



Long-Term Care Regulatory Provider Letter

Number: PL 2021-22
Title: Posting of Ombudsman Information
Provider Types: Assisted Living Facilities (ALF) and Nursing Facilities (NF)
Date Issued: November 9, 2021

1.0 Subject and Purpose

This provider letter is being issued to inform providers how to comply with House Bill 3961 (87th Texas Legislature, Regular Session, 2021). Under the bill, an ALF or NF must post information about the State Long-term Care Ombudsman Program on the facility's internet website. This requirement will become effective on January 1, 2022.

2.0 Policy Details & Provider Responsibilities

The purpose of the bill is to promote awareness of the Ombudsman Program and make its information more readily available to the public. A facility must prominently and conspicuously post the following information about the Ombudsman Program on its website:

"A long-term care ombudsman helps residents of a nursing facility and residents of an assisted living facility resolve complaints. Help provided by an ombudsman is confidential and free of charge. To speak with an ombudsman, a person may call the toll-free number 1-800-252-2412."

An ALF and NF can comply with this law by prominently and conspicuously posting the required information on the internet website of the facility's parent company if the facility does not maintain a unique internet website. A facility is not required to comply with this posting if neither the facility nor any parent company does not maintain an internet website.

3.0 Contact Information

If you have any questions about this letter, please contact the Policy and Rules Section by email at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.