Long Term Care Regulatory (LTCR) Licensing and Credentialing Systems

Training Guide for Med Aide School External Users

Texas Health and Human Services (HHS)

[July 13, 2023]

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Overview

Texas Health and Human Services Commission (HHSC) has developed Nursing Facility Administrator (NFA), Nurse Aide (NAR), Medication Aide (MAR), NATCEP, and Medication Aide School applications, an online system for Long Term Care Regulatory (LTCR) licensing and credentialing applicants within the Texas Unified Licensure Information Portal (TULIP).

The portal will allow users to:

- Create and submit licensing and credentialing applications online.
- Address application deficiencies.
- Attach or upload documents related to applications.
- Submit application payments online (when applicable).
- Perform public searches for permit, certificate, or license statuses.
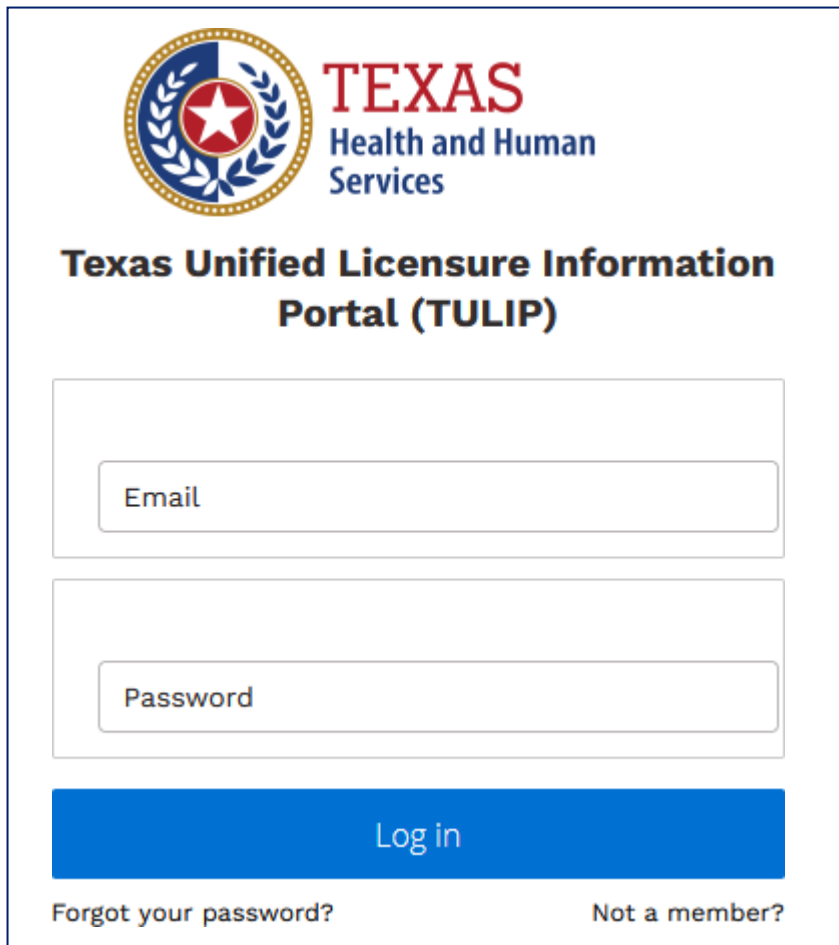- Print a license.

This training guide is organized into the following major categories:

- Portal Login **-** Applicant registration, login, and password reset.
- Public Search **-** Public search to allow search for permit, certificate, or license status.
- Applicant Actions **-** Create, edit and submit applications.

Note*: TULIP is optimized for the [Google Chrome browser](#) therefore it is recommended.*

1.   Registration and Logging into the TULIP

It is highly recommended that you bookmark the login page (https://txhhs.force.com/TULIP/s/login/) for easy access to TULIP.

Texas Unified Licensure Information Portal (TULIP)

| Email |

| Password |

| Log in |

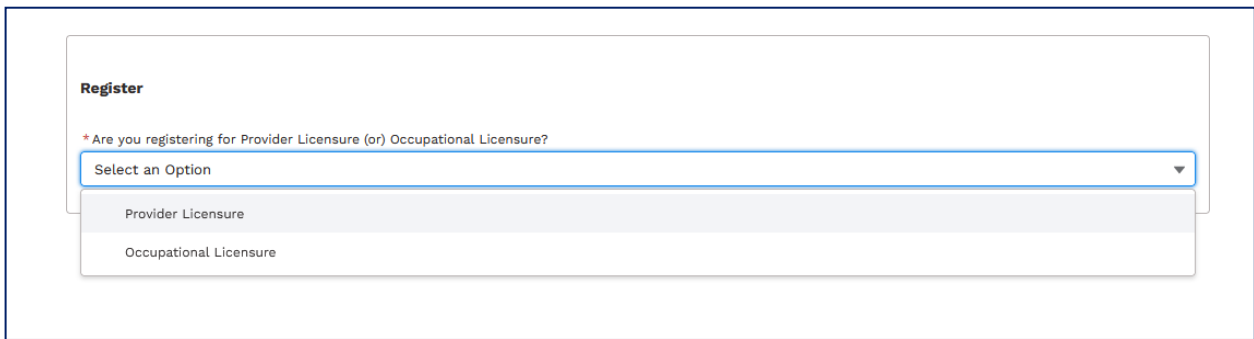Forgot your password?   Not a member?

1.1.   New Registration

You must have a registered account for accessing TULIP.

To register, select 'Not a member?' (See Figure 1).

After clicking 'Not a member?' two license types are available for selection (see Figure 2):

- Provider Licensure – LTC providers who want to submit applications for facility/agency licenses.

- Occupational Licensure – NFA, NA and MA applicants.

- For School Security Authority, Facility Security Authority, NATCEP Security Authority, NATCEP Program Director, Correctional Med Aide School, see pages 19-44 below:

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Figure 2. TULIP registration page.

Note: *Fields marked with * are required.*

Select '**Occupational Licensure**' to register for the following role:

- **Licensing Applicant:** Licensee or initial applicant who will be completing licensing activities online for Nurse Aide (NA), Medication Aide (MA), and Nursing Facility Administrator (NFA) online licensing system.

- **Nursing Facility Administrator (NFA):** NFA is a person who is licensed to engage in the practice of nursing facility administration in an institution or facility that is licensed as a nursing facility by the Texas Health and Human Services (HHS) under the Texas Health and Safety Code, Chapter 242, without regard to whether the person has an ownership interest in the facility or whether the functions and duties are shared with any other person.

- **Nurse Aide (NA):** Certified Nurse Aide (CNA) is a person who is certified to provide services in nursing facilities and skilled nursing facilities licensed by Health and Human Services (HHS).

- **Medication Aide (MA):** Medication Aide (MA) is a person who is permitted to administer medications to residents in nursing facilities, intermediate care facilities for individuals with an intellectual disability or related conditions (ICF/IID), correctional institutions, and assisted living (personal care) facilities.

- **School Security Authority:** Designated individual with the educational institutions providing medication aide training programs who can submit applications for Medication Aide Training Program Approval and any program change application, as required. This individual will also be performing Verification of Student Eligibility for Medication Aide Permit Applications in the system, verifying completion of the 140 hour program and the 7 hour update.

- **Facility Security Authority:** Designated individual who can submit nurse aide renewal applications/employment verifications for their Nursing facility employees who are Certified Nurse Aides in the Nurse Aide Registry through their TULIP provider account. Click here for additional information

- **NATCEP Security Authority:** The individual who will have administrative authority for the NATCEP program. This may be an administrator of the facility or school or the designated program director. This individual will be submitting the NATCEP program approval, renewal, and any program change application, as required. All correspondence from HHSC will be directed to this individual.

- **NATCEP Program Director:** The individual who directly performs training or has general supervision of the program instructor and supplemental trainers of the NATCEP program. The Program Director will be the only individual with access to confirm training completed by of the students of the NATCEP program.

- **Correctional Med Aide School:** Designated individual with a Correctional medication aide training program who can submit applications for the Correctional Medication Aide Training Program Approval as required. This individual will also be performing Verification of Student Eligibility for a Medication Aide Correctional Permit and verifying completion of the 7-hour update.

Social Security Number (SSN) and Email ID (email address) are required to continue registration (see Figure 3).

Register

Please review the following definitions, to register with the right role :

Definitions:
Provider Licensure/SP3 Certification = Agency, Facility, SP3 Certification.
Occupational Licensure = Nursing Facility Administrator (NFA)

* Are you registering for Provider Licensure/SP3 Certification (or) an Occupational Licensure?

| Occupational Licensure | ▼ |

Please review the following definitions, to register with the right role :

Licensing Applicant: Licensee or initial applicant who will be completing licensing activities online for Nurse Aide (NA), Medication Aide (MA), and Nursing Facility Administrator (NFA) online licensing system.

School Security Authority: Designated individual with the educational institutions providing medication aide training programs who can submit applications for Medication Aide Training Program Approval and any program change application, as required. This individual will also be performing Verification of Student Eligibility for Medication Aide Permit Applications in the system, verifying completion of the 140 hour program and the 7 hour update.

Facility Security Authority: Designated individual who can submit nurse aide renewal applications/employment verifications for their Nursing facility employees who are Certified Nurse Aides in the Nurse Aide Registry through their TULIP provider account. Click here for additional information

NATCEP Security Authority: The individual who will have administrative authority for the NATCEP program. This may be an administrator of the facility or school or the designated program director. This individual will be submitting the NATCEP program approval, renewal, and any program change application, as required. All correspondence from HHSC will be directed to this individual.

NATCEP Program Director: The individual who directly performs training or have general supervision of the program instructor and supplemental trainers of the NATCEP program. Program Director will be the only individual with access to confirm training completed by of the students of the NATCEP program.

Correctional Med Aide School: Designated individual with a Correctional medication aide training programs who can submit applications for the Correctional Medication Aide Training Program Approval as required. This individual will also be performing Verification of Student Eligibility for a Medication Aide Correctional Permit and verifying completion of the 7 hour update.

Nurse Aide (NA): Certified Nurse Aide (CNA) is a person who is certified to provide services in nursing facilities and skilled nursing facilities licensed by Health and Human Services (HHS).

Medication Aide (MA): Medication Aide (MA) is a person who is permitted to administer medications to residents in nursing facilities, intermediate care facilities for individuals with an intellectual disability or related conditions (ICF/IID), correctional institutions, and assisted living (personal care) facilities.
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Nursing Facility Administrator (NFA): Nursing Facility Administrator (NFA) is person who is licensed to engages in the practice of nursing facility administration in an institution or facility that's licensed as a nursing facility by the Texas Health and Human Services (HHS) under the Texas Health and Safety Code, Chapter 242, without regard to whether the person has an ownership interest in the facility or whether the functions and duties are shared with any other person.

* Please enter your Social Security Number (SSN)

| XXX-XX-XXXX |

* Please enter your Email Id

| |

Figure 3. Occupational licensure registration initial page.

Note: *SSN and email ID (email address) fields are required. Registration will not proceed until data is entered into these fields. A valid SSN must be entered to avoid any delays in the registration process. A valid SSN will ensure a match with your profile information.*

After SSN and email ID (email address) are entered, the system will display the field 'Who will you be registering as?'. Select the role you want to register for.
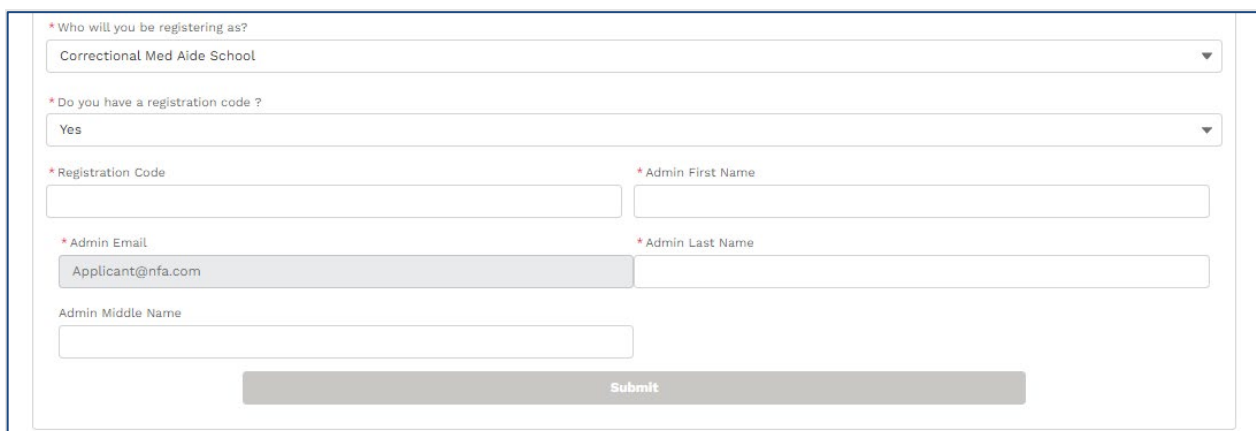
1.1.1. Correctional Med Aide School

Please see steps in Section 1.1New Registration before continuing with this section.

This section is for applicants who want to register for a TULIP account as correctional med aide school.

Registering with registration code

This section is for applicants whose med aide school is already registered with HHSC and who received a registration code from HHSC in mail. If you are not registered with HHSC, please go to the next section '**Registering without registration code'** to see how to register without the code.

Figure 4. Screen to register as med aide school with registration code.

Note: *Submit button will be enabled when all required fields are entered.*

Enter all the required information and click on 'Submit' button. Below a screen will pop up to confirm submission.
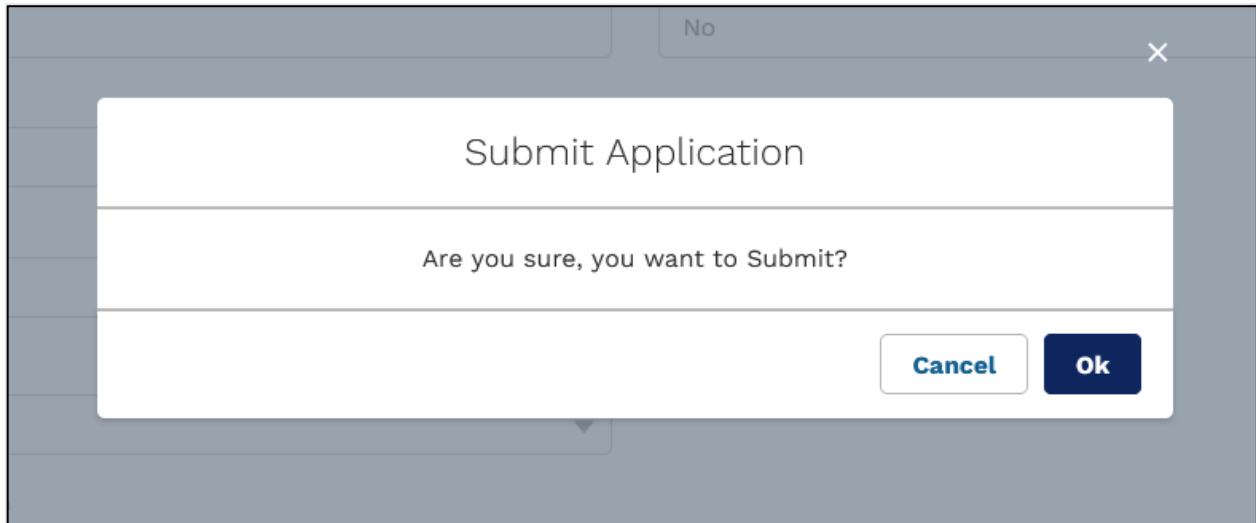
Figure 5. Confirmation screen to submit registration application.

Click on 'ok' button to submit registration form.

The system will display the below confirmation message after the registration application has been submitted.
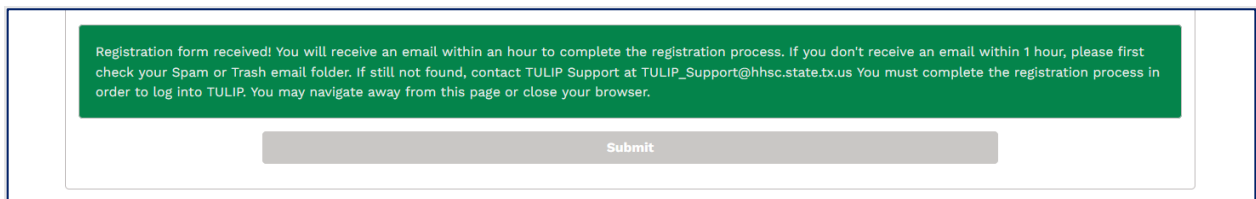
Figure 6. Confirmation message screen.

Complete Registration

Check your email inbox/spam folder for email from TULIP to complete registration.
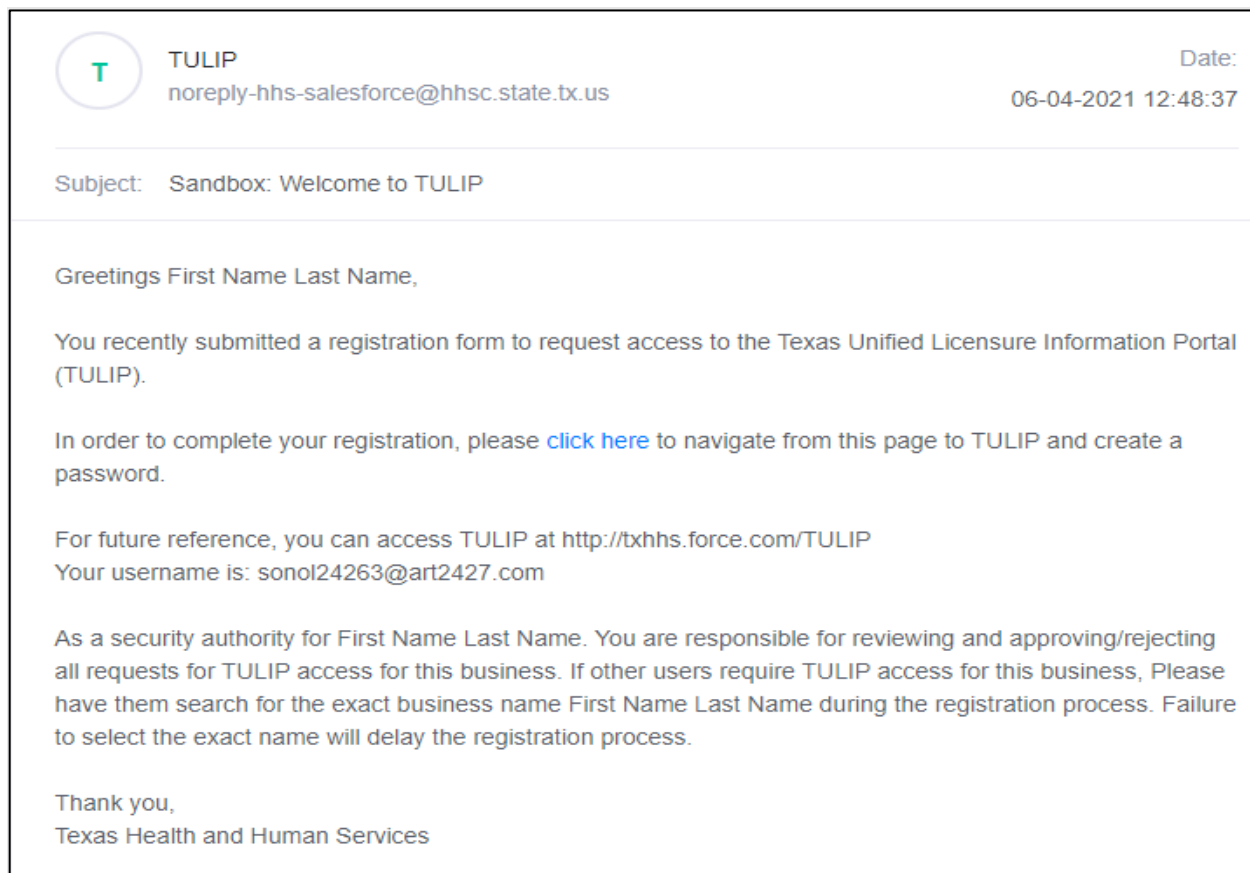
Figure 7. Email from TULIP to complete registration.

In email, click on the link 'click here'. This link will open the screen below where you will have to enter a new password and complete registration.

Figure 8. Screen to enter new password and complete registration.

Registering without registration code

This section is for applicants whose med aide school is not registered with HHSC and who will not be getting a registration code from HHSC.

Figure 9. Screen to register as med aide school without registration code.

Note: Submit button will be enabled when all required fields are entered.

Enter all the required information and click on 'Submit' button. The below screen will pop up to confirm submission.

Figure 10. Confirmation screen to submit registration application.

Click on 'ok' button to submit registration form.

The system will display the below confirmation message after the registration application has been submitted.

Registration form received! You will receive an email within an hour to complete the registration process. If you don't receive an email within 1 hour, please first check your Spam or Trash email folder. If still not found, contact TULIP Support at TULIP_Support@hhsc.state.tx.us You must complete the registration process in order to log into TULIP. You may navigate away from this page or close your browser.

Submit

Figure 11. Confirmation message screen

Complete Registration

Check your email inbox/spam folder for email from TULIP to complete registration.

Figure 12. Email from TULIP to complete registration.

In email, click on the link 'click here'. This link will open the screen below where you will have to enter a new password and complete registration.

Change Your Password

Enter a new password for

sonol24263@art2427.com.tulip. Make sure to include at least:

- ○ 8 characters
- ○ 1 letter
- ○ 1 number
- ○ 1 special character ⓘ

* New Password

* Confirm New Password

Change Password

Password was last changed on 4/6/2021 12:48 PM.

Figure 13. Screen to enter new password and complete registration.

1.1.2. School Security Authority

Please see steps in section 1.1. New Registration before continuing with this section.

This section is for applicants who want to register for a TULIP account as a school security authority.

Registering with registration code

This section is for applicants whose school is already registered with HHSC and who received a registration code from HHSC in mail. If you are not registered with HHSC, please go to the next section '**Registering without registration code'** to see how to register without the code.

Figure 14. Screen to register as school security authority with registration code

Note: Submit button will be enabled when all required fields are entered.

Enter all the required information and click on 'Submit' button. The below screen will pop up to confirm submission.
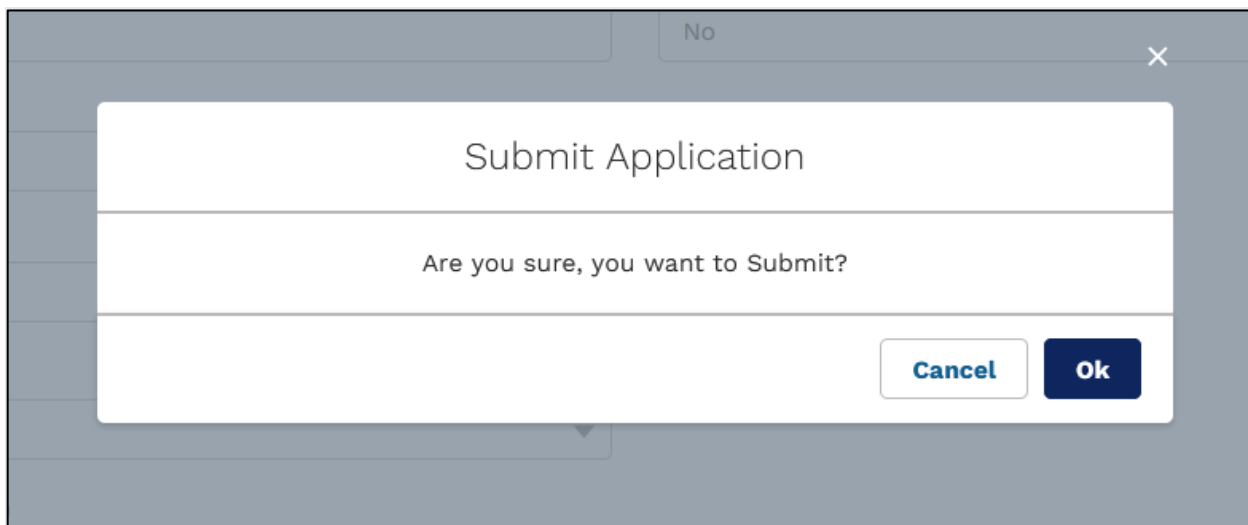
Figure 15. Confirmation screen to submit registration application.

Click on 'ok' button to submit registration form.

The system will display the below confirmation message after the registration application has been submitted.

Figure 16. Confirmation message screen.

Complete Registration

Check your email inbox/spam folder for email from TULIP to complete registration

Figure 17. Email from TULIP to complete registration.

In the email, click on the link 'click here'. This link will open the screen below where you will have to enter a new password and complete registration.

Figure 18. Screen to enter new password and complete registration.

Registering without registration code

This section is for applicants whose school is not registered with HHSC and who will not be getting a registration code from HHSC.

Figure 19. Screen to register as school security authority without registration code.

Note: *Submit button will be enabled when all required fields are entered.*

Enter all the required information and click on 'Submit' button. The below screen will pop up to confirm submission.

Figure 20. Confirmation screen to submit registration application.

Click on 'ok' button to submit registration form.

The system will display the below confirmation message after the registration application has been submitted.

Registration form received! You will receive an email within an hour to complete the registration process. If you don't receive an email within 1 hour, please first check your Spam or Trash email folder. If still not found, contact TULIP Support at TULIP_Support@hhsc.state.tx.us You must complete the registration process in order to log into TULIP. You may navigate away from this page or close your browser.

Submit

Figure 21. Confirmation message screen.

Complete Registration

Check your email inbox/spam folder for email from TULIP to complete registration

Figure 22. Email from TULIP to complete registration.

In email, click on the link 'click here'. This link will open the screen below where you will have to enter a new password and complete registration.

Figure 23. Screen to enter new password and complete registration.

1.2.   Request Additional Access

This section is applicable to applicants who have already registered for one of the below mentioned roles and want to register for an additional role using 'Request Additional Access' button.

- Licensing Applicant

- Facility Security Authority

- School Security Authority

- NATCEP Security Authority

- NATCEP Program Director

- Correctional Med Aide School Admin

See below sections for how to register for additional roles.

1.2.1.   Licensing Applicant

This section is for applicants who want to register as new NA/MA/NFA to submit initial applications or existing NA/MA/NFA's who are licensed with state of Texas to create/edit or submit applications related to professional licensing.

Log into TULIP (see section on how log into TULIP) and go to 'NA/MA/NFA' tab (see Figure 24).

Figure 24. Applicant home page.

Click on button 'Request additional access' as shown below (Figure 50).

Figure 25.   Request additional access page.

Select your role as 'Licensing Applicant'.

New Licensing Applicant

Applicants who do not hold a license with the State of Texas must Answer 'No' to the question 'Do you have a Texas NA/MA/NFA license?', then enter the following information and submit the form (see Figure 51) to complete registration.

Note: If you have a TULIP account as a Provider, you will have to use a different email ID (email address) to create a Licensing Applicant account.

Figure 26. Licensing Applicant registration page.

Licensing Applicant with Texas License

Applicants who hold a license with the State of Texas must complete the form below (see Figure 52). Answer 'Yes' to the question 'Do you have a Texas NA/MA/NFA license?'. then enter the NFA license number.

Note: *If you have a TULIP account as a Provider, you will have to use a different email ID (email address) to create a Licensing Applicant account.*

Figure 27. Licensing Applicant page.

Note: *NFA license numbers must be entered in format NFA######, if your license number is 1234, please enter NFA001234. If 123456, enter NFA123456. Please add example for nurse aide and medication aide*

Enter all required fields and click on 'Submit' button to see confirmation message (Figure 28).

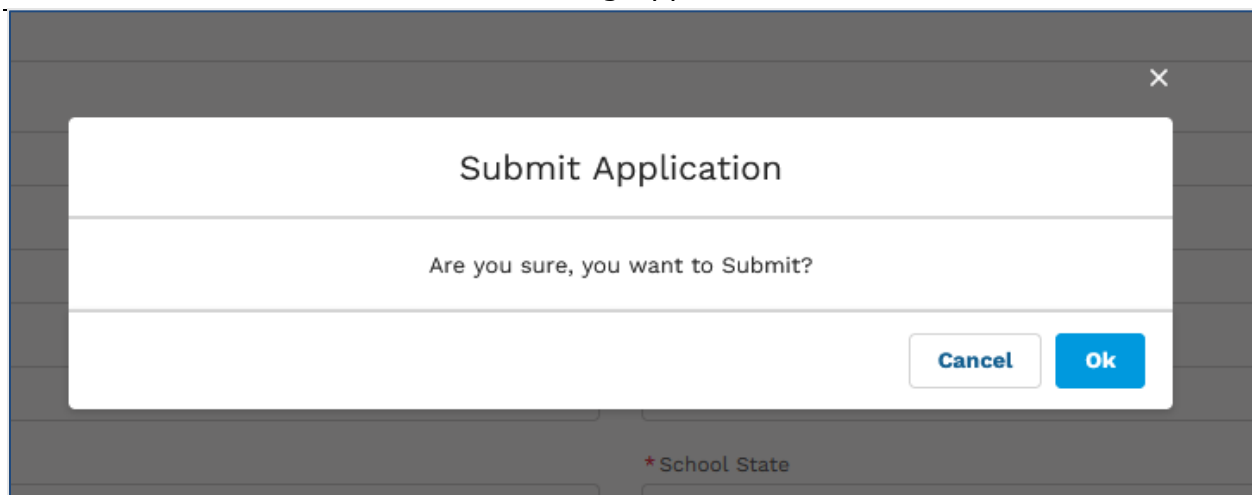**Note**: *Submit button will be enabled when all required fields have been entered.*
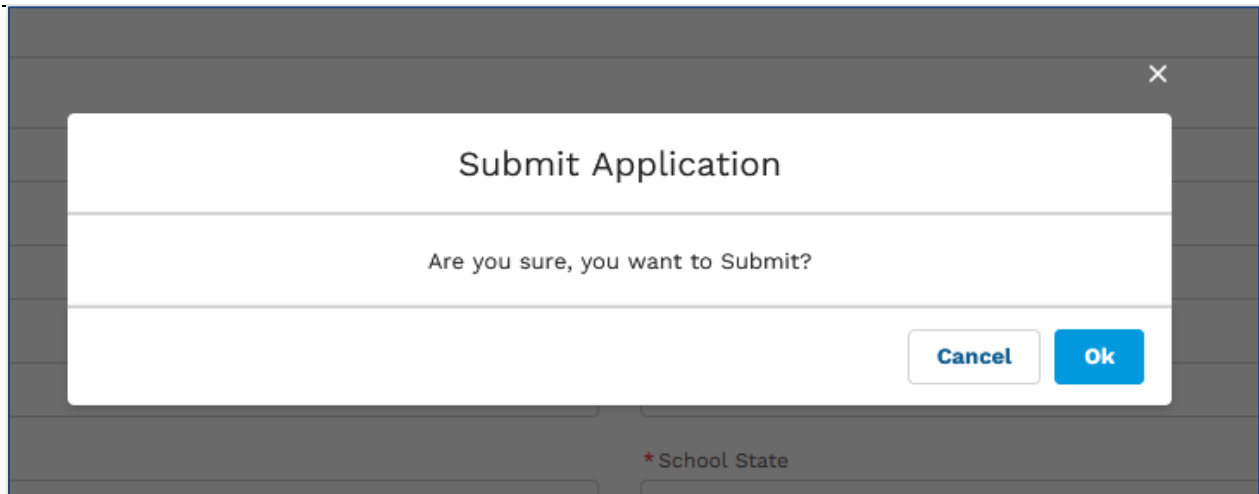
Figure 29. Submit registration confirmation page.

Click on 'Ok' button to see below confirmation message (Figure 30).

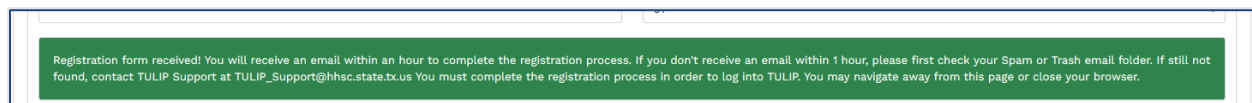Registration form received! You will receive an email within an hour to complete the registration process. If you don't receive an email within 1 hour, please first check your Spam or Trash email folder. If still not found, contact TULIP Support at TULIP_Support@hhsc.state.tx.us You must complete the registration process in order to log into TULIP. You may navigate away from this page or close your browser.

Figure 30. Confirmation message.

You have successfully registered as licensing applicant to submit occupational licensing applications.

1.2.2.   School Security Authority

This section is for applicants who want to register for 'School security Authority' as an additional role.

Log into TULIP (see section 1.4 Logging in to TULIP on how log into TULIP) and go to 'NA/MA/NFA' tab (see Figure 31).

Figure 31. Applicant home page.

Click on button 'Request additional access' as shown below (Figure 56).

Figure 32. Request additional access page.

Select your role as 'School Security Authority'.

Please select 'Yes' for question 'Do you have a registration code?' if your Medication Aide school is approved and has a registration code.

Please select 'No' for question 'Do you have a registration code?' if you want to apply for a new Med Aide school.

Texas Unified Licensure Information Portal (TULIP)

Test Applicant ▾

🏠   NA/MA/NFA

Register

Please review the following definitions, to register with the right role :

Licensing Applicant: Licensee or initial applicant who will be completing licensing activities online for Nurse Aide (NA), Medication Aide (MA), and Nursing Facility Administrator (NFA) online licensing system.

School Security Authority: Designated individual with the educational institutions providing medication aide training programs who can submit applications for Medication Aide Training Program Approval and any program change application, as required. This individual will also be performing Verification of Student Eligibility for Medication Aide Permit Applications in the system, verifying completion of the 140 hour program and the 7 hour update.

Facility Security Authority: Designated individual who will have an administrative account for Nursing facility in this system who can submit nurse aide renewal applications/employment verifications for their employees who are Certified Nurse Aides in the Nurse Aide Registry.

NATCEP Security Authority: The individual who will have administrative authority for the NATCEP program. This may be an administrator of the facility or school or the designated program director. This individual will be submitting the NATCEP program approval, renewal, and any program change application, as required. All correspondence from HHSC will be directed to this individual.

NATCEP Program Director: The individual who directly performs training or have general supervision of the program instructor and supplemental trainers of the NATCEP program. Program Director will be the only individual with access to confirm training completed by of the students of the NATCEP program.

Nurse Aide (NA): Certified Nurse Aide (CNA) is a person who is certified to provide services in nursing facilities and skilled nursing facilities licensed by Health and Human Services (HHS).

Medication Aide (MA): Medication Aide (MA) is a person who is permitted to administer medications to residents in nursing facilities, intermediate care facilities for individuals with an intellectual disability or related conditions (ICF/IID), correctional institutions, and assisted living (personal care) facilities.

Nursing Facility Administrator (NFA): Nursing Facility Administrator (NFA) is person who is licensed to engages in the practice of nursing facility administration in an institution or facility that's licensed as a nursing facility by the Texas Health and Human Services (HHS) under the Texas Health and Safety Code, Chapter 242, without regard to whether the person has an ownership interest in the facility or whether the functions and duties are shared with any other person.
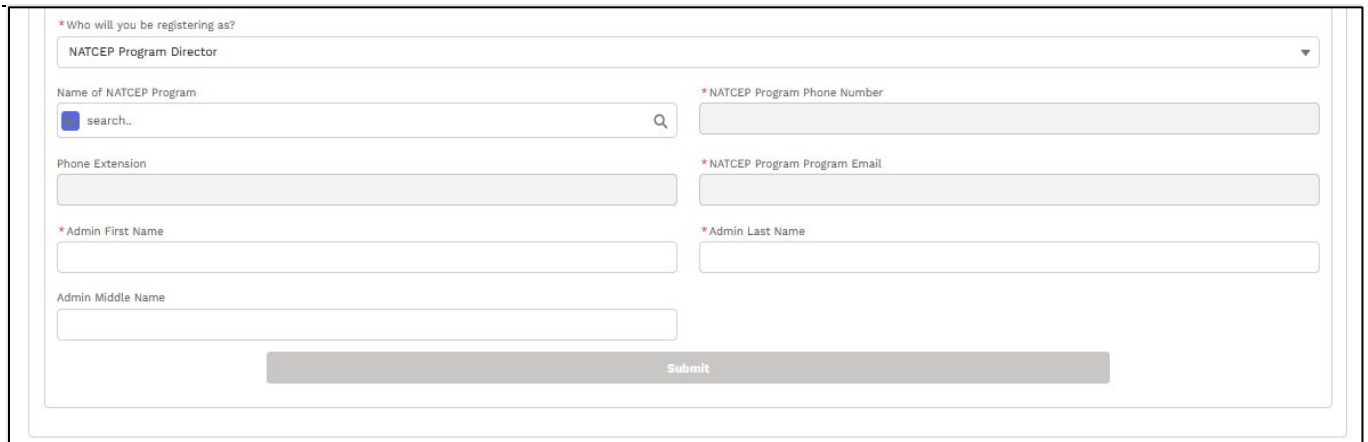
* Who will you be registering as?

| School Security Authority | ▾ |

* Do you have a registration code ?

| Yes | ▾ |

* Registration Code

| |

* School Name

| |

School EIN

| |

* School Director's First Name

| |
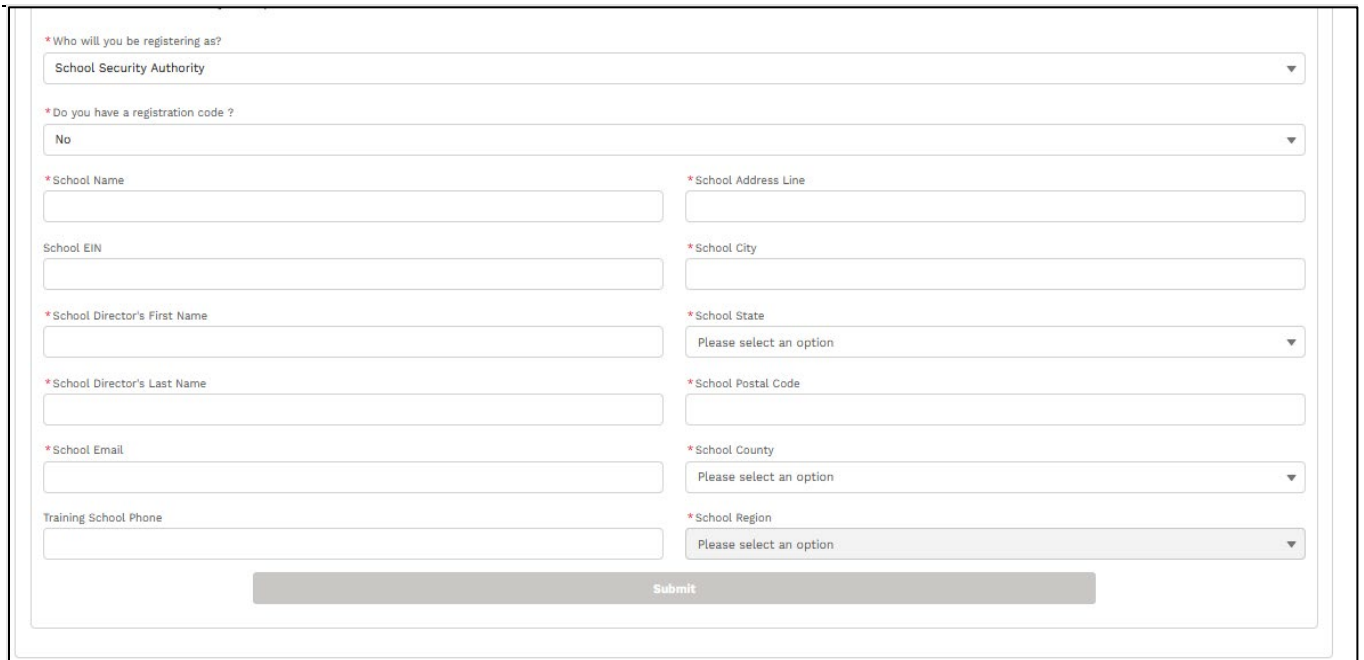
* School Director's Last Name

| |

* School Email

| |

Submit

Figure 33. Request additional access page with a registration code.

Figure 34. Request additional access page without a registration code.

Enter all required fields and click on 'Submit' button to see confirmation message (Figure 35).

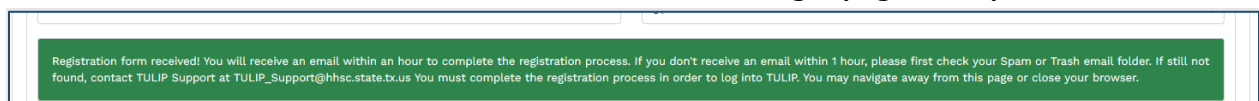**Note**: *Submit button will be enabled when all required fields have been entered.*
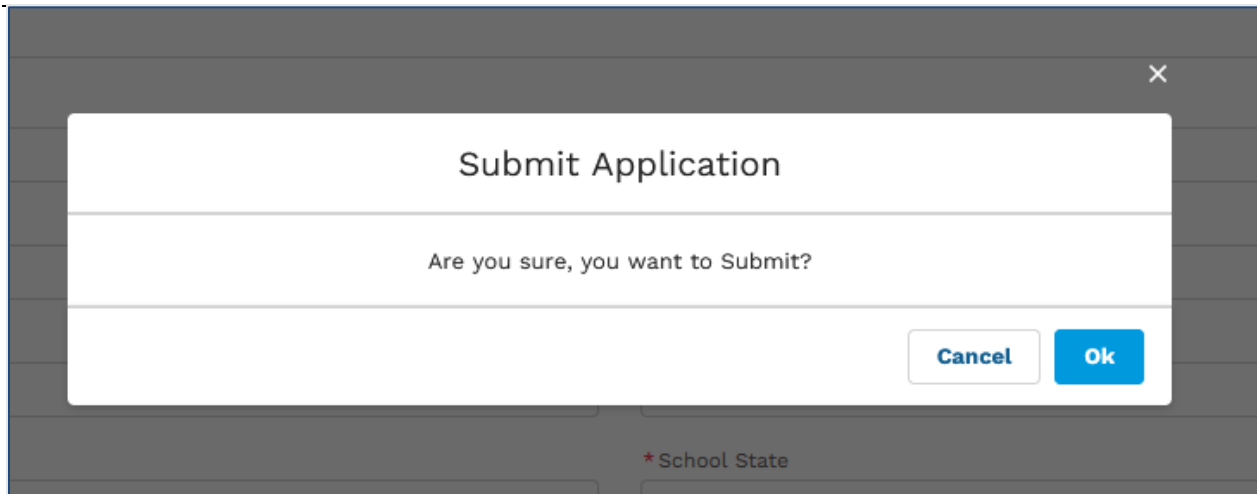

Figure 35. Submit registration confirmation page.

Click on 'Ok' button to see below confirmation message (Figure 36).
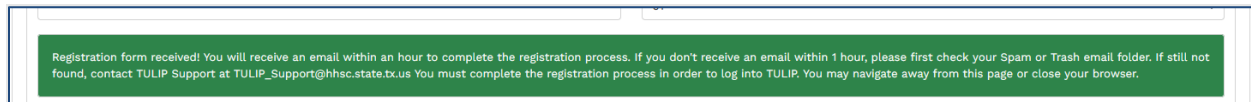
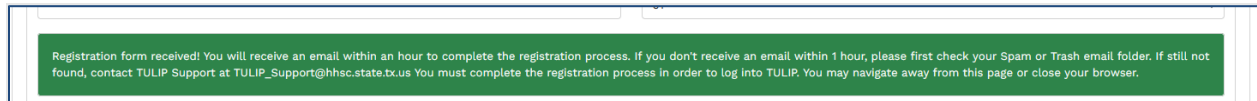Figure 36. Confirmation message.

You have successfully registered as 'School Security Authority'.

1.2.3.   Facility Security Authority

This section is for applicants who want to register for 'Facility security Authority' as an additional role.

Log into TULIP (see section 1.4 Logging in to TULIP on how log into TULIP) and go to 'NA/MA/NFA' tab (see Figure 37).

Figure 37. Applicant home page.

Click on button 'Request additional access' as shown below (Figure 38).

Figure 38. Request additional access page.

Select your role as 'Facility Security Authority' and search for your facility.

Figure 39. Facility Security Authority Request additional access page.

Enter all required fields and click on 'Submit' button to see confirmation message (Figure 40).

Note: *Submit button will be enabled when all required fields have been entered.*

Figure 40. Submit registration confirmation page.

Click on 'Ok' button to see below confirmation message (Figure 41).

Figure 41. Confirmation message.

You have successfully registered as 'Facility Security Authority'.

1.2.4.   NATCEP Security Authority

This section is for applicants who want to register for 'NATCEP security Authority' as an additional role.

Log into TULIP (see section <u>1.4 Logging in to TULIP</u> on how log into TULIP) and go to 'NA/MA/NFA' tab (see Figure 42).

Texas Unified Licesure Information Portal (TULIP)

| 🏠 | ? How Do I.... | Application Form Instructions | Provider Applications | NA / MA / NFA | More ∨ |

Nurse Aide(NA)/Med Aide(MA)/Nursing Facility Administrator(NFA) Details

* Please select your role

--None--

Submit   Request additional access

Figure 42. Applicant home page.

Click on button 'Request additional access' as shown below (Figure 43).

Figure 43. Request additional access page.

Select your role as 'NATCEP Security Authority'.

Please select 'Yes' for question 'Do you have a registration code?' if your NATCEP program is approved and you have a registration code.

Please select 'No' for question 'Do you have a registration code?' if you want to apply for a new NATCEP program.

Figure 44.   Request additional access page with registration code.

Figure 45.   Request additional access page without registration code.

Enter all required fields and click on 'Submit' button to see confirmation message (Figure 46).

Note: *Submit button will be enabled when all required fields have been entered.*
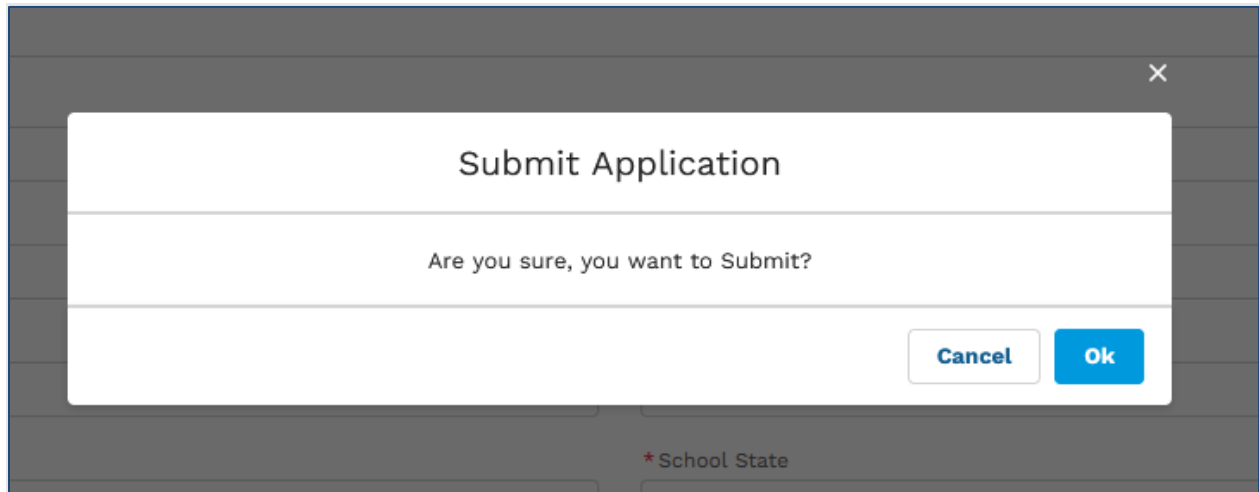
Figure 46. Submit registration confirmation page.

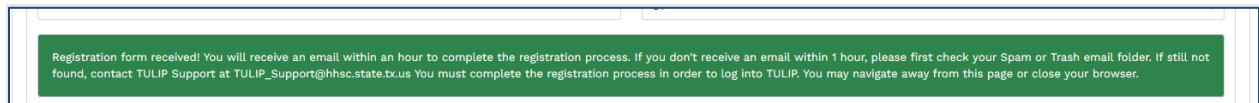Click on 'Ok' button to see below confirmation message (Figure 47).

Registration form received! You will receive an email within an hour to complete the registration process. If you don't receive an email within 1 hour, please first check your Spam or Trash email folder. If still not found, contact TULIP Support at TULIP_Support@hhsc.state.tx.us You must complete the registration process in order to log into TULIP. You may navigate away from this page or close your browser.

Figure 47. Confirmation message.

You have successfully registered as 'NATCEP Security Authority'.

1.2.5.   NATCEP Program Director

This section is for applicants who want to register for 'NATCEP Program Director' as an additional role.

Log into TULIP (see section 1.4 Logging in to TULIP on how log into TULIP) and go to 'NA/MA/NFA' tab (see Figure 48).

Figure 48. Applicant home page.

Click on button 'Request additional access' as shown below (Figure 49).

Figure 49. Request additional access page.

Select your role as 'NATCEP Program Director'.

Figure 50. NATCEP Program Director Request additional access page.

Enter all required fields and click on 'Submit' button to see confirmation message (Figure 51).

Note: *Submit button will be enabled when all required fields have been entered.*

Figure 51. Submit registration confirmation page.

Click on 'Ok' button to see below confirmation message (Figure 52).

Figure 52. Confirmation message.

You have successfully registered as 'NATCEP Program Director'.

1.2.6.   Correctional Med Aide School

This section is for applicants who want to register for 'Correctional Med Aide School' as an additional role.

Log into TULIP (see section 1.4 Logging in to TULIP on how log into TULIP) and go to 'NA/MA/NFA' tab (see Figure 53).

Figure 53. Applicant home page.

Click on button 'Request additional access' as shown below (Figure 54).

Figure 54. Request additional access page.

Select your role as 'Correctional Med Aide School'.

Please select 'Yes' for question 'Do you have a registration code?' if your Correctional Med Aide school is approved and you have a registration code.

Please select 'No' for question 'Do you have a registration code?' if you want to apply for a new correctional Med Aide School.

Figure 55.   Request additional access page with registration code.

Figure 56.   Request additional access page without registration code.

Enter all required fields and click on 'Submit' button to see confirmation message (Figure 57).

Note: *Submit button will be enabled when all required fields have been entered.*

Figure 57. Submit registration confirmation page.

Click on 'Ok' button to see below confirmation message (Figure 58).

Registration form received! You will receive an email within an hour to complete the registration process. If you don't receive an email within 1 hour, please first check your Spam or Trash email folder. If still not found, contact TULIP Support at TULIP_Support@hhsc.state.tx.us You must complete the registration process in order to log into TULIP. You may navigate away from this page or close your browser.

Figure 58. Confirmation message.

You have successfully registered as 'Correctional Med Aide School'.

1.3. Existing TULIP LTC providers - request licensing applicant access

This section is applicable to applicants who have existing TULIP Long Term Care (LTC) account to submit agency or facility applications and want to create additional account for their occupational licensing applications using 'request additional access' button on their TULIP provider/LTC account.

Note: *You can NOT use the email you used to register for TULIP provider account and must provide different email ID.*

Log into TULIP (see section 1.4 Logging in to TULIP on how log into TULIP) and go to 'NA/MA/NFA' tab (see Figure 59).

Texas Unified Licesure Information Portal (TULIP)

| ? How Do I.... | Application Form Instructions | Provider Applications | NA / MA / NFA | More ∨ |

Nurse Aide(NA)/Med Aide(MA)/Nursing Facility Administrator(NFA) Details

* Please select your role

--None--

Submit   Request additional access

Figure 59.   Applicant home page.

Click on button 'Request additional access' as shown below (Figure 60).

Figure 60. Request additional access page.

Select your role as 'Licensing Applicant'.

New Licensing Applicant

Applicants who do not hold a license with the State of Texas must Answer 'No' to the question 'Do you have a Texas NA/MA/NFA license?', then enter the following information and submit the form (see Figure 85) to complete registration.

Note: If you have a TULIP account as a Provider, you will have to use a different email ID (email address) to create a Licensing Applicant account.

Licensing Applicant with Texas License

Applicants who hold a license with the State of Texas must complete the form below (see Figure 86). Answer 'Yes' to the question 'Do you have a Texas NA/MA/NFA license?'. then enter the NFA license number.

Note: *If you have a TULIP account as a Provider, you will have to use a different email ID (email address) to create a Licensing Applicant account.*

Figure 62. Licensing Applicant page.

Note: *NFA license numbers must be entered in format NFA######, if your license number is 1234, please enter NFA001234. If 123456, enter NFA123456.* Please add examples for nurse aide and medication aide.

Enter all required fields and click on 'Submit' button to see confirmation message (Figure 63).

Note: *Submit button will be enabled when all required fields have been entered.*

Figure 63. Submit registration confirmation page.

Click on 'Ok' button to see below confirmation message (Figure 64).

Registration form received! You will receive an email within an hour to complete the registration process. If you don't receive an email within 1 hour, please first check your Spam or Trash email folder. If still not found, contact TULIP Support at TULIP_Support@hhsc.state.tx.us You must complete the registration process in order to log into TULIP. You may navigate away from this page or close your browser.

Figure 64. Confirmation message.

Complete Registration

Check your email inbox or spam folder for an email from TULIP to complete the registration.

Figure 65. Email from TULIP to complete registration.

In the email, click on the 'Click here' link. This link will open the following page where you must enter a new password to complete registration (see Figure 90).

Figure 66. Page to enter a new password and complete registration.

You have successfully registered as licensing applicant to submit occupational licensing applications.

1.4. Logging in to TULIP

After registration is complete, Go to https://txhhs.force.com/TULIP/s/login/. Log in to TULIP by entering both the email address and password that you registered with followed by clicking the 'Log in' button.

1.4.1. TULIP Homepage

The image below is an example of the TULIP homepage after successful access to TULIP (see Figure 67). This page is used to submit or view licensing applications. To return to this page from anywhere in the portal, simply select the Home icon on the leftmost side of the page banner.
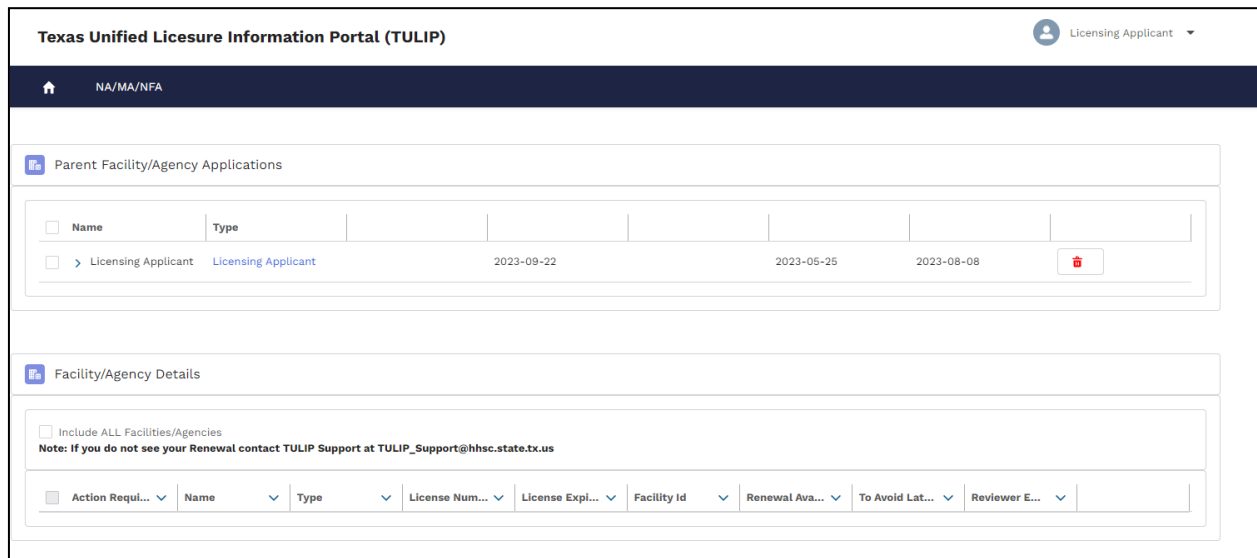
Figure 67. TULIP Homepage.

Click on the tab 'NA/MA/NFA' to access NA/MA/NFA applications.
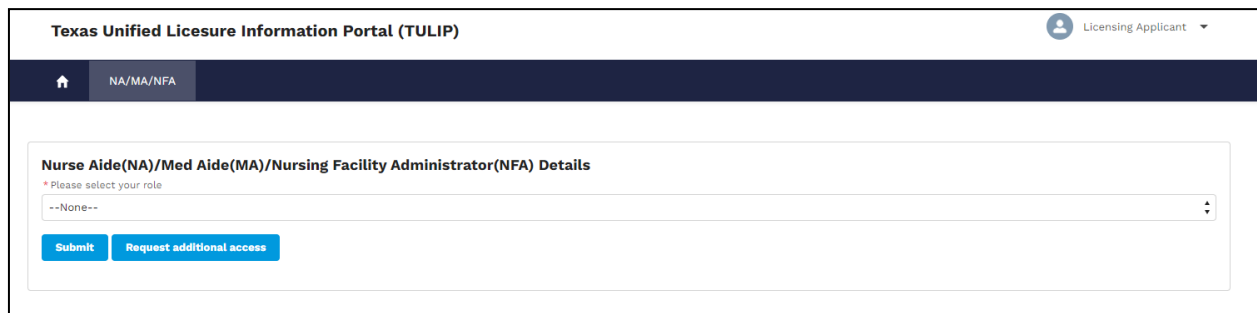
Figure 68. NA/MA/NFA tab (highlighted)

1.5.   Resetting your password

If you have forgotten your password, click "Forgot your password?" from the log in page. It is located below the 'Log in' button to the left (see Figure 1).

You will be prompted to enter your username. The username entered should be the email address used when registering. The following page will be displayed (see Figure 69).

Figure 69. TULIP password reset page.

Click the 'Send Password Reset Email' button to reset your password.

2. Public Search

This section is for users who want to verify the license of a Nursing Facility Administrator (NFA). What about nurse aide and medication aide search? It is not required to register nor log in to search for the license of an individual.

Go to https://txhhs.force.com/TULIP/s/login/. The following page will display. (see Figure 1).

Nursing Facility Administrator

Verify License

Click here to verify the license of a Nursing Facility Administrator (NFA). It is not required to register or login to search the license of an individual.

HHSC is implementing a new credentialing system for nursing facility administrators in TULIP.

HHSC requests all applicants having issues with the application process in TULIP, review the NFA user guide. If that doesn't answer your question, email the NFA licensing program using the email address listed below to request help from HHSC staff to navigate through the system.

For any further questions regarding Nursing Facility Administrator applications, please contact:

The NFA Program can be contacted at 512-438-2015, NFA_Licensing_Program@hhs.texas.gov

Figure 70. TULIP login page with public search.

Click on the 'Click here' link to open the following page (see Figure 71).

Figure 71. Public search page.

2.1. Search for Nurse Aide/Medication Aide/ Nursing Facility Administrator in Registry

Enter information and select from one of the program types (Nurse Aide, Medication Aide and Nursing Facility Administrator). To perform a search, enter any combination of fields on the page then select a program type. Click the 'Search' button to see results.

The system will allow search with one field or a combination of the following fields:

- First Name

- Last Name

- License Number

- SSN

- City

- State

- Zip Code

Figure 72. Public search for Nursing Facility Administrator.

Figure 73 - Public search for Nurse Aide.

Figure 74. Public search for Medication Aide.

2.2.   Subscribe and Unsubscribe

You can subscribe or unsubscribe to obtain licensure detail changes for the Nursing Facility Administrator Registry (see Figure 75).

2.2.1.   Subscribe

Search for the person you want to subscribe to then select that person from the list.
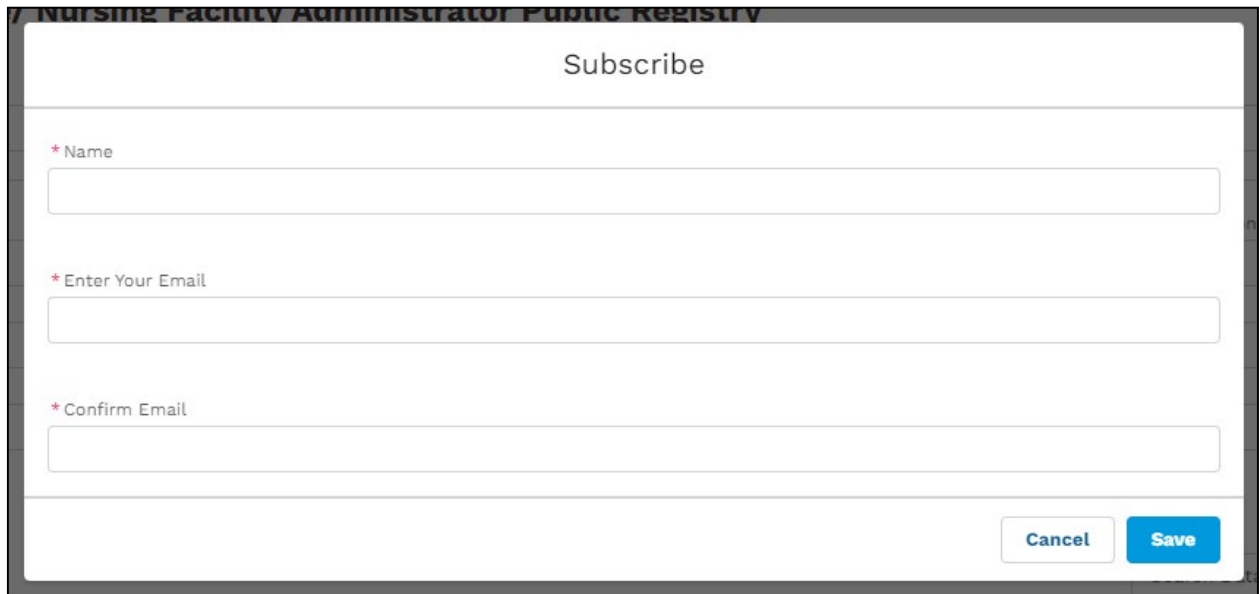
Figure 75. Public search page.

Click on the checkbox next to the person and click the 'Subscribe' button to display the following page:

Figure 76. Subscription page.

Enter your name, email address, confirm email address then click on 'Save' button (see Figure 76).

You will get a confirmation message that your subscription is successful (see Figure 77).
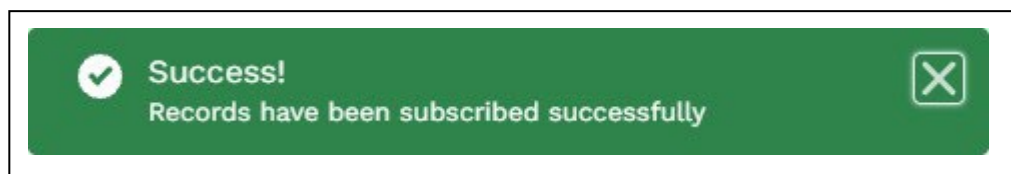
Figure 77. Subscription confirmation message.

2.2.2.   Unsubscribe

To unsubscribe, search for the person you want to unsubscribe to then select the person from the list (see Figure 78).

Figure 78. Public search.

Click on the checkbox next to the person and click on 'Unsubscribe' to display the following page (Figure 79).

Figure 79. Unsubscribe page.

Enter your email address then click the 'Save' button.

You will get a confirmation message that you have successfully unsubscribed (see Figure 80).
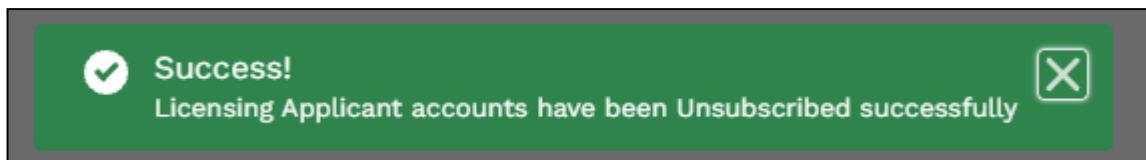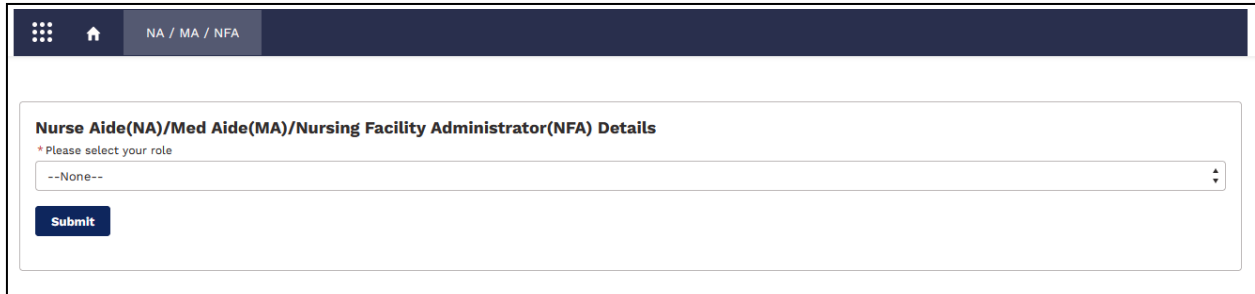
Figure 80. Unsubscribe confirmation message.

3. NA / MA / NFA Tab

On the TULIP homepage, click on the tab 'NA/ MA/ NFA' to view the following page (see Figure 81).

Figure 81. NA / MA / NFA Tab (highlighted).

Select 'Licensing Applicant' option from the 'Please select your role' field (see Figure 81) then click the 'Submit' button.

3.1.   Correctional Med Aide Security Authority

Please select 'Correctional Med Aide Security Authority' for question 'Please select your role' and select 'Applicant name' to view below screen

Following tabs are available on correctional med aide security authority home page

- Home

- School Information

- Training Program Verification

- Helpful Links

Figure 82. Correctional Med Aide Security Authority home page

Note: *Each tab will be displayed in the next sections.*

3.1.1.   School Information

This tab displays selected school information that is linked to your account.

Figure 83. School Information tab

3.1.2. Training Program Verification

The Training program verification tab displays a button called 'New Credentialing Training Verification' to create new training program verification applications and displays previously submitted applications.
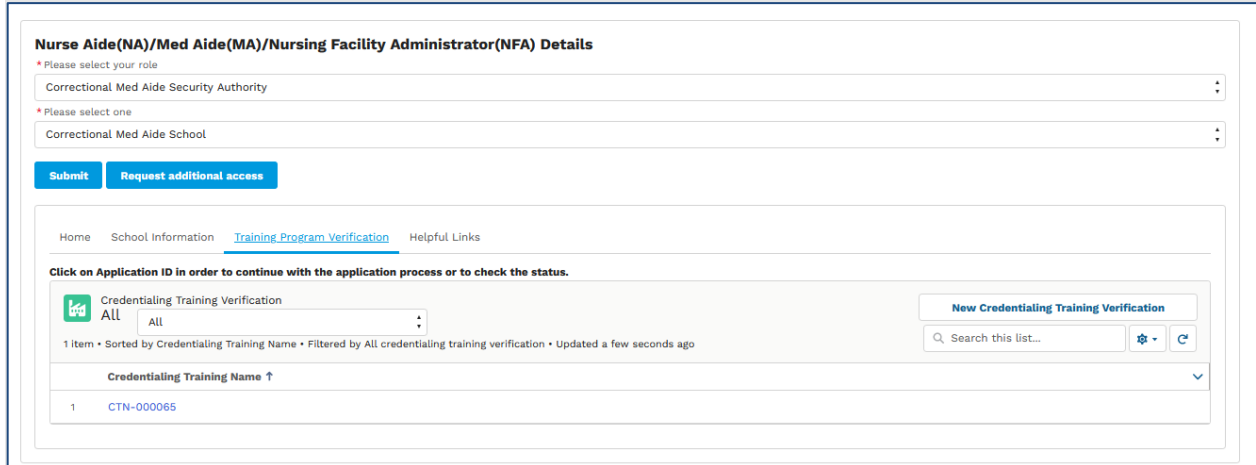
Figure 84. Training Program Verification tab

Click on 'New Credentialing Training Verification' button to create and submit a new application. See section 4. Correctional Med Aide Application on steps to create and submit an application.

To change the view, click on the drop-down highlighted in below screen.
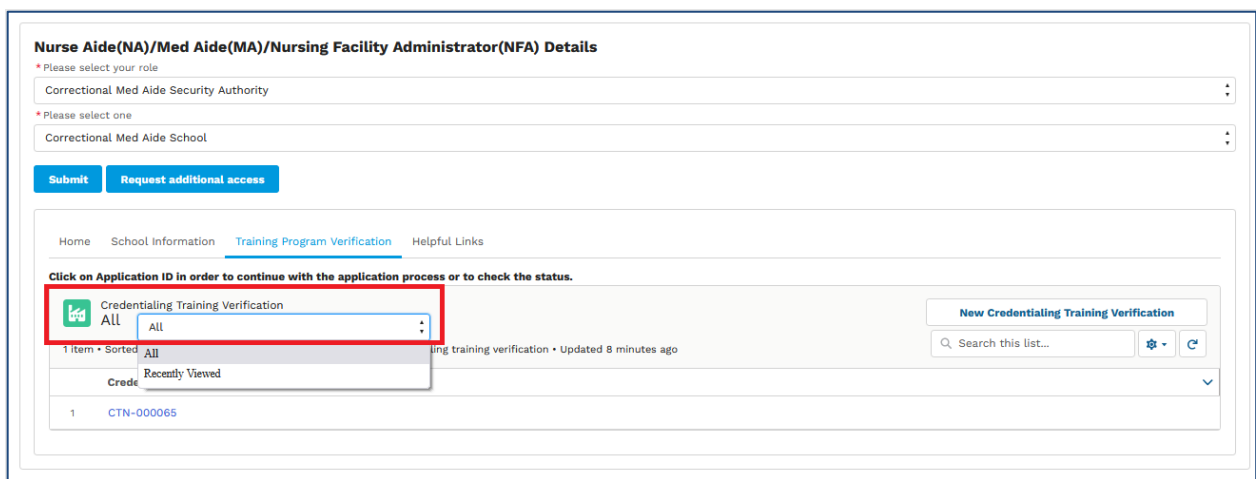
Figure 85. Training Program Verification tab

3.1.3.   Helpful Links

This screen displays helpful links.
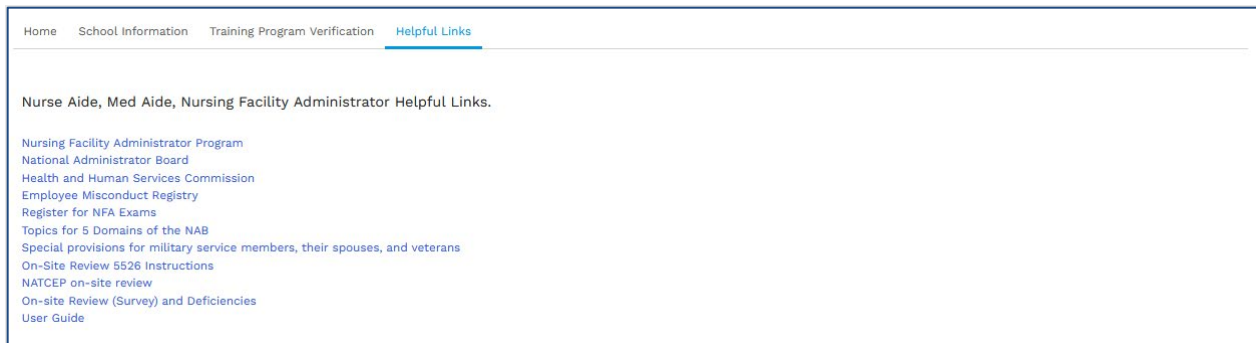
Figure 86. Helpful Links page.

3.2.   School Security Authority Page

Please select 'School Security Authority' for question 'Please select your role', name to view below screen.

Following tabs are available on school security authority page

- Home

- School Information

- Training School Applications

- Training Cass Applications

- Approved Training Classes

- School Instructors

- Helpful Links

Nurse Aide(NA)/Med Aide(MA)/Nursing Facility Administrator(NFA) Details

* Please select your role

School Security Authority

* Please select one

Correctional MA School

Submit   Request additional access

Home   School Information   Training School Applications   Training Class Applications   Current Approval   School Instructors   Helpful Links

Welcome to TULIP - Nurse Aide(NA) / Medication Aide(MA) / Nursing Facility Administrator(NFA) Section.

Welcome to the Nursing Facility Administrator (NFA), Nurse Aide (NA) and Medication Aide (MA) online licensing system. This system was designed to enable licensees and initial applicants to complete licensing activities online. The system will also provide the current status of an application and will allow individuals to verify the status of a NFA, NA and MA.

The NFA program can be contacted at 512-438-2015 or nfa_licensing_program@hhsc.state.tx.us
The NA program can be contacted at 512-438-2050 or NurseAideRegistry@HHSC.state.tx.us
The MA program can be contacted at 512-438-2025 or medication_aide_programs@hhsc.state.tx.us
The NATCEP can be contacted at 512-438-2017 or regulatory_natcep@hhsc.state.tx

Figure 87. School Security Authority page.

3.2.1.　　　　School Information

The school information tab will display school details such as name, phone and school director name.

Figure 88 School Information.

3.2.2.   Training School Applications

'Training School Applications' tab will display recently submitted school applications and a button called 'New Program Application' to create and submit school applications.

Figure 89. Training School Applications tab.

Go to section 15. Med Aide School Applications for more information on how to create and submit school applications.

3.2.3.   Training Class Applications

'Training Class Applications' tab will display recently submitted training class applications and a button called 'New Training Classes' to create and submit training class applications.
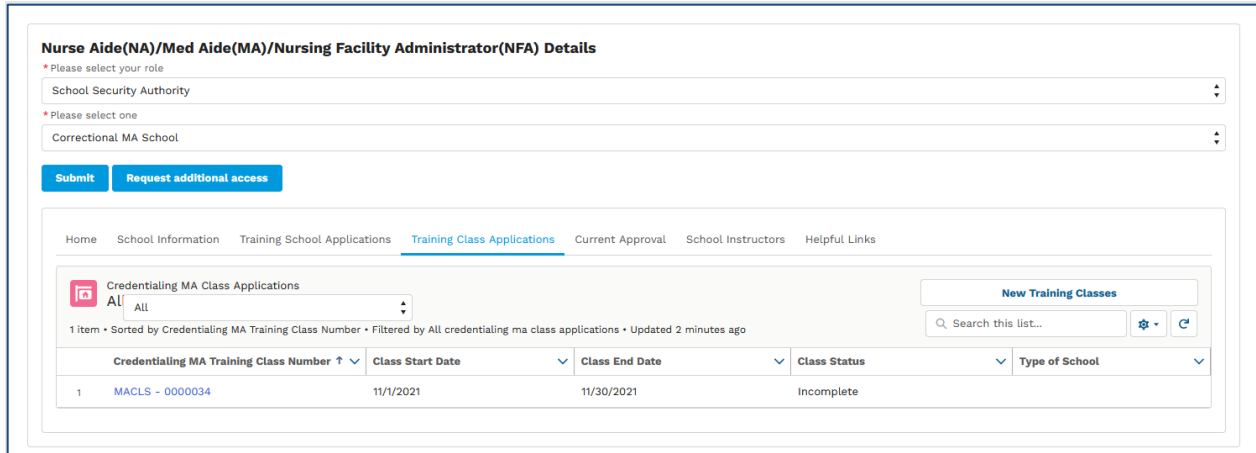
Figure 90. Training Class Applications tab.

Go to section 5. Med Aide School Applications for more information on how to create and submit training class applications.

3.2.4. Current Approval

This tab displays a list of approved registered nurses and registered pharmacists.

Figure 91. Current Approval tab.

3.2.5. School Instructors

This tab displays a list of school instructors.

Figure 92. School instructors tab.

3.2.6.   Helpful Links

This screen displays helpful links.

Nurse Aide(NA)/Med Aide(MA)/Nursing Facility Administrator(NFA) Details

* Please select your role

School Security Authority

* Please select one

Correctional MA School

Submit   Request additional access

Home   School Information   Training School Applications   Training Class Applications   Current Approval   School Instructors   Helpful Links

Nurse Aide, Med Aide, Nursing Facility Administrator Helpful Links.

Health and Human Services Commission
Employee Misconduct Registry
Special provisions for military service members, their spouses, and veterans
User Guide

Figure 93.   Helpful Links page.

4. Correctional Med Aide School Application

This section is applicable to 'Correctional Med Aide School Security Authority' and can be used to submit 'New Credentialing Training Verification' applications and add students.

To create a new application, go to NA/MA/NFA tab and select your role as 'Correctional Med Aide School Security Authority' and select the Med Aide school you want to submit the application for to see below screen.

Figure 94. Correctional Med Aide Security Authority home page.

Click on the 'Training program verification tab' to see below screen.

Figure 95. Training Program Verification tab.

The Training program verification tab displays a button called 'New Credentialing Training Verification' to create new training program verification applications and displays previously submitted applications.

Click on the button 'New Credentialing Training Verification' to see below screen.
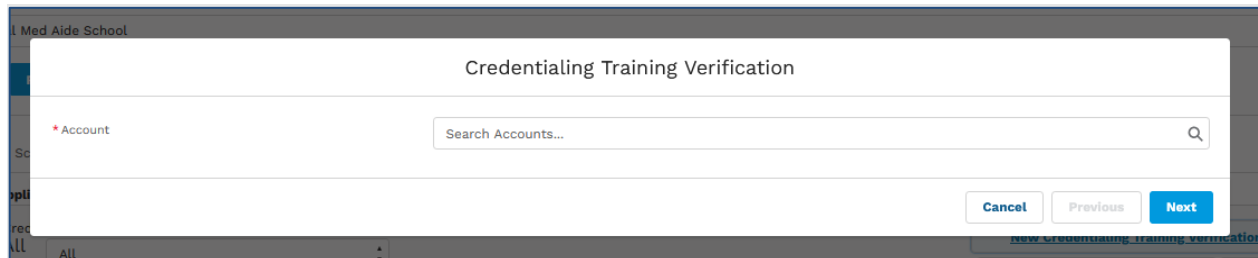
Figure 96. Search for account page 1.

This screen displays a field to search for the med aide school to create an application for.

Search for the med aide school and select the school to see below screen.
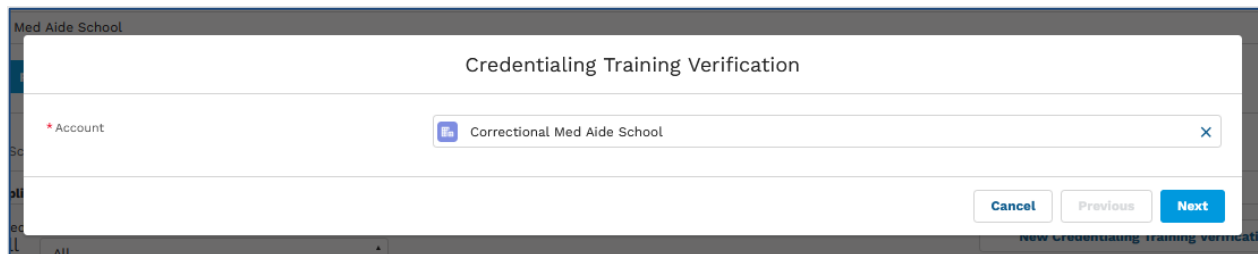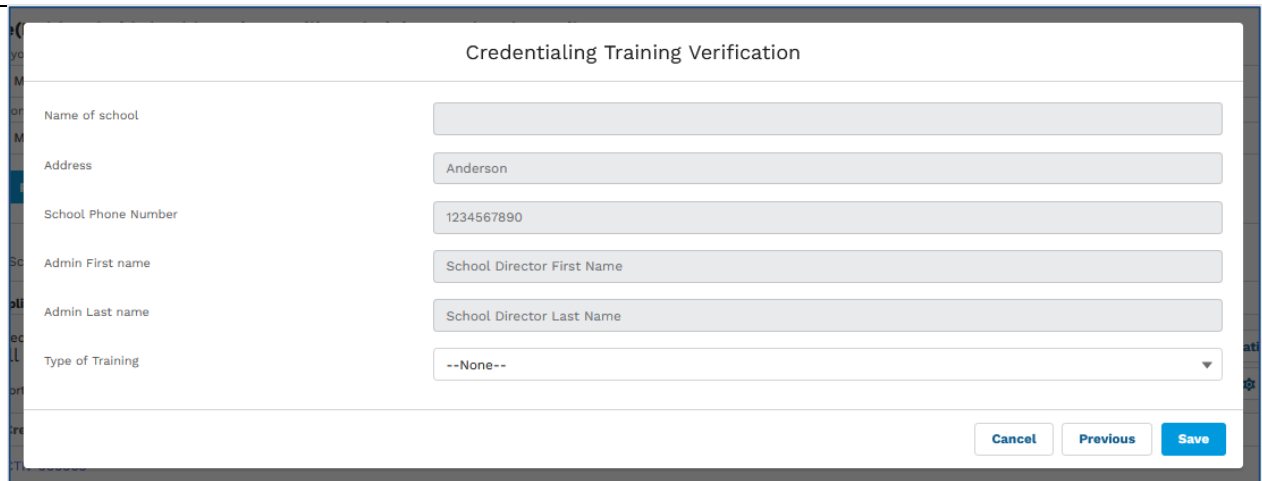
Figure 97. Search for account page 2.

Click on the 'Next' button to see the screen below.
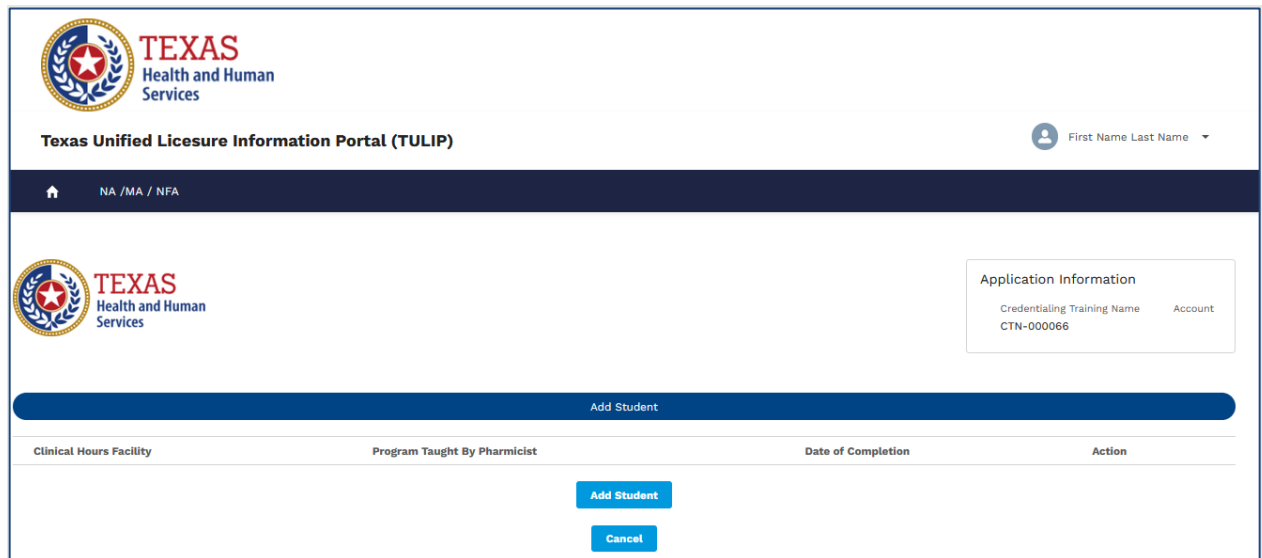
Figure 98. School details.

Select type of training and click 'Save' to see below screen.

Figure 99. Add student page.

The system will allow you to enter multiple student information on this page.

Clicking on 'Add student' will display below screen.

Figure 100. Add student details page.

Enter SSN to search for a student and the system will automatically populate the greyed-out fields. Enter all relevant fields and click save to save record.

Figure 101. Add student page.

Clicking on 'Edit' will allow you to edit the details of the student. Click on 'Delete' to delete the previously entered student record.

Click on 'Add' button to add multiple students, click on 'Cancel' and cancel and go back to NA/MA/NFA home page.

5. Med Aide School Applications

Following applications are available for 'School Security Authority'

- Training School Applications

- Training Class Applications

To create a new application, go to NA/MA/NFA tab and select your role as 'School Security Authority' and select name to see below screen.

Figure 102. School Security Authority page.

5.1   Training School Applications

Click on 'Training School Applications' tab to see below screen.

Figure 103. Training School Applications tab.

Click on 'New Program Application' button to see below screen.

Figure 104. Acknowledgment tab.

Enter all the required fields. Click 'next' button to proceed to next page, click 'previous' button to go to previous page or click 'cancel' to cancel and exit this page.

Clicking on 'next' button will display below page of the application.

Figure 105. Profile Acknowledgment tab.

Clicking on 'next' button will display below page of the application.

Figure 106. School Details tab.

Click on 'Edit' button next to instructor name to edit the instructor details and click on 'Delete' button to delete the instructor record.

Clicking on 'Edit' will display below screen.

Figure 107. Edit Instructor Page.

Clicking on 'next' button will display below page of the application.

Figure 108. Attestation for application.

Clicking on 'next' button will display below page of the application.

Figure 109. Documents tab.

This screen allows applicants to upload files or drag and drop files into pre-provided documents list.

To upload additional attachments, click on button 'Add Additional Attachment' to see below screen.
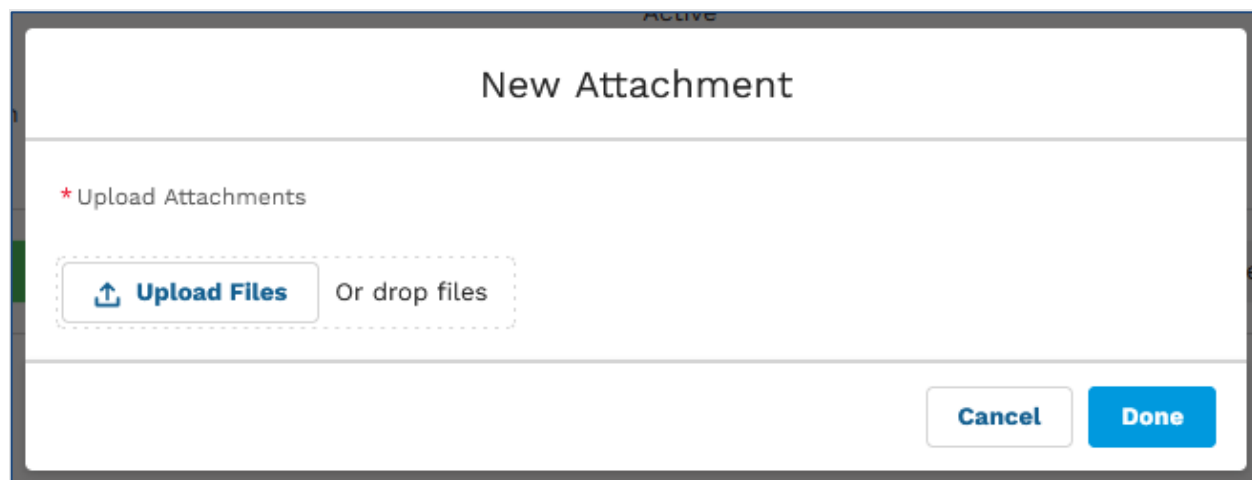
Figure 110. Add new additional attachment.

Enter attachment name, description and click next to see below screen.

Figure 111. Upload Attachment page.

Upload attachment or drag and drop attachment and click on 'Done' button to return to documents tab or click on 'Cancel' button to cancel and go back to documents tab.

Clicking on 'next' button will display below page of the application.

Figure 112.   Deficiencies tab.

Clicking on 'next' button will display below page of the application.

Figure 113.   Summary tab.

Click on 'Print' button to print the application.

Clicking on 'next' button will display below screen.

Figure 114. Submit tab.

Clicking on 'submit' button will display below confirmation screen with application number.

Figure 115. Confirmation screen.

Click on 'Done' to exit to home page.

Your application has been successfully submitted!!!

5.2   Training Class Applications

Click on 'Training Class Applications' tab to see below screen.

Figure 116. Training Class Applications tab.

Click on 'New Training Classes' button to see below screen.

Figure 117. Training Class Applications page.

Clicking on 'submit' button will display below confirmation screen with application number.
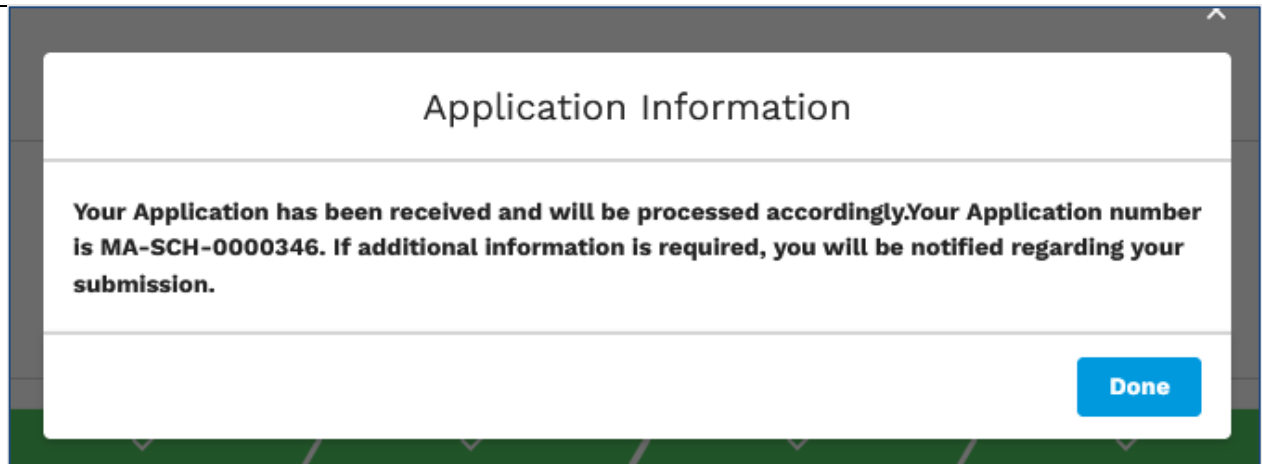
Figure 118. Confirmation screen.

Click on 'Done' to exit to home page.

Your application has been successfully submitted!!!

6. OtherInformation

6.1   Withdrawing an application

This section is applicable to applicants who want to withdraw their incomplete applications or applications which have not been submitted.

To withdraw an application, please follow the steps below.

Go to NA/MA/NFA tab and select your role as 'Applicant' and select the applicant's name to display the following page:

Figure 119.   Applicant home page.

Click on the Applications' tab to display the following page:

Figure 120. Applications page.

Applications tab will display a button called 'New Credentialing Application' to create
new applications and also display previously submitted applications by you.

Select an application from the list or click on 'load more' to see more applications.

Click on application number (example RSLAN-0000000) to open an application
which is in 'Incomplete' status. Application will be displayed as shown below.

Figure 121. Application page.

Clicking on the 'Withdraw' button will display below page.

Figure 122. Withdraw confirmation page.

Click on 'Ok' button to continue or click on 'Cancel' button to cancel and go back to application page.

Clicking on the 'Ok' button will display below confirmation message and withdraw the
application.

Figure 123. Withdraw confirmation message page.

Click on 'NA/MA/NFA' tab to go back to applicant home page.

Figure 124. Applications page.

6.2   Addressing a deficiency cited by HHS staff

This section is applicable to applicants whose application was cited as a deficiency by HHS staff.

To address a deficiency on your application, please follow the steps below.

Go to NA/MA/NFA tab and select your role as 'Applicant' and select the applicant name to display the following page: (see Figure 125).

Figure 125. Applicant home page.

Click the Applications' tab to display the following page (see Figure 126).

Figure 126.   Applications page.

The applications tab will display all applications previously submitted by applicants.

Select the application for which deficiency was cited or application which is in 'Response Required' status.

Figure 127.   Applications page.

Click on the application number to open the application (see Figure 128).

Figure 128. Personal Information tab.

Go to 'Deficiencies tab' to view deficiencies cited by HHS staff (see Figure 129).

Figure 129. Deficiencies tab.

This page displays deficiencies related to the application.

Click the 'Go to Step' button to move to the Deficiency tab.

Figure 130. Deficiency cited tab.

Correct the deficiency then return to the Deficiency tab. Click the 'Mark as Addressed' button then repeat the above steps if there are any additional deficiencies cited (see Figure 131).

The system will change the value of 'Addressed by Provider' to 'Yes'.

Figure 131. Deficiencies tab.

After all deficiencies have been addressed, the system will automatically resubmit the application.

Click on 'NA/MA/NFA' tab to return to the Licensing Applicant page.

6.3   Incomplete application validation

The system will display an error message to licensing applicants either when attempting to create one or more applications for same license type (NA, MA, NFA) or who already has a pending or an unapproved application for same license type.

⚠ Error!
You have an incomplete application. Please submit the applications to continue submitting other applications.
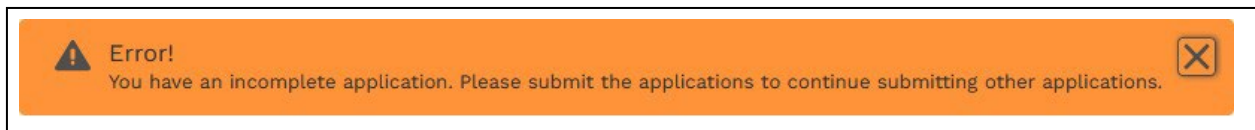
Figure 132. Incomplete application validation error.

This validation was added to prevent applicants from submitting multiple applications for same license type. You can create additional applications for the same license type if there are no pending or unapproved applications associated with your profile.

6.4   Locked applications

An application is considered as locked if it is in one of the following statuses:

- Approved

- Denied

- Withdrawn

- In-review

When an application is in any of the above-mentioned statuses, applicants will only have limited access or no access to the application.

System will display a pop-up message as shown below:
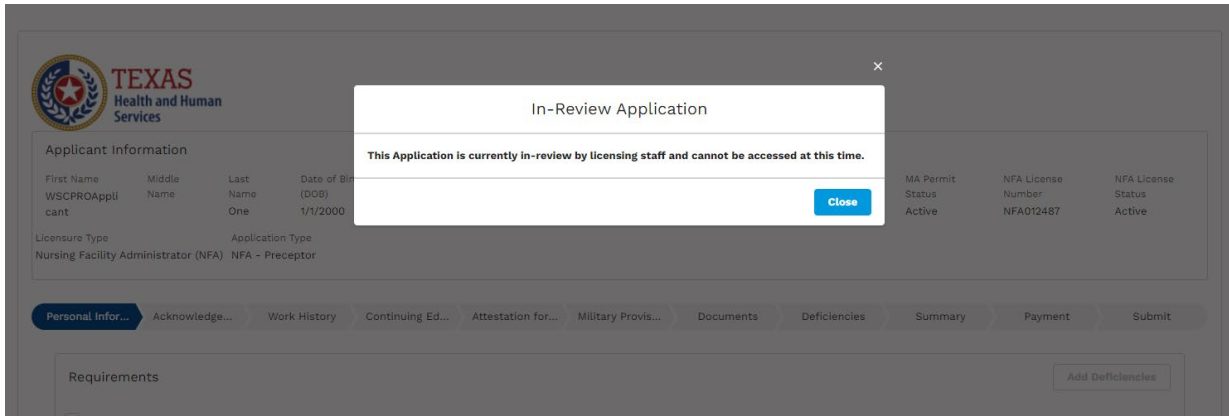
Figure 133. In-Review Application.
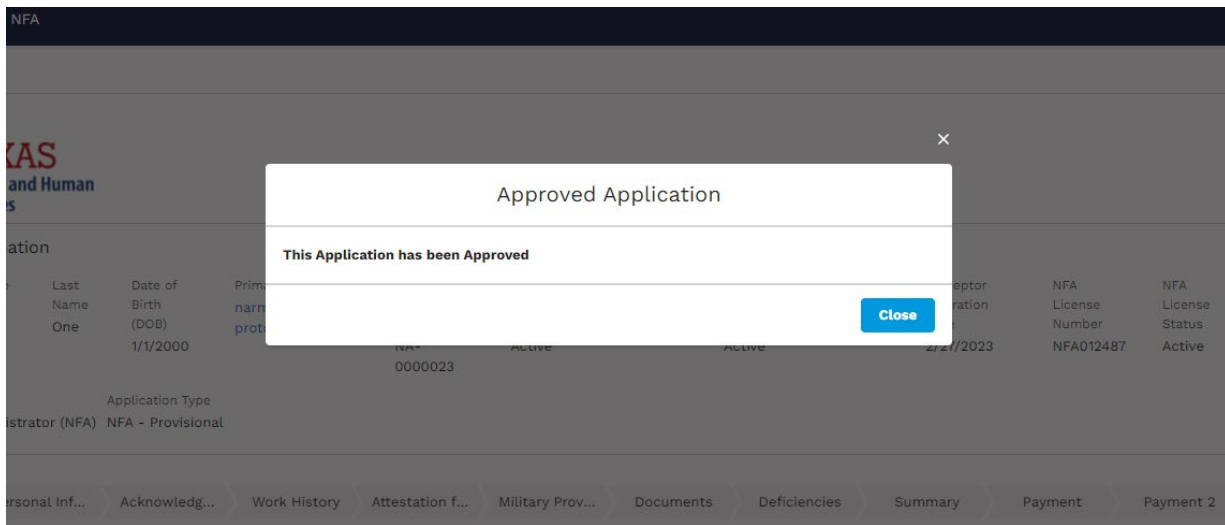
Figure 134. Approved Application.
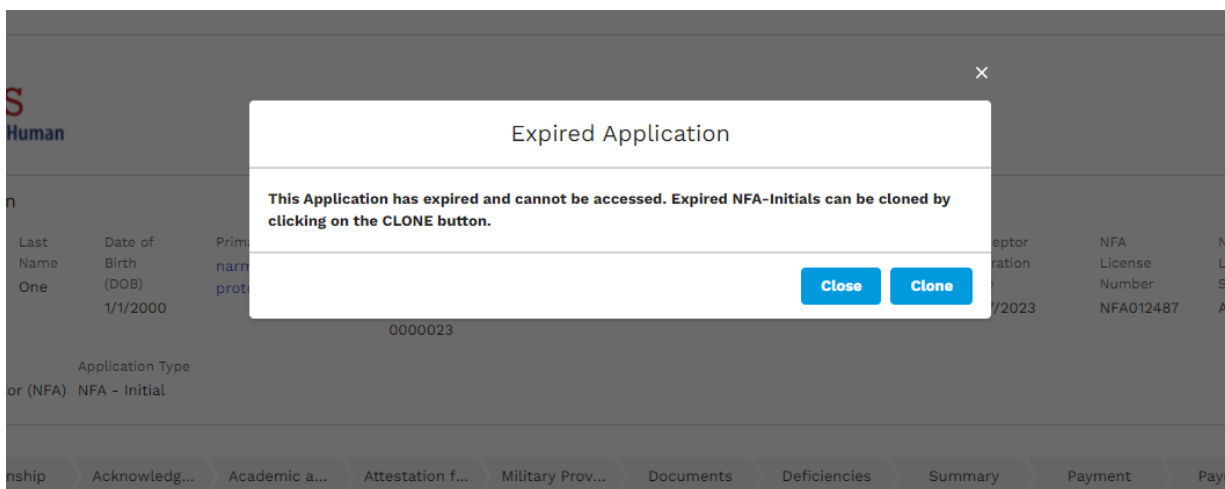
Figure 135. Expired Application.
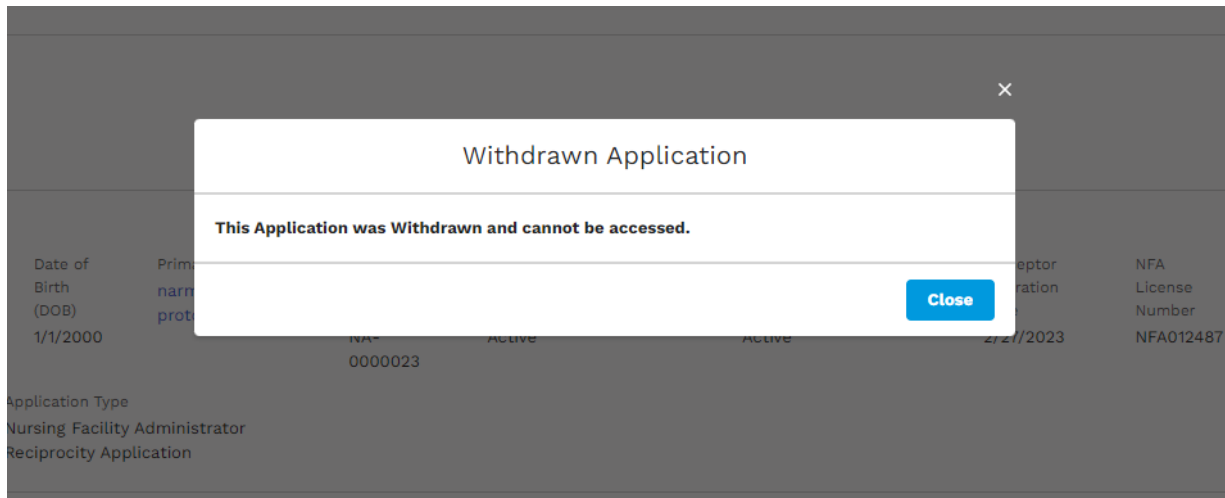
Figure 136. Withdrawn Application.

6.5   Payments

This section is applicable to applicants whose application requires payment.

Please see below steps on how to make a payment and how to make a second payment (for applications which require second payment).

6.5.1   Make a payment

When you are filling out an application, you will come across 'payment' tab where system provides you an option to choose payment type.

Available payment types are

- ACH – Account transfer

- Credit Card

- Paper Check/Money Order

Figure 162. Payment tab.

To make a payment using ACH – Account transfer, please see below steps

- Select payment type as 'ACH'

- Click on button 'Pay Now at Texas.gov'

Figure 163. Payment tab.

- System will take automatically direct you to Texas.gov payment website

Figure 164. Texas.gov Payment.

- Click next to see below page

Figure 165. Texas.gov Electronic Check page 2.

- Enter all details and click on next to see below page

Figure 166. Texas.gov Electronic Check page 3.

- Enter bank account details and click next to see below page

Figure 167. Texas.gov Electronic Check page 4.

- Click the 'Submit Payment' button. The system will display below confirmation page if payment was successful (see Figure 168).

Figure 168. Texas.gov Payments Receipt Confirmation.

- Click the 'Continue' button to go back to the application and submit the application.

Note: It is **REQUIRED** to click on 'Continue' button to successfully go back to the application to submit the application.

To make a payment using Credit Card, please see below steps

- Select payment type as 'Credit Card'

- Click the 'Pay Now at Texas.gov' button (see Figure 169).

Figure 169. Payment tab.

- The system will automatically direct you to the Texas.gov payment website (see Figure 170).

Figure 170. Texas.gov Payments page 1.

- Enter all details and click on next to see below page (see Figure 171).

Figure 171. Texas.gov payments page 2.

- Enter credit card details then click the 'Next' button to see below page (see Figure 172).

Figure 172. Texas.gov payments page 3.

- Click the 'Submit Payment' button. The system will display the below confirmation page if the payment was successful (see Figure 173).

Figure 173. Texas.gov payment receipt confirmation.

- Click the 'Continue' button to go back to the application and submit the application.

*Note: It is **REQUIRED** to click on 'Continue' button to successfully go back to the application to submit the application.*

To make a payment using Paper Check/Money Order, please see below steps

- Select Payment Type as 'Paper Check/Money Order'

- Click the button 'Generate Payment Coupon'

Figure 174. Payment tab.

- The system will automatically direct you to a new page where a payment coupon will be displayed

- To print the coupon, submit the coupon along with paper check to address displayed on the coupon

- Return to the application, go to the 'Submit' tab then click the 'Submit' button.

6.5.2   Making a second payment

Some applications require a second payment. You will be notified by HHS if your application requires a second payment.

Please see below steps on how to make a second payment.

Go to NA/MA/NFA tab and select your role as 'Applicant' then select the applicant name to display the following page (see Figure 175).
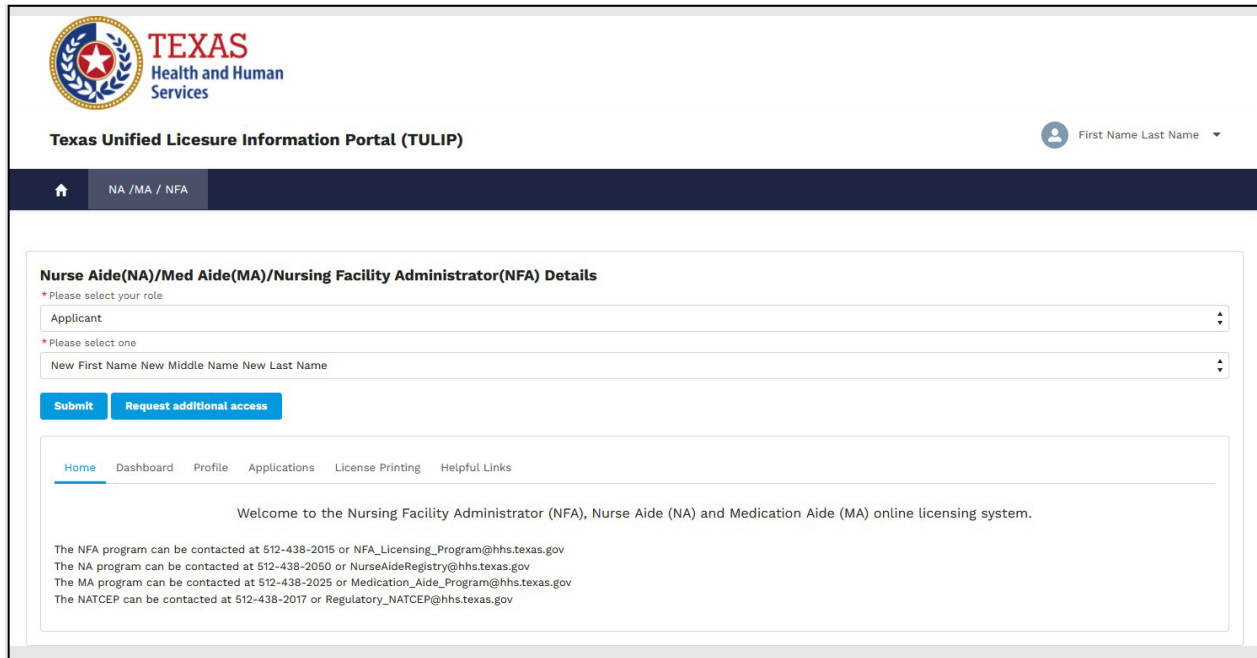

Figure 175. Applicant home page.

Click the Applications' tab to display the following page (see Figure 176).
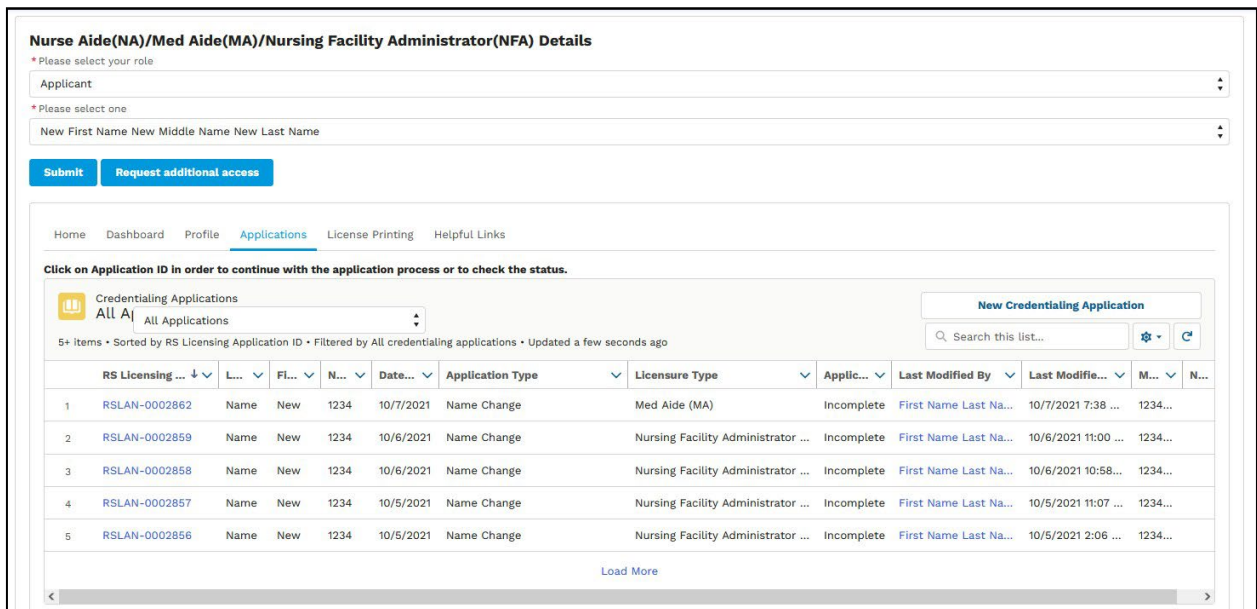
The Applications tab will display all applications previously submitted by applicants.

Select the application for which second payment is required or application which is in 'Payment Pending License Fee' status.

Go to 'Payment 2' tab to display the following page (see Figure 177).
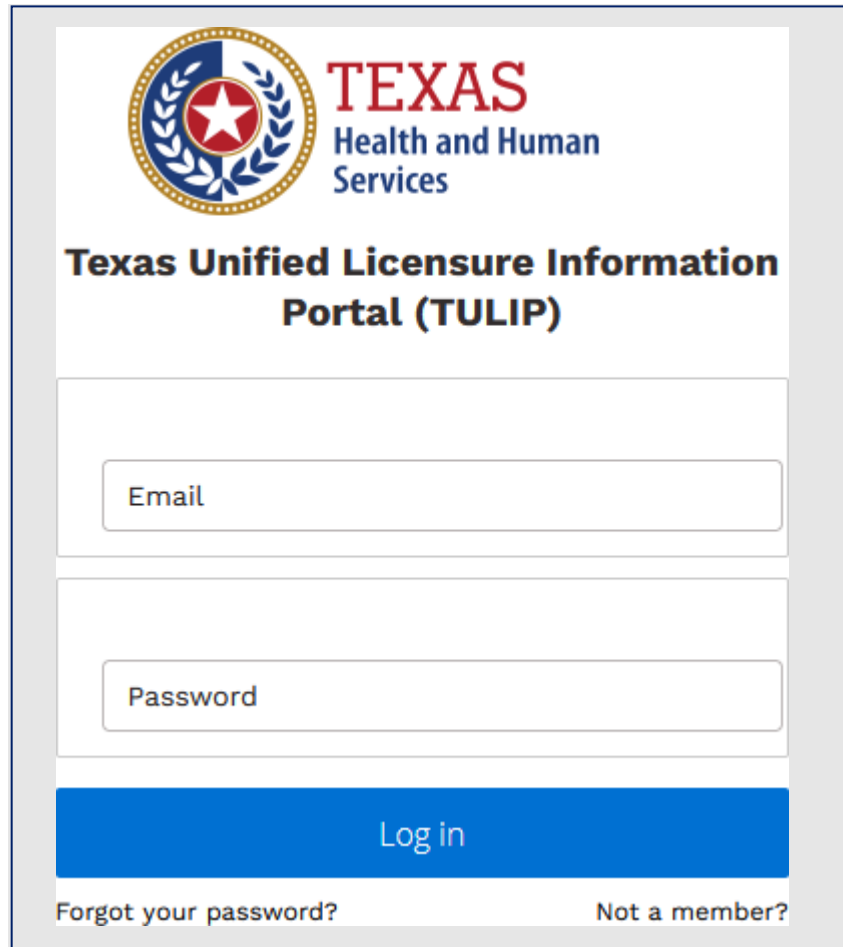

Figure 177. Payment 2 tab.

Please see steps mentioned above in this section 6.5 Payments to see how to continue with making payment and submitting the application.

6.6   Changing email

Note: This section is applicable to applicants who have already registered and want to change/update their email address.

Please see below steps on how to change email

Go to link https://txhhs.force.com/TULIP/s/login/ and you will be presented with below page (see Figure 178).
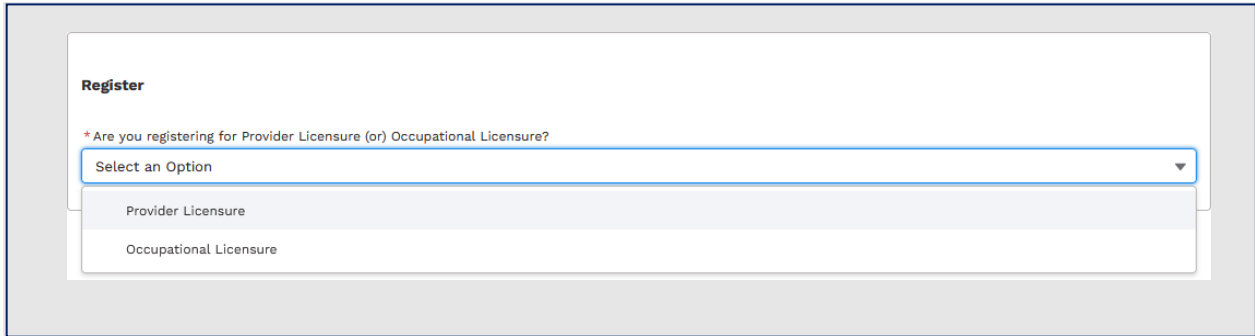
Figure 178. TULIP login page.

Click on link 'Not a member' and you will be provided with two options as shown in
below page

- **Provider Licensure** – This is for LTC providers who want to submit applications for facility/agency license.

- **Occupational Licensure** – This is for NFA licensing applicants.

Figure 179. TULIP registration initial page.

Note: *Fields marked with* * *are required.*

Select 'Occupational Licensure' to display the following page (see Figure 180).

Figure 180. Occupational Licensure page.

Please enter your Social Security Number (SSN) and email ID (email address) to see the message below.

Figure 181. Account found error page.

Click the 'Continue' button to display the following page (see Figure 182).

Figure 182. Occupational Licensure page.

Enter your old email ID (email address) to validate the change then click the 'Submit' button to see below confirmation message (see Figure 183).

Register

Please review the following definitions, to register with the right role :

* Are you registering for Provider Licensure (or) Occupational Licensure?

Occupational Licensure

Please review the following definitions, to register with the right role :

Licensing Applicant: Licensee or initial applicant who will be completing licensing activities online for Nurse Aide (NA), Medication Aide (MA), and Nursing Facility Administrator (NFA) online licensing system.

Nursing Facility Administrator (NFA): Nursing Facility Administrator (NFA) is person who is licensed to engages in the practice of nursing facility administration in an institution or facility that's licensed as a nursing facility by the Texas Health and Human Services (HHS) under the Texas Health and Safety Code, Chapter 242, without regard to whether the person has an ownership interest in the facility or whether the functions and duties are shared with any other person.

* Please enter your Social Security Number (SSN)

222-11-1222
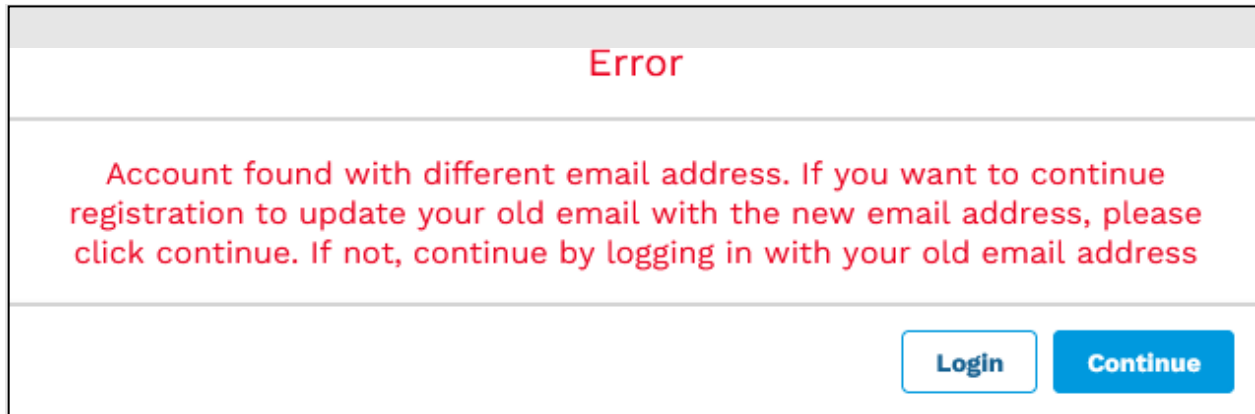
* Please enter your Email Id

NewEmail@gmail.com

* Please enter your Old Email Id

narmarnfa+222111222@protonmail.com

Submit

Email changed Successfully, please check your email for your new username to login.

Figure 183. Confirmation message.

Check your new email for a message from TULP to complete email change. Thereafter you should be able to log into TULIP with the new email address.