual or Developmental Disabilities (IDD) Ombudsman. Providers can:

- Call: 800-252-8154
- Email: [OmbudsmanIDD@hhsc.state.tx.us](mailto:OmbudsmanIDD@hhsc.state.tx.us)
- Fax: 888-780-8099
- Mail:  
Texas Health and Human Services Commission  
IDD Ombudsman  
P.O. Box 13247  
Austin, TX 78711-3247

## **7.0 Policy and Rules Contact Information**

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

## 8.0 Appendix I - LTCR HCS/TxHmL Program Manager and Assistant Regional Director Contact Information

### Region 1

HCS/TxHmL Program Manager (Waiver): Erin Blair (Interim)

Direct line: 806-252-0689

E-mail: [Erin.Blair01@hhs.texas.gov](mailto:Erin.Blair01@hhs.texas.gov)

HCS/TxHmL Program Manager (Residential): Erin Blair

Direct line: 806-252-0689

E-mail: [Erin.Blair01@hhs.texas.gov](mailto:Erin.Blair01@hhs.texas.gov)

Assistant Regional Director: Cezar Cervantez

Cell: 512-599-3745

Direct line: 806-783-6534

E-mail: [Cezar.Cervantez@hhs.texas.gov](mailto:Cezar.Cervantez@hhs.texas.gov)

### Region 2

HCS/TxHmL Program Manager (Waiver): Erin Blair (Interim)

Direct Line: 806-252-0689

Email: [Erin.Blair01@hhs.texas.gov](mailto:Erin.Blair01@hhs.texas.gov)

HCS/TxHmL Program Manager (Residential): Erin Blair (Interim)

Direct Line: 806-252-0689

E-mail: [Erin.Blair01@hhs.texas.gov](mailto:Erin.Blair01@hhs.texas.gov)

Assistant Regional Director: Cezar Cervantez (Interim)

Cell: (512)-599-3745

Direct line: 806-783-6534

E-mail: [Cezar.Cervantez@hhs.texas.gov](mailto:Cezar.Cervantez@hhs.texas.gov)

### Region 3

HCS/TxHmL Program Manager (Waiver): Cheryl Wilde

Direct line: 817-792-7275

E-mail: [Cheryl.Wilde01@hhs.texas.gov](mailto:Cheryl.Wilde01@hhs.texas.gov)

HCS/TxHmL Program Manager (Waiver): TeShara Jones

Direct line: 817-792-7283

E-mail: [Teshara.Jones@hhs.texas.gov](mailto:Teshara.Jones@hhs.texas.gov)

Assistant Regional Director: Kerri Tolbert

Direct line: 817-588-2524

E-mail: [Kerri.Tolbert@hhs.texas.gov](mailto:Kerri.Tolbert@hhs.texas.gov)

**Region 4**

HCS/TxHmL Program Manager (Waiver): Cheryl Wilde (Interim)  
Direct line: 817-792-7275  
E-mail: Cheryl.Wilde01@hhs.texas.gov

HCS/TxHmL Program Manager (Waiver): TeShara Jones (Interim)  
Direct line: 817-792-7283  
E-mail: Teshara.Jones@hhs.texas

Assistant Regional Director: Kerri Tolbert (Interim)  
Direct line: 817-588-2524  
E-mail: Kerri.Tolbert@hhs.texas.gov

**Region 5**

HCS/TxHmL Program Manager (Residential): Luz Delgado  
Direct line: 915-407-4455  
E-mail: Luz.Delgado01@hhs.texas.gov

Assistant Regional Director: Amanda Herrington  
Direct line: 512-878-7630  
E-mail: Amanda.Herrington@hhs.texas.gov

**Region 6**

HCS/TxHmL Program Manager (Waiver): Cheryl Harris  
Direct line: 713-735-8995  
E-mail: Cheryl.Harris@hhs.texas.gov

HCS/TxHmL Program Manager (Waiver): Nicole Hubbard  
Direct line: 713-735-8963  
E-mail: Nicole.Hubbard@hhs.texas.gov

HCS/TxHmL Program Manager (Residential): Shanesha Mitchell  
Direct line: 713-735-8978  
E-mail: Shanesha.Mitchell@hhs.texas.gov

Assistant Regional Director: Kent Glinsky  
Direct line: 281-217- 0173  
E-mail: Kent.Glinsky@hhs.texas.gov

**Region 8**

HCS/TxHmL Program Manager (Waiver): Stephanie Zuniga-Chambless  
Direct line: 210-438-6264  
E-mail: [Stephanie.Zuniga-Chambless@hhs.texas.gov](mailto:Stephanie.Zuniga-Chambless@hhs.texas.gov)  
Assistant Regional Director: Laura Castillo (Interim)

Phone: 512-568-5624  
Email: [Laura.Castillo2@hhs.texas.gov](mailto:Laura.Castillo2@hhs.texas.gov)

**Region 11**

HCS/TxHmL Program Manager: Stephanie Zuniga-Chambless (Interim)  
Direct line: 210-438-6264  
E-mail: [Stephanie.Zuniga-Chambless@hhs.texas.gov](mailto:Stephanie.Zuniga-Chambless@hhs.texas.gov)

Assistant Regional Director: **Nancy Saenz**  
Phone: 956-502-2593  
Email: [Nancy.Saenz@hhs.texas.gov](mailto:Nancy.Saenz@hhs.texas.gov)