

Subject: HHSC – STAIRS Online Cost Reporting System – User Name and Password

Welcome to the State of Texas Automated Information Reporting System (STAIRS), the online cost reporting system for the Texas Health and Human Services Commission, Provider Finance Department (HHSC PFD). STAIRS is hosted by state contractor, Fairbanks, LLC.

Providers of the following services must submit a 2022 Report to HHSC PFD via STAIRS.

- School Health and Related Services

You are being sent this email because you have been identified as the Primary Entity Contact for your Provider Entity and are therefore being given access to STAIRS. STAIRS can be accessed by taking the following steps:

- Access the Internet and go to the following site: <https://cr.fairbanksllc.com>
- Enter Your User Name = <username>
- Enter Your Password = <password>

STAIRS Security Measures:

When you log into STAIRS for the first time you will be asked to establish a security profile for your account that will include setting up three (3) question and answer pairs that will be used to validate your identity in the event that you forget or need to reset your password. Once this is completed, you will be able to access the STAIRS System.

IMPORTANT: As the initial Primary Entity Contact you have the responsibility to assign other Contacts for your entity. At a minimum, you must assign a "Preparer" who is responsible for completing your entity's report(s). You also have the option to assign a "Primary Financial Contact." If you choose to assign a Primary Financial Contact, either you or the Primary Financial Contact has the ability to assign additional contacts, including the assignment of the Preparer.

It is important you understand that the entity itself controls who is given access to their report in STAIRS. Only Primary Entity Contacts and the Primary Financial Contacts designated by your entity may give others access to your report(s).

A reference material document titled ***Helpful Information for Contacts and Preparers*** is available to provide guidance in adding other contacts or preparers. Reference Materials are located at the bottom of the main screen after logging onto STAIRS.

It is strongly encouraged that the Preparer be assigned as soon as possible to give them access to your report in STAIRS. They must have adequate time to prepare your report so that you may then complete the final Step in STAIRS to submit your report by the due date.

Due Date:

Texas Administrative Code (TAC) rule [§355.8443](#) requires ISDs to complete and certify their cost reports for FFY2022 on or before April 1, 2023. The SHARS FFY2022 cost report will open on January 2, 2023. All cost reports must be submitted by April 1, 2023.

Important dates:

- FFY2022 SHARS Cost Reports will open in STAIRS on January 2, 2023
- All FFY2022 SHARS cost reports will close on April 1, 2023 as noted in TAC rule [§355.8443](#)

Reminders and additional information:

- Districts are encouraged to complete the cost report as soon as possible

We understand these changes and the timeline may impact districts. HHSC will communicate any related updates as quickly as possible.

Resources to Assist You:

Questions regarding contracts and cost report groupings that have been assigned to your entity should be directed to HHSC PFD at costinformationpfd@hhs.texas.gov

Questions regarding Preparers, or the list of Preparers, should be directed to HHSC PFD at costinformationpfd@hhs.texas.gov

Questions regarding adding Contacts or problems with UserName and/or Password should be directed to the Fairbanks, LLC, Help Desk at 877-354-3831 or info@fairbanksllc.com

Questions regarding the proper completion of your cost report in STAIRS should be directed to the appropriate HHSC contact for your program. A list of program contacts can be found at:

<https://pfd.hhs.texas.gov/acute-care/contact-list>

Sincerely,

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