



Date: April 29, 2020

To: Home and Community-based Services (HCS) Program Providers  
Local Intellectual and Developmental Disability Authorities (LIDDAs)  
Texas Home Living (TxHmL) Program Providers

Subject: Information Letter No. 20-21/Provider Letter No. 20-10  
Changes Impacting Complaints about HCS and TxHmL Providers  
and LIDDAs

As described in HHSC rules at 40 TAC §49.309(d), §9.178(i), §9.580(a)(18), and §9.580(d), HCS and TxHmL program providers must provide the telephone number of the HHSC Complaint and Incident Intake to individuals and their legally authorized representatives at specified times. HHSC rules at §9.190(e)(4)(B) and §9.583(d)(2) require LIDDAs to also provide the HHSC Complaint and Incident Intake telephone number to individuals and their legally authorized representatives at specified times.

Effective February 2020, HHSC Complaint and Incident Intake no longer handles complaints from individuals in the HCS and TxHmL programs. Because of a transfer of functions to the HHS Office of the Ombudsman, the IDD Ombudsman in the Office of the Ombudsman is now handling complaints from individuals in the HCS and TxHmL programs. Further, the telephone number of the IDD Ombudsman is different from the telephone number of the HHSC Complaint and Incident Intake. The telephone number of the IDD Ombudsman is **800-252-8154**.

**By July 1, 2020**, HCS and TxHmL providers and LIDDAs must provide a copy of the attached letter regarding the telephone number of the IDD Ombudsman to individuals currently receiving services from the providers or the LIDDAs or their legally authorized representatives. The letter must be hand delivered, mailed, or emailed.

Further, **effective immediately**, HCS and TxHmL program providers and LIDDAs must use the telephone number of the IDD Ombudsman instead of the telephone number of HHSC Complaint and Incident Intake to comply with the rules described in the first paragraph of this letter. HHSC will amend these rules in the future to reflect the changes described in this letter.

If you have any questions about this Information Letter, please contact [LTSS\\_Policy@hhsc.state.tx.us](mailto:LTSS_Policy@hhsc.state.tx.us).

Sincerely,

***[signature on file]***

Joel Schwartz  
HHS Ombudsman

***[signature on file]***

Haley Turner  
Deputy Associate Commissioner  
IDD Services  
IDD & Behavioral Health Services

***[signature on file]***

Michelle Erwin  
Deputy Director of Policy and  
Program  
Medicaid and CHIP Services

***[signature on file]***

Michelle Dionne-Vahalik  
Associate Commissioner  
Long Term Care Regulatory  
Regulatory Services Division

Attachment:  
Notification Letter to Individual

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Date: April 29, 2020

To: Individuals receiving Home and Community-based Services (HCS)  
Texas Home Living (TxHmL) Waiver Services  
Legally Authorized Representatives (LARs)  
Changes Impacting Complaints about HCS and TxHmL

Subject: Providers and Local Intellectual and Developmental Disability Authorities (LIDDAs)

You are receiving this letter because you currently receive services in the HCS or TxHmL Program and receive service coordination through a LIDDA.

HCS and TxHmL program providers and LIDDAs were required to provide you with the telephone number of the HHSC Complaint and Incident Intake. HHSC Complaint and Incident Intake no longer handles complaints from individuals in the HCS and TxHmL programs. Because of a transfer of functions to the HHS Office of the Ombudsman, the IDD Ombudsman in the Office of the Ombudsman is now handling complaints from individuals in the HCS and TxHmL programs.

The telephone number of the IDD Ombudsman is **800-252-8154**.

This is the telephone number you may call to ask a question or make a complaint about the services you receive.

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If you have any questions about the content of this letter, please contact your HCS or TxHmL program provider or your service coordinator. You may also contact the IDD Ombudsman by phone at 800-252-8154 or by e-mail at [OmbudsmanIDD@hsc.state.tx.us](mailto:OmbudsmanIDD@hsc.state.tx.us).

Sincerely,

***[signature on file]***

Joel Schwartz  
HHS Ombudsman

***[signature on file]***

Haley Turner  
Deputy Associate Commissioner  
IDD Services  
IDD & Behavioral Health Services

***[signature on file]***

Michelle Erwin  
Deputy Director of Policy and  
Program  
Medicaid and CHIP Services

***[signature on file]***

Michelle Dionne-Vahalik  
Associate Commissioner  
Long Term Care Regulatory  
Regulatory Services Division

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