

## **HCS Pre-Application Orientation (PAO) Frequently Asked Questions**

### **How can I become an HCS Program provider?**

DADS enters into an HCS Program Provider Agreement with an entity that:

- attends the waiver program provider pre-application orientation in accordance with 40 TAC §9.704;
- submits a program provider application packet that is approved by DADS in accordance with 40 TAC §9.705; and
- attends the orientation for waiver program providers in accordance with 40 TAC §9.706 and scores 70% or higher on the self-assessment exam.

### **What is the Pre-Application Orientation (PAO)?**

The PAO is a meeting in which DADS staff provides an overview of the HCS program and provides instruction for the contract enrollment process.

### **How can I attend a PAO?**

To attend a PAO, an applicant must submit a completed registration form to DADS. In accordance with 40 TAC §9.704(3), the registration form is valid only for the PAO announced most recently in *the Texas Register*.

### **How can I access the PAO Public Notice posted in the *Texas Register*?**

The Texas Register is available at any public library and on the Secretary of State's website. The announcement will be posted under the open meeting section, listed under "Department of Aging." The *Texas Register* is updated every Friday.

### **Can I represent more than one applicant at a PAO?**

In accordance with 40 TAC §9.704(8), an individual may attend the PAO as the representative of only one applicant.

### **How do I obtain a PAO registration form?**

The date of the PAO and registration process are published in the *Texas Register* at least 90 calendar days prior to the PAO. In accordance with 40 TAC §9.704(2), upon an applicant's written request, DADS provides the applicant with information regarding the provider application and enrollment processes and a registration form for the PAO.

### **Once DADS receives my registration form, does this automatically qualify me to attend the PAO?**

No. In order for an applicant to attend the PAO, the registration form must be submitted no later than 30 calendar days prior to the PAO in accordance with 40 TAC §9.704(3) and (4) and, in accordance with 40 TAC §9.704(5), all portions of the registration form must be completed. Incomplete registration forms will not be processed.

**Under what conditions could my registration form be rejected?**

The registration form could be rejected by DADS if it was not submitted in a timely manner, in accordance with 40 TAC §9.704(3) and (4) or if it was not completed correctly in accordance with 40 TAC §9.704(5). Common errors made by applicants in completing the registration form include:

- not providing the **legal** name of the applicant
- not providing the Social Security Number (SSN) or Federal I.D. Number (FIN)
- not providing titles for Representatives 1 and 2 listed on the registration form
- not providing the appropriate signature on the registration form
- not dating the registration form

**Is each individual listed on the registration form required to include his/her title?**

Yes. All portions of the registration form must be completed, which includes indicating the title or function of each individual listed on the registration form. This also applies to those individuals applying as a sole proprietor.

**How will I know if DADS has accepted or rejected my registration form?**

DADS will send a confirmation or rejection notice to the authorized representative of the applicant prior to the PAO.

**If my registration form is rejected, will it be returned to me?** No. DADS will not return the registration form or a copy of the form to the applicant. For this reason, the applicant is encouraged to keep a copy of the registration form it submits to DADS.

**Will DADS accept my registration form after the deadline?**

No. If a DADS registration form is not submitted by the set deadline in accordance with 40 TAC §9.704(3), the registration form will not be processed.

**Can I fax my registration form to DADS?**

No. DADS will only accept registration forms that are submitted in accordance with 40 TAC §9.704(3).

**Who must sign the registration form?**

In accordance with 40 TAC §9.704(5)(C), the individual authorized to sign an HCS Program Provider Agreement on behalf of the applicant must sign the registration form.

**Can I make copies of the registration form and pass it on to other interested applicants?**

Yes. A blank form may be copied and provided to other persons or entities interested in attending the PAO.

**What if I arrive late to the PAO?**

Applicant representatives who arrive after the official start time will not be admitted to the PAO and will not receive a program provider application packet or a PAO certificate of attendance.

**If I just show up at the PAO, can I be admitted into the PAO?** In accordance with 40 TAC §9.704(6), only the applicant representatives named on an applicant's accepted registration form may attend the PAO.

**What happens after I attend the PAO?**

In accordance with 40 TAC §9.705, after attending the PAO, the applicant must complete the program provider application packet provided at the PAO and return the completed application packet to DADS within 45 calendar days following the PAO. If DADS approves the application packet, the applicant must attend a 2-day orientation conducted by DADS after which an exam will be administered. If the applicant scores 70 percent or higher on the exam, the applicant will qualify for provisional certification.

**When will I know the results of the exam?**

Within 30 business days of the exam being administered, DADS' Survey and Certification unit will grade the exams and provide the applicants with letters of acceptance or denial. Once the exams have been graded, all of the results are final.

**What if my program provider application packet is rejected or I score less than 70 percent on the exam but I still want to become an HCS provider?**

In accordance with 40 TAC §9.705(0)(2), if an application packet is rejected and the applicant still wants to become a program provider, the applicant must repeat the application process, including having an applicant representative attend a PAO.

**If my application packet is completed in accordance with DADS' instructions and submitted on time, am I guaranteed to get an HCS Program Provider Agreement?**

No. In accordance with 40 TAC §9.705(e)(8), DADS may reject a program provider application packet for good cause, which includes, **but is not limited to:**

- DADS has previously terminated a Medicaid provider agreement or other contract with the applicant or its affiliate within the last three years prior to the application date;
- the applicant or its affiliate has been excluded or debarred;
- another state or federal agency has terminated a contract, licensure, or certification of the applicant or its affiliate within the last three years prior to the application date;
- the applicant or its affiliate has an outstanding Medicaid program audit exception or other unresolved financial liability owed to the State of Texas; or
- the applicant or its affiliate has terminated a provider agreement in a federal health care program while an adverse action or sanction was in effect.

**What does it mean to be provisionally certified?**

To be provisionally certified means that the applicant is qualified to enter into an HCS Program Provider Agreement with DADS and provide services to an individual enrolled in the provider's HCS program.

**How do I obtain full provider certification?**

In accordance with 40 TAC §9.708(a), no later than 120 calendar days following DADS' approval of the enrollment of the first consumer in a provisionally certified provider's program, DADS conducts a certification review of the program. If DADS determines that the program provider is in compliance with all of the certification principles, DADS certifies the program provider in accordance with 40 TAC §9.179(a).

**When may I start serving HCS consumers?**

Once the legal entity receives a fully signed and executed HCS Waiver Program Provider Agreement from DADS, the entity may begin to serve HCS consumers.

**May I provide HCS Program services to individuals prior to receiving my HCS Waiver Program Provider Agreement, if I am certain I will be getting an agreement?**

No. A provisionally certified program provider may not provide HCS Program services to an individual until both DADS and the program provider sign the HCS Program Provider Agreement.