The Health and Human Services Commission (HHSC) is issuing this letter as guidance to the provider types identified below about the information that a provider must include in an initial reportable incident report made via phone to HHSC Complaint and Incident Intake (CII) and in a provider investigation report (PIR) submitted by email or fax to CII.

Provider Letter No. 18-07 – Incident Reporting Requirements

Addressed to:

- Assisted Living Facility (ALFs)
- Day Activity and Health Services (DAHS) Facilities
- Home and Community Support Services Agency (HCSSAs)
- Intermediate Care Facility for Individuals with an Intellectual Disability or Related Condition (ICFs/IID)
- Nursing Facility (NFs)