

Welcome Providers!

Individualized Skills and Socialization Webinar

November 30, 2022

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LTCR Staff

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- 1. Introduction
- 2. Background and Overview
- 3. Provider Responsibilities
- 4. Survey Process
- 5. TULIP Navigation Overview
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Background and Overview



Background

HHSC is required under state law to replace day habilitation services in Medicaid 1915(c) home and community-based services (HCBS) waiver programs for individuals with intellectual and developmental disabilities (IDD) with more integrated services that maximize participation and integration of individuals with IDD in the community.

HHSC will implement the new, more integrated service to replace day habilitation referred to as Individualized Skills and Socialization services. Providers will be licensed as DAHS – Individualized Skills and Socialization providers.



Program Rules

HHSC will publish rules implementing the new Individualized Skills and Socialization program for Deaf Blind with Multiple Disabilities (DBMD), Home and Community-based Services (HCS), and Texas Home Living (TxHmL) providers.

Those rules will be located in Title 26 of the Texas Administrative Code, Chapter 559, Subchapter H.

HHSC anticipates an effective date in mid-December.



Provider Responsibilities



Individualized Skills and Socialization License

To deliver Individualized Skills and Socialization services, providers must apply for and be issued a Day Activity Health Services (DAHS) – Individualized Skills and Socialization license by HHSC.

Providers must use the HHSC Texas Unified Licensure Information Portal (TULIP) to apply for the DAHS - Individualized Skills and Socialization license.

Providers can find more information about how to use TULIP and apply for the DAHS -Individualized Skills and Socialization license using the following resources:

- <u>TULIP Online Licensure Application System | Texas Health and Human Services</u>
- Online application in TULIP will be available December 1, 2022



Capacity

As part of the licensure process, an Individualized Skills and Socialization provider must declare the maximum capacity that the provider can serve.

This number is determined by the provider and may be informed by building occupancy requirements, staff availability, and Medicaid program requirements for service delivery.

Note: The provider is not required to serve the maximum capacity listed on the license at all times, but the license should reflect the total number of individuals the provider can serve at one time.



Off-site Individualized Skills and Socialization Only

An Individualized Skills and Socialization provider may deliver off-site only Individualized Skills and Socialization services, but it must provide a physical location that is a designated place of business where records are kept, as part of the licensure application process.



Individualized Skills and Socialization Provider Requirements

An Individualized Skills and Socialization provider must follow all applicable rules and regulations, including:

- any applicable local ordinances and codes or other state laws, such as food establishment, sanitation, or building requirements;
- Medicaid program rules that pertain to the individual participating program, such as HCS, TxHmL, and DBMD;
- any requirements established by the HHSC contract and applicable billing guidelines; and
- the LTCR Individualized Skills and Socialization regulatory requirements.



Administrators

The Individualized Skills and Socialization provider must employ an administrator who is responsible for the oversight of Individualized Skills and Socialization services, staff training, staff supervision, and record maintenance.

The administrator may oversee multiple Individualized Skills and Socialization locations. The specific job title of this employee is not important; however, the provider must employ someone who serves this function and have a policy regarding the delegation of responsibility in the administrator's absence.



Background Checks

In addition to complying with the Texas Health and Safety Code regarding initial criminal history checks prior to offering employment to any person, the Individualized Skills and Socialization provider must search the:

- employee misconduct registry (EMR):
- nurse aide registry (NAR);
- medication aide registry (MAR);
- List of Excluded Individuals and Entities (USLEIE) maintained by the United States Department of Health and Human Services; and
- and the List of Excluded Individuals and Entities (LEIE) maintained by HHSC Office of Inspector General.

For NAR, MAR, and EMR, these searches must be conducted every 12 months to verify continued employment eligibility.



Staff Training

The Individualized Skills and Socialization provider must ensure that staff members receive initial and ongoing training. The training must be documented, and records must be maintained by the Individualized Skills and Socialization provider.

Examples of required initial and ongoing trainings include:

- CPR training, which may be provided by any nationally or locally recognized adult CPR course or certification program;
- first aid;
- infection control;
- an overview of the population served;
- identification and reporting of abuse, neglect, or exploitation;
 and
- staff responsibilities under the emergency response plan.



Medications

If an individual cannot or chooses not to self-administer his or her medications, the provider must provide assistance with medications and the performance of related tasks if:

- a registered nurse has conducted an assessment of the assistance and related tasks and delegated such to the Individualized Skills and Socialization provider in accordance with state law and rules; or
- a physician has delegated the assistance and related tasks as a medical act to the Individualized Skills and Socialization provider under Texas Occupations Code Chapter 157, as documented by the physician.



Medications (cont.)

Additionally, the provider must ensure:

- the proper storage of medications (including separation of medications, locked storage areas, and medications requiring refrigeration);
- the documentation of medication regimen; and
- reporting of any unusual reactions to medication.



Accident, Injury, or Acute Illness

The provider must stock and maintain first aid supplies to treat burns, cuts, and poisoning:

- On-site provider: supplies must be in a single location in the onsite location; and
- Off-site provider: supplies must be immediately available at all times during service provision.



Environment and Emergency Response

The Individualized Skills and Socialization provider must develop and maintain an emergency response plan that includes the eight core functions of emergency management. Those core functions include a written plan that:

- designates an emergency preparedness coordinator who is responsible for the direction and control of the provider's response to an emergency;
- establishes how the provider will receive and monitor local news and weather updates in an emergency.;
- describes how the provider will communicate with staff and others in an emergency;



Environment and Emergency Response (cont.)

- describes protocols for sheltering-in-place in an emergency.
- describes protocols for evacuating individuals to an alternate location during an emergency;
- describes how the provider will transport individuals during an emergency;
- ensures the health and medical needs of individuals are met during an emergency; and
- ensures individuals have appropriate access to resources during an emergency.



Fire Drills

The Individualized Skills and Socialization provider performs a fire drill at least once every 90 days. The provider completes HHSC Fire Drill Report form (4719) for each fire drill and maintains the document.



Environment

The Individualized Skills and Socialization provider must ensure the on-site location conforms to all applicable state laws and local ordinances pertaining to occupancy and meets the provisions and requirements concerning accessibility for individuals with disabilities.



Reporting Abuse, Neglect, and Exploitation to HHSC

Any Individualized Skills and Socialization provider staff who suspects that an individual is in a state of abuse, neglect, or exploitation must report the abuse, neglect, or exploitation to Texas Health and Human Services (HHSC) Complaint and Incident Intake (CII) within one hour after suspecting or learning of the suspected abuse, neglect, or exploitation:

- calling 1-800-458-9858, or
- through the <u>incidents submission portal*</u> in TULIP.

^{*}Preferred method of reporting



Reporting Incidents to HHSC

The provider also reports incidents to HHSC. Examples of reportable incidents include, but are not limited to:

- the death of an individual, if the death occurs while the individual is receiving services from an Individualized Skills and Socialization provider;
- misappropriation of property;
- drug diversions;
- injuries of unknown origin;
- fires; and
- situations that pose a threat to individuals receiving Individualized Skills and Socialization services, staff, or the public, which involve the need for calling the police or the local fire authority in order to maintain safety.



Provider Investigation Report (Form 3613-A)

Within five working days after making a report to CII, the provider must ensure an investigation of the incident is conducted and send a written investigation report on Form3613-A, Provider Investigation Report, or a form containing, at a minimum, the information required by Form 3613-A, to HHSC's CII.



Survey Process



Types of Surveys

The HHSC LTCR survey process for an Individualized Skills and Socialization provider will occur:

- Routine; once every two years following the initial survey, unless compliance history warrants a visit from HHSC surveyors sooner.
- Non-Routine; HHSC surveyors also investigate complaints and incidents; therefore, a provider should be ready for a surveyor visit at any time.
- Unannounced; all visits, whether routine or non-routine and made for the purpose of determining the appropriateness of care of individuals and day-to-day operations of an Individualized Skills and Socialization provider will be unannounced.



Entrance Conference

Upon arrival, the HHSC surveyor or survey team will request to speak to the administrator or alternate. The surveyor will make an introduction and request a private meeting room to conduct the entrance conference as well as the following:

- A work area
- Access to the clinical records
- Identity of the staff who can respond to questions
- Census information
- Access to a photocopy machine.

During the entrance conference, the surveyor will provide the administrator or alternate with general information, including:

- The surveyor's contact information,
- Explanation of visit's purpose,
- Timeframes for the survey, if applicable, and
- An overview of what to expect during the survey.



Information Gathering

For any visit type, surveyors will preform various observations, interviews, and record reviews in order to make compliance determinations.

Examples of information a surveyor might request or collect during a visit include:

- List of individuals receiving services, including identification of whether they are under the waiver program, or the funding source used
- Employee list with position and contact information
- Operational policies and procedures
- Clinical Records
- Personnel Records
- Complaint/Grievance Logs
- Accident/Injury Reports
- Medication Administration Records
- Digital photographs
- Written statements
- Photocopies of documents



Exit Conference

When surveyors have completed their analysis of the information collected during a survey or investigation, surveyors will request to have an exit conference with the administrator or alternate to discuss the preliminary findings.

During the exit conference, surveyors will:

- Let the provider know if any areas of concern were identified,
- Provide a list of identified concerns,
- Offer the provider an opportunity to produce additional information,
- Provide Informal Dispute Resolution (IDR) process instructions,
- Provide timeline information regarding the Statement of Violations and submitting a Plan of Correction (PoC) to your HHSC Program Manager (PM).

Within 10 workings days from exit, providers will receive the Statement of Violations from HHSC (3724) and instructions for completing the PoC, if applicable. Upon receipt of the final statement of violations, the provider will have 10 working days to submit an acceptable PoC to their HHSC Regional Director and/or Program Manager.

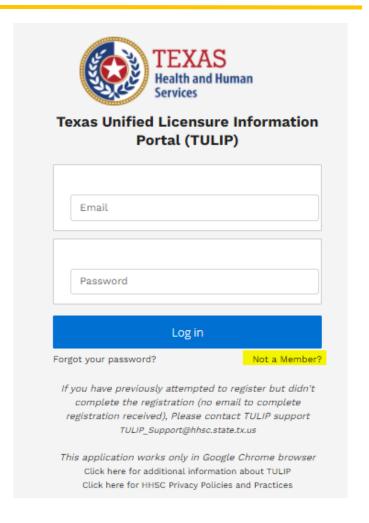


TULIP Navigation Overview

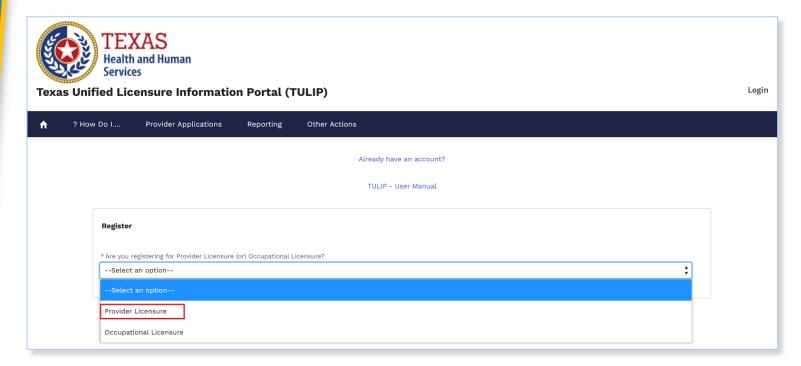


TULIP-Provider Account Creation

- TULIP registration can be found here:
 - https://txhhs.force.com/TULIP/s/
- TULIP only works with Chrome.
- If you already use TULIP, your login is the same.
- If you do not have a TULIP account, you will need to select 'Not a Member'.









Register

Please review the following definitions, to register with the right role:

Definitions:

Provider Licensure/SP3 Certification = Agency, Facility, SP3 Certification.

Occupational Licensure = Nursing Facility Administrator (NFA)

* Are you registering for Provider Licensure/SP3 Certification (or) an Occupational Licensure?

Provider Licensure/SP3 Certification

Register

- * Have you or a representative of your business completed first time registration?
- --Select an option--
- --Select an option--

Yes

No



Definitions:

Provider Licensure/SP3 Certification = Agency, Facility, SP3 Certification.

Occupational Licensure = Nursing Facility Administrator (NFA)

*Are you registering for Provider Licensure/SP3 Certification (or) an Occupational Licensure?

Provider Licensure/SP3 Certification

Register

* Have you or a representative of your business completed first time registration?

No

Please Select

- Long Term Care
- Health Care Regulation
- *Is your business New to TULIP or have you been given a Registration Code?
- --Select an option--
- --Select an option--

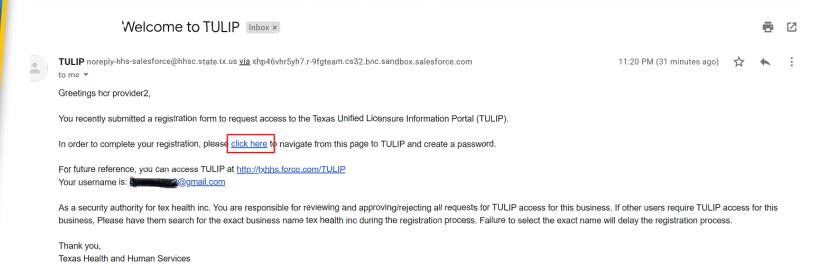
New to Tulip

Have Registration Code



*Is your business New to TULIP or have you been given a Registration Code?	
New to Tulip	‡
Business	
Please enter the Legal Business Entity Name. Legal Business Entity Name is the primary account. All facilities or agencies are linked after the Legal Business Entity Name is saved.	
If your business is a sole proprietorship and you do not have a Federal Tax Identifier (EIN), provide the name of the Sole Proprietor as legal business name and that individual's Social Security Number (SSN) for the Tax Identifier.	
*Business Legal Name	* Business Entity Type
	Select an option
*Federal Tax Identifier (EIN)	
Security Authority	
The Security Authority is responsible for approving/rejecting TULIP access and facilitating application access for anyone associated with the business. Consider using a person from the IT department or someone with strong computer skills.	
During initial registration, one individual must be identified to approve and reject access requests on behalf of your business. Please provide the Security Authority's informatic	
below:	s requests on behalf of your business. Please provide the Security Authority's informatic
*First Name	Middle Name
*Last Name	*Email
Last Name	Linux
*Social Security Number	*Phone
*I represent	Check here if you are a consultant
Select an option	
Submit	







Security Authority Granting Access

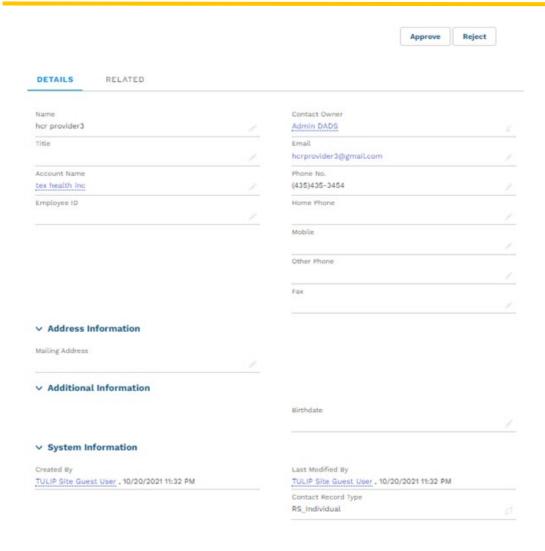


Texas Unified Licensure Information Portal (TULIP)

f	? How Do I	Application Form Instructions	Provider Applications	Reporting	Other Actions	HCR Facilities	
LTC Actions							
Submit a Resident Death Report							
Upload a Form							
Submit a Complaint							
Submit a Non LTC Incident							
Add Registration Code to an Unregistered Business							
Manage Users							
Manage Fac	ility/Agency Access						

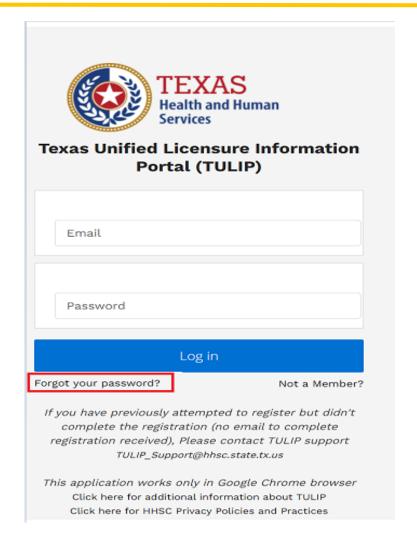


Security Authority Granting Access (cont.)



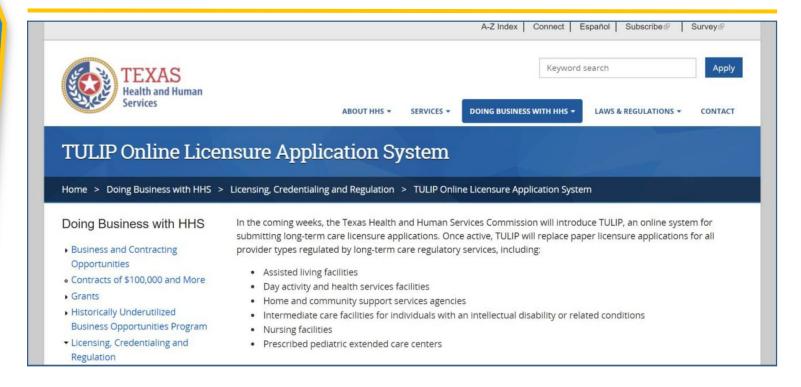


Resetting Your Password

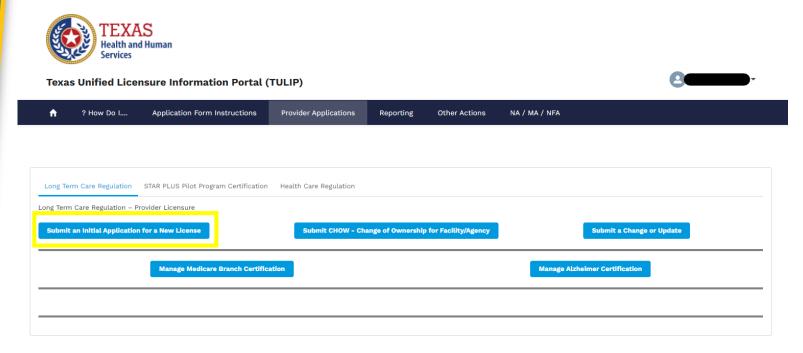




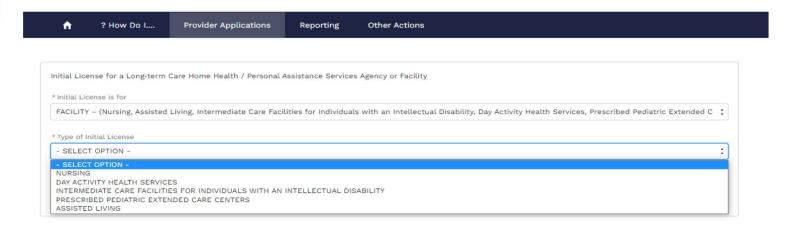
Additional TULIP Information



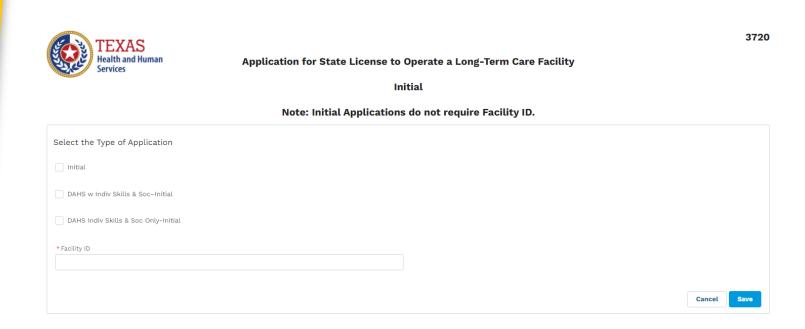




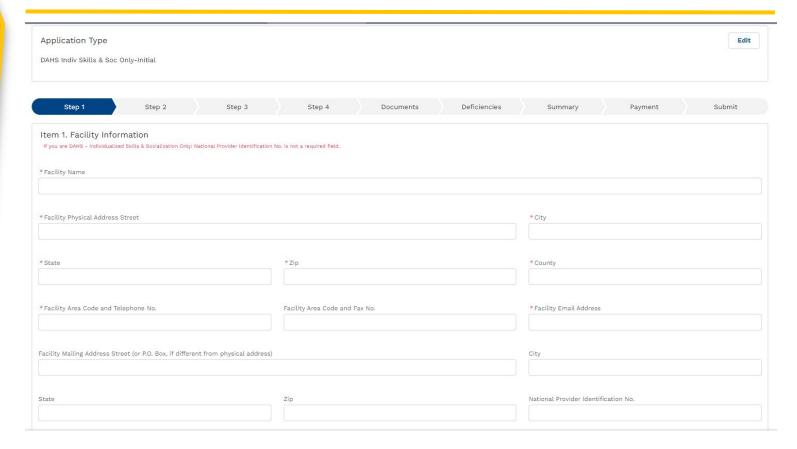




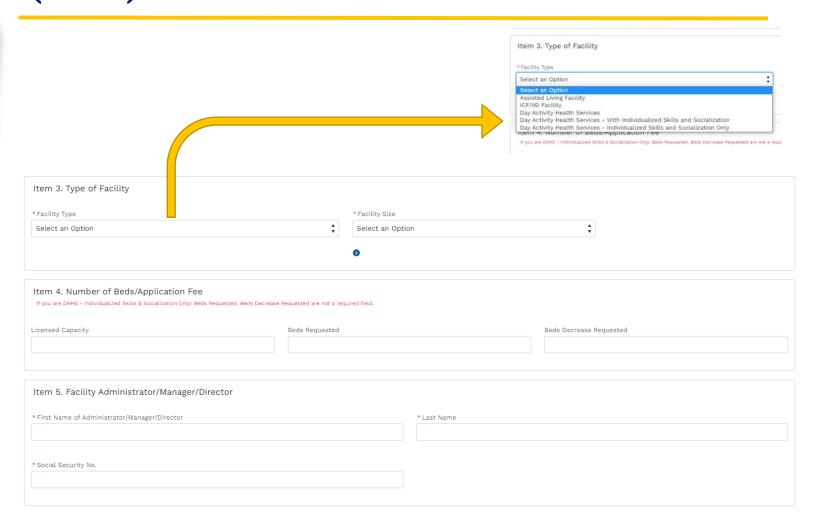




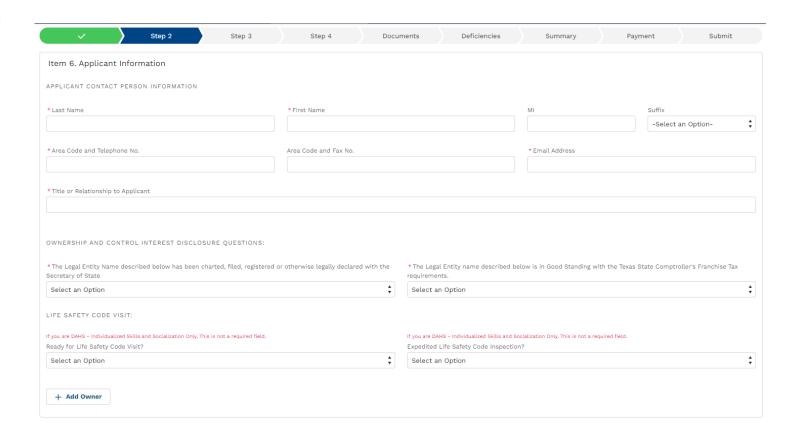




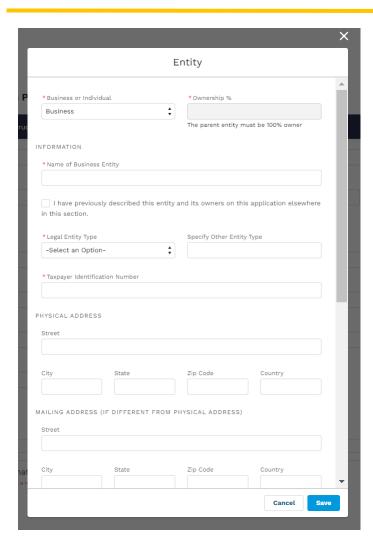


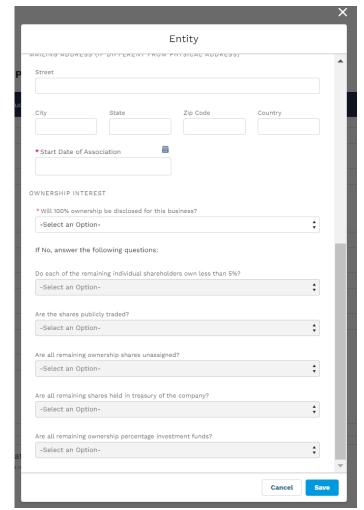




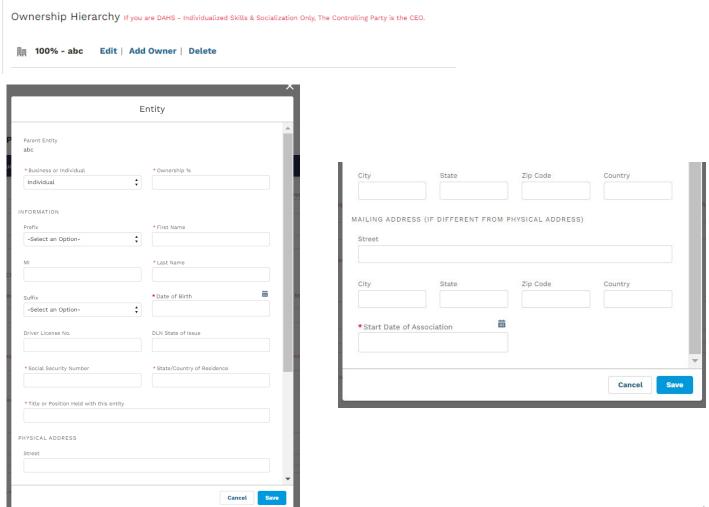




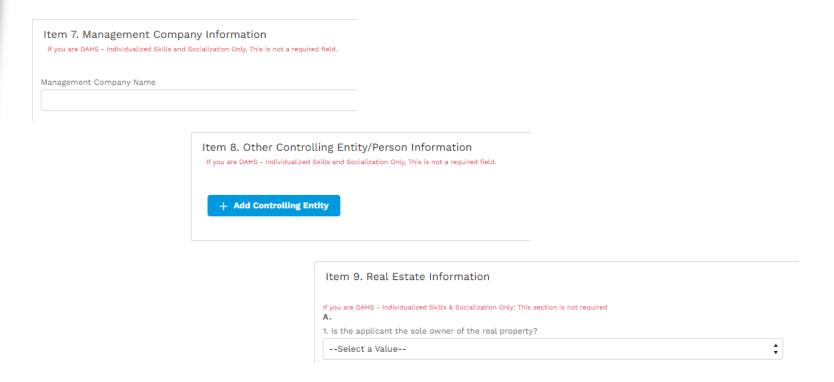




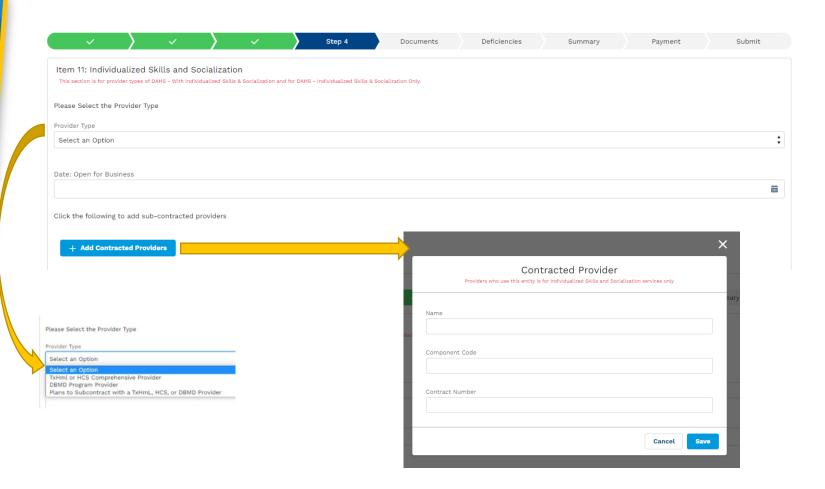




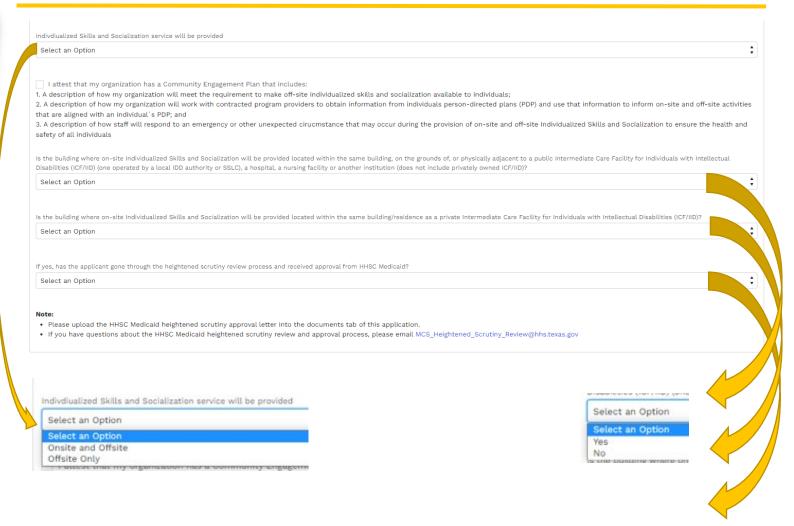




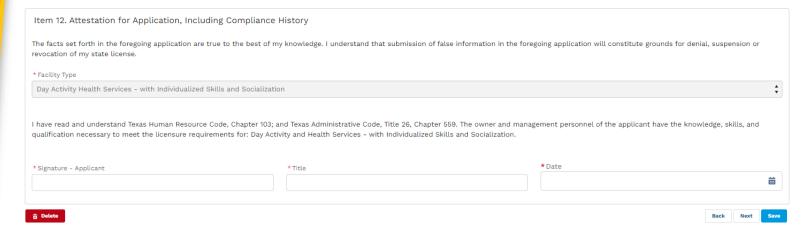




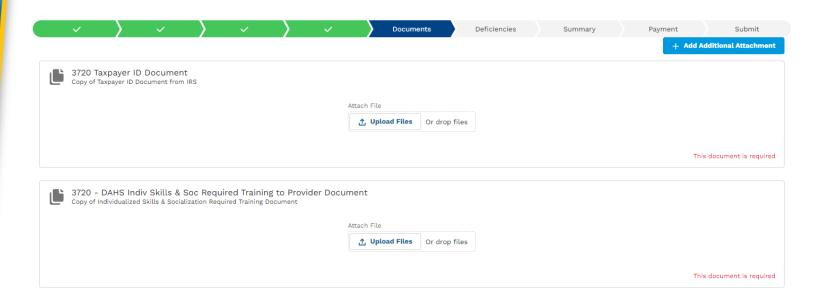














<u>Prelicensure Training for Individualized Skills and Socialization</u> Providers

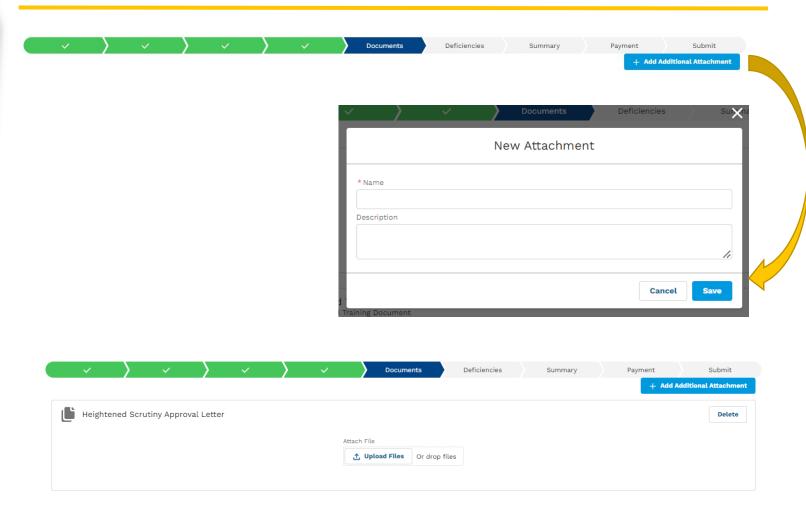
This training was designed for prospective providers who plan to offer Individualized Skills and Socialization services. Completion of this course is required as part of the license application process. In the course, providers will learn information about the requirements to obtain a license.

Preparing for a Survey

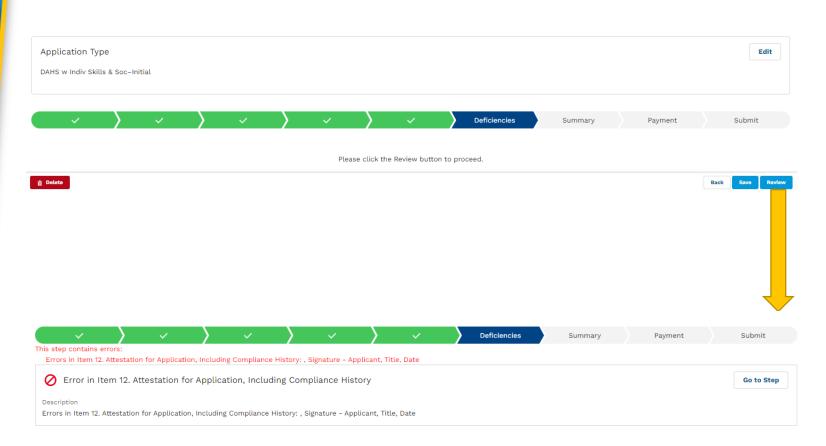
This training was designed to assist Individualized Skills and Socialization providers prepare for a survey. In this course providers will review the survey process and identify the licensure rules.

Other training courses, such as Complaint and Incident Intake training on how to efficiently submit a complete incident report to Complaint and Incident Intake are located on the HHSC Website.

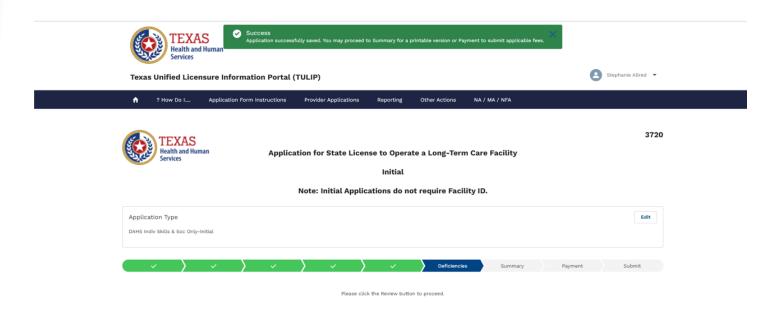




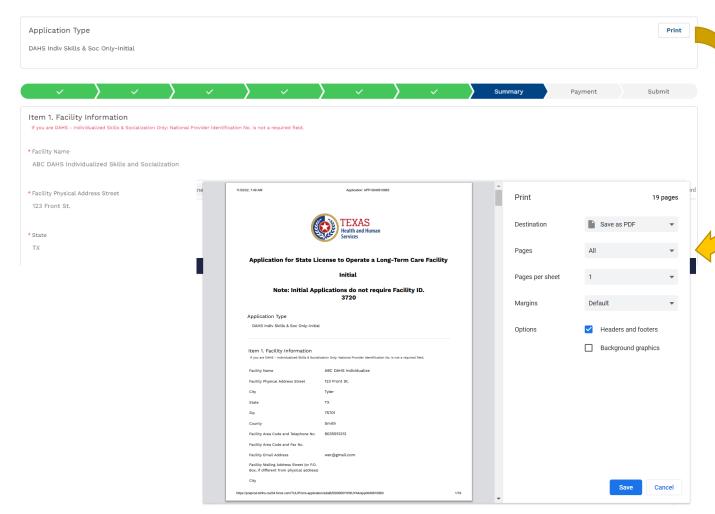




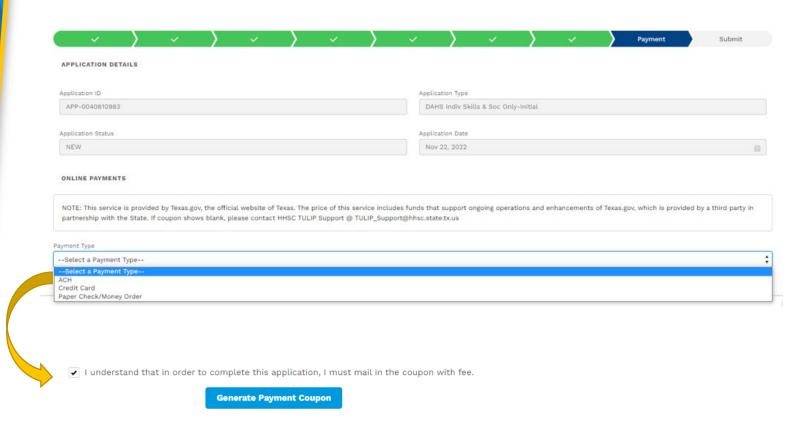








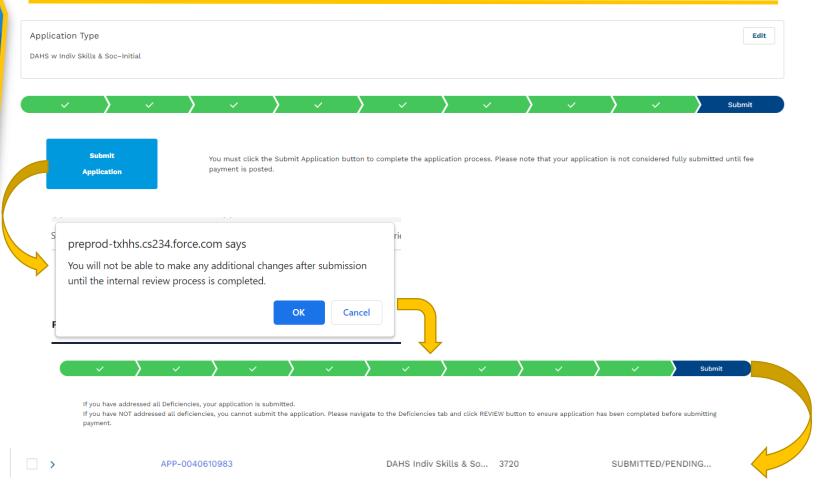




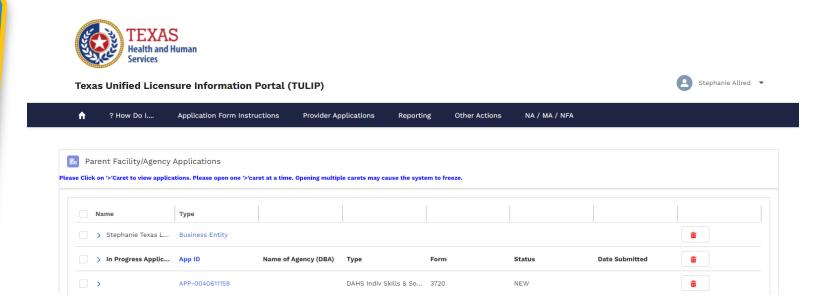


ONLINE PAYMENTS							
NOTE: This service is provided by Texas.gov, the official website of Texas. The price of this service includes funds that support ongoing operations and enhancements of Texas.gov, which is provided by a third party in partnership with the State. If coupon shows blank, please contact HHSC TULIP Support @ TULIP_Support@hhsc.state.tx.us							
Payment Type							
ACH	\$						
CHARGE DESCRIPTION	AMOUNT						
License Fee	\$25.00						
Texas.gov Price	\$25.00						
P	ay Now at Texas.gov						
This link will expire in 29:41							
	this application. Once payment is processed, you will be presented with a confirmation screen. You must click the Texas.gov to return to this application and click Submit Application on the final step.						











Application Process

- Once the application has been submitted and payment received, the application is assigned to a licensing specialist.
- If the licensing specialist identifies any deficiencies, they will note them
 on the deficiency tab and the application is placed into response
 required status which allows the applicant to make changes to the
 application and resubmit. The application will show a red exclamation
 point beside it on the home page.
- In addition, the application will be assigned to a screening and analysis specialist who will complete the background and screening of the owners and controlling parties.
- Once both specialists approve, a temporary license will be issued, and a health survey will be requested.
- Once a successful health survey is completed, the standard (one, two, or three year) license will be issued.

Additional Resources



Texas HHSC has developed the <u>Individualized Skills and Socialization Provider</u> <u>page</u>, an online source of information for providers of Individualized Skills and Socialization.

The Individualized Skills and Socialization Provider page will allow providers to:

- Complete and review trainings on the Individualized Skills and Socialization service.
- Find and review provider letters and other information and releases related to Individualized Skills Socialization.
- Link to rules and other services related to Individualized Skills and Socialization.

Providers can subscribe to receive HHS news and alerts using the Texas Health and Human Services Commission (qovdelivery.com) link.

Additional Resources



Contacts:

- LTCR Policy and Rules
 - <u>LTCRPolicy@hhs.texas.gov</u>
 - 512-438-3161
- TULIP Support
 - <u>TULIP Support@hhsc.state.tx.us</u>
- LTCR Licensing and Credentialing
 - NF/DAHS Unit: <u>LTC NF DAHS Licensing@hhs.texas.gov</u>
 - Provider Licensure and Certification Call Center: 512-438-2630
 - Director Stephanie Allred, PhD <u>Stephanie.allred@hhs.Texas.gov</u>
 - Manager Trent Banks <u>Trent.banks@hhs.Texas.gov</u>

Questions







Thank You

For more information:

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