

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)**

**2024 Cost Report Training Information for LTSS Providers**

**Background:**

HHSC's Provider Finance Department (PFD) provided the [Information Letter No. 2024-15](#) regarding the 2024 Cost Report and 2024 and 2025 Accountability Report Training Information. Home and Community-based Services (HCS), Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID), Nursing Facility (NF), Residential Care (RC), and Texas Home Living (TxHmL) providers will be required to submit 2024 cost reports to HHSC PFD.

**Key Details:**

Preparers must attend cost report training for every program for which a cost or accountability report is submitted. If a preparer attends Cost Report Training, then the preparer is approved to prepare other reports for that program within the biennium. Preparers who have NOT completed training for a specific program's cost or accountability report will NOT be able to submit a cost or accountability report for that program. A cost or accountability report will not be accepted for any of the following programs if the preparer has not attended the required training.

To view the 2024 Cost Report Training Schedule for all programs, please visit the [2024 Cost Report Training Schedule website](#).

We encourage you to visit the [HHSC PFD website](#).

The HHSC PFD website contains the following:

- Program-specific cost report instructions,
- Cost report training information and materials,
- Payment rates, and
- Weblinks for training information and registration.

**Questions?**

Please contact the HHSC PFD, Long-term Services and Supports (LTSS), Customer Information Center if you have any questions about the information in this letter at [pfid-ltss@hhs.texas.gov](mailto:pfid-ltss@hhs.texas.gov) or (737) 867-7817.

Please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.