Reminder: Provider Responsibilities When Waiver 3.0 Medical Necessity and Level of Care Assessment (MN/LOC) Is Set To Status “Provider Action Required”

Information posted February 28, 2014

Providers submitting the Waiver 3.0 Medical Necessity and Level of Care Assessment (MN/LOC) are responsible for monitoring and resolving submission errors resulting in the assessment status being set to “Provider Action Required.” This status indicates the assessment is in the provider workflow. Providers have the ability to Correct, Inactivate, and Resubmit assessments in the provider workflow.

Utilizing the Forms Status Inquiry (FSI) or Current Activity functions on the TMHP Long Term Care (LTC) Portal, providers can locate MN/LOC assessments which were not successfully processed. Rejection messages found in the History of an assessment in Provider Action Required status will provide guidance as to the action(s) needed for resolution.

For a complete list of rejection messages and suggested actions for resolution, refer to the “Provider Workflow Rejection Messages” section of the Long Term Care Community Services Waiver Programs Workshop User Guide.

For assistance with LTC Portal actions, contact the TMHP Call Center/Help Desk at 1-800-626-4117, Option 1.