# Long-Term Care Regulation Provider Letter

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| **Number:** PL 2023-20 (Replaces PL 2018-15) |
| **Title:** Texas Unified Licensure Information Portal (TULIP) – Updated and Additional Information |
| **Provider Types:** Assisted Living Facilities (ALF); Day Activity and Health Services (DAHS) Providers, including DAHS-Individualized Skills and Socialization Providers; 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) |
| **Occupational License Types and Other:** Medication Aides (MAs); Medication Aide (MA) Schools; Nurse Aides (NAs); Nurse Aide Training and Competency Evaluation Programs (NATCEPs); Nursing Facility Administrators (NFAs) |
| **Date Issued:** November 01, 2023 |

## 1.0 Subject and Purpose

This letter provides updated and additional information about the Texas Unified Licensure Information Portal (TULIP) for all licensed providers, medication aides (MAs), medication aide (MA) schools, nurse aides (NAs), Nurse Aide Training and Competency Evaluation Programs (NATCEPs) and nurse facility administrators (NFAs). This letter replaces PL 2018-15. All licensed providers, MAs, MA schools, NAs, NATCEPs and NFAs now conduct all licensure and approval activities online using TULIP.

This letter specifically addresses provider and occupational licensee activities completed through TULIP, provider security authorities, TULIP registration and access, user technical issues with TULIP, and user issues or questions about TULIP applications and the applications process.

## 2.0 Policy Details & Provider Responsibilities

TULIP is intended to make the Long-term Care Regulation (LTCR) provider and credentialing licensure process more efficient and

convenient for licensed providers, NAs, MAs, MA schools, NATCEPs, NFAs and HHSC by electronically conducting all licensure and approval activities, including payment of licensure fees. TULIP also provides immediate access to licensure information.

### 2.1 Who Uses TULIP?

**Effective January 1, 2019**, Assisted living facilities (ALFs), day and health services (DAHS) providers, home and community support services agencies (HCSSAs), intermediate care facilities for individuals with an intellectual disability or related conditions (ICFs/IID), nursing facilities (NFs), and prescribed pediatric extended care centers (PPECCs).

**Effective February 28, 2022**, NFAs. See PL 2022-06 and PL 2022-20 for information and resources.

**Effective December 1, 2022**, DAHS-Individualized Skills and Socialization providers. See PL 2023-01 for information and resources.

**Effective July 5, 2023**, NAs, MAs, MA schools and NATCEPs. See PL 2023-14 for information and resources.

**As of the effective date of each program in TULIP, all providers and occupational licensees must conduct all licensure activities only through TULIP. HHSC no longer accepts or processes paper applications. HHSC will return to the applicant or provider any paper application that is emailed, mailed or faxed to HHSC with instructions on how to submit via TULIP**.

### 2.2 Licensed Provider and Occupational Licensee Activities Completed in TULIP

Licensed providers and occupational licensees conduct all of their licensure activities in TULIP, including, but not limited to:
- submitting initial applications, renewal applications, and change-of-ownership notices through the submission of a change-of-ownership applications;
- making electronic payments; and
- accessing the status of licensure applications.

All licensed providers can self-report incidents in TULIP.

Licensed providers and the public can verify a MA, NA, or NFA license using the following link to the NA, MA and NFA Public Registry webpage: https://txhhs.my.site.com/TULIP/s/public-search.

NFs can complete death reports in TULIP.

## 2.3  Provider "Security Authorities"

Each provider must designate at least two individuals as "security authorities." The security authorities receive and keep the TULIP access and login information for the provider. Without designated security authorities, the provider will not have the ability to approve and reject access requests.

It is important that there are at least two security authorities for each provider. If a provider only had one security authority and that one security authority left employment with the provider, the provider would have no one to approve additional access requests.

## 2.4 Use of General Provider Emails to Create TULIP Accounts

TULIP accounts for individuals associated with a provider are tied to the email and social security number (SSN) for that individual. If an individual uses a general provider email (e.g., info@provider.com) to create their TULIP account and subsequently leaves employment with the license holder, TULIP will associate that general email with the SSN of the individual who has left. Until TULIP Support can disassociate the TULIP account from the individual's SSN, the account will remain unusable for logging into TULIP. To prevent this issue, HHSC strongly recommends that providers instruct individuals to use their individual work or personal emails and not a general provider email when creating their TULIP accounts.

## 2.5 TULIP Accounts for Individuals who Access Both a Provider Account and an Occupational Licensee Account

Individuals who need both a provider account to access a provider license, such as a NF license, and an occupational licensee account to access their personal license, such as an NFA license, must create two

TULIP accounts: one for each license type. It is highly recommended they use their individual work email for the provider account and their personal email for their occupational license account.

## 2.6 Provider and Occupational Licensee Responsibilities

Providers and occupational licensees are responsible for their license, including any activities required through TULIP.

Each license has an expiration date. Renewal applications must be submitted prior to the expiration date of that license, according to the requirements for that license.

If TULIP has not generated a renewal application or the provider or occupational licensee does not have access to the generated renewal application, it is the provider or occupational licensee's responsibility to reach out to HHSC TULIP Support at TULIP_support@hhs.state.texas.gov prior to the expiration of their license to initiate a discussion on how to correct the issue.

## 2.7 Technical Requirements and Reporting Technical Issues with TULIP

TULIP only works using Google Chrome as the browser.

Technical issues include, but are not limited to, password issues, renewals not generating, and security authority issues. Use the following link to find more details on reporting technical support issues to HHSC TULIP Support: How to Report TULIP Technical Issues.

The inquirer will be issued a Remedy Ticket Number. Reference this number in any communication with TULIP Support. When replying to a Remedy email, please leave the Remedy number in the subject line of any email.

## 2.8 Issues or Questions about Applications and the Application Processes in TULIP

Application issues include, but are not limited to, what application to submit, what information should be included in a specific field, or what a particular application status means.

All licensed providers and provider applicants having issues with a provider application or questions about the provider application process review the information on the <u>TULIP Online Licensure Application System webpage.</u> This webpage contains TULIP frequently asked questions (FAQs) for providers, TULIP user guides for providers, a link to the main <u>TULIP Login Website</u>, and other relevant information.

All MAs, MA permit applicants, MA schools, NAs, NA certification applicants, and NATCEPs having issues with an application or questions about the application process should review the information and resources linked to <u>PL 2023-14</u>.

All NFAs and NFA license applicants having issues with an application or questions about the application process should review the information and resources linked to <u>PL 2022-06.</u>

If these resources do not resolve the issue or answer the question, please contact LTCR Licensing and Credentialing (L&C). Contact information is listed in Section 5.0, Contact Information.

**2.9 What Information to Include when Reporting a Technical Issue or Submitting Questions?**

In all cases, the following information will expedite answering your question or resolving your problem:

- Provide a detailed description of the question or problem, including USERID; Facility or Agency license number (for licensed providers); MA permit, NA certification, or NFA license number (if applicable); application number; form number; screen and other details;
- Include screenshots if possible. Do **<u>not</u>** include personally identifiable information, Health Insurance Portability and Accountability of 1996 (HIPAA) protected information, or other protected data; and
- Please provide a call-back number in case HHSC staff needs to contact you to discuss the issue.

# 3.0 Resources

- Click on the following link to find more details on reporting technical support issues: <u>How to Report TULIP Technical Issues.</u>

- Click on the following link to reset your password: [TULIP Password Reset.](#)

- Click on the following link to find TULIP registration instructions: [TULIP Registration Help](#).

- Click on the following link to register to TULIP if this is the first time an individual is trying to log in to TULIP: Individual: [TULIP Registration.](#)

- Click on the following link for TULIP applications and instructions, including user guides for all provider types, MAs, MA schools, NAs, NATCEPs and NFAs: TULIP Login Website.

- Click on the following link that includes provider FAQs, provider user guides, and other information about TULIP for providers: TULIP Online Licensure Application System Webpage.

- Click on PL 2022-06 and PL 2022-20 and the following link that includes information and resources about TULIP for NFAs: [NF Administrators Licensing and Enforcement | Texas Health and Human Services](#)

- Click on PL 2023-14 and the following links that include information and resources about TULIP for:

  - [Medication aides and MA schools](#)
  - [Nurse aides](#)
  - [NATCEPs](#)

## 4.0 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.

This provider letter replaces PL 2018-15, New Web-based Licensure System – Texas Unified Licensure Information Portal (TULIP).

## 5.0 Contact Information

Use the following link to find more details on reporting technical support issues: [How to Report TULIP Technical Issues](#).

For questions about application processes or issues with an application, contact LTCR L&C at the following phone numbers and email addresses:

- Provider License Call Center: 512-438-2630

- ALF/ICFIID/PPECC: LTC_ALF_ICF_Licensing@hhs.texas.gov

- HCSSA: LTC_HCSSA_Licensing@hhs.texas.gov

- NF/DAHS: LTC_NF_DAHS_Licensing@hhs.texas.gov

- NFA: nfa_licensing_program@hhs.texas.gov; 512-438-2015

- MA Unit: Medication_Aide_Program@hhs.texas.gov; 512-438-2025

- NAR: NurseAideRegistry@hhs.texas.gov; 512-438-2050

- NATCEP: regulatory_natcep@hhs.texas.gov; 512-438-2017

For questions about this letter, please contact the LTCR Policy and Rules Section by email at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.