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NATIONAL HERITAGE INSURANCE COMPANY (NHIC) is the INSURER AND CONTRACT ADMINISTRATOR FOR THE TEXAS MEDICAID PROGRAM UNDER CONTRACT WITH THE TEXAS DEPARTMENT OF HEALTH (TDH)
New Timelines for Long Term Care Providers

Extraordinary measures have been taken to ensure the impact on LTC providers is minimal.

The Claims Management System (CMS) currently used by LTC providers to process all transactions will remain the same with the implementation of TDHconnect 2.0 software.

Because the payment system is already in place for LTC providers and ANSI (vendors), transactions will be accepted through August 3, 2001, at 4:59 p.m.

Traditional Medicaid (acute care) providers currently use a different payment system and will experience a transition down time from July 25, 2001, to August 6, 2001, to allow conversion of historical claim information.

Paper Submitters

LTC providers who submit paper claim (Form 1290) will continue to submit claims with no change or transition period.

Submit the Paper Claim Form 1290 to

National Heritage Insurance Company
Long Term Care
PO Box 200105
Austin TX 78720-0105

Claims received on or after July 20, 2001, will appear on the Remittance and Status (R&S) report beginning August 3, 2001.

Checklist

Use the following checklist to ensure a smooth transition to Compass21.

- Attend TDHconnect workshop for LTC providers.
- Receive TDHconnect 2.0 software.
- Install TDHconnect 2.0.
- After submitting final transactions in CMSconnect, follow all conversion instructions in the TDHconnect 2.0 - Quick Start Guide to copy your existing CMSconnect 1.03 database into the TDHconnect 2.0 format.

Note: After converting CMSconnect 1.03 databases to TDHconnect 2.0 format, send transactions using TDHconnect 2.0 only. Do not continue to use CMSconnect 1.03 after converting to TDHconnect 2.0.

Note: If you are not using CMSconnect 1.03 and have not downloaded all software patches, you may experience problems converting your data.

- Begin using TDHconnect for LTC transactions on August 6, 2001, at 8 a.m.
- Download all responses for transactions submitted in CMSconnect by August 10, 2001, at 4:59 p.m.
- Retrieve transaction responses using TDHconnect 2.0.
- Contact LTC Technical Help Desk with questions or for additional support at 800-626-4117 or 512-335-4729, Option 2.
Important Notes

• LTC providers will not receive a Texas Provider Identifier (TPI).
• LTC providers will continue to use the current nine-character Texas Department of Human Services (TDHS) contract number for submitting claims.
• The process for submitting forms 3618, 3619, and 3652 will not change.
• Submitter IDs and passwords will remain the same.
• Download and retrieve responses using the same application used to submit them.
• Continue to submit claims and other transactions in CMSconnect through on August 3, 2001 at 4:59 p.m.
• The Data Conversion Wizard converts claims, templates, MESAV, adjustments, and Claim Status Inquiry (CSI) information, except those in submitted status. It also converts client and provider information and Electronic Remittance and Status (ER&S) reports.
• Begin using TDHconnect 2.0 for transaction submission on August 6, 2001, at 8 a.m.
• Download and retrieve responses for transactions submitted in CMSconnect through on August 10, 2001, at 4:59 p.m.
• If possible, maintain CMSconnect on your computer until you have processed transactions successfully using TDHconnect.
• To obtain TDHconnect 2.0, contact the LTC Technical Help Desk at 800-626-4117 or 512-335-4729, Option 2.
• Refer to the LTC Web site for updates:
  www.eds-nhic.com/LTC/default.htm

Frequently Asked Questions

This section contains LTC providers’ most frequently asked questions regarding TDHconnect and Compass21 implementation.

• Why did I get a user guide that says, “for paper submitters only”?
  The Long Term Care User Manual for Paper Submitters was sent to all active providers. TDHconnect contains an online help file to assist with electronic submissions.

• Why do acute-care providers have a transition period and LTC providers do not?
  The payment system is already in place for LTC providers. Traditional Medicaid providers use a different payment system and will experience down time for historical data conversion.

• What is the difference between Compass21 and TDHconnect?
  Compass21 is the name of the project. TDHconnect is the software created for electronic submissions; TDHconnect replaces CMSconnect when Compass21 is implemented.

• I submit paper claims. How will I be affected by the Compass21 implementation?
  LTC paper claims will not be affected by the Compass21 implementation. The paper process will continue as it is today.

• When do I install the TDHconnect software?
  You may install TDHconnect at any time. However, you cannot send transactions using TDHconnect until August 6, 2001, at 8 a.m.
• Will additional training be available after Compass21 is implemented?
   Yes, additional training opportunities will be available after implementation. Contact your NHIC training specialist for additional training opportunities in your area.

• I submitted transactions using CMSconnect. Can I download my responses in TDHconnect?
   No. You must download and retrieve responses using the application you used to submit them. Transactions submitted using CMSconnect must be retrieved in CMSconnect, and transactions submitted using TDHconnect must be retrieved in TDHconnect.

• I did not receive TDHconnect 2.0. Whom do I call to obtain the software?
   Contact the LTC Technical Help Desk at 800-626-4117 or 512-335-4729, Option 2.

• What changes are occurring with Forms 3618, 3619, and 3652?
   There is no change to submission or processing of these forms.

• I am a paper submitter who wants to begin billing electronically. What do I need to do?
   Contact the LTC Technical Help Desk at 800-626-4117 or 512-335-4729, Option 2, to obtain the electronic enrollment and agreement form and TDHconnect software.

• Will all my templates automatically convert, or will I have to enter them again?
   The Data Conversion Wizard converts claims, templates, MESAV, adjustments, and CSI information, except those with submitted status. It also converts client and provider information and ER&S.

   **Note:** If you are not using CMSconnect 1.03 and have not downloaded all software patches, you may experience problems with your data.

• When can I delete CMSconnect from my computer?
   We recommend that you maintain CMSconnect on your computer until you have processed transactions successfully using TDHconnect.

### PC Requirements

PCs configured with the recommended requirements run TDHconnect 2.0 software optimally. Although PCs configured with minimum requirements run TDHconnect 2.0 software, the performance is not optimal.

**Note:** TDHconnect software is only supported if your PC meets the minimum requirements.

NHIC provides TDHconnect 2.0 software; no action is required by the provider to receive TDHconnect 2.0.

Providers submitting claims using CMSconnect software must begin transmitting claims using TDHconnect 2.0 on **August 6, 2001**.

<table>
<thead>
<tr>
<th>Minimum Hardware</th>
<th>Recommended Hardware</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Important:</strong> These hardware and software specifications only fulfill the requirements of TDHconnect 2.0. If you are running other software on your desktop with TDHconnect, consider the additional requirements of that software and configure your PC accordingly.</td>
<td></td>
</tr>
<tr>
<td>PC with Pentium-class processor</td>
<td>PC with Pentium 200MHz or faster processor</td>
</tr>
<tr>
<td>Modem that supports 9600 bps</td>
<td>Modem that supports 28800 bps</td>
</tr>
<tr>
<td>CD-ROM drive</td>
<td>CD-ROM drive</td>
</tr>
<tr>
<td>100MB hard disk space for installation with 50MB hard disk space per user per year for database</td>
<td>100MB hard disk space for installation plus 50MB hard disk space per user per year for database</td>
</tr>
<tr>
<td>VGA monitor with 800x600 resolution and 256 colors</td>
<td>VGA monitor with 800x600 resolution and 256 colors</td>
</tr>
</tbody>
</table>

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TDHconnect 2.0 Quick Tips

Proper database maintenance optimizes performance of TDHconnect 2.0.

Databases can become oversized and fragmented over time, especially after data conversion. To optimize the database and reduce the space it occupies, use the Database Utilities task.

After data conversion, a large amount of data may no longer be needed, especially if data conversion included multiple databases converted to a shared database. Back up the data using the Backup task, then purge all data that is no longer needed. This action enables optimal performance of TDHconnect 2.0. Also, use the Scheduler in TDHconnect to regularly schedule backup, compression, and purging of your database.

Backing Up Data

Note: A Backups folder must be in the database folder before you begin backing up.

1. From the TDHconnect Explorer, double-click System.
2. Double-click Database Utilities.
3. Click the Backup tab.
4. Under Select, click the program name of the database you want to back up (for example, Long Term Care, Medicare, or Blue Shield).
5. Click Backup.
6. When the process is finished, click Cancel to exit.

Purging

1. From the TDHconnect Explorer, double-click System.
2. Double-click Database Utilities.
3. Click the Purge tab.
4. Under each system (for example, Adjustments and MESAV) click the name of the program to be purged (for example, Long Term Care, Medicare, or Blue Shield).
5. In the Age box, select records to purge. These records should be older than the number shown.
6. Type or use the arrows to select a number of days.
7. Click Purge.
8. When the process is finished, click Cancel to exit.
Compressing

Note: A Backups folder must be in the database folder before you begin compression.

1. From TDHconnect, double-click System.
2. Double-click Database Utilities.
3. Click the Compress tab.
4. Under Select, click the program name of the database you want to compress (for example, Long Term Care, Medicare, or Blue Shield).
5. Click Compress.
6. When the process is finished, click Cancel to exit.

Scheduling

Note: TDHconnect must be running for the Scheduler function to work properly.

1. From the TDHconnect Explorer, double-click System.
2. Double-click Scheduling.
3. Click the Database tab to schedule backups, compression, and purges.
4. Click the History tab to view a list of completed scheduled events.
5. Click Add to add a new schedule. Click Delete to delete and Edit to update an existing schedule.
6. In the Event Scheduler, select the requests to be scheduled (for example, Purge Long Term Care – CSI), the date and time to begin, the interval at which the scheduled event should take place, and the age at which the selected item should be purged if you are using the Purge scheduler.
7. When all fields are completed, click Apply.

Note: Information is added or updated only if you click Apply.
8. Click OK to save.
9. Click Cancel to exit the Scheduler.

Nursing Facility and CBA Workshops

These workshops explain the role of NHIC in the Nursing Facility and the Community-Based Alternative (CBA) programs. The workshops also familiarize participants with the following topics in nursing facilities and CBA.

Nursing Facilities

Workshops cover the following topics in nursing facilities:

• The roles of the National Heritage Insurance Company (NHIC), Texas Department of Human Services (TDHS), and Health and Human Service Commission (HHSC)
  • 3618 and 3619 forms
    – Proper submission
    – Correction process
  • 3652 CARE form
    – Proper purpose code submission
    – Medical necessity determination
    – Denial and appeal process
• Electronic forms submission
  – Important software reminders
  – Weekly status reports
• MDS submission process

CBA

The following CBA topics are covered in these workshops:

• Roles of NHIC, TDHS, and HHSC
• 3652 CARE form
  – Proper purpose code submission
  – Medical necessity determination
  – Denial and appeal process
• Electronic form submission
  – Important software reminders
  – Weekly status reports

2001 Schedule

<table>
<thead>
<tr>
<th>Location, Date, and Time</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Austin</strong></td>
<td></td>
</tr>
<tr>
<td>08/29/01 NF</td>
<td>9 a.m. – 4 p.m.</td>
</tr>
<tr>
<td>08/30/01 CBA</td>
<td>9 a.m. – 3 p.m.</td>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Corpus Christi</strong></td>
<td></td>
</tr>
<tr>
<td>09/05/01 NF</td>
<td>9 a.m. – 4 p.m.</td>
</tr>
<tr>
<td>09/06/01 CBA</td>
<td>9 a.m. – 3 p.m.</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Waco</strong></td>
<td></td>
</tr>
<tr>
<td>09/12/01 CBA</td>
<td>10 a.m. – 4 p.m.</td>
</tr>
<tr>
<td>09/13/01 NF</td>
<td>9 a.m. – 4 p.m.</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>San Angelo</strong></td>
<td></td>
</tr>
<tr>
<td>09/19/01 NF</td>
<td>9 a.m. – 4 p.m.</td>
</tr>
<tr>
<td>09/20/01 CBA</td>
<td>9 a.m. – 3 p.m.</td>
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<td></td>
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<tr>
<td><strong>Houston</strong></td>
<td></td>
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<tr>
<td>09/26/01 NF</td>
<td>9 a.m. – 4 p.m.</td>
</tr>
<tr>
<td>09/27/01 CBA</td>
<td>9 a.m. – 3 p.m.</td>
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<td></td>
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</tbody>
</table>

Other tentative sites include the following:

- **October**: Weslaco, Abilene, San Antonio, Dallas
- **November**: Lubbock, Tyler, El Paso

Sign-in begins 30 minutes before the workshop start time. Allow adequate time for parking and sign-in.

Room temperature may vary. Dress appropriately. NHIC does not provide refreshments.

Workshop Registration Form

<table>
<thead>
<tr>
<th>Date of workshop:</th>
<th>Workshop city:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility name:</td>
<td>Vendor or site number:</td>
</tr>
<tr>
<td>Number of attendees:</td>
<td>Workshops attending:</td>
</tr>
<tr>
<td></td>
<td>(NF) ☐ (CBA) ☐</td>
</tr>
</tbody>
</table>

Attendees (last name, first name) Title

Fax completed form to 512-514-4223 or mail to
National Heritage Insurance Company
Nursing Facility Division – Workshop
12545 Riata Vista Circle
Austin TX 78727-6524

People with disabilities or requiring services are requested to contact NHIC at 800-727-5436 so we may make necessary arrangements.
CCAD/CBA Programs

Effective September 1, 2001, new service and bill codes will be implemented in some Community Care for the Aged and Disabled (CCAD) Waiver Programs. The new service and bill codes were communicated to provider agencies with Information Letter 2001-04, “New Service Codes Effective September 1, 2001.”

Although new service and bill codes will be effective on September 1, only service codes for CCAD will be implemented on September 1. New CBA service codes will be implemented at the client’s next reassessment. Caseworkers will send the provider agency a copy of the client’s SAS data entry screen that indicates the new service code.

Additional TDHconnect Training Seminars

In a continuing effort to assist LTC providers with transition to TDHconnect, we will offer training seminars after the August 6, 2001, implementation. Look for updates on the NHIC Web site (http://www.eds-nhic.com/LTC/default.htm) or in TDHconnect banner messages.

You can also contact your area NHIC Provider Relations training specialist.

Reminders

• Contact the LTC Technical Help Desk if you have not received the TDHconnect 2.0 software: 800-626-4117. In Austin, call 512-335-4729, Option 2.

• When contacting the LTC Help Desk, have your nine-digit provider number ready.

• If your claim is rejected, help facilitate the process by pulling a MESAV request inquiry before contacting the NHIC Help Desk and requesting client information.
Notes:
Long Term Care Bulletin

This issue includes important information regarding the following:

- New Timelines for LTC Providers
- Frequently Asked Questions
- TDHconnect 2.0 Quick Tips
- Nursing Facility and CBA Workshops
- CCAD/CBA Programs