Claims Following Service Authorization Changes Frequently Asked Questions (FAQ)

1. I'm missing units, how do I get paid for those missing units?
   Texas Medicaid & Healthcare Partnership (TMHP) has implemented a new process to rebill those units for you.
   If you feel that you still have units remaining, you can take steps to rebill those units or adjust the most recent claim to account for the correct number of units.

2. Why am I seeing a discrepancy or zero dollar payment?
   TMHP has implemented a new process to rebill some claims. In this case you could be seeing claims where TMHP attempted to rebill units remaining; however, the claim processed and paid the same amount and you are seeing zero for the payment of that claim.
   If you are seeing a positive amount, then the units remaining have been rebilled for you and you are receiving the additional payment.
   For claims with a negative balance, those claims have been automatically recouped as the number of units was overpaid and the Department of Aging and Disability Services (DADS) has recouped the overpayment.

3. How can I check to see if I have available units?
   For most service codes you can verify the units paid in the Medicaid Eligibility and Service Authorization Verification (MESAV) by cross referencing the units utilized versus your internal records of services provided.

4. How can I tell whether I should rebill or adjust a claim to reprocess missing units?
   If you have a finalized claim that paid partial units for the dates of service in question that results in non payment of a unit(s) of service that was provided, you will need to adjust the most recent claim. If there are no units paid for the dates of service you may rebill.

5. My adjustment keeps rejecting or my rebill denies, what is going wrong?
   For rebilling, you will want to make sure there is not a claim in the system which has already paid at least partial units for the dates of service you are rebilling. Ensure you are adjusting the most recently paid claim for the dates of service in question. For more information on how to submit an adjustment please see the TexMedConnect Long Term Care User Guide: www.tmhp.com/TMHP_File_Library/Provider_Manuals/TexMedConnect/TexMedConnect%20LTC%20Manual.pdf

6. I still have questions or concerns who can I call?
   If you have any questions or concerns you can call the Long Term Care Help Desk at 1-800-626-4117, Option 1.