



Date March 27, 2019

To: Home and Community-based Services Providers  
Intermediate Care Facilities for Individuals with Intellectual  
Disabilities Providers  
Local Intellectual and Developmental Disability Authorities  
Texas Home Living Program Providers

Subject: Information Letter No. 19-07 - Implementation of the  
Intellectual Developmental Disability Operations Portal for HCS,  
TxHmL, ICF/IID, and LIDDAs

Local Intellectual and Developmental Disability Authorities (LIDDAs) and Home and Community-based Services (HCS), Texas Home Living (TxHmL), and Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) providers may begin registering to use the IDD Operations Portal on April 1, 2019. Please see the full implementation schedule below.

The IDD Operations Portal is an online system that allows secure, more efficient transmission of electronic documents, rather than paper, to and from the IDD Program Eligibility and Support (PES) and IDD Utilization Review (UR) departments. In addition, LIDDAs, HCS, TxHmL, and ICF/IID providers will be able to check the status of submissions online, reducing the need for inquiries by phone or fax.

Documents will be stored in the portal for 10 years. LIDDAs and providers will still be required to maintain a paper copy of documentation in each client's comprehensive record. Packet submissions are accessible to view, download, and print from the IDD Operations Portal. At any time, a packet's status can be viewed in the portal.

Once registered, it is important to only use the IDD Operations portal when submitting documentation to IDD PES and IDD UR. Mailing, faxing, and

submitting the same documentation through the portal, may cause delays in processing.

Implementation of the IDD Operations Portal does not replace the Client Assignment and Registration (CARE) system or the Texas Medicaid & Healthcare Partnership (TMHP) data entry requirements for LIDDAs and providers. Providers and LIDDAs should continue to check service authorizations using CARE.

### **Implementation Schedule**

Please do not attempt to register until the appropriate time outlined below.

#### **First Group**

- April 1-14: Providers with DBAs starting with numbers (i.e. 4 Corners, 1 Care, etc.) and letters A and B can register for portal access.

#### **Second Group**

- April 15-28: Providers with DBAs C-G can register for portal access.

#### **Third Group**

- April 29-May 12: Providers with DBAs H-O can register for portal access.

#### **Fourth Group**

- May 13-26: Providers with DBAs P-Z can register for portal access.

### **Registration**

To register the business with the portal, providers must designate one user to complete the initial account setup, have access to a computer with an internet connection, and have the ability to scan and upload documents.

1. Go to <https://txhhs.force.com> and click "Request Access."
2. Select **IDD Operations Portal Initial Account Setup**.
3. Enter your Employee Identification Number (EIN). If you have more than one EIN, you can register additional EINs during or after initial setup.

Each EIN requires at least one contract number on file with HHSC for validation (if multiple contract numbers are on file, only one is necessary).

### **Single User Access**

After the provider or LIDDA has completed initial set up, its staff should request single user access.

To do that, the user who registered the business must assign a security authority (businesses can have more than one). Security authorities manage access to the portal including granting access to staff as single users. Single users can make submissions to IDD PES and IDD UR on behalf of the provider or LIDDA.

### **More Information**

For more information and technical support, visit the links below:

- IDD Operations Portal webpage: <https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/idd-ops-portal>
- Frequently Asked Questions: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/idd-operations-portal/idd-operations-portal-faqs>

The IDD Operations Portal webpage provides updates, technical support, web-based trainings, and a user guide. We recommend referencing the user guide for more information about how to register for, manage access to, and navigate the portal.

If you still have questions, contact our technical support team at [idd\\_ops\\_portal@hhsc.state.tx.us](mailto:idd_ops_portal@hhsc.state.tx.us).

Sincerely,

***[Signature on file]***

Ivan Libson  
Deputy Associate Commissioner  
Program Enrollment & Support  
HHSC Medicaid and CHIP Services

***[Signature on file]***

Ryan D. Van Ramshorst, MD, MPH  
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