



## Long-Term Care Regulatory Provider Letter (PL)

<b>Number:</b> PL 18-15 (ALF, DAHS, HCSSA, ICF/IID, NF, PPECC)
<b>Title:</b> New Web-based Licensure System - Texas Unified Licensure Information Portal (TULIP)
<b>Provider Types:</b> Assisted Living Facilities (ALF); Day Activity and Health Services Facilities (DAHS); Home and Community Support Services Agencies (HCSSA), Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID); Nursing Facilities (NF); Prescribed Pediatric Extended Care Centers (PPECC)
<b>Date Issued:</b> August 9, 2018

### 1.0 Subject and Purpose

The Health and Human Services Commission (HHSC) is issuing this letter to announce that the Texas Unified License Information Portal (TULIP), a new web-based licensure system designed specifically for licensed long-term care providers, will launch soon. Once TULIP is implemented, license holders (providers) will conduct all licensure activities online and HHSC will phase out paper applications. This letter also provides important dates and information related to TULIP's benefits and features, as well as instructions for making a successful transition to TULIP.

### 2.0 Policy Details & Provider Responsibilities

TULIP will make the licensure process more efficient and convenient for providers and HHSC by electronically conducting all licensure activities, including payment of licensure fees. TULIP will also provide immediate access to licensure information, including updates and notifications from HHSC, which will allow for faster communication between providers and HHSC.

#### 2.1 Which providers will use TULIP?

TULIP will be used by all providers that are regulated by the HHSC Long-term Care Regulatory department, including ALF, DAHS, HCSSA, ICF/IID, NF, and PPECC.

## 2.2 What Licensure Activities will be completed in TULIP?

Providers will conduct all of their licensure activities in TULIP, including, but not limited to:

- submitting initial applications, renewal applications, and change-of-ownership notices;
- making electronic payments;
- accessing the status of licensure applications; and
- sending and receiving notifications and updates to HHSC related to the licensure process.

## 2.3 What other Activities can be completed through TULIP?

Providers will have the ability to complete death reports in TULIP and link to provider self-reporting of incidents.

## 2.4 Next Steps for Providers

First, each provider must designate one individual as the “security authority.” The security authority will be the person who receives and keeps the TULIP access and login information for the provider. Without a designated security authority, your organization will not have the ability to approve and reject access requests. Each provider must also ensure that the licensed entity’s mailing address on file with HHSC is current and accurate because HHSC will mail a “key letter” to each legal entity at the address on file. The key letter will include an individualized electronic key code, as well as more detailed instructions about how to access, log into, and navigate TULIP. Once logged in, there will be additional guidance for proceeding with the licensure process. Please note: TULIP works best with the latest version of Google Chrome browser.

Providers can visit their provider portal through the following [webpage](#) and check the facility directory to see if their mailing address is accurate. If the mailing address is inaccurate, then providers will have to submit one of the following forms and select “Other Update” or “Update my information” depending on the form type:

- ALF, DAHS, and ICF use [Form 3720](#)
- HCSSA use [Form 2021](#)
- NF use [Form 3720-N](#)
- PPECC use [Form 3720-P](#)

The form will then be mailed to the address on the instructions page for each form type.

## 2.5 What Happens to Information in the Current System?

TULIP will replace the current HHSC licensing systems—the Compliance, Assessment, Reporting, and Enforcement (CARES) system and the HCSSA portal. TULIP will automatically import information from CARES and the HCSSA portal and create a TULIP account. One exception to the automatic transfer of information into TULIP is the HCSSA ownership information, which will be manually entered by HHSC staff after TULIP is operational. If a HCSSA submits an application in TULIP before HHSC staff enter the ownership information, the provider will be responsible for entering the ownership information manually.

## 2.6 Will TULIP Training be offered?

TULIP training opportunities will be offered on August 21 and 22, 2018. HHSC will conduct training via webinar using a Provider Training Manual. This resource will be available on the HHSC website immediately before the training at <https://hhs.texas.gov/TULIP>.

## 2.7 What is the Schedule for the Transition to TULIP?

A [kick-off meeting](#), which will include a live demonstration of TULIP, is scheduled for August 16, 2018. TULIP is scheduled to be operational on September 4, 2018.

Beginning September 4, 2018, renewal notifications will be sent via TULIP. To receive these notifications, providers must have logged into TULIP. It is the responsibility of the provider to have an active account in TULIP to receive notifications.

A provider that mails a paper application to HHSC before September 4, 2018, or a provider that receives a paper notice to renew its license before September 4, 2018, will have a 100-day grace period during which HHSC will accept and process paper applications. However, providers who receive a paper notice may also renew their license in TULIP starting September 4, 2018. **Effective January 1, 2019, HHSC will not accept paper applications and will conduct licensure activities only through TULIP.**

## 3.0 Background/History

TULIP is part of an HHSC modernization project intended to make agency systems more user-friendly, efficient, accessible, consistent, and to reduce paper consumption.

#### **4.0 Forms/Appendices**

None.

#### **5.0 Contact Information**

If you have any questions about this provider letter, please contact the Policy, Rules and Training Section at (512) 438-3161.

*[signature on file]*

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Long-term Care Regulatory

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