Issue with Correction of Some MN/LOC Assessments Identified

Information posted November 20, 2015

Texas Medicaid & Healthcare Partnership (TMHP) has identified an issue with correcting some Medical Necessity and Level of Care (MN/LOC) Assessments on the Long Term Care (LTC) Online Portal. Due to an internal system issue, when providers attempt to submit a correction, the system will refresh but stay on the current section of the Assessment and will not generate a new document locator number (DLN).

Providers who have attempted to correct an MN/LOC Assessment on or after October 23, 2015, should verify the correction was received by TMHP via the LTC Online Portal, using Form Status Inquiry or Current Activity.

The LTC Online Portal is unable to accept new corrections to MN/LOC Assessments with the exception of the following:

- MN/LOC Utilization Review
- Submission of a correction to a previously corrected MN/LOC Assessment

To temporarily work around this issue for Annual or Significant Change in Status MN/LOC Assessments, providers can inactivate the Assessment requiring a correction, use the Assessment as a template, and resubmit the Assessment. Providers who have Initial MN/LOC Assessments currently in need of correction should contact TMHP at the phone number below for assistance.

TMHP will notify providers when this issue has been resolved, and apologizes for any inconvenience.

For more information, call the LTC Help Desk at 1-800-626-4117, Option 1.