TexMedConnect CBT and User Guide Updated to Include New STAR+PLUS Claim Submission Guidelines

Information posted January 30, 2015

The TexMedConnect for Long Term Care Providers computer-based training (CBT) and the TexMedConnect Long Term Care User Guide have been updated to include new claims-filing procedures affecting Nursing Facilities who have residents that are transitioning to STAR+PLUS managed care. The updated CBT and User Guide will be available February 2, 2015.

The updates include:

- How to file institutional claims on TexMedConnect that will be forwarded to a managed care organization (MCO).
- How to use the Medicaid Eligibility and Service Authorization Verification (MESAV) to view managed care eligibility segments.
- How to contact MCOs directly if there are any issues or questions regarding a claim that has been forwarded to an MCO.
- How to perform a Claims Status Inquiry (CSI) on a forwarded claim.


The updated TexMedConnect for Long Term Care Providers CBT will be available on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS) website. The TMHP LMS can be accessed through the TMHP website at www.tmhp.com/Pages/Education/Ed_Reg.aspx, or directly at http://learn.tmhp.com. Users must have a User name and Password to access CBTs in the LMS. To obtain a User name and Password, providers must create an account by clicking the Registration link at the top left-hand corner of the LMS home page. After creating an account, providers can access all available CBT materials in the LMS.

For more information, call the TMHP Call Center/Help Desk at 1-800-626-4117. For CBT log in or access issues, email TMHP Learning Management System (LMS) support at TMHPTrainingSupport@tmhp.com.