



Long-Term Care Regulatory Provider Letter

Number: PL 19-25
Title: Changes to Informal Review Process for HCS and TxHmL Providers
Provider Types: Home and Community-Based Services (HCS) and Texas Home Living (TxHmL) Providers
Date Issued: November 20, 2019

1.0 Subject and Purpose

HHSC Long-term Care Regulatory (LTCR) is issuing this letter to inform HCS and TxHmL providers about revised HHSC Form 3610, Informal Review Request, and changes to the Informal Review (IR) process described in 40 TAC §9.171(h) and §9.576(h).

2.0 Policy Details & Provider Responsibilities

A program provider may request that HHSC conduct an IR of findings in a preliminary review report. To request the IR, a program provider is required to complete HHSC Form 3610 and mail or fax the completed form to HHSC. In accordance with 40 TAC §9.171(h) and §9.576(h), HHSC must receive the completed IR request form no later than seven calendar days after the date of the exit conference.

HHSC notifies a program provider of the results of the IR within 10 calendar days of the receipt of the request for IR.

Form 3610 has been revised to update contact information for the Survey and Certification Enforcement Unit. The instructions on the form are not changing.

The revised IR request form is effective January 1, 2020 and may be viewed on HHSC's website at <https://hhs.texas.gov/sites/default/files/documents/laws-regulations/forms/3610/3610.pdf>.

In addition, effective January 1, 2020, the HHSC Survey and Certification Enforcement unit (instead of the Regulatory Services Compliance and Oversight unit), will complete the IR and provide an IR Decision and Rationale to a program provider and the Waiver Survey and Certification director within 10 calendar days of the receipt of the request. The final survey report will be provided no later than 21 calendar days after the survey exit conference.

3.0 Background/History

Since March 1, 2014, HCS and TxHmL program providers have been able to request an IR of the findings presented in a draft report at the survey exit conference. Historically, the Compliance and Oversight unit under the Survey Operations section of Regulatory Services conducted the IR.

4.0 Resources

Form 3610, Informal Review request form.

5.0 Contact Information

If you have any questions about this letter, please contact the Policy, Rules and Training Section by email at PolicyRulesTraining@hhsc.state.tx.us or call (512) 438-3161.