

## **ADDENDUM TO PROBLEM SOLVING PROCEDURE**

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To report complaints regarding utilization review or other non-Medicare insurance coverage concerns, contact the Texas Department of Insurance by calling 1-800-252-3439 or (512) 463-6515.

To report abuse, neglect and/or exploitation, you may file a complaint with Texas Health and Human Services, Complaint and Incident Intake online at [txhhs.force.com/complaints/s/](https://txhhs.force.com/complaints/s/); by email: at [ciicomplaints@hhs.texas.gov](mailto:ciicomplaints@hhs.texas.gov); or by phone at 1-800-458-9858.

## **ABUSE, NEGLECT AND EXPLOITATION REPORTING**

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The agency enforces its written policy relating to reporting acts of abuse, neglect or exploitation (ANE) of patients and reportable conduct by an employee, volunteer, contractor or subcontractor of our agency. If we have cause to believe that an employee, volunteer, contractor or subcontractor has abused, exploited or neglected a patient of the agency, we must report this information as soon as it is discovered.

Effective July 1, 2023 for Medicaid patients and effective September 1, 2023, for all patients, the agency must report all suspected ANE of a patient to:

- Texas Health and Human Services, Complaint Incident and Intake, if the agency has cause to believe that the alleged ANE was committed by an employee, volunteer, contractor or subcontractor of the agency, including family members employed by the agency. Self-reports are submitted online at [txhhs.force.com/TULIP/s/](https://txhhs.force.com/TULIP/s/); by email: at [ciicomplaints@hhs.texas.gov](mailto:ciicomplaints@hhs.texas.gov); or by phone at 1-800-458-9858.
- Department of Family and Protective Services (DFPS), if the agency has cause to believe that the alleged ANE was committed by someone (other than agency staff) who has ongoing relationship with the patient (e.g., a family member, friend, household member, etc.) or if the agency has cause to believe that the patient is in a state of self-neglect. DFPS reports are submitted online at [txabusehotline.org](https://txabusehotline.org) or by phone at 1-800-252-5400.