

SUBJECT: 2025 SSCC Cost Report Request – STAIRS

Dear Providers: This notice contains information on mandatory 2025 cost reporting and cost report preparer requirements for Single Source Continuum Contractors (SSCCs).

DUE DATE FOR COST REPORT SUBMISSION

The 2025 cost report must be fully verified. The required documentation must be uploaded and submitted through the STAIRS online application. Please see further information regarding STAIRS below. The 2025 cost report must be submitted no later than **January 15th**. To view the State Fiscal Year Quarterly Reporting Periods for SSCC, please visit the [PFD webpage](#).

REPORT SUBMISSION AND PREPARER REQUIREMENTS

Each provider of the above services is required to submit financial and statistical information through a cost report ***for each contract held with the State of Texas and/or STAR+PLUS contract held with a Managed Care Organization.***

Each contracted provider is responsible for submitting an accurate cost report, completed in accordance with all applicable instructions and rules.

In accordance with Title 1 of the Texas Administrative Code Section 355.102(d), it is each provider's responsibility to ensure that the preparer who signs their Cost Report Methodology Certification completes the required HHSC-sponsored cost report training. Preparers must complete a training webinar for each program for which a cost report is submitted. ***In order to be qualified to complete the 2025 cost report, the preparer must have completed the mandatory 2025 (held in 2025) cost report training.***

Preparers who have NOT completed the mandatory training will NOT be added to the list of eligible preparers in STAIRS. Therefore, these individuals cannot be selected and assigned as the Preparer. NO EXEMPTIONS from the mandatory training requirements will be granted.

[Information Letter No. 2024-15](#) was distributed via HHSC electronic communication on December 5, 2024, to notify providers of the upcoming schedule of available training sessions. This letter has also been posted on the [HHSC PFD website](#) in the Training Information section of each program. Details on requirements for mandatory cost report training for preparers and how to register for a training webinar are available on the [PFD website](#).

STAIRS

Providers must submit their 2025 cost report through STAIRS. STAIRS is web-based and hosted by state contractor Fairbanks, LLC.

Providers and preparers who have previously submitted a cost report via STAIRS will use the same login information to access the 2024 Cost Report.

New providers without prior STAIRS access will be sent an email containing their STAIRS username and password. The email will be sent to the Primary Entity Contact designated by HHSC PFD. A new provider who has not received an email with their login information by February 7, 2025, should email CostInformationPFD@hhs.texas.gov.

The Primary Entity Contact is responsible for assigning their other entity Contacts in STAIRS. ***At a minimum, a "Preparer" who is responsible for completing the entity's cost report(s) must be assigned.*** Assigning a "Primary Financial Contact" is also an option. If a Primary Financial Contact is assigned, either the Primary Entity Contact or the Primary Financial Contact can assign additional Contacts, including the Preparer.

The Preparer should be assigned as soon as possible so they can access the cost report in STAIRS. They must have adequate time to prepare the cost report so the entity can then complete the final step in STAIRS to submit their cost report by the due date.

A reference material document titled **Helpful Information for Contacts and Preparers** explains how to add other Contacts or Preparers. Reference Materials are located at the bottom of the main screen after logging onto STAIRS.

When logging into STAIRS for the very first time, a Contact will be asked to establish a security profile for their account. This profile includes setting up

three (3) question and answer pairs that will be used to validate the Contact's identity if they forget or need to reset their password.

PROVIDER FINANCE DEPARTMENT WEBSITE

The [HHSC PFD website](#) contains program-specific cost report instructions, cost report training information and materials, payment rates, PFD staff contact information, and web links for cost report training registration and support for automated reporting. Additional information and features are added periodically.

We encourage you to visit the PFD website: <https://pfd.hhs.texas.gov/long-term-services-supports>.

EXCUSAL OF REPORTS WITH NO UNITS OF SERVICE

The Texas Health and Human Services (HHSC) will be excusing SSCC reports that are verified as having performed no billable services during the provider's reporting period. If a report has been excused, a banner message will be displayed at the top of the State of Texas Automated Reporting System (STAIRS) screen. For more information on cost report excusal and criteria by program, please visit the [Provider Finance Department \(PFD\) website](#). Please email your questions to [HHSC's Department of Family and Protective Services \(DFPS\) Rates Team](#).

NOTIFICATION OF ADJUSTMENT, RECONCILIATION AND SETTLEMENT REPORT

It is the contracted provider's responsibility to review any adjustments made to the cost report because of HHSC's financial examination. Once HHSC completes the financial examination of the cost report, HHSC will notify the entity contact and financial contacts specified in STAIRS via email regarding any adjustments to the report. The entity contact or financial contact have thirty days from HHSC's notification of adjustments to review and agree or disagree to the report. If a provider disagrees, the provider may submit an informal review through STAIRS within the provider's thirty-day review period.

RESOURCES

Questions regarding contracts and cost report groupings assigned to your entity should be emailed to costinformationPFD@hhs.texas.gov.

Questions regarding Preparers, or the list of Preparers, should be emailed to 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 emailed to 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 from this [list of program contacts](#).

For general questions related to 24RCC or SSCC cost reports, please email pdf-dfprsrates@hhs.texas.gov.

Sincerely,

The HHSC Provider Finance Department