TexMedConnect Issues – Update

Information posted June 30, 2011

The TexMedConnect Long Term Care (LTC) application issues identified by Texas Medicaid & Healthcare Partnership (TMHP) on June 28, 2011, regarding missing referral numbers when viewing the Medicaid Eligibility Service Authorization Verification (MESAV), and the retrieval of the American National Standards Institute (ANSI) 835 have been resolved. However, three additional issues were identified on June 29, 2011:

- Users may have noticed that some claims were displaying in TexMedConnect as accepted, but an Internal Control Number (ICN) was not present. These claims were actually rejected for other valid reasons. TMHP has resolved the issue regarding the missing ICN. However, users must make the appropriate changes causing rejection and resubmit the claim.

- TMHP is also researching an issue with the MESAV in which clients with Applied Income (AI) of zero are not able to see the AI information in TexMedConnect; no action is required by providers at this time. Please continue to monitor this website for more information. It is important to note that this will not impact claim payment. Providers can continue to submit claims.

- If a provider had a Post Office Box address that was recently changed by the Texas Department of Aging and Disability Services (DADS), TexMedConnect is not matching what is on file with DADS. If providers submitted a claim that rejected due to the address, the claim should not be resubmitted at this time. No provider action is required. TMHP is researching this issue and will provide more information as it is available.

Again, TMHP apologizes for any inconvenience these issues may cause providers.

If you have additional questions, contact the LTC Help Desk at 1-800-626-4117.