IDD Operations Portal

**IDD Operations Portal
User Guide**

**Texas Health and Human Services
Commission
2019**

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1. General Information

A. Purpose

The Intellectual and Developmental Disabilities (IDD) Operations Portal is an online-based application used by long-term care IDD providers and Local Intellectual Developmental Authorities (LIDDAs) to submit and receive documents to and from Texas Health and Human Services IDD Program Eligibility and Support (PES) and IDD Waivers Utilization Review (UR) sections.

The portal is only meant to replace document submissions by fax and mail. It does not replace the responsibility of providers or LIDDA's to ensure accurate completion of documents, maintain signed paper copies of forms in individual records, and comply with HIPAA regulations when making submissions to the Health and Human Services Commission (HHSC). During initial account setup, the provider or LIDDA assigns a security authority who is responsible for managing their staff's access to the portal. Providers and LIDDAs are responsible for ensuring procedures are in place to properly manage staff's access to individual's records inside and outside of the portal, just as they did prior to portal implementation.

HHS contractors providing services to individuals in the following programs should register for and use the IDD Operations Portal:

- Community Living Assistance and Support Services (CLASS)
  - CLASS - Case Management Agencies
  - CLASS - Direct Services Agencies
- Deaf-Blind with Multiple Disabilities (DBMD) Providers
- Home and Community-based Services (HCS) Providers
- Texas Home Living Providers (TxHML)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID) Providers

LIDDAs use the portal to make submissions for the following programs:

- HCS
- TxHmL
- ICF-IID

- Community First Choice (CFC) non-waiver

Providers and LIDDAs are responsible for ensuring procedures are in place to properly manage staff access to individual's records inside and outside of the portal, just as they did prior to portal implementation. Security authorities are responsible for managing their staff access to the portal.

B. Portal Overview

The IDD Operations Portal is an online submission system that replaces paper submissions sent to and from HHS IDD PES and IDD UR. The goal of the IDD Operations Portal is to eliminate the fax and mail methods of document transmittal.

The IDD Operations Portal:

- Provides submitters the ability to check on the status of packet submissions online at any time decreasing the need to place follow-up phone calls and faxes.
- Allows direct communication between the submitters and the IDD PES and IDD UR employees.
- Gives the submitter the ability to reference submission standards by clicking on the program manual link.
- Accepts forms requiring signatures to be scanned and submitted electronically by submitters.

An email notification is sent from the portal alerting the submitter the packet needs attention:

- When the packet submission needs a correction; or
- If additional documentation is needed; and
- When the packet submission reaches a completed status.

All submissions and a history of all steps taken to finalize the submission are stored in the portal for 10 years.

Submissions types in the IDD Operations Portal for CLASS and DBMD include:

- Pre-enrollment assessments (Case Management Agency (CMA), Direct Service Agency (DSA), and DBMD Providers)

- Intellectual Disability/Related Condition Assessments (DSAs, DBMD Providers)

- IPCs (CMAs and DBMD Providers)

- Transfer requests

- Suspension/Continuation of Suspension requests

- Termination requests

- Face-To-Face review documents

- Fair Hearing requests

Submissions types in the IDD Operations Portal for HCS, TxHmL, ICF-IID, and CFC non-waiver include:

- ID/RCs (HCS, TxHmL, ICF-IID, and CFC non-waiver)

- Individual Plans of Care (HCS and TxHmL)

- Transfer requests (HCS and TxHmL)

- Suspension/Continuation of Suspension requests

- Termination requests

- Face-To-Face review documents

The requirement to maintain a paper copy of the documentation in an individual's comprehensive record has not changed.

CLASS CMAs and DSAs and DBMD providers must continue to view IPC service authorization information using the Medicaid Eligibility Services Authorization Verification. If a service authorization in MESAV does not match the approved IPC, the CMA, DSA or DBMD provider may request a correction by printing the approved IPC from the portal and a screen print of the MESAV service authorization and faxing it to Provider Claims Services at 512-438-4380.

The IDD Operations Portal does not replace the Client Assignment and Registration or the Texas Medicaid & Healthcare Partnership data entry requirements for LIDDAs or HCS, TxHmL, and ICF-IID providers.

C. Navigating the Portal

The following definitions and diagrams are provided to assist users in understanding the design of the IDD Operations Portal and how to interact with prompts in the system.
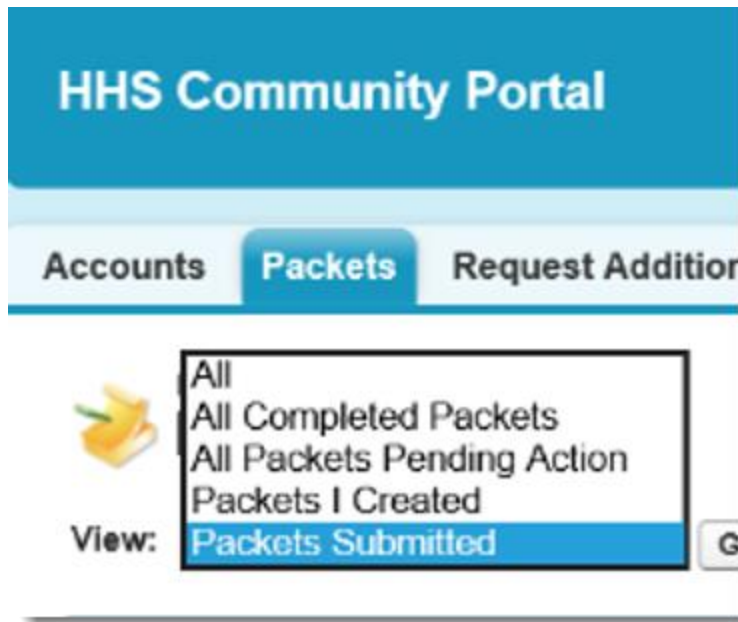
1. Arrows

Expand or collapse information.

2. Search

Allows you to look up an Individual or contact type.

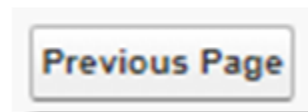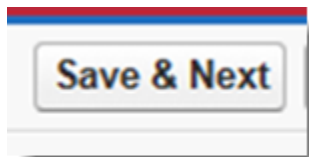## 3. Drop-Down Menus

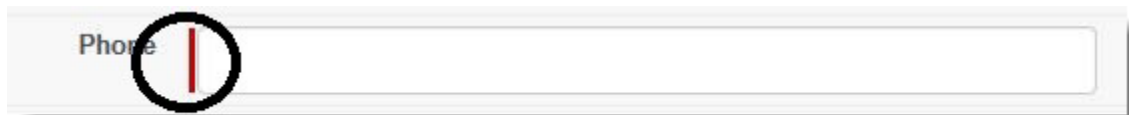Allows a display of available options.

4. Previous Page

Allows the user to return to the previous page. For example, if the incorrect information was selected in the Packet Details page, the user can go back and make the correct selection. If changes are made to the previous page, the user must select Save & Next.

5. Red Bar

Indicates the field is required.

Note: Some fields are required although a red bar is not displayed.
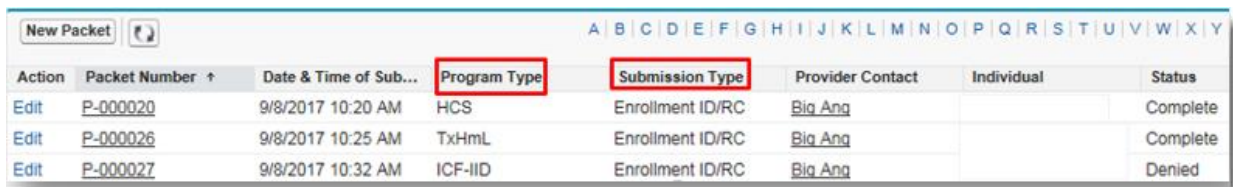
6. Greyed Out Field

Indicates the field is pre-populated and cannot be edited here.

P-24423

7. Sorting a List

The list display can be sorted by a specific column by clicking on the column name. Select the preferred list from the drop-down menu.

The page will populate with columns indicating an action to take regarding navigation of the list. Click on the column name to sort by a particular column, i.e. click Program Type to sort the list by Program Type. Click on the column a second time to sort it in reverse order.


8. Drop Down List Views (default)

When accessing the portal, the list view defaults to the last selection made on each tab. For example, the last time you were in the portal, you had the **Packets I Created** list view up the next time you log in and go to the Packets tab, the view defaults to **Packets I Created.**

The three navigation tabs in the upper left corner of the screen are **Accounts, Packets**, and **Request Additional Provider Access**. The **Packets** tab displays all packets in any status. By clicking on the drop-down arrow, a drop-down list appears from which you can select a packet list view.
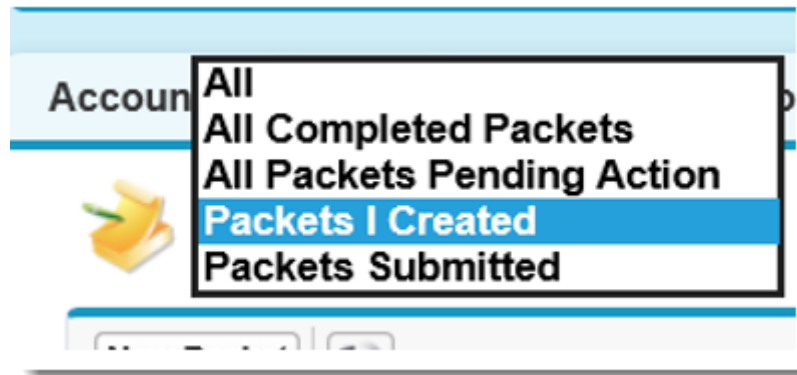
9. Accounts

The **Accounts** tab gives information about the provider's account(s), active packets, and contact information for the provider's authorized IDD Operations Portal users.
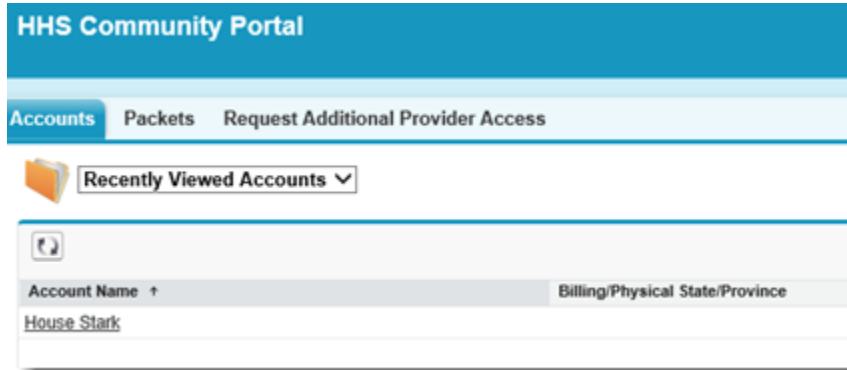
1. Provider Portal Accounts

    a. This view stores any accounts the user has access to. This will show you all the provider account details for the account selected.

2. Recently Viewed Accounts

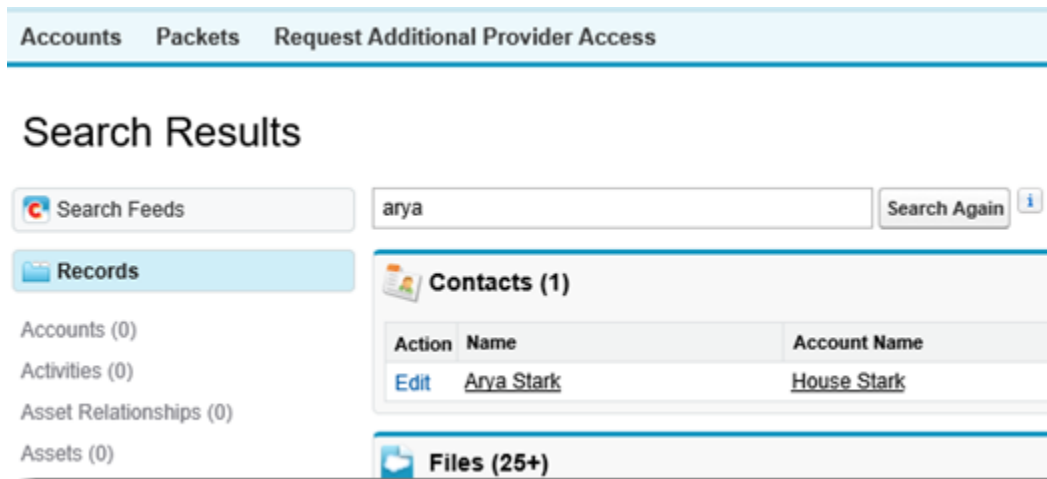   **a.** This view lists the provider account most recently opened by the user in the portal.

10. Search function

The Search field located on all pages allows you to search for a contact name or packet number. A search term will bring up all matching information in the entity's contacts list with that name.

A specific packet may be pulled up using that packet's number.

Example: enter P-20074 or 20074. Both will bring up the correct packet number.
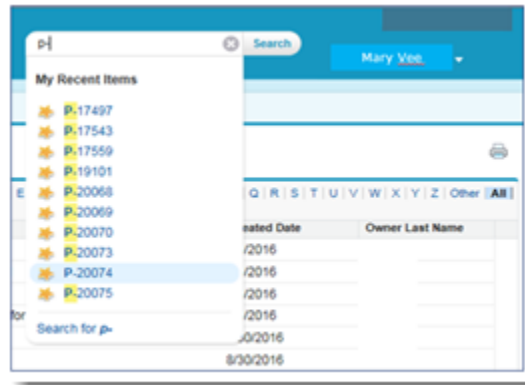
Note: Use the Search All function to return results relevant to all available categories.
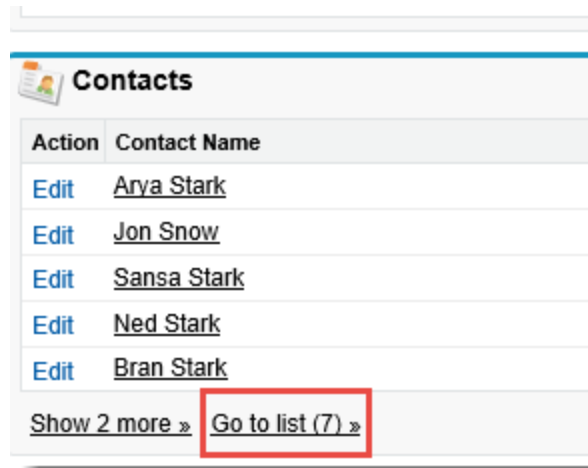
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11. Search for an Employee (Provider Contacts)

Under each provider account profile, there is a section titled **Provider Contact Access**. It lists all the employees within the business that have registered for portal access. In cases where this list is longer than five names, click on the **Go to list (+) to** view additional contact details.

12. Search for an Individual (Contacts)

Under each provider account profile, there is a section titled **Contacts**. It lists all the individuals receiving services from the provider facility. In cases where this list is longer than five names, click on the ***Go to list (+)*** to view additional contact details.

13. Adding an Individual contact

The only contacts that can be added without going through the Single User Setup are the individual contact records (see section 2.G for instructions on single user registration).

Employees cannot submit a packet for an individual who does not have a Medicaid number until they are added to the provider contact list.

- Go to provider details page and scroll down to the **Contacts Section.**
- Click on **New Contact**.
- Complete the **Contact Information** in the contact edit section and click **Save**.
- If more than one individual contact needs to be added, click **Save & New** to open a new contact section.
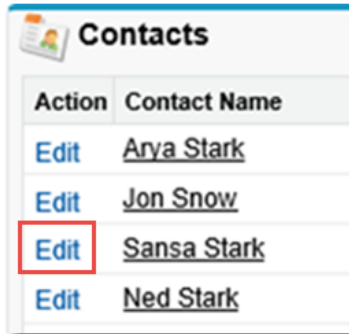
Note: Contacts with dates of birth prior to 2000 must be manually entered in MM/DD/YYYY format.

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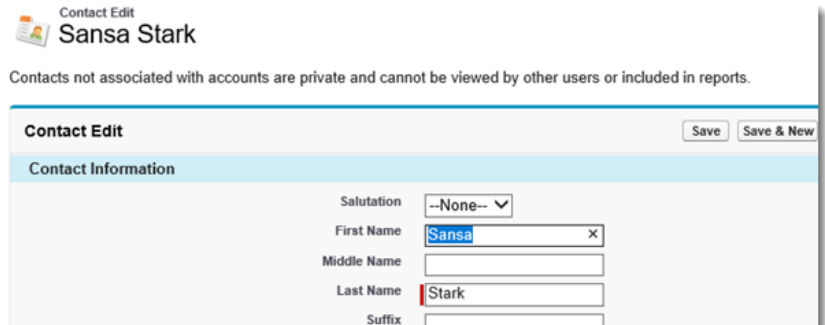
14. Editing an individual contact

- Go to provider's account page and scroll down to the **Contacts** section.

- Click on the **Edit** button for the contact name you need to edit.

- Complete all necessary updates then select the Save button. The Account screen is displayed again.

Note: Any portal user may edit an *individual* contact record. Only a security authority may edit *staff* contact records. See section 2.E for instructions.

2. GETTING STARTED

A. Confidentiality and HIPAA Requirements

The provider/LIDDA is responsible for ensuring all users who have been granted access acknowledge and comply with the HIPAA requirements. In addition to HIPAA, all activities associated with the usage of the IDD Operations Portal must comply with all state and federal laws and standards applicable to the type of Confidential Information accessed, created, disclosed, maintained, received, transmitted or used. Please refer to your Base Contract and Data Use Agreement for a specific list of those laws and standards.

If Confidential Information has been used or disclosed in an unauthorized manner or by an unauthorized person, it needs to be reported to the HHS Privacy Office using the form and process defined on the HHS website. The HHS Privacy Office can be contacted by phone at 877-378-9869 or by email at privacy@hhsc.state.tx.us.
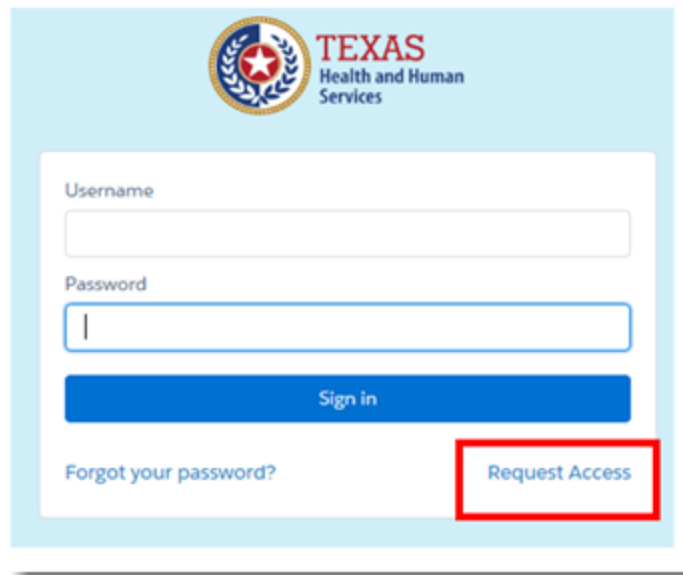
The provider/LIDDA is responsible for any actions taken by their respective security authority. At the initial login of the day, the user will receive the pop-up message below and must agree by clicking OK.
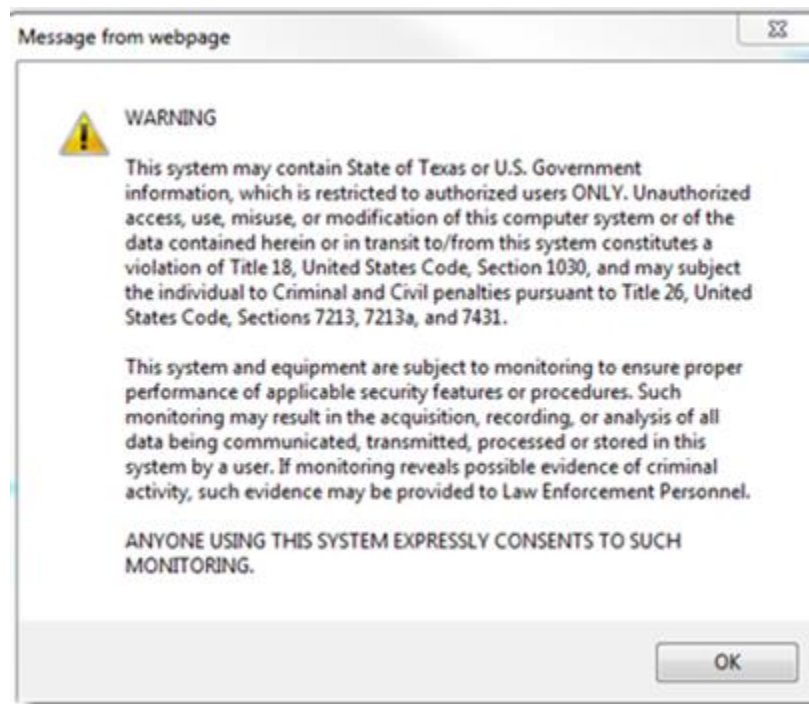
B. Accessing the Portal

a. Requesting First Access

In order for an organization to use the portal, a user must complete Initial Set Up and register as a Security Authority. After Initial Account Setup is complete, more users may register as Staff or Security Authority. Follow the steps outlined in the following sections to request either Initial or Single User access.

b. Regaining Lost Access

After Initial or Single User Setup is complete and access is granted, a user can reset a forgotten password through the login page. Click *Forgot your password?* and enter your username.

Your username is your email address followed by **.txhhs**. Click **Continue** to request the reset and an email will be sent within an hour. Reset links are only valid for one use, and **must be used within 24 hours** or they will expire.

C. Initial Account Setup – Overview

LIDDAs and providers must have access to a computer with internet connection and the ability to scan and upload documents to set up registration and use the portal.
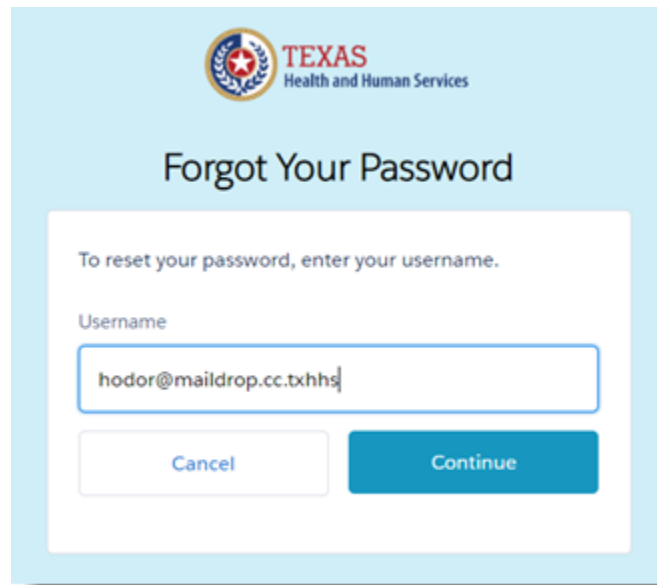
To begin the initial set up process for the IDD Operations Portal:

- A LIDDA or program provider must go to the following link http://txhhs.force.com/ and request portal access.
- An Employer Identification Number (EIN) and an HHSC contract number must be entered for validation. If multiple contract numbers are on file with HHSC, only one is necessary for the business validation.
  - ‣ If a facility has more than one EIN, a user can request access to those additional EINs during or after setup.

- A security authority must be assigned when a business initially registers. The security authority is responsible for managing access to the portal for the business by controlling access for others, including additional security authority access.

  ‣ When the initial set-up process is complete, the security authority will receive an email with their username and a link to the portal to set up a unique password.

- After the LIDDA or program provider has completed initial set up and been granted access by HHSC, staff may begin requesting single-user access to the portal.

To set-up a single-user access request, LIDDA or provider staff must use the business EIN. Once submitted, the request is sent to the assigned security authorities who grants or denies access on behalf of the LIDDA or provider. After the security authority grants access, each user receives an email with their username and link to the portal. The user must click on the link **within 24 hours** and set up their unique password. The security authority can grant security authority access to any user who has registered to the portal.

D. Initial Account Setup – Detailed Instructions

The Initial Account Setup process is for organizations that are registering with the portal for the first time. Single User Setup should be used for staff registrations (see section 2.G for instructions).

1. Begin the Initial Setup process by clicking on the link provided in the information letter: http://txhhs.force.com/

2. Click **Request Access** and select **IDD Operations Portal Initial Account Setup** from the drop-down menu. Other options do not pertain to the IDD Operations Portal.

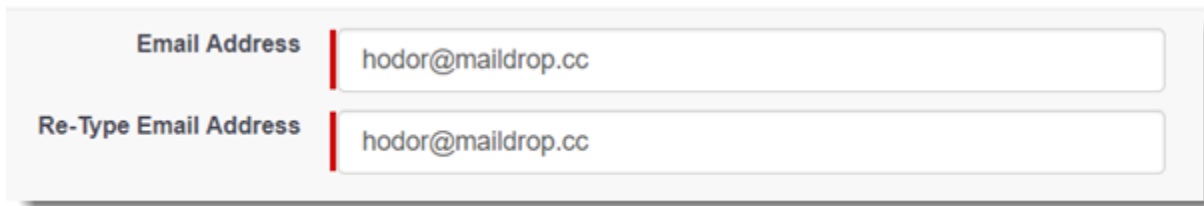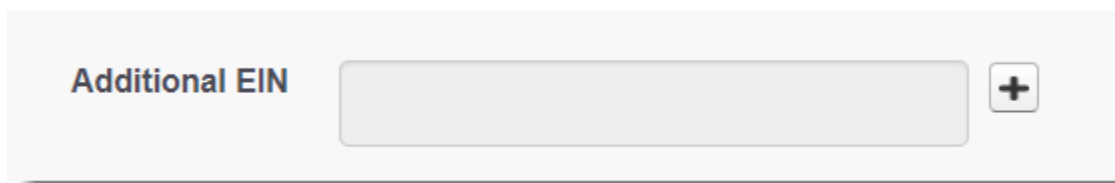3. Complete all blank fields. The red bar indicates a required field.

4. Re-type your email address into the validation field to verify that your spelling is correct.

5. You must select at least one role: if you are registering the organization with the portal for the first time (Initial Account Setup) you must choose Security Authority. If you are the owner of the facility, select Owner and Security Authority.

6. An Employer Identification Number (EIN) and an HHSC contract number must be entered for validation. If multiple contract numbers are on file with HHS, only one is necessary for the business validation.

   ‣ Nine digits are required for HHSC contract numbers. If less than nine digits are entered, two or more leadings zeroes will be automatically added by the form.

7. If your facility services multiple EINs, these can be added during or after registration. To request access to additional EINs during registration, click the **+** sign beside **Additional EIN**.

An overlay screen will appear. Choose your role within this EIN, enter the EIN, and enter the contract number. If there are multiple contract number associated with this additional EIN, only one is required.

If you have another EIN to add, choose **Save and New**. Otherwise, click **Save** to return to the setup form.

8. Enter the security code pictured at the bottom of the form and click **Submit**.

9. A confirmation email will arrive within an hour of submitting the form. You must follow the link within 24 hours of receipt to complete registration and set up a password.

10. Once registration is complete, your username will be your email address followed by **.txhhs**. Use this username to login and request password resets.

E. Security Authority Responsibilities

Security Authorities are responsible for maintaining LIDDA or provider staff access to the portal. Once a staff person with access to the portal is no longer employed with the entity, security authorities are responsible for deactivating access immediately.

The security authority is responsible for verifying the type of role selected during registration when granting access to the IDD Operations Portal. For example, if the staff member selects a security authority role and should not have that role, the security authority is responsible for changing the role.

Security Authority Role:

- Grant, deny, and deactivate access
- Change roles
- Create packets
- Edit individual and staff contact information
- View all packets that have been created, submitted, or completed, or are pending further action
- Edit packets in draft status

Note: In the event of a staff change, Security Authorities must deactivate the staff user from each EIN to which that staff had access. The staff user will then lose access to the portal.

F. Assigning Security Authorities

After the initial set-up is complete, the **Security Authority** delegates security authority access and can change a user's role, if needed. Available roles are Owner, Security Authority, and Staff.

Owner and Staff roles have the ability to create packets and view all packets created, submitted, pending, and completed. Owner and Staff roles can edit packets only in draft or pending status. Changes cannot be made to packets when they are in submitted or completed status.

Security Authority role has the same access as the Owner and Staff roles, with the added ability to grant, deny and deactivate access, or change the role of a user.

G. Single User Setup – Detailed Instructions

Staff can request access only after the LIDDA or provider completes the initial set-up and **Security Authorities** have been assigned.

1. Begin the Single User Setup process by clicking on the link provided in the information letter: http://txhhs.force.com/

2. Click **Request Access** and select **IDD Operations Portal Single User Setup** from the drop-down menu. Other options available do not pertain to the IDD Operations Portal.

3. Complete all blank fields. The red bar indicates a required field.

4. Re-type your email address into the validation field to verify that your spelling is correct.

| Email Address | hodor@maildrop.cc |
| Re-Type Email Address | hodor@maildrop.cc |

5. You must select at least one role: if you are registering the organization with the portal for the first time (Initial Account Setup) you must choose Security Authority. If you are the owner of the facility, select Owner and Security Authority.
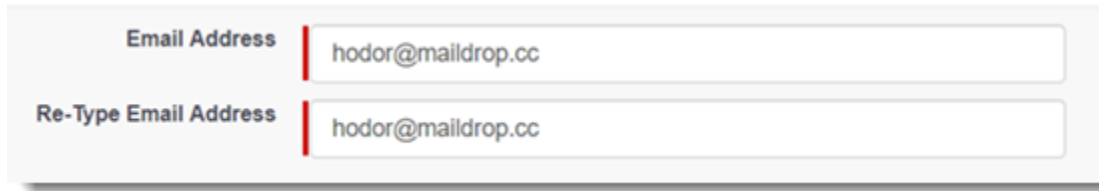
6. An Employer Identification Number (EIN) and an HHSC contract number must be entered for validation. If multiple contract numbers are on file with HHS, only one is necessary for the business validation.

   ‣ Nine digits are required for HHSC contract numbers. If less than nine digits are entered, two or more leadings zeroes will be automatically added by the form.

7. If your facility services multiple EINs, these can be added during or after registration. To request access to additional EINs during registration, click the **+** sign beside **Additional EIN**.

| Additional EIN | | + |

An overlay screen will appear. Choose your role within this EIN, enter the EIN, and enter the contract number. If there are multiple contract number associated with this additional EIN, only one is required.

If you have another EIN to add, choose **Save and New**. Otherwise, click **Save** to return to the setup form.

8. Enter the security code pictured at the bottom of the form and click **Submit**.

9. A confirmation email will arrive within an hour of submitting the form. You must follow the link within 24 hours of receipt to complete registration and set up a password.

10. Once registration is complete, your username will be your email address followed by **.txhhs**. Use this username to log in and request password resets.

After the **Single User Setup** form has been submitted, the security authorities for the requesting entity will receive the portal email request and will determine whether to grant or deny access. You will receive an email from the security authority through the portal notifying you whether access was granted or denied.

During the single user set up, you must choose a role. The Assigning Security Authorities section of this guide describes the roles for Owner, Staff and Security Authority. Choose the correct role to avoid any delays in getting access.

If access is granted, you will receive an email containing the link to the IDD Operations Portal to set up a password.
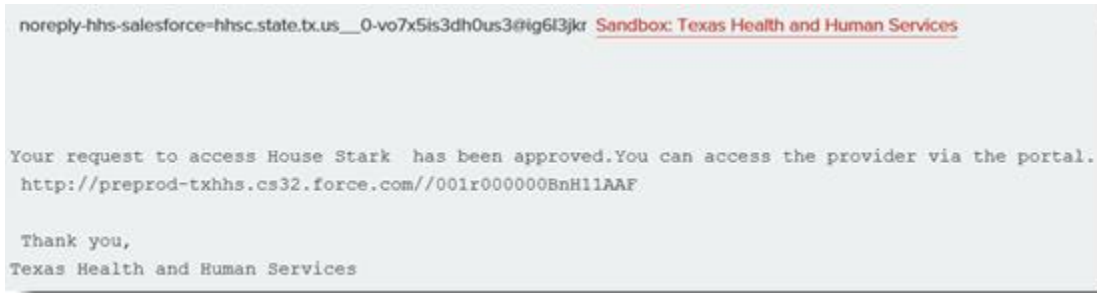
H. Requesting Additional Provider Access after Registration

If your organization serves multiple EINs, you can request access to those EINs during or after registration. This will allow you to view the contacts and packets corresponding to those EINs.

To request access to an additional EIN after registration, click the **Request Additional Provider Access** tab.
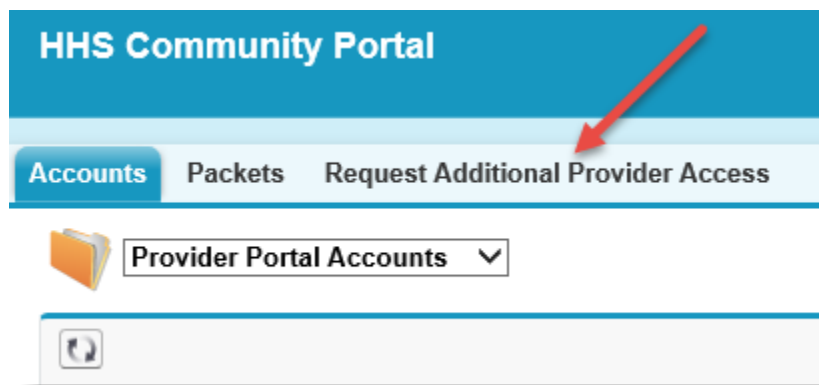
A new screen will open.

Choose your role, then enter the EIN and any contract number associated with that EIN. Select **Save and New** if you have another to request, otherwise click **Save** to return to Accounts tab.

I. Creating a Packet

Users follow the same steps to create any packet; however, depending on the program type, submission type, and submitter type, some steps will differ before sending the packet to the provider or LIDDA.

The following sections contain instructions for creating each of these packets for the following programs CLASS, DBMD, HCS, TxHmL, ICF-IID, and CFC non-waiver.

3. CLASS and DBMD Submissions

A. Electronic Forms – CLASS & DBMD

The IDD Operations Portal includes some electronic forms for the CLASS and DBMD programs. The following forms are required:

CLASS Electronic Forms required:

- Form 3621, Individual Plan of Care
- Form 3621 T, IPC Service Delivery Transfer Worksheet
- Form 3625, Documentation of Services Delivered
- Form 8578, Intellectual Disability/Related Condition Assessment

DBMD Electronic Forms required:

- Form 6500, Individual Plan of Care
- Form 6500 T, Individual Plan of Care
- Form 6503, Summary of Services Delivered
- Form 8578, Intellectual Disability/Related Condition Assessment

Some information is preloaded into the electronic forms, including the **Applicant/Individual Name**, **Social Security Number** (SSN), and **Medicaid Number**. The submitter completes all the fields to match the uploaded form. Fields marked with a red bar are required.

Note: You must enter the name of the person who signed the form and the date they signed it to confirm you have verified the signature on the form.

B. Creating a Packet – CLASS
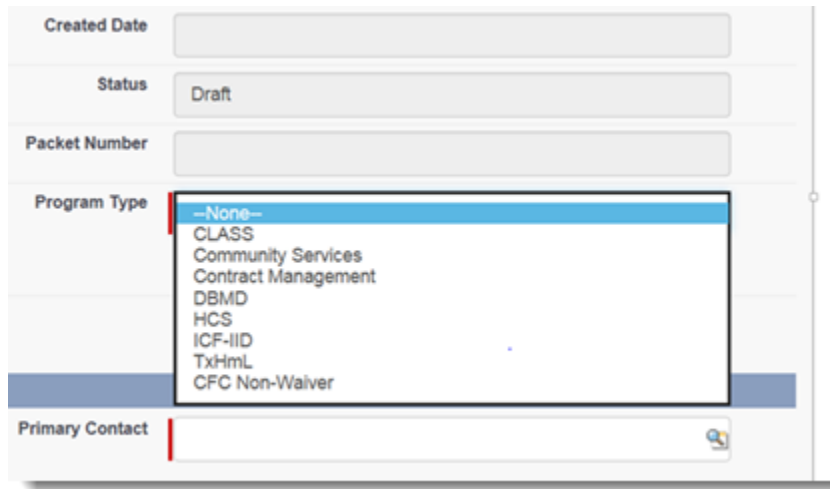
See the [Creating a Packet](#) *section for a list of all program types.*

Log into the IDD Operations Portal and click on the **Packets** tab to create a new packet. Select the **New Packet** button.
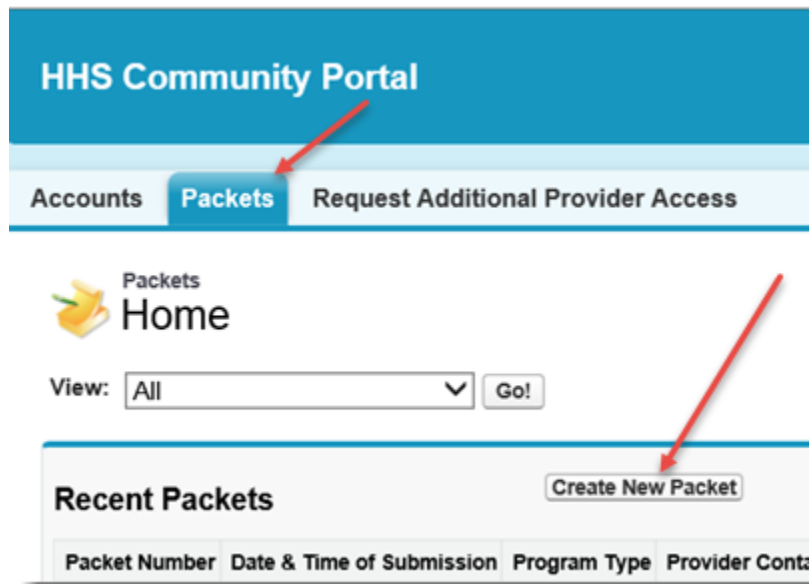
Select the **Program Type** on the **Packet Detail** screen. The next level of detail shows only options relevant to the program type selected.

Choose **CLASS** from the **Program Type** drop-down menu. The following screenshot shows all the options for program types.
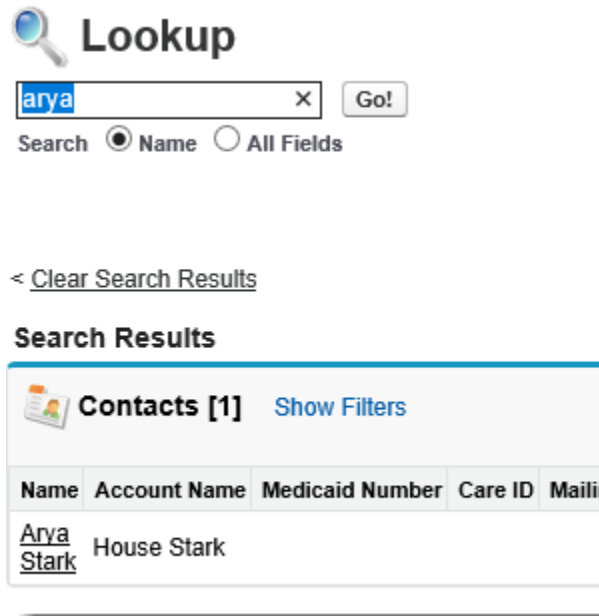
Detailed information about the business and the submitter's name populates in the **Primary Contact** field.

The last section on the screen shows **Individual Information**.

- Enter the **Individual Name** in the corresponding field and click the magnifying glass icon. A new window will open with the results of the search.

- If there are multiple entries with similar names, click to select the correct name.
- The individual's information populates the remaining fields when the name is found and selected.

- Select the **Save & Next** button when all information has been entered to move forward to the next screen.

Tip: The new contact must be added before a packet can be created for them. To add a new contact, follow the instructions in the Navigating the Portal section of this guide.

a. Submitter Type – CMA

Read the Creating a Packet - CLASS section and follow the instructions for creating a packet before starting this section.

Select the **Submitter Type** from the drop-down menu. When **CLASS** and **CMA** are selected, only the submission types that apply to a CLASS CMA can be selected.

Those options appear in bold, while types that are not available appear as light grey text. If the submission type is a **CLASS DSA**, the list shows different options. See the Submitter Type - DSA section for details.
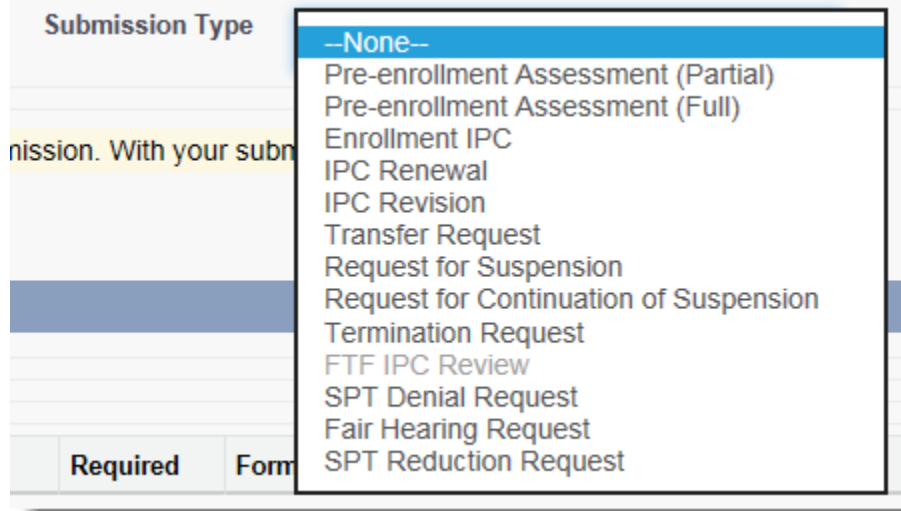
- The list of Upload Forms appearing in the file list depends on the type of submission selected. Upload Forms are the forms required to submit the type of packet selected.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required**. If a form is marked required, it must be finished to submit a packet.

- **Attachments** are any additional documents relevant to the packet's submission (for example individual program plans [IPPs] or habilitation plan, etc.).

The following image shows an example of the **Upload Forms** list for a **Pre-enrollment Assessment (Full)**.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents or information, as

required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms or documents/information required for a particular submission type.

The following screenshot is a sample of the electronic Form 3621, Individual Plan of Care, as it appears in the portal. All fields that display a red bar are required.

- **Click to Fill This Form** will open the form to be filled.

- **Click to Upload an Attachment** will open a file list to choose the appropriate attachment. All required electronic forms must be completed to match the uploaded attachment.
- **Save & Close** will close the form and return you to the **Upload Forms** section. Click **Save & Close** after the electronic form is completed. Repeat until all forms are completed and added.
- **File** list shows forms that are finished and have been added to the packet. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

This list might not be all-inclusive of the required documents for the type of submission. Please upload other relevant documentation as required in the CLASS Provider Manual.

When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.

b. Submitter Type – DSA

Read the Creating a Packet - CLASS section and follow the instructions for creating a packet before starting this section.
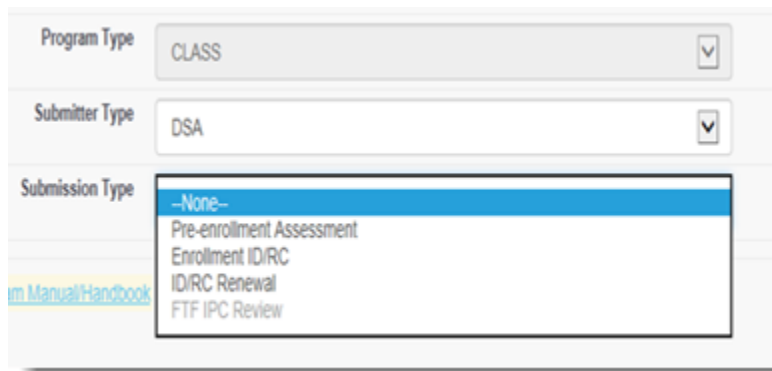
Select the **Submitter Type** from the drop-down menu.

When **CLASS** and **DSA** are selected, only the submission types that apply to the **CLASS DSA** can be selected. Those options appear in bold, while types that are not available appear as light grey text.

- The list of **Upload Forms** appearing in the file list depends on the type of submission selected. **Upload Forms** are the forms required to submit the type of packet selected.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required.** If a form is indicated as required, it must be finished to submit a packet.

- **Attachments** are any additional documents relevant to the packet's submission (for example the IPPs or habilitation plan, etc.).

Note: You must enter the name of the person who signed the form and the date they signed it to confirm you have verified the signature on the form.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents or information, as required. All relevant forms will display in a blue color. Click on the link, and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms or documents/information required for a particular submission type.

The following screenshot is a sample of the electronic Form 3621, Individual Plan of Care, as it appears in the Portal. All fields that display a red bar are required.

- **Click to Fill This Form** will open up the form to be filled.

- **Click to Upload an Attachment** will open up a file list to choose the appropriate attachment. All required electronic forms must be completed to match the uploaded attachment.

- **Save & Close** will close the form and return you to the **Upload Forms** section. Click **Save & Close** after the electronic form is completed. Repeat until all forms are completed and added.

- **File** list shows forms that are finished and have been added to the packet. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.
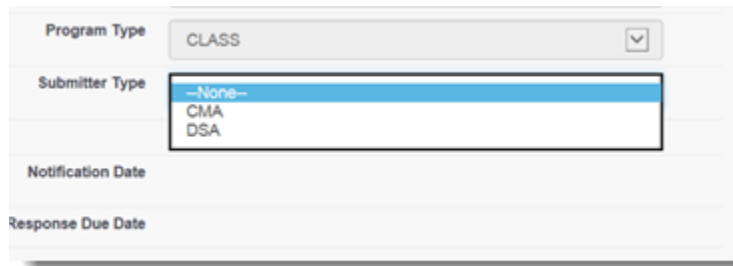
This list might not be all-inclusive of the required documents for the type of submission. Please upload other relevant documentation as required in the CLASS Provider Manual.

When all forms have been uploaded or completed, proceed to the **Entering Comments** section of this guide.

C. Creating a Packet – DBMD

See the Creating a Packet *section for a list of all program types.*

Log into the portal and click on the **Packets** tab to create a new packet. Select the **Create New Packet** button.
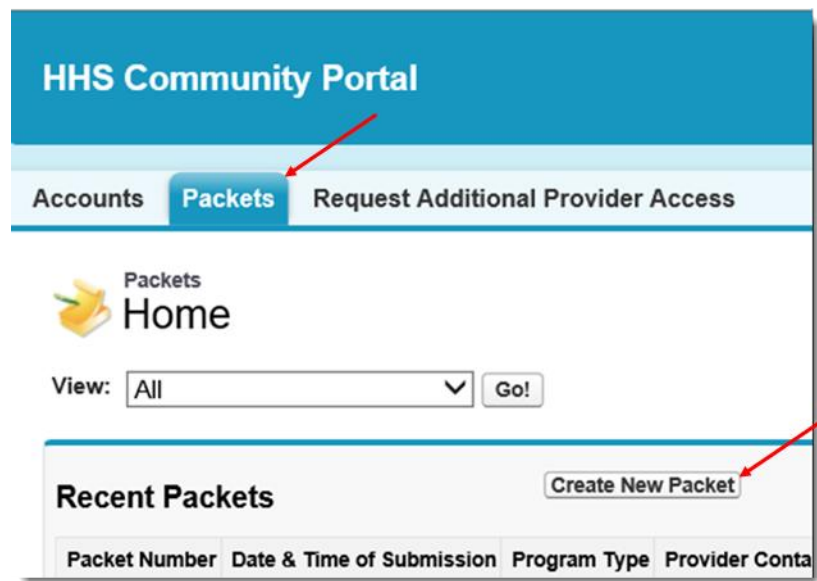
Select the **Program Type** on the **Packet Detail** screen. The next level of detail shows only options relevant to the program type selected. For example, if the program type selected is **DBMD**, only options available for the **DBMD** program will be shown.

Chose **DBMD** from the **Program Type** drop-down menu.

Detailed information about the business and the submitter's name populates in the **Primary Contact** field.

The last section on the screen shows **Individual Information.**

- Enter the **Individual Name** in the corresponding field and click the magnifying glass icon. A new window will open with results.

- If there are multiple entries with similar names, click to select the correct name.

- The individual's information populates the remaining fields when the name is found and selected.

Select the **Save & Next** button when all information has been entered to move forward to the next screen.

Tip: To add a new contact, follow the instructions in the Portal Navigation Information section of this guide. The new contact must be added before a packet can be created for them.

Select the **Submission Type** from the drop-down menu. This list shows only submission types for the **DBMD** program because that is the program type selected. Those options appear in bold, while types that are not available appear as light grey text.

- The list of **Upload Forms** appearing in the file list depend on the type of submission selected. **Upload Forms** are the forms required to submit the type of packet selected.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required.** If a form is indicated as required, it must be finished to submit a packet.

- **Attachments** are any additional documentation relevant to the packet's submission (for example the IPPs or habilitation plan, etc.).

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents or information, as required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms or documents/information required for a particular submission type.

Some information is preloaded into the form, including the **Applicant/Individual Name**, **SSN**, and **Medicaid Number**. Complete all the fields to match the uploaded form. Fields marked with a red bar are required.

When the electronic form is filled in, click the **Save** button to confirm all of the required fields are populated. Click the **Save & Close** button to close the form. The packet will remain open for additional work.

Note: You must enter the name of the person who signed the form and the date they signed it to confirm you have verified the signature on the form.

All required uploads must be added by clicking on the **Click to Upload an Attachment** link.

- Submit all relevant documents by using either **Drag and Drop** or **Browse** to locate a document and upload.
- Click the **Save** button after all documents have been uploaded. This action will close the form and return you to the **Upload Forms** section.

- Repeat these steps until all forms are finished and added to the packet's **File** list. All relevant forms will display in a blue color.

This list might not be all-inclusive of the required documents for the type of submission. With your submission, please upload other documentation as required in the Texas Administrative Code for the DBMD program.

When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.

4. Provider Submissions – HCS and ICF-IID
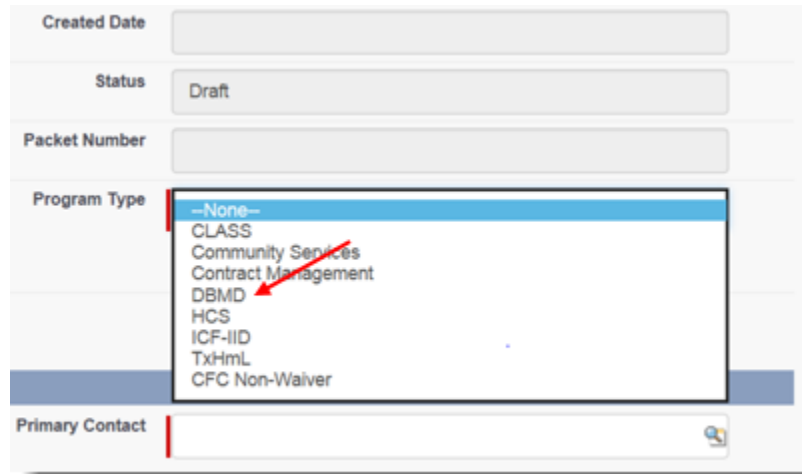
A. Creating a Packet – HCS and ICF-IID

See the Creating a Packet *section for a list of all the program types.*

Log into the IDD Operations Portal and click on the **Packets** tab to create a new packet. Select the **Create New Packet** button.
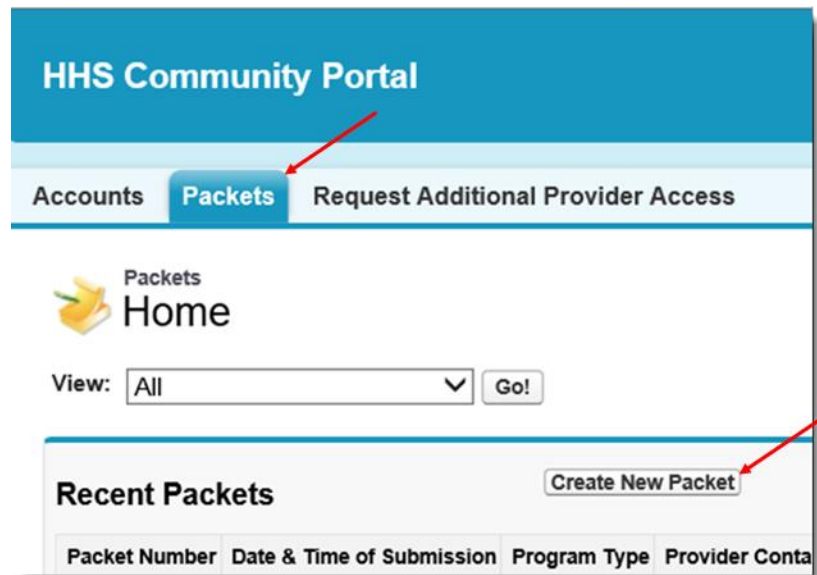
Select the **Program Type** on the **Packet Detail** screen of the individual for whom they are making a packet submission. For example, although a business may operate under the HCS, TxHmL, and ICF-IID programs, the packet may be for an individual enrolled in the HCS program. In this case, choose HCS from the **Program Type** drop-down menu.

Detailed information about the business and the submitter's name populates in the **Primary Contact** field.

The last section on the screen shows **Individual Information**.

● Enter the **Individual Name** in the corresponding field and click the magnifying glass icon. A new window will open with results.

● If there are multiple entries with similar names, click to select the correct name.

● The individual's information populates the remaining fields when the name is found and selected.

- Select the **Save & Next** button when all information has been entered to move forward to the next screen.

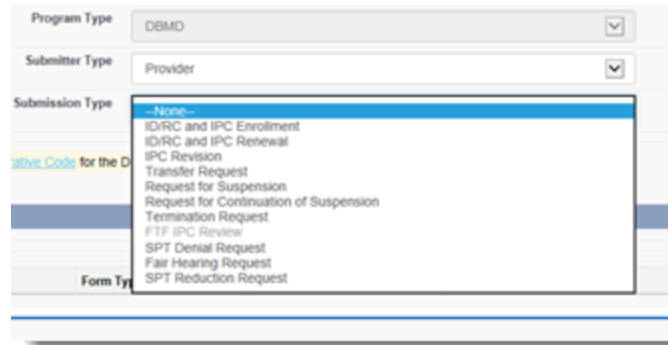---

Tip: To add a new contact, follow the instructions in the Portal Navigation section of this guide. The new contact must be added before a packet can be created for them.

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a. Creating a Packet – HCS

Read the Creating a Packet - HCS, and ICF-IID section and follow the instructions for creating a packet before starting this section.

Select the Submitter **Type** from the drop-down menu. When **HCS Provider** is selected as the submitter type, only the submission types that apply to an **HCS Provider** can be selected. Those options appear in bold, while types that are not available appear as light grey text.

- The list of **Upload Forms** appearing in the file list depends on the type of submission selected. **Upload Forms** are the forms required submit the type of packet selected.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required.** If a form is indicated as required, it must be finished to submit a packet.

- **Attachments** are any additional documentation relevant to the packet's submission. If a form is indicated as required, it must be finished to submit a packet.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents, or information, as required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms, documents, or information required for a particular submission type.

All required uploads must be added by clicking on the **Click to Upload an Attachment** link.

- Submit any additional documentation by either using **Drag and Drop** or **Browse** to locate a document and upload.

- Click the **Save** button after all documents have been uploaded. This action will close the form and return you to the **Upload Forms** section.

- Repeat these steps until all forms are finished and added to the packet's **File** list. All relevant forms will display in a blue color.

File	Form Number	Program Type
Browse... Upload	8578	HCS
Click to Upload an Attachment	Determination of Intellectual Disability	HCS

This list might not be all-inclusive of the required documents for the type of submission. Be sure to upload other documentation as required in the HCS Handbook.

When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.

b. Creating a Packet – ICF

Read the Creating a Packet – HCS and ICF-IID section and follow the instructions for creating a packet before starting this section.

Select the **Submitter Type** from the drop-down menu. When an **ICF-IID Provider** is selected as the submitter type, only the submission types that apply to an **ICF-IID Provider** can be selected. Those options appear in bold, while types that are not available appear as light grey text.

- The list of **Upload Forms** appearing in the file list depends on the type of submission selected. **Upload Forms** are the forms required to submit the type of packet selected.

- **Attachments** are any additional documentation relevant to the packet's submission.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required**. If a form is indicated as required, it must be finished to submit a packet.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents, or information, as required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms, documents, or information required for a particular submission type.

File	Form Number	Program Type	Submission Type	Submitter Type	Required	Form Type
Click to Upload an Attachment	8578	ICF-IID	ID/RC Renewal	ICF-IID Provider	☑	Attachment
Click to Upload an Attachment	Determination of Intellectual Disability	ICF-IID	ID/RC Renewal	ICF-IID Provider	☑	Attachment

All required uploads must be added by clicking on the **Click to Upload an Attachment** link.

- Submit any additional documentation by either using **Drag and Drop** or **Browse** to locate a document and upload.

- Click the Save button after all documents have been uploaded. This action will close the form and return you to the Upload Forms section.
- Repeat these steps until all forms are finished and added to the packet's File list. All relevant forms will display in a blue color.

This list might not be all-inclusive of the required documents for the type of submission. Be sure to upload other documentation as required in the ICF-IID rules.

When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.

5. LIDDA Submissions – HCS, TxHmL, ICF-IID, CFC non-waiver

A. Creating a Packet – LIDDAs
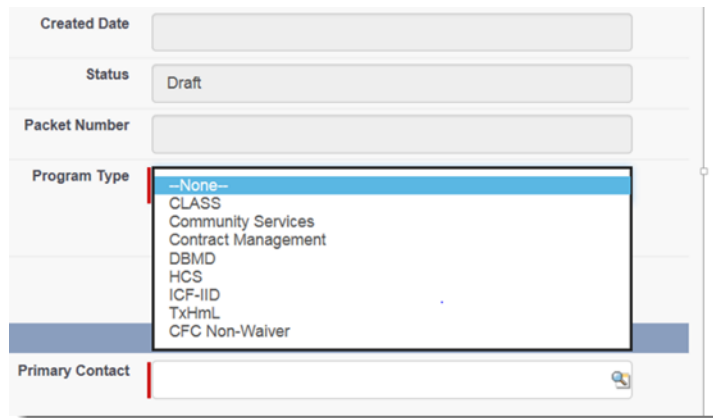
See the [Creating a Packet](#) section for a list of all program types.

Log into the IDD Operations Portal and click on the **Packets** tab to create a new packet. Select the **Create New Packet** button.
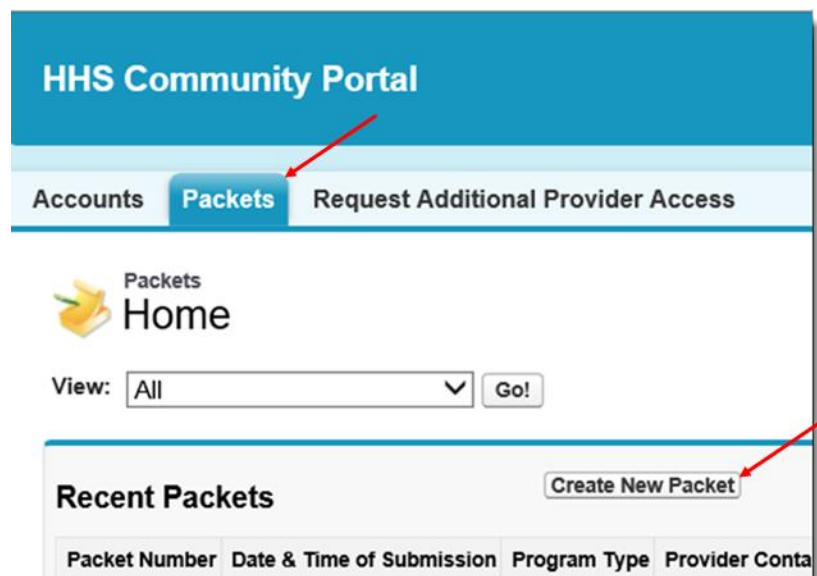
Select the **Program Type o**n the **Packet Detail** screen of the individual for whom they are making a packet submission. For example, a business may operate under the HCS, TxHmL, and ICF-IID programs, and the packet may be for an individual enrolled in the ICF-IID program. In this case, select ICF-IID as the program type.

The following screenshot shows all available options for program type. Depending on the option selected, the Portal will show only options relevant to the **Program Type**.

Detailed information about the business and the submitter's name populates in the **Primary Contact** field.

The last section on the screen shows **Individual Information**.

- Enter the **Individual Name** in the corresponding field and click the magnifying glass icon. A new window will open with results.

- If there are multiple entries with similar names, the click to select the correct name.

- The individual's information populates the remaining fields when the name is found and selected.

- Select the **Save & Next** button when all information has been entered to move forward to the next screen.

Tip: To add a new contact, follow the instructions in the Navigating the Portal section of this guide. The new contact must be added before a packet can be created for them.

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a. Submitter Type – HCS Local Authority

Read the Creating a Packet - LIDDAs section and follow the instructions for creating a packet before starting this section.

Select the **Submitter Type** from the drop-down menu. When **HCS Local Authority** is selected as the **Submitter Type**, only the submission types that apply to an **HCS Local Authority** can be selected. Those options appear in bold, while types that are not available appear as light grey text.

- The list of **Upload Forms** appearing in the file list depends on the type of submission selected. **Upload Forms** are the forms required to submit the type of packet selected.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required.** If a form is indicated as required, it must be finished to submit a packet.

- **Attachments** are any additional documentation relevant to the packet's submission. If a form is indicated as required, it must be finished to submit a packet.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents or information as required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms, documents or information required for a particular submission type.

This list might not be all-inclusive of the required documents for the type of submission. Be sure to upload other documentation as required in the Texas Administrative Code concerning LIDDA roles and responsibilities.

When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.

b. Submitter Type – TxHmL Local Authority

Read the Creating a Packet - LIDDAs section and follow the instructions for creating a packet before starting this section.

Select the **Submitter Type** from the drop-down menu. When **TxHmL Local Authority** is selected as the submission type, only the submission types that apply to a **TxHmL Local Authority** can be selected. Those options appear in bold, while types that are not available appear as light grey text.
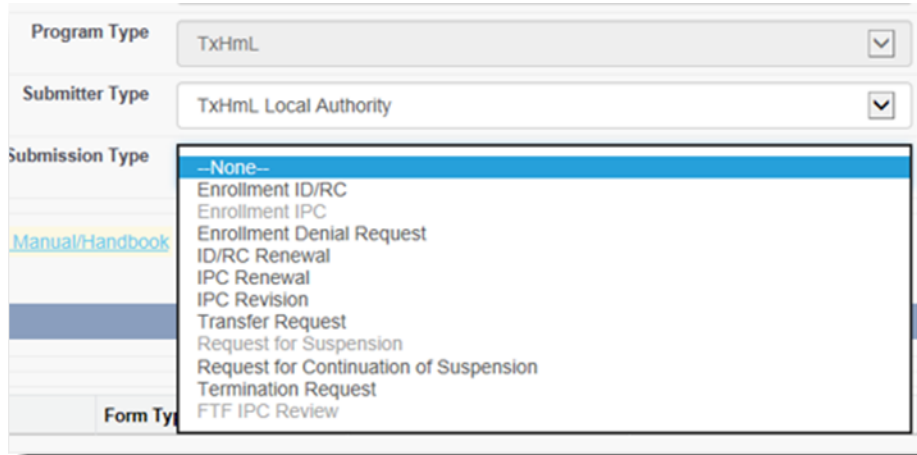
- The list of **Upload Forms** appearing in the file list depends on the type of submission selected. **Upload Forms** are the forms required to submit the type of packet selected.

- Not all forms are required. Required forms will have a checkmark under the column heading **Required**. If a form is indicated as required, it must be finished to submit a packet.

- **Attachments** are any additional documentation relevant to the packet's submission.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents or information as required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms, documents, or information required for a particular submission type.

All required uploads must be added by clicking on the **Click to Upload an Attachment** link.

- Submit any additional documentation by either using **Drag and Drop** or **Browse** to locate a document and upload.

- Click the Save button after all documents have been uploaded. This action will close the form and return you to the **Upload Forms** section.
- Repeat these steps until all forms are finished and added to the packet's **File** list.

This list might not be all-inclusive of the required documents for the type of submission. With submission, the user should upload other documentation as required in the TxHmL Program Handbook.

When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.

c. Submitter Type – ICF-IID Local Authority

Read the Creating a Packet - LIDDAS section and follow the instructions for creating a packet before starting this section.

Select the **Submitter Type** from the drop-down menu. When **ICF-IID Local Authority** is selected as the submission type, only the submission types that apply to **ICF-IID** can be selected. Those options appear in bold, while types that are not available appear as light grey text.

Based on the **Submission Type**, the corresponding forms will appear in the **Upload Forms** section.

The figure below is an example of the forms for an ID/RC Enrollment.

- The list of **Upload Forms** appearing in the file list depends on the type of submission selected. **Upload Forms** are the forms required to submit the type of packet selected.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required.** If a form is indicated as required, it must be finished to submit a packet.

- **Attachments** are any additional documentation relevant to the packet's submission.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents or information, as required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms, documents, or information required for a particular submission type.

All required uploads must be added by clicking on the **Click to Upload an Attachment** link.

- Submit any additional documentation by either using **Drag and Drop** or **Browse** to locate a document and upload.

- Click the **Save** button after all documents have been uploaded. This action will close the form and return you to the **Upload Forms** section.

- Repeat these steps until all forms are finished and added to the packet's **File** list.

This list might not be all-inclusive of the required documents for the type of submission. Be sure to upload other documentation as required in the Texas Administrative Code concerning LIDDA roles and responsibilities.
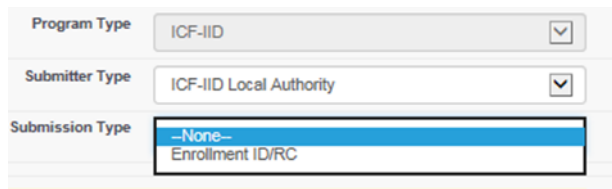
When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.

d. Submitter Type – CFC Local Authority

Read the Creating a Packet - LIDDAs section and follow the instructions for creating a packet before starting this section.

Select the **Submitter Type** from the drop-down menu. When **CFC Local Authority** is selected as the submitter type, only the submission types that apply to a **CFC Local Authority** can be selected. Those options appear in bold, while types that are not available appear as light grey text.

- The list of **Upload Forms** appearing in the file list depends on the type of submission selected. **Upload Forms** are the forms required to submit the type of packet selected.

- Not all forms are required. Forms that are required will have a checkmark under the column heading **Required.** If a form is indicated as required, it must be finished to submit a packet.

- **Attachments** are any additional documentation relevant to the packet's submission.

A user must ensure each packet meets all program submission standards by attaching copies of signed forms and additional documents or information as required. All relevant forms will display in a blue color. Click on the link and the form will open for completion or upload.

For each packet, the list might not be an entire list of forms, documents, or information required for a particular submission type.

The figure below is an example of the required forms for an Initial ID/RC.

All required uploads must be added by clicking on the **Click to Upload an Attachment** link.

- Submit any additional documentation by either using the **Drag and Drop** function or **Browse** to locate a document and upload.

- Click the **Save** button after all documents have been uploaded. This action will close the form and return you to the **Upload Forms** section.

- Repeat these steps until all forms are finished and added to the packet's **File** list.

This list might not be an all-inclusive list of the required documents for the type of submission. Be sure to upload other documentation as required in CFC Texas Administrative Code. Information about the requirement for submitting LOC requests for individuals receiving CFC through an MCO can be found at CFC Non-Waiver Program Manual/Handbook.

When all forms have been uploaded or completed, proceed to the Entering Comments section of this guide.
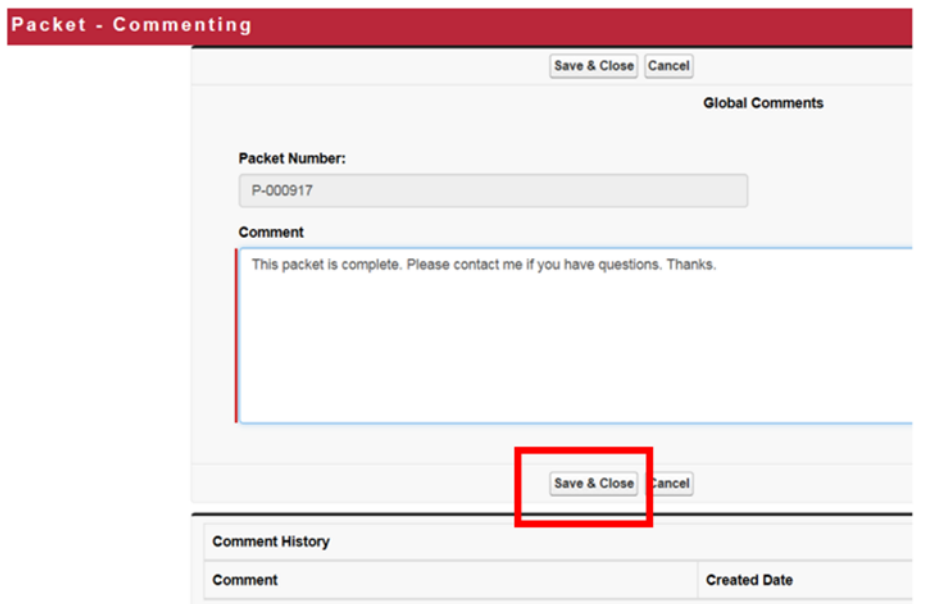
6. Entering Comments

Submitters can click the **Add Comment** button at the bottom of the screen to enter a comment to any packet.

Click the **Save and Close** button when the message is complete.
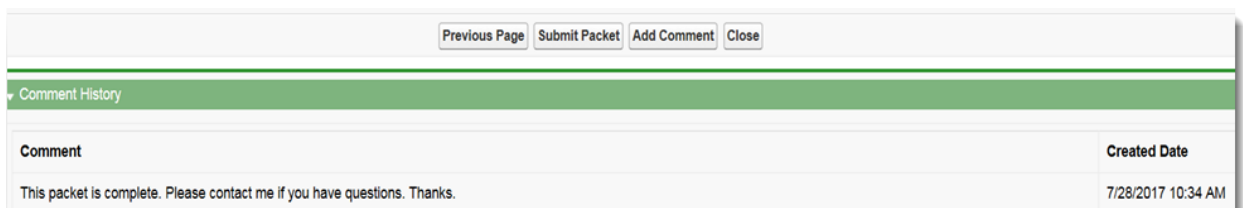
The comment now appears in the green **Comment History** section as a saved comment.

7. Submitting a Packet

After all the documents have been uploaded and attached to the packet, click the **Submit Packet** button. No further work or documents can be changed or added once you click on the **Submit Packet** button.
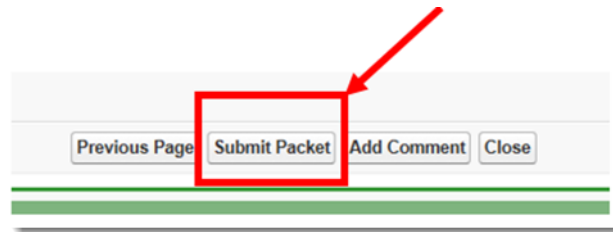
You will see a success message display. Click **Close** to be routed back to the portal details page.
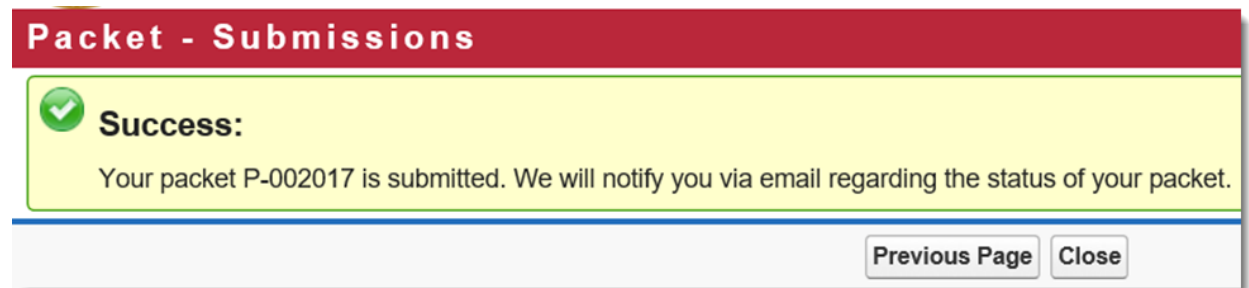
8. Packets Created by IDD PES or IDD UR

Packets can be created by IDD PES or IDD UR and sent to a LIDDA or provider for submission. If IDD PES or IDD UR creates a packet, the LIDDA or provider contact will receive an email notification that a packet has been created on the portal and needs attention.

- Click the link in the email to access the portal and open the packet.

- Follow the steps provided in this user guide to fill-in an electronic form or upload and attach documents, based on the program type and submission type on the packet.

- Click Submit Packet to submit the packet once all documents have been uploaded and attached.

A. Packets Created by IDD PES or IDD UR

The following is a list of program types, submitter types and submission types that may be created by IDD PES or IDD UR.

- Program Type: **CLASS**

  ‣ Submitter Type: CMA and DSA

  ‣ Submission Type:

    ◊ FTF IPC Review

- Program Type: **DBMD**

  ‣ Submitter Type: Provider

  ‣ Submission Type:

    ◊ FTF IPC Review

- Program Type: **HCS**

  ‣ Submitter Type: HCS Local Authority

  ‣ Submission Types:

    ◊ Enrollment ID/RC*

    ◊ Enrollment IPC*

    ◊ LOC Redetermination*

- ◊ Request for Suspension*

- ◊ FTF IPC Review*

- ◊ FTF LON Review*

- ◊ ID/RC Renewal (no provider-CDS only*)

- ◊ IPC Renewal (no provider-CDS only*)

- ◊ LON Review (no provider-CDS only*)

- ◊ IPC Revision (no provider-CDS only*)

- Program Type: **HCS**

  - ▸ Submitter Type: HCS Provider

  - ▸ Submission Types:

    - ◊ ID/RC Renewal

    - ◊ FTF IPC Review

    - ◊ IPC Renewal

    - ◊ IPC Revision

    - ◊ LON Review

    - ◊ FTF LON Review

- Program Type: **TxHmL**

  - ▸ Submitter Type: TxHmL Local Authority

  - ▸ Submission Types:

    - ◊ Enrollment ID/RC*

    - ◊ Enrollment IPC*

    - ◊ ID/RC Renewal*

    - ◊ IPC Renewal*

    - ◊ IPC Revision*

    - ◊ Request for Suspension*

    - ◊ FTF IPC Review*

- Program Type: **TxHmL**

  - ▸ Submitter Type: TxHmL Provider

  - ▸ Submission Types:

◇ FTF IPC Review

- Program Type: **ICF-IID**

  ‣ Submitter Type: ICF-IID Local Authority

  ‣ Submission Types that are initiated by HHS:

    ◇ Enrollment ID/RC

- Program Type: **ICF-IID**

  ‣ Submitter Type: ICF-IID Provider

  ‣ Submission Types that are initiated by HHS:

    ◇ ID/RC Renewal

    ◇ LON Review

***Note:** When a user receives a packet with this submission type, the user must return the documentation listed on the IPC Call-back form attached to the packet.

---

a. Submitting a Packet Created by IDD PES or IDD UR

When a packet is created by IDD PES or IDD UR, the LIDDA or provider contact receives an email notification that a packet has been created in the portal and needs attention. The recipient clicks on the link in the email to open the **IDD Operations Portal** to view the packet.

From	Subject	Date
noreply-hhs-salesforce=hhsc.state.tx.us	Sandbox: IDD Operations Provider Portal Packet	Jan 28 2019 09:21 PM

View Raw Source 🗐   Close 🖃   Delete 🗑

A new IDD Operations Portal Packet has been generated that may require your attention. Please access the packet here:
http://preprod-txhhs.cs32.force.com/a4Kr00000005Gr6EAE
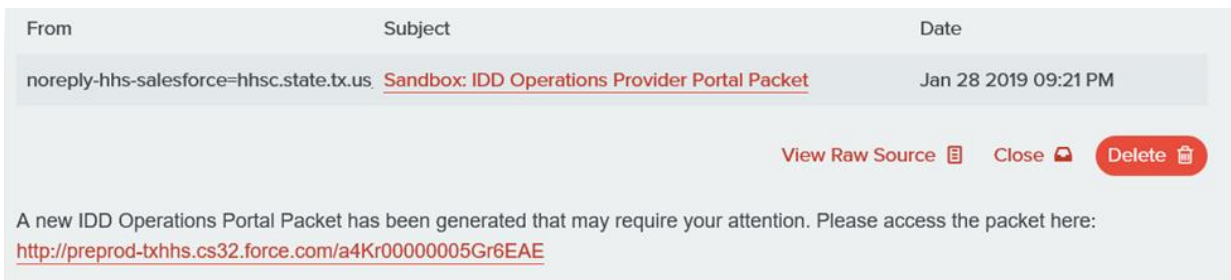
- Determine what is needed by the program type, submission type, and by reading the comments and attached forms.

- Fill in electronic forms, upload and attach documents, and add comments.

- Click **Submit Packet.**

- You will see a success message display. Click **Close** to be routed back to the portal details page.

Note: The Security Authority can reassign the packet to another user within the same LIDDA/provider.

B. Checking the Status of a Packet

The LIDDA/provider can check the status of a packet at any time. The **status** of a packet is available under all the list views. The portal has five different status types:
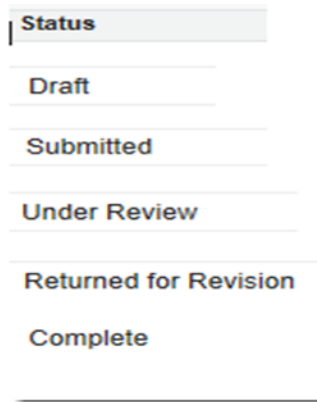
- **Draft** – A packet created by a LIDDA or provider and not yet submitted to IDD PES or IDD UR or a packet created by IDD PES or IDD UR and sent to the LIDDA or provider for submission.

  ‣ A packet can be edited, saved, and reopened for submission later. As long as a packet is in draft status, it can be edited.

- **Submitted** - A packet submitted by a LIDDA or provider to IDD PES or IDD UR.

- **Under Review** - A packet submitted and assigned to an IDD PES or IDD UR reviewer.

- **Returned for Revision** - A packet returned to the submitter for additional documentation or information.

  ‣ When you correct the packet, it does not go through the assignment process again. It is auto-assigned to the same IDD PES or IDD UR reviewer. You should enter your comments on the packet.

- **Complete** – The packet review is complete. An attachment or comments may be available.

a. Correcting a Returned Packet

IDD PES and IDD UR returns a packet for correction when additional documentation or information is needed to finish the review.

An email notification is sent to the provider contact when a packet is returned.

- When a packet is returned:
  - ‣ review the comments
  - ‣ upload and attach the requested documentation or information

b. Submitting a Corrected/Returned Packet

To submit a packet that was returned for correction:

- LIDDA or provider submits all relevant documents by either using **Drag and Drop** or **Browse** to locate a document to upload.
- Click the **Save** button once documents are uploaded to close the form.
- You will be routed back to the **Upload Forms** section.

Repeat these steps until all forms are finished and added to the packet's **File** list.

Submitters can click the **Add Comment** button to add a comment to any packet.

- Click the **Submit for Approval** button at the top of the screen when all forms have been uploaded and attached.

- Click the **Submit Packet** button once you are finished with comments.

- You will receive a success message.

- Click **Close** to be routed back to the portal details page.

c. Completed Packets

When the reviewer completes the review, you will receive an email notification of the change in status.

From	Subject	Date
noreply-sfdc=dads.state.tx.us__0-8k2hr	Sandbox: Packet # P-002021 has been Completed	Jan 31 2019 11:39 PM

View Raw Source 🗒   Close ✉

Packet # P-002021 has been completed.

Please review any comments or attachments at the bottom of the packet page for additional information.

Please click on the link to access the packet:

http://preprod-txhhs.cs32.force.com/a4Kr00000005H0x

Thank you,

Texas Health and Human Services

The status will appear as Complete under the **Status** column. You can view and print information and attachments associated with the packet for the individual's comprehensive file, if needed.

The portal is not an approval/denial system. Please review any comments or attachments to determine the decision regarding your packet.

9. Packets Created by Interest List Management

Interest List Inquiry packets can be created by Interest List Management (ILM) and sent to a CLASS DSAs, CLASS CMAs, and DBMD program providers for submission. If Interest List Management creates a packet, the CLASS DSAs, CLASS CMAs, and DBMD program providers will receive an email notification that a packet has been created on the portal and needs attention.

Click the link in the email to access the portal and open the packet.

Follow the steps provided in this user guide to confirm receipt of Interest List Inquiry packet.

A. Packets Created by Interest List Management

The following is a list of program types, submitter types and submission types that may be created by ILM.

Program Type: **CLASS**

- Submitter Type: CMA and DSA
  - ‣ Submission Type: Interest List Inquiry
    - ◊ Form 3583, CLASS Provider Notice
    - ◊ Form 3588, CLASS Applicant Acknowledgement and
    - ◊ Selection Determination
    - ◊ CLASS Enrollment Delay Letter
    - ◊ Form 3585, CLASS/DBMD Provider Transfer Form

Program Type: **DBMD**

- Submitter Type: Provider
  - ‣ Submission Type: Interest List Inquiry
    - ◊ Form 6513, DBMD Applicant Acknowledgement
    - ◊ Form 6514, Provider Notice

◊ Documentation of Provider Choice

◊ DBMD Enrollment Delay Letter
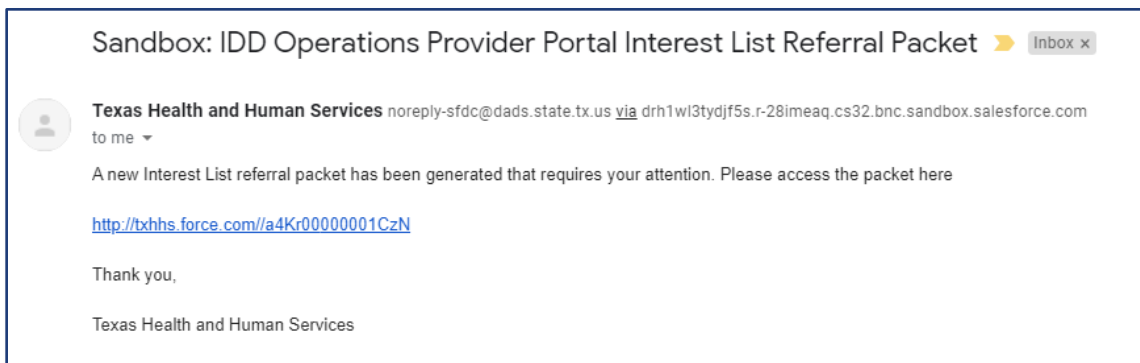
◊ Form 3585, CLASS/DBMD Provider Transfer Form

***Note:** When a user receives a packet with this submission type, the user must confirm receipt by clicking OK within portal.

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a. Viewing a Packet Created by Interest List Management

When a packet is created by ILM, CLASS DSAs, CLASS CMAs, and DBMD program providers receive an email notification that an Interest List Inquiry packet has been created in the portal and needs attention. The recipient clicks on the link in the email to open the **IDD Operations Portal** to view the packet.

Sandbox: IDD Operations Provider Portal Interest List Referral Packet ⟩ Inbox ×

Texas Health and Human Services noreply-sfdc@dads.state.tx.us via drh1wl3tydjf5s.r-28imeaq.cs32.bnc.sandbox.salesforce.com
to me ▾

A new Interest List referral packet has been generated that requires your attention. Please access the packet here

http://txhhs.force.com//a4Kr00000001CzN

Thank you,

Texas Health and Human Services

Click the link in the email to access the portal and open the Interest List Inquiry packet.

b. Receipt Confirmation and Packet Details

When the packet opens within portal, a window will pop up immediately. To proceed user must click "OK" to confirm receipt of Interest List Inquiry submission. This will send a notification to the ILM team user has confirmed reciept.
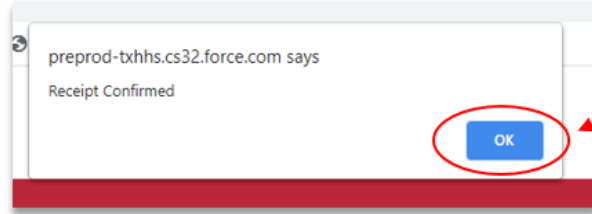
Once user clicks "OK", the "Interest List Inquiry" packet will be available for user review. Scroll for details including: Packet Information, Uploaded Forms, Packet History, Comment History.

This is a one-way submission from ILM replacing the previously used fax communication method.

10. Terms/Definitions

Terms	Definitions
Attach Form	Portal function upload an e-form to the packet
Cancel	Portal function button located on the Packet Details screen - When clicked, you return to the Packets list screen.
CFC	Community First Choice
CLASS	Community Living Assistance and Support Services, a 1915(c) waiver program
Close	Portal function button located on the Packet Submissions screen allows you to end input to the packet and return to the Packets list screen without further actions
CMA	Case Management Agency
DBMD	Deaf Blind with Multiple Disabilities, a 1915(c) waiver program
DSA	Direct Service Agency
EIN	Employer Identification Number
Electronic Form	Document linked to the Packet Submissions screen
HCS	Home and Community-based Services, a 1915(c) waiver program
HHS	Texas Health and Human Services
ICF-IID	Intermediate Care Facilities For Individuals With Intellectual Or Developmental Disability Or Related Conditions, the program provides residential and habilitation services to people with ID or a related condition
IDD	Intellectual and Developmental Disabilities
IDD PES	HHS Intellectual Developmental Disabilities Program Eligibility and Support section
ID/RC	Intellectual Disability/Related Condition Assessment
IDD UR	HHS Intellectual Developmental Disability Utilization Review section
Individual	A person receiving or interested in receiving services
IPC	Individual Plan of Care
IPP	Individual Program Plan

Terms	Definitions
LIDDA	Local Intellectual and Developmental Disability Authorities, serve as the point of entry for publicly funded IDD programs, whether the program is provided by a public or private entity
MESAV	Medicaid Eligibility Services Authorization Verification
Packet	A group of forms making up a submission for specific programs
Packet Number	Each packet is assigned a number which is unique to that particular packet. It's important to keep up with the number assigned to the packet
Portal	The IDD Operations Portal for submitting packets
Previous Page	Portal function button moved you to the page just before the current page
Program Type	Portal menu button on the Packet Details screen
Provider	A business contracted with the state to provide services to an individual
Save	Portal function button saves the current work
Save & Next	Portal function button saves the current work and moves you to the next screen
Security Authority	User function to delegate others in the same company to have portal access
Status	Column on the Packet list screen showing the progress of the packet submission
Submission Type	The type of request being made by the person submitting a packet
Submitter	A representative of the business submitting a packet
TxHmL	Texas Home Living, a 1915(c) waiver program
Upload Form	Portal function button that allows you to attached a document to the packet
User	A person with access to the IDD Operations Portal