TexMedConnect Issues – Update

Information posted July 5, 2011

The TexMedConnect Long Term Care (LTC) application issues identified by Texas Medicaid & Healthcare Partnership (TMHP) on the week of June 29, 2011, have been resolved. Please see below for a detailed update on each issue as there may be a need for provider action.

• 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.

• There was also an issue with the Medicaid Eligibility Service Authorization Verification (MESAV) in which clients with Applied Income (AI) of zero were not able to see the AI information in TexMedConnect. This issue has been resolved and no action is required by providers.

• If a provider had a Post Office Box address that was recently changed by the Texas Department of Aging and Disability Services (DADS), there were instances of TexMedConnect not matching what was on file with DADS. If claims were submitted in a Group Template, the issue should be resolved. However, if claims were submitted in an Individual Template, providers should follow the instructions below:
  • Open the Individual Template and navigate to the Provider tab.
  • Within the Provider tab, choose the correct National Provider Identifier (NPI) from the drop-down box and click the magnifying glass icon next to the NPI field.
  • The provider's address will then be updated with the most recent address information available to the TMHP system. If the most recent address does not include a Post Office Box, claims should not be rejected for this reason.

Again, TMHP apologizes for any inconvenience these issues may have caused providers. If you have additional questions, contact the LTC Help Desk at 1-800-626-4117.