WELCOME: 2011 TEXAS MEDICAID PROVIDER PROCEDURES MANUAL

This manual is a comprehensive guide for Texas Medicaid providers. It contains information about Texas Medicaid benefits, policies, and procedures. It also includes information about Texas Health Steps (THSteps), the Children’s Services Program and managed care programs, including Primary Care Case Management (PCCM).

Texas Medicaid policy published in this manual was implemented on or before January 1, 2011. Policy updates effective after January 2, 2011, are published bimonthly in the Texas Medicaid Bulletin.

All Texas Medicaid policy updates that are published bimonthly in the Texas Medicaid Bulletin supplement this manual and update the policy it contains.

This manual and copies of the Texas Medicaid Bulletin are available on the TMHP website at www.tmhp.com.

The 2011 Texas Medicaid Provider Procedures Manual (TMPPM) is divided into two volumes as follows:

Volume 1: General Information
Volume 1 applies to all health-care providers who are enrolled in Texas Medicaid and provide services to Texas Medicaid clients. The sections in Volume 1 include general information for enrolling in the program, receiving appropriate reimbursement, and claim submissions and appeals for services rendered.

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- Appendix D: Medical Transportation
- Appendix E: Acronym Dictionary
- Index (for Volume 1 and all handbooks)

Volume 2: Provider Handbooks
Volume 2 includes 11 handbooks. Each handbook covers Medicaid policies, procedures, and claims filing requirements for specific products or services. Volume 2 includes the following handbooks:

- Ambulance Services Handbook
- Behavioral Health, Rehabilitation, and Case Management Services Handbook
• Children’s Services Handbook
• Durable Medical Equipment, Medical Supplies, and Nutritional Products Handbook
• Gynecological and Reproductive Health, Obstetrics, and Family Planning Services Handbook
• Hospital Services Handbook
• Medical and Nursing Specialists, Physicians, and Physician Assistants Handbook
• Nursing and Therapy Services Handbook
• Outpatient Services Handbook
• Radiology and Laboratory Services Handbook
• Vision and Hearing Services Handbook

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INTRODUCTION

Medicaid Program Administration

The Texas Medical Assistance (Medicaid) Program was implemented on September 1, 1967, under the provisions of Title XIX of the federal Social Security Act and Chapter 32 of the Texas Human Resources Code.

The State of Texas and the federal government share the cost of funding Texas Medicaid. The Health and Human Services Commission (HHSC), the single state Medicaid agency, is responsible for the Title XIX Program. The administration of the program is accomplished through contracts and agreements with medical providers; Texas Medicaid & Healthcare Partnership (TMHP), the claims administrator; MAXIMUS, the enrollment broker; various managed care organizations (MCOs); the Institute for Child Health Policy (ICHP), the quality monitor; and state agencies. Texas Medicaid providers are reimbursed for services through contracts with health-insuring contractors, fiscal agents, or direct vendor payments.

By signing an HHSC Medicaid Provider Agreement (through the enrollment process) and submitting Medicaid claims, each enrolled provider agrees to abide by the policies and procedures of Medicaid, published regulations, and the information and instructions in manuals, bulletins, and other instructional material furnished to the provider.

Refer to: Appendix A: State and Federal Offices Communication Guide (Vol. 1, General Information) for addresses and telephone numbers of HHSC and Department of State Health Services (DSHS) regional offices.

TMHP Website

The TMHP website at www.tmhp.com is a valuable resource that provides:

- Provider education information and registration for upcoming education/training sessions (i.e., live workshops, webinars, computer-based training, and audio content).
- Publications, such as bulletins, banner messages, and provider manuals.
- A TMHP News section with announcements of program changes and other important information.
- Real-time and static fee schedules.
- Forums, polls, and questionnaires.
- Online provider enrollment.
- Complete instructions for setting up a Provider Administrator account and the use of online claims status inquiries (CSI), eligibility verification, and Electronic Remittance and Status (ER&S) Reports.

Additional advanced features are available for those providers who create an account. All enrolled providers are eligible for this free account. Once an account is activated, providers will have access to:

- Texas Medicaid Program enrollment information.
- CSIs.
- Eligibility verification.
- ER&S Report download option.
- Claims submission.
- Claims appeals.
- Online provider lookup.
- Online fee lookup (OFL) to obtain real time fee information for an individual or a range of procedure codes. Benefits and limitations for certain services and history up to 2-years is also available.
- Payment amounts search, view, and print capabilities.
• Notification of an invalid address on file for any Texas Provider Identifier (TPI) associated with a provider’s National Provider Identifier (NPI).

• Notification of pending payments because of inaccurate or incomplete provider information.

• Manage hospital admission and discharge information on clients residing in an institution for mental diseases (IMD)

**Important:** Natural disasters, such as floods or hurricanes, can impact the delivery of health care to Texas Medicaid clients. When disaster strikes, providers should monitor the TMHP website for special instructions.

New services are always being added to the website. Please visit www.tmhp.com for the latest information on TMHP online services.
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<th>Telephone/Fax Number</th>
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<tr>
<td>TMHP Contact Center (general information)</td>
<td>1-800-925-9126 or 1-512-335-5986</td>
</tr>
<tr>
<td>Automated Inquiry System (AIS)</td>
<td></td>
</tr>
<tr>
<td>Provider Enrollment Fax</td>
<td>1-512-514-4214</td>
</tr>
<tr>
<td>Comprehensive Care Program (CCP)</td>
<td>1-800-846-7470</td>
</tr>
<tr>
<td>(CCP prior authorization status and general CCP and Home Health Services information)</td>
<td></td>
</tr>
<tr>
<td>Children with Special Health Care Needs (CSHCN) Services Program AIS</td>
<td>1-800-568-2413</td>
</tr>
<tr>
<td>CSHCN Services Program Fax</td>
<td>1-512-514-4222</td>
</tr>
<tr>
<td>Comprehensive Care Inpatient Psychiatric (CCIP) Unit (prior authorization and general information)</td>
<td>1-800-213-8877</td>
</tr>
<tr>
<td>Home Health Services (includes durable medical equipment [DME]):</td>
<td>1-800-925-8957</td>
</tr>
<tr>
<td>Option 1 – TMHP in-home care customer service</td>
<td></td>
</tr>
<tr>
<td>Option 2 – DME supplier with completed Title XIX form</td>
<td></td>
</tr>
<tr>
<td>Option 3 – Registered nurse (RN) with completed plan of care (POC)</td>
<td></td>
</tr>
<tr>
<td>Health Insurance Premium Payment (HIPP)</td>
<td>1-800-440-0493</td>
</tr>
<tr>
<td>Long Term Care (LTC) Operations</td>
<td>1-800-626-4117</td>
</tr>
<tr>
<td>LTC—Nursing Facilities</td>
<td>1-800-727-5436</td>
</tr>
<tr>
<td>Telephone Appeals</td>
<td>1-800-745-4452</td>
</tr>
<tr>
<td>TMHP Electronic Data Interchange (EDI) Help Desk</td>
<td>1-888-863-3638</td>
</tr>
<tr>
<td>TMHP EDI Help Desk Fax</td>
<td>1-512-514-4228</td>
</tr>
<tr>
<td>1-512-514-4230</td>
<td></td>
</tr>
<tr>
<td>Texas Health Steps (THSteps) Dental Inquiries</td>
<td>1-800-568-2460</td>
</tr>
<tr>
<td>THSteps Medical Inquiries</td>
<td>1-800-757-5691</td>
</tr>
<tr>
<td>Third Party Liability (TPL) (Option 2)</td>
<td>1-800-846-7307</td>
</tr>
<tr>
<td>Tort (Option 3)</td>
<td>1-800-846-7307</td>
</tr>
<tr>
<td>TPL/Tort Fax</td>
<td>1-512-514-4225</td>
</tr>
<tr>
<td>Medicaid Audit/Cost Reports</td>
<td>1-512-506-6117</td>
</tr>
<tr>
<td>Medicaid Audit Fax</td>
<td>1-512-506-7811</td>
</tr>
<tr>
<td>Family Planning (Tubal Ligation/Vasectomy Consent Forms) Fax</td>
<td>1-512-514-4229</td>
</tr>
<tr>
<td>Hysterectomy Acknowledgment Statements Fax</td>
<td>1-512-514-4218</td>
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## Primary Care Case Management (PCCM) Telephone Communication

<table>
<thead>
<tr>
<th>Contact</th>
<th>Telephone Number</th>
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<tbody>
<tr>
<td>PCCM Case Management</td>
<td>1-888-276-0702</td>
</tr>
<tr>
<td>Nurse Helpline (clients only)</td>
<td>1-800-304-5468</td>
</tr>
<tr>
<td>PCCM Client Helpline</td>
<td>1-888-302-6688</td>
</tr>
<tr>
<td>PCCM Prenatal Care</td>
<td>1-877-518-0899</td>
</tr>
<tr>
<td>PCCM Provider Helpline</td>
<td>1-888-834-7226</td>
</tr>
<tr>
<td>PCCM Utilization Management Helpline</td>
<td>1-888-302-6167</td>
</tr>
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**Written Communication With TMHP**

All CMS-1500 forms (excluding ambulance, radiology/laboratory, immunization services, rural health, and mental health rehabilitation) sent to TMHP for the first time, as well as claims being resubmitted because they were initially denied as *incomplete claims*, must be sent to the following address:

Texas Medicaid & Healthcare Partnership  
Claims  
PO Box 200555  
Austin, TX 78720-0555

The post office box addresses must be used for the specific items listed in the following table:

<table>
<thead>
<tr>
<th>Correspondence</th>
<th>Address</th>
</tr>
</thead>
</table>
| Appeals/adjustments of claims (except zero paid/zero allowed on Remittance & Status [R&S] Reports) | Texas Medicaid & Healthcare Partnership Appeals/Adjustments  
PO Box 200645  
Austin, TX 78720-0645                                                        |
| Electronically rejected claims past the 95-day filing deadline and within 120 days of electronic rejection report |                                                                           |
| All first-time claims                                                          | Texas Medicaid & Healthcare Partnership Claims  
PO Box 200555  
Austin, TX 78720-0555                                                        |
| Ambulance Authorization (includes out-of-state transfers)                      | Texas Medicaid & Healthcare Partnership Ambulance Prior Authorizations  
P O Box 200735  
Austin, TX 78720-0735                                                        |
| CCP requests (prior authorization and appeals)                                 | Texas Medicaid & Healthcare Partnership Comprehensive Care Program (CCP)  
PO Box 200735  
Austin, TX 78720-0735                                                        |
| CSHCN Services Program claims                                                 | Texas Medicaid & Healthcare Partnership CSHCN Services Program Claims  
PO Box 200855  
Austin, TX 78720-0735                                                        |
| Dental prior authorization requests                                           | Texas Medicaid & Healthcare Partnership Dental Prior Authorization  
PO Box 202917  
Austin, TX 78720-2917                                                        |
| Home Health Services prior authorizations                                     | Texas Medicaid & Healthcare Partnership Home Health Services  
PO Box 202977  
Austin, TX 78720-2977                                                        |
| Medicaid audit correspondence                                                 | Texas Medicaid & Healthcare Partnership Medicaid Audit  
PO Box 200345  
Austin, TX 78720-0345                                                        |
| Medically Needy Clearinghouse (MNC) or Spend Down Unit correspondence         | Texas Medicaid & Healthcare Partnership Medically Needy Clearinghouse  
PO Box 202947  
Austin, TX 78720-2947                                                        |
Other TMHP Information

TMHP Contact Center
The TMHP Contact Center is available from 7 a.m. to 7 p.m., Central Time, Monday through Friday.

The TMHP Contact Center assists with questions such as:

- Provider enrollment procedures
- Claims filing procedures
- Policy information

The TMHP Contact Center is available to assist providers and clients. Please review the telephone and fax communication guides in this section for a list of contact phone and fax numbers.

For questions or information about Medicaid eligibility, clients are referred to their caseworker or the local Health and Human Services Commission (HHSC) office.

Automated Inquiry System (AIS)
AIS provides the following information and services through the use of a touch-tone telephone: claim status, patient eligibility, benefit limitations, Medically Needy case status, Family Planning, current weekly payment amount, and claim appeals.

Eligibility and claim status information is available on AIS 23 hours a day, 7 days a week, with scheduled down time between 3 a.m. and 4 a.m., Central Time. All other AIS information is available from 7 a.m. until 7 p.m., Central Time, Monday through Friday. AIS offers 15 transactions per call.

For full instructions on the use and benefits of AIS, refer to the “Automated Inquiry System (AIS) User’s Guide” available on www.tmhp.com or call the TMHP Contact Center at 1-800-925-9126 for faxed instructions.
TMHP Provider Relations

The TMHP Provider Relations Department comprises a staff of Austin- and field-based provider relations representatives whose goal is to serve the health-care community by furnishing a variety of services and activities designed to inform and educate health-care providers about Texas Medicaid activities and claim submission procedures.

Provider Relations activities include the following:

- **Provider education through planned events.** Provider Relations representatives conduct a planned program of educational workshops, in-services, webinars, computer-based training (CBT), and other training sessions designed to keep all actively-enrolled providers informed of the latest policies, claim processing procedures, and federal and state regulations affecting Texas Medicaid. Details of all available provider training can be found in the Provider Education section of the TMHP website at www.tmhp.com.

- **Problem identification and resolution.** A staff of research coordinators is available to assist providers with clarification of Medicaid policies and assist with in-depth problem claim submission issues after initial inquiries are made with the TMHP Contact Center. Coordinators work closely with field-based regional representatives to coordinate the educational needs of the community.

- **Relationship with professional health-care organizations.** To ensure that Texas associations that represent health-care professions have up-to-date information about the requirements for participation in Texas Medicaid, the Provider Relations Department maintains a work relationship with these organizations. Also, the Provider Relations Department participates in several events sponsored by Texas health-care associations, such as conventions and conferences.

Visit www.tmhp.com for Provider Relations contact information, or call the TMHP Contact Center at 1-800-925-9126 for assistance.

TMHP Electronic Data Interchange (EDI) Help Desk

The TMHP EDI Help Desk assists Medicaid providers with EDI transactions. The TMHP EDI Help Desk is available at 1-888-863-3638 from 7 a.m. to 7 p.m., Central Time, Monday through Friday.

TMHP EDI Help Desk activities and responsibilities include, but are not limited to, the following:

- Enrolling providers for electronic billing
- Qualifying vendors for TMHP EDI production through testing
- Diagnosing claim transmission problems through research
- Consulting with provider billing personnel, billing services, and software vendors regarding TMHP EDI

TMHP EDI Help Desk staff assists with questions about TMHP EDI, TexMedConnect, and electronic transmissions at 1-888-863-3638.

Providers who employ hardware or software vendors should contact those vendors for the resolution of technical problems.

State of Texas Access Reform (STAR) Program

<table>
<thead>
<tr>
<th>Contact</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>STAR, STAR+PLUS, and NorthSTAR Help Line (MAXIMUS)</td>
<td>1-800-964-2777</td>
</tr>
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