Health and Human Services (HHS) is issuing this reminder to long term care providers that regulatory staff continues to be available to evaluate and address regulatory challenges related to Hurricane Harvey.

Texas Home Living (TxHmL) and Home and Community-based Services (HCS) waiver providers affected by the hurricane should contact Will Medina at: William.Medina@hhsc.state.tx.us. Mr. Medina and his staff will work with providers to identify potential solutions to their challenges and to obtain waivers of existing standards as necessary. HCS and TxHmL providers requesting waivers or other accommodations should provide the following:

- Provider Name
- Provider Contract Number
- Contact person and his or her contact information (including a contact phone number) for any follow-up questions
- Brief summary of situation (i.e., why the waiver is needed.)
- Specific type of relief you are seeking (i.e., the regulatory requirements the requestor is seeking to have waived).
- CARE Identification Number of all Individuals that would be impacted by the waiver request
- If relocating individuals, the address of the current residence and the receiving residence

Any Nursing Facilities, Assisted Living Facilities, Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions, and Home and Community Support Services Agencies needing to request a waiver of a state long-term care regulatory requirement not addressed here should contact the Director for Regulatory Policy, Rule and Curriculum Development at calvin.green@hhsc.state.tx.us. If you have a request for a waiver of federal requirements not addressed here, email the CMS Dallas Region VI office at RODALDSC@cms.hhs.gov and cc Calvin Green at calvin.green@hhsc.state.tx.us with the following information:

- Full provider address (including county/city/town/state)
- CCN (Medicare provider number)
- Contact person and his or her contact information (including a contact phone number) for follow-up questions should the Region need additional clarification
- Brief summary of situation (i.e., why the waiver is needed.)
- Specific type of relief you are seeking (i.e., the regulatory requirements the requestor is seeking to have waived.)

Note: At this time, no specific form is required to submit waiver information, but providers should be prepared to discuss the scope of the issue, the assistance being requested, and your plan to ensure that a requested waiver would not jeopardize the health and safety of individuals receiving services.