

**TMHP Personal Care Services (PCS) Prior Authorization
Frequently Asked Questions (FAQs)**

Question	Answer
Does a provider need prior authorization to provide PCS?	Yes, a PCS prior authorization number (PAN) is required to provide PCS and bill for it. Providers who have been approved to perform PCS will receive a provider notification letter. The provider notification letter will include the PAN, the number of hours of PCS that a client is authorized to receive, and the beginning and ending dates of the period for which the authorization is valid. A provider must have a current, unexpired PAN to provide PCS. Prior authorization is a condition of reimbursement, but it is not a guarantee of payment.
How does a provider receive client contact information when the provider has received a PCS prior authorization for a client transferring from another provider?	The Department of State Health Services (DSHS) will fax to providers a Communication Tool that includes the client's name, address, telephone number, and the types of PCS tasks with which the client needs assistance.
What should providers do if they do not receive a Communication Tool from DSHS?	If providers do not receive a Communication Tool from the DSHS case manager, they should call their DSHS Regional Office and ask to have a copy of the Communication Tool faxed to them.
What number of PCS hours should the provider give when a provider receives a provider notification letter with more than one time period?	<p>When the provider notification letter includes two time periods, each of which has a beginning and ending date of service, the provider notification letter will specify the number of PCS hours to be delivered during each time period. It is the provider's responsibility to ensure that the authorized hours are provided during the specified time period. TMHP will not send separate letters for each time period.</p> <p>If providers have questions about the provider notification letter, they should call the TMHP PCS Prior Authorization Inquiry Line at 1-888-648-1517 to verify the PCS authorization or obtain a copy of the provider notification letter.</p>

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<p>Does a provider need a new prior authorization if a client's condition or needs have changed during the six-month PCS authorization period?</p>	<p>Yes, if a client's condition or needs have changed, the client, parent, guardian, or PCS provider should notify the client's DSHS Regional Office. A DSHS case manager will perform a new assessment and, if necessary, update the quantity of PCS on the prior authorization request. If any changes to the original authorization are required, TMHP will issue an updated PAN and notify the client, parent, or guardian and the PCS provider. If the authorization is modified during the current authorization period, the updated prior authorization for the modified services will start a new six-month authorization period.</p>
<p>Who can providers call for PCS authorization questions?</p>	<p>Providers can call the toll-free TMHP PCS Prior Authorization Inquiry line at 1-888-648-1517. The PCS Prior Authorization Inquiry Line will help providers:</p> <ul style="list-style-type: none"> • Verify a PCS authorization. • Check the status of a PCS authorization. • Obtain a copy of a PCS provider notification letter. • Update their Texas Provider Identifiers (TPIs) on PCS authorizations.
<p>What if a client needs PCS for more than a six-month authorization period?</p>	<p>A DSHS case manager will reassess the client before the end of the current six-month authorization. If the client still needs PCS, the DSHS case manager will request an updated six-month authorization. TMHP will send notification letters to the client, parent, or guardian and the PCS provider after the authorization has been processed.</p>
<p>What should providers do if the authorization period is about to expire and they have not received a provider notification letter for another six-month authorization?</p>	<p>If providers realize that the authorization period is about to expire and they have not yet received an updated provider notification letter from TMHP, they can:</p> <ul style="list-style-type: none"> • Call the TMHP PCS Prior Authorization Inquiry Line at 1-888-648-1517 and check to see if an authorization is in process. • Call the TMHP PCS Client Line at 1-888-276-0702, Option 2, and ask for a referral to DSHS to have a reassessment conducted. • Call the DSHS Regional Office and let the DSHS case manager know that a new authorization has not been received.

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<p>What should providers do if the authorization period has already expired?</p>	<p>A provider must have an authorization to deliver PCS. Providers that continue to provide services after an authorization has expired will not be paid for those services.</p> <p>If the authorization has already expired, providers must obtain a new authorization before providing PCS services. To obtain a new PCS authorization providers should call the:</p> <ul style="list-style-type: none"> • TMHP PCS Client Line at 1-888-276-0702, Option 2, and ask for a referral to DSHS to have a reassessment conducted. • DSHS Regional Office and let the DSHS case manager know that a new authorization has not been received.
<p>How can a provider within an unrelated organization update an incorrect TPI on a PCS authorization?</p>	<p>If a provider receives a provider notification letter with the TPI of a provider that is not a related organization, the provider should call the toll-free TMHP PCS Prior Authorization Inquiry Line at 1-888-648-1517. TMHP will work with DSHS to update the PCS authorization with the correct TPI and send out a new provider notification letter to the provider.</p>
<p>How can a provider within a related organization update an incorrect TPI on a PCS authorization?</p>	<p>If a provider receives a provider notification letter with the TPI of a provider that is in a related organization, the provider should call the toll-free TMHP PCS Prior Authorization Inquiry Line at 1-888-648-1517. TMHP will update the PCS authorization with the correct TPI and send out a new provider notification letter to the provider.</p>
<p>Is there an FAQ for PCS billing questions?</p>	<p>Yes, PCS billing questions are answered in the Billing FAQ, which can be found by clicking on the <i>Alberto N. Related Information</i> link on the TMHP website at www.tmhp.com.</p>