

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

**HHSC Publishes Revised Process for Reporting Incidents, Complaints  
and HHSC Investigations of Abuse, Neglect, and Exploitation (PL 2025-  
02)**

HHSC Long-Term Care Regulation updated [Provider Letter \(PL\) 2025-02 Process for Reporting Incidents, Complaints and HHSC Investigations of Abuse, Neglect, and Exploitation](#) for Intermediate Care Facilities for Individuals with an Intellectual Disability (ICF/IID) to include the facility must report the alleged abuse, neglect, and exploitation (ANE) to HHSC Complaint and Incident Intake within one hour of suspecting or learning of the allegation. This includes instances in which the facility learns of the alleged ANE when the surveyor enters the ICF on the complaint investigation and informs the provider of the allegation. This PL replaces PL 2024-04.

**Questions?**

For questions contact [LTCRPolicy@hhs.texas.gov](mailto:LTCRPolicy@hhs.texas.gov).

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