

AN ACT

relating to Medicaid provider enrollment and credentialing processes.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subchapter D, Chapter 532, Government Code, is amended by adding Sections 532.01511 and 532.01512 to read as follows:

Sec. 532.01511. PROVIDER ENROLLMENT AND CREDENTIALING PROCESSES: PROVIDER SUPPORT; COMPLAINTS. (a) The commission shall ensure that providers have access to a support team for the Internet portal established under Section 532.0151 that:

(1) assists current and prospective Medicaid providers in completing the Medicaid provider enrollment and credentialing processes; and

(2) reduces the administrative burdens associated with those processes.

(b) The commission shall:

(1) annually evaluate the performance of the support team described by Subsection (a), including the timeliness of assistance the support team provides; and

(2) not later than September 1 of each year, post on the commission's Internet website a report summarizing the results of the evaluation conducted under Subdivision (1).

(c) For purposes of improving the commission's Medicaid

provider enrollment and credentialing processes, the commission shall develop a procedure by which a provider may electronically submit complaints and feedback about those processes and the support provided by the support team described by Subsection (a). Information about the procedure must:

(1) be prominently posted on the commission's or the commission's designee's Internet website in the same location that instructions and resources for using the Internet portal established under Section 532.0151 are posted; and

(2) allow a provider to submit a complaint or provide feedback through an electronic form from that location.

Sec. 532.01512. NOTICE OF PROVIDER DISENROLLMENT. Before the commission may disenroll a Medicaid provider for failing to complete the enrollment revalidation process, the commission must:

(1) not later than 30 days before the date of disenrollment provide electronically and by mail to the provider written notice of the commission's disenrollment determination; and

(2) allow the provider to address any deficiencies in the provider's application for revalidation of enrollment before the date the provider will be disenrolled.

SECTION 2. Notwithstanding Section 532.01511, Government Code, as added by this Act, the Health and Human Services Commission shall conduct the initial evaluation and post the report summarizing the results of the evaluation as required by that section not later than September 1, 2026.

SECTION 3. As soon as possible after the effective date of

1 this Act, the Health and Human Services Commission shall:

2           (1) ensure the Internet portal support team required  
3 by Section 532.01511(a), Government Code, as added by this Act, is  
4 established; and

5           (2) adopt rules necessary to implement the changes in  
6 law made by this Act.

7       SECTION 4. If before implementing any provision of this Act  
8 a state agency determines that a waiver or authorization from a  
9 federal agency is necessary for implementation of that provision,  
10 the agency affected by the provision shall request the waiver or  
11 authorization and may delay implementing that provision until the  
12 waiver or authorization is granted.

13       SECTION 5. This Act takes effect September 1, 2025.

\_\_\_\_\_  
President of the Senate

\_\_\_\_\_  
Speaker of the House

I hereby certify that S.B. No. 1266 passed the Senate on May 5, 2025, by the following vote: Yeas 31, Nays 0.

\_\_\_\_\_  
Secretary of the Senate

I hereby certify that S.B. No. 1266 passed the House on May 28, 2025, by the following vote: Yeas 128, Nays 0, one present not voting.

\_\_\_\_\_  
Chief Clerk of the House

Approved:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Governor