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Functions of the New, Automated Nursing Facility PASRR Specialized Form

Effective June 23, 2017, paper forms for NF PASRR specialized services authorization requests are no longer accepted. These forms include:

- Form 1017 – Specialized Services/Durable Medical Equipment Authorization Request
- Form 1018 – Specialized Services Customized Manual Wheelchair Authorization Request
- Form 2465 – Specialized Services Request for Physical, Occupational, or Speech Therapy

Effective June 26, 2017, authorization requests for specialized services should be entered using the new, automated Authorization Request for PASRR Nursing Facility Specialized Services (NFSS) form on the Long Term Care (LTC) Online Portal. The electronic request will be reviewed for authorization by Health and Human Services (HHSC) Intellectual and Developmental Disabilities (IDD) Preadmission Screening and Resident Review (PASRR) Unit.

The LTC online portal PASRR NFSS form will allow Nursing Facility (NF) providers to:

- Submit requests for specialized services directly onto the portal.
- Upload all required supporting documentation directly to the portal.
- Save drafts of PASRR NFSS requests prior to completing.
- Print out the completed form or draft.
- Save time with pre-populated fields.

The new form features a drop-down menu for Type of Service Requested that includes options for:

- Customized Manual Wheelchair (CMWC);
- Durable Medical Equipment (DME); and
- Habilitative Therapies.

Providers can only request one type of service per form and a new form will need to be created for each type of service authorization request. However, once the type of service is identified, providers have the option to submit requests for multiple DME items or multiple habilitative therapy types on a single form.
The new form is organized using 15 tabs that include detailed sections for provider and client information, and tabs that allow providers to fill out information for the specific types of services requested.

The tabs include:
- Resident/NF
- CMWC/DME Assessment
- CMWC Request
- Gait Trainer
- Orthotic Device
- Car Seat/Travel Restraint
- Mattress
- Positioning Wedge
- Prosthetic Device
- Standing Board/Frame
- Occupational Therapy (OT) Assessment
- OT Service
- Physical Therapy (PT) Assessment
- PT Service
- Speech Therapy (ST) Assessment
- ST Service
- Auth Summary

Providers only need to fill out the tabs pertaining to the type of service authorization request for that form.

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

TexMedConnect and EVV Contract Identification Changes Effective August 2017

Effective August 28, 2017, the text displayed in the following online applications will change from Contract Number to Provider Number:

- TexMedConnect and TexMedConnect-generated Custom Reports
- Electronic Visit Verification in the Submitter Profile Manager

The number that providers enter into forms will not change, and no action on the part of the provider is necessary.

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

LTC Online Portal Contract Identification Changes Effective September 2017

Effective September 29, 2017, the text displayed on Long Term Care (LTC) Online Portal applications will change from Contract Number to Provider Number:

The number that providers enter into forms will not change, and no action on the part of the provider is necessary.

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

New Card for Medicare Clients After April 1, 2018

In accordance with the Medicare Access and CHIP Reauthorization Act of 2015, Social Security Numbers (SSNs) will be removed from all Medicare cards after April 1, 2018. The SSN-based Health Insurance Claim Number (HICN) will be replaced with a new Medicare Beneficiary Identifier (MBI).

Medicare clients will be assigned a new, confidential MBI, and issued a new Medicare card after April 1, 2018.

For more information, visit the Centers for Medicare & Medicaid Services website at www.cms.gov.
HHS to Offer 2017 PASRR Training Webinars for Nursing Facilities

To provide regular Preadmission Screening and Resident Review (PASRR) updates and education to Texas Nursing Facility (NF) providers, the Texas Health and Human Services (HHS) PASRR unit has scheduled a series of online webinars for the remainder of 2017.

Each one-hour PASRR Technical Assistance Call (PTAC) will provide detailed information regarding the latest PASRR issues affecting Texas skilled NFs. During each call, HHS will respond to questions related to the topics of discussion. After each webinar, a summary of the Questions and Answers (Q&A) along with a recording of the webinar, will be posted to the HHS PASRR website for future access by NF providers.

At the end of each the call, participants will be invited to and instructed how to submit agenda topics for future PTAC calls.

These webinars are applicable to all NF staff who work with the PASRR program, including anyone responsible for handling PASRR form entries on the Long Term Care (LTC) Online Portal on the Texas Medicaid & Healthcare Partnership (TMHP) website.

To register for a PTAC webinar, follow the links below. Once registered, you will receive an email with detailed instructions on how to join the online webinar.

**2017 PTAC webinar schedule:**

**October 10, 2017:** Discussion topics to be determined

Time: 10:30-11:30 a.m.

Click here to [Register now](#)

**December 12, 2017:** Discussion topics to be determined

Time: 10:30-11:30 a.m.

Click here to [Register now](#)

**Note:** All webinar times are in Central Time.

For questions or topic suggestions for future webinars, email the PASRR mailbox at PasrrQm@hhsc.state.tx.us.
What’s New

LTC Online Portal MDS 3.0 and MN/LOC Specification Changes Scheduled for October 1, 2017

The federal Centers for Medicare & Medicaid Services announced changes to the Minimum Data Set (MDS) 3.0 Assessments which will be effective on October 1, 2017. As a result, Health and Human Services (HHS) has made applicable changes to the Medical Necessity and Level of Care (MN/LOC) Assessments. The Long Term Care (LTC) Online Portal will be modified to display the relevant revisions of the MDS 3.0 Comprehensive and Quarterly assessments with an Assessment Reference Date (ARD, A2300) of October 1, 2017, or later. MDS 3.0 assessments with an ARD prior to October 1, 2017, will display in the current format regardless of extraction date. These changes will affect only MN/LOCs submitted on October 1, 2017, and after.

This use of the ARD does not alter the Health and Human Services (HHS) use of the Entry Date (A1600) as the effective date of MDS 3.0 Admission assessments and the Date Signed as Complete (Z0500b) as the effective date of all other MDS 3.0 assessments.

The following MDS 3.0 Comprehensive and Quarterly assessment fields will be added or altered:

- New item: N0410. Option H. Opioid
- New item: N0450. Antipsychotic Medication Review
- New item: N0450A. Did the resident receive antipsychotic medications since admission/entry or reentry or the prior OBRA assessment, whichever is more recent?
  - **Options:**
    0. No - Antipsychotics were not received
    1. Yes – Antipsychotics were received on a routine basis
    2. Yes – Antipsychotics were received on a PRN basis only
    3. Yes – Antipsychotics were received on a routine and PRN basis
- New item: N0450B. Has a gradual dose reduction (GDR) been attempted?
  - **Options:**
    0. No
    1. Yes
- New item: N0450C. Date of last attempted GDR
- New item: N0450D. Physician documented GDR as clinically contraindicated
What’s New

Options:
0. No - GDR has not been documented by a physician as clinically contraindicated
1. Yes – GDR has been documented by a physician as clinically contraindicated
• New item: N0450C. Date physician documented GDR as clinically contraindicated
• Changed: Section P title from Restraints to Restraints and Alarms
• New item: P0200. “Alarms,” Instruction: An alarm is any physical or electronic device that monitors resident movement and alerts the staff when movement is detected. Enter Codes in Boxes
• New item: P0200A. Bed alarm
• New item: P0200B. Chair alarm
• New item: P0200C. Floor mat alarm
• New item: P0200D. Motion sensor alarm
• New item: P0200E. Wander/elopement alarm
• New item: P0200F. Other alarm

The following MN/LOC 3.0 Assessment fields will be added or altered:
• New item: N0410. Option H. Opioid
• Changed: Section P title from Restraints to Restraints and Alarms
• New item: P0200. “Alarms,” Instruction: An alarm is any physical or electronic device that monitors an individual’s movement and alerts when movement is detected. Enter Codes in Boxes.
• New item: P0200A. Bed alarm
• New item: P0200B. Chair alarm
• New item: P0200C. Floor mat alarm
• New item: P0200D. Motion sensor alarm
• New item: P0200E. Wander/elopement alarm
• New item: P0200F. Other alarm

For more information, call the LTC Help Desk at 1-800-626-4117, Option 1.
Save the Date for the Transition to Practice (TTP) Academy

This training program is designed to increase the readiness for practice of registered nurses and licensed vocational nurses in Texas who are newly employed in long term care facilities. The program is comprised of eight modules that discuss a variety of topics relevant to the competent care of residents while promoting their wellness and safety. These topics will increase the nurse’s ability to provide safe care as a member of the health-care team and to become an agent for health-care improvement. Additionally, this training program will provide the nurse with important information on the state and federal rules and regulations applicable to the nursing profession in the long term care setting.

**Dates and Locations:**
- October 25-27, 2017 – Dallas
- November 7-9, 2017 – Abilene
- December 5-7, 2017 – Dallas
- January 17-19, 2018 – Corpus Christi
- January 24-26, 2018 – Houston
- February 28-March 2, 2018 – San Antonio

For more information, email QMP@hhsc.state.tx.us.
Center for Excellence in Long Term Care

The Center for Excellence in Long Term Care is a partnership between the Texas Health and Human Services Commission (HHSC) and the University of Texas at Austin School of Nursing. The Center offers a web-based platform for the delivery of best practices, with a focus on geriatrics and disabilities. The content on the website has been adapted to meet the educational needs of a variety of professionals who provide care to residents of long term care facilities in Texas.

Under the leadership of Dr. Tracie Harrison, the Center will be an educational platform for the delivery of geriatric and disability best practices to providers of geriatric care.

Phase I: Improving Dementia Care (Now Available)
Phase I includes online modules that promote best practices to improve service delivery and positive outcomes for residents with dementia.

Topics include:
• The needs and experiences of people with dementia;
• The needs and experiences of family and friends of people with dementia;
• Current treatment options; and
• State and national trends in the use of antipsychotic medications.

Modules are available for:
• Nurses at all levels of licensure (APRNS, RNs, LVNs).
• Certified nursing assistants.
• Nursing Facility administrators.
• Physicians.
• Family caregivers and other lay providers.
Music & Memory Program

The third phase of the Health and Human Services Commission (HHSC) Music & Memory Program kicked off in April 2017, adding 165 more nursing homes to the 250 facilities already participating in the program.

Music & Memory builds on research that confirms the positive effects of familiar music on brain activity. Personalized music playlists are delivered on Apple iPods™ or other digital devices to residents with dementia or other cognitive impairments. These musical favorites tap into memories and emotions not lost to dementia, allowing residents to engage with the world around them and helping facilities reduce the inappropriate use of antipsychotic medications.

HHSC recently received approval from the Centers for Medicare & Medicaid Services to add another 200 Nursing Facilities to the Music & Memory Program (Phase IV and Phase V). The nomination process will begin late-summer 2017.

Improving Dementia Care and Reducing Antipsychotic Use in Texas Nursing Facilities

Caring for residents with dementia can present unique challenges to staff; when developing systems for dementia care, a facility must focus on the delivery of care that is person-centered, comprehensive, and truly interdisciplinary. The Quality Monitoring Program (QMP) has a number of resources available to assist facilities as they improve their systems for providing comprehensive dementia care and continue their efforts to reduce the inappropriate use of antipsychotic medications.

The QMP website is an excellent resource for evidence-based best practices, including training opportunities currently offered by QMP staff. Visit the Alzheimer’s Disease and Dementia Care page to access the Dementia Care focus area toolkit, as well as information about training that can be provided in your facility.

The QMP has also updated the Appropriate Use of Antipsychotic Medications web page with new resources, including:

The Improving Dementia Care: Strategies for Pharmacists in Long Term Care Facilities brochure was developed as a resource for consultant pharmacists working in Nursing Facilities.

The Improving Dementia Care: The Prescriber’s Role flyer was developed as a resource for physicians, physician assistants-certified (PA-Cs), and nurse practitioners who work with Nursing Facility residents. These professionals play a key role in the efforts to reduce the inappropriate use of antipsychotic medications in Nursing Facilities.

Improving Dementia Care: Strategies for Prescribers expands on the information provided in the flyer, and outlines in more detail the prescriber’s role in reducing the use of antipsychotics in Texas Nursing Facilities.

Visit the QMP website frequently, but remember to update your bookmarks! Our website moved on September 1, 2016, as part of the Health and Human Services Commission (HHSC) transformation. You can still contact us by email at QMP@hhsc.state.tx.us.

Follow Us on Facebook!
Are you following us on Facebook?
If not, like us today!

Texas OASIS: Dementia Care Academy

Texas OASIS: Dementia Training Academy is now available through the Quality Monitoring Program. This two-day training focuses on dementia basics, including person-centered care; managing behaviors and alternatives to antipsychotic medications; assessments and care planning; sexuality in dementia; and cultural and socioeconomic considerations.

To request the Texas OASIS: Dementia Care Academy in your facility, contact the Quality Monitoring Program at QMP@hhsc.state.tx.us.
Nursing Facility Quality Review 2017

The General Appropriations Act (House Bill 1, Article II, Department of Aging and Disability Services, 84th Texas Legislature Regular Session, 2015) instructed the Texas Health and Human Services Commission (HHSC) to conduct a statewide survey of residents of Medicaid-certified Nursing Facilities in Texas, assessing the quality of care they receive, and their satisfaction with their quality of life. The Nursing Facility Quality Review (NFQR) has been the process used to meet this legislative requirement since 2002.

HHSC has contracted with The University of Texas at Austin for the NFQR 2017 data collection. Nurse quality reviewers from The University of Texas at Austin School of Nursing will visit 1,148 Medicaid-certified Nursing Facilities across the state to collect data, using a structured survey tool. The onsite reviews began in January 2017 and will continue through December 2017.

During the on-site visits, the nurse quality reviewers will review the medical records of residents selected for the survey, evaluating the quality of care provided in a number of clinical areas, from continence promotion to pressure injuries. The nurse quality reviewers will also conduct face-to-face interviews with the residents to determine their satisfaction with the care they receive and with their quality of life in the facility.

The nurse quality reviewers are not surveyors, nor are they quality monitoring program staff; they are, however, representing HHSC under the contract with The University of Texas at Austin. The purpose of their visit is data collection only. As a condition of participation in the Medicaid program, facilities are required to provide the nurse reviewers access to the resident records and to the residents themselves. The facility administrator or Director of Nursing (DON) will be notified in advance of any visit scheduled, and will be provided with the name of the nurse reviewer as well as a list of the documents required. Visits will generally be scheduled for normal business hours, Monday through Friday; however, visits may occur outside normal business hours if necessary.

Only aggregate data is reported; no resident or facility-specific information is released. The information collected helps HHSC track progress in current quality improvement activities, and develop strategies for new initiatives to improve the quality of care and quality of life for residents of Texas Nursing Facilities.

Questions about the NFQR process may be emailed to QMP@hhsc.state.tx.us. For questions about scheduling of on-site visits or about a nurse reviewer, contact Dr. Tracie Harrison at 512-471-9085.
Webinars Available for Nursing Facility, Hospice, Community Services Waiver Programs Providers, and MCOs

Long Term Care (LTC) training sessions are now available in webinar format. LTC providers are now able to take advantage of live, online training webinars, as well as replays of those webinars, that cover topics relevant to tasks performed on the LTC Online Portal. These webinars target Nursing Facility (NF) and Hospice providers, Community Services Waiver Programs providers, and managed care organizations (MCOs).

The webinars that are currently offered include:

- LTC Community Services Waiver Programs Webinar
- LTC Form 3618: Resident Transaction Notice and Form 3619: Medicare/Skilled Nursing Facility Patient Transaction Notice Webinar
- LTC Nursing Facility Minimum Data Set (MDS) Assessment and Long Term Care Medicaid Information (LTCMI) Webinar
- LTC Nursing Facility Preadmission Screening and Resident Review (PASRR) Webinar
- LTC Hospice Form 3071 Election/Cancellation/Discharge Notice and 3074 Physician Certification of Terminal Illness Webinar

For a list of webinar descriptions, upcoming broadcast dates, registration links, recordings of past webinars, and Q&A documents, visit the Webinar Registration page on TMHP.com. This information is also available on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS) at http://learn.tmhp.com.
Long Term Care Home Page on TMHP.com

Long Term Care (LTC) has its own dedicated section on TMHP.com. All the content found under the Long Term Care Tab at www.tmhp.com is up-to-date information and resources such as news articles, LTC Provider Bulletins, User Guides, and webinar information and registration.

Additionally, there are links to the different Texas Medicaid & Healthcare Partnership (TMHP) applications such as TexMedConnect, the LTC Online Portal, the Learning Management System (LMS), and the ability to search all of TMHP.com.

To locate the Long Term Care Tab, click “providers” on the green bar at the top of www.tmhp.com and then click “Long Term Care” on the yellow bar.

The Long Term Care home page features recent news articles by category and news articles that have been posted within the last seven days. In the upper right-hand corner, there are links to both the LTC Online Portal and TexMedConnect. Both of these links require a User name and password.

On the left-hand navigational bar, there are links to:

- **Program Information/FAQ**, including frequently asked questions;
- **Department of Aging and Disability Services (DADS) Information Letters**;
- **Reference Material**, including manuals, User guides, and other publications;
- **Forms**, and form instructions, which includes the various downloadable forms needed by Long Term Care providers;
- **Provider Support Services**, where providers can locate their Provider Relations Representative, find all of the telephone numbers for the Contact Center and relevant state and federal offices;
- **Provider Education**, which lists all of the provider education opportunities offered by TMHP, workshop and webinar registration, computer-based training modules, a link to the LMS, written training materials; and
- **Helpful Links** for Long Term Care Providers.

Providers are encouraged to frequently visit TMHP.com for the latest news and information.
The Department of Aging and Disability Services (DADS) Quality Monitoring Program and TMF Health Quality Institute have collaborated to launch a new Facebook page. The Texas Nursing Facility Quality Improvement Coalition Facebook page was developed to promote resident-centered, high-quality care and innovation in all Texas Nursing Facilities. We will be sharing many great resources and educational opportunities on this Facebook page, all designed to improve the quality of care and quality of life for all Texas Nursing Facility residents.

Our goal is to reach anyone who supports, or is involved with, quality improvement in Nursing Facilities, including direct care staff such as nurses and certified nurse aides. This Facebook page will consolidate information about quality improvement, reaching a broader audience, and empowering direct care staff with information and resources they are not otherwise given. In addition, this page is a means for communicating updates on current and future initiatives, and increasing the momentum for quality improvement around the state. Visit the Texas Nursing Facility Quality Improvement Coalition Facebook page at www.facebook.com/Texas-Nursing-Facility-Quality-Improvement-Coalition-1395591093799608/?fref=ts.
Reminders

Paper Forms for Nursing Facility PASRR Specialized Services No Longer Accepted

Paper forms for Nursing Facility (NF) Preadmission Screening and Resident Review (PASRR) specialized services authorization requests are no longer accepted. This change became effective on June 23, 2017. The paper forms affected include:

- Form 1017 – Specialized Services/Durable Medical Equipment Authorization Request
- Form 1018 – Specialized Services Customized Manual Wheelchair Authorization Request
- Form 2465 – Specialized Services Request for Physical, Occupational, or Speech Therapy

TMHP has developed an automated form, Authorization Request for PASRR NF Specialized Services (NFSS), that allow NFs to enter requested specialized services onto the Long Term Care (LTC) Online Portal for authorization by Health and Human Services (HHSC) Intellectual and Developmental Disabilities (IDD) PASRR Unit.

With this change, it is important that NFs ensure their access to the LTC Online Portal is current and all necessary users have active User IDs and passwords.

Functionality has been provided to support Third Party Vendor (TPV) submission of this new form using the Electronic Data Interchange (EDI).

Should your TPV not provide NFSS request form functionality, it is imperative that NF staff be prepared to submit and access the NFSS request form directly on the LTC Online Portal to perform the necessary actions to request specialized services for their PASRR-positive residents.

TMHP and HHSC have developed training materials specific to the submission and use of the NFSS request form. Visit the Long Term Care Forms web page or click the Provider Education tab on the Long Term Care home page of TMHP.com for more information about this training.
Reminders

For users unfamiliar with the LTC Online Portal, completing existing online training is strongly recommended. NF training is available in both computer-based training (CBT) and webinar formats.

- Long Term Care (LTC) Nursing Facility Preadmission Screening and Resident Review (PASRR) Webinar - https://tmhp.exceedlms.com/student/enrollments/create_enrollment_from_token/6CcY4JLR4VorQhHpJRSdYCLM

All training materials are accessible on the LTC home page of TMHP.com.

Preadmission Screening and Resident Review (PASRR) Training Available

Texas Health and Human Services (HHS) PASRR Unit staff has created PASRR training which is available online. Nursing Facility staff can access the HHS PASRR home page for more information regarding PASRR processes and procedures affecting them at www.dads.state.tx.us/providers/pasrr/index.cfm.

HHS PASRR Training

- Nursing Facilities (NFs) can access the PASRR 101 Web-based Training to learn more about the role NFs play in the PASRR process.
- The Preadmission Screening and Resident Review (PASRR) Specialized Services Training explains the Nursing Facility’s role in the PASRR specialized services process.
- The PASRR PL1: Back to Basics CBT reviews the PASRR Level 1 (PL1) form in a section-by-section manner.
- The PASRR PE: What Nursing Facilities Need to Know CBT explains the PASRR Evaluation (PE) and how the PE impacts the NF.
- The PASRR RULES: TAC Title 40, Part 1, Chapter 19, Subchapter BB CBT discusses the NF Responsibilities Related to Preadmission Screening and Resident Review, found in the Texas Administrative Code (TAC) Title 40, Part 1, Chapter 19, Subchapter BB.
Computer-Based Training (CBT) on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS)

The following Long Term Care (LTC)-specific CBTs are currently available on the TMHP LMS:

**LTC Online Portal Basics**
This interactive CBT provides a basic overview of the LTC Online Portal, including information about creating an administrator account, and an overview of the features of the blue navigational bar and the yellow Form Actions bar. Demonstrations and simulations appear throughout the CBT to provide opportunities for an interactive experience.

**TexMedConnect for Long Term Care (LTC) Providers**
This CBT demonstrates effective navigation and use of the LTC TexMedConnect web application. Providers will learn how to:

- Log in to TexMedConnect;
- Verify a client’s eligibility;
- Enter, save, and adjust different types of claims;
- Export Claim Data;
- Find the status of a claim; and
- View Remittance and Status (R&S) Reports.

**Accessing the TMHP LMS**
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 and LTC webinar recordings in the LMS. To obtain a User name and password, providers must create an account by clicking the Registration link at the top right-hand corner of the LMS home page. After creating an account, providers can access all available training materials in the LMS. For questions about the LTC training CBTs and webinars, call the TMHP Call Center/Help Desk at 1-800-626-4117 or 1-800-727-5436. For LMS log in or access issues, email TMHP Learning Management System (LMS) support at TMHPTrainingSupport@tmhp.com.
Reminder for Resource Utilization Group
Training Requirements

Providers are reminded that Resource Utilization Group (RUG) training is required for registered nurses (RNs) who sign assessments as complete. RNs must successfully complete the required RUG training to be able to submit Minimum Data Set (MDS) and Medical Necessity and Level of Care (MN/LOC) Assessments on the Long Term Care Online Portal. Training is valid for two years and must be renewed by completing the online RUG training offered by Texas State University.

It can take from two to seven business days to process and report completions of RUG training from Texas State University to the Texas Medicaid & Healthcare Partnership (TMHP), depending on current volume of enrollments and completions.

To register for the RUG training, or for more information, visit www.txstate.edu/continuinged/CE-Online/RUG-Training.html.
Provider Relations Representatives

When Long Term Care (LTC) providers need help, the Texas Medicaid & Healthcare Partnership (TMHP) is the main resource for general inquiries about claim rejections/denials and how to use automated TMHP provider systems (the LTC Online Portal and TexMedConnect).

Providers can call TMHP at 1-800-925-9126 with questions and to request on-site visits to address particular areas of provider concern. TMHP webinars for LTC Community Services Waiver Programs and Nursing Facility (NF)/Hospice providers are also offered specifically for LTC providers. For current schedules check the Long Term Care Webinars Page on the TMHP website at www.tmhp.com/Pages/LTC/ltc_webinar.aspx.

The map on this page, and the table below, indicate TMHP provider relations representatives and the areas they serve. Additional information, including a regional listing by county, is available on the TMHP website at www.tmhp.com/Pages/SupportServices/PSS_Reg_Support.aspx.

<table>
<thead>
<tr>
<th>Territory</th>
<th>Regional Area</th>
<th>Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Amarillo, Childress, Lubbock</td>
<td>Kendra Davila</td>
</tr>
<tr>
<td>2</td>
<td>Midland, Odessa, San Angelo</td>
<td>Stacey Jolly</td>
</tr>
<tr>
<td>3</td>
<td>Alpine, El Paso, Van Horn</td>
<td>Isaac Romero</td>
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<tr>
<td>4</td>
<td>San Antonio, Kerrville, Del Rio, Eagle Pass, Carrizo Springs</td>
<td>Jacob Vasquez</td>
</tr>
<tr>
<td>5</td>
<td>Brownsville, Harlingen, McAllen, Laredo</td>
<td>Yvonne Garza-Garcia</td>
</tr>
<tr>
<td>6</td>
<td>Corpus Christi, San Antonio, Victoria</td>
<td>Araceli Wright</td>
</tr>
<tr>
<td>7</td>
<td>Austin, Waco, Bastrop, San Marcos</td>
<td>Josh Haley</td>
</tr>
<tr>
<td>8</td>
<td>Abilene, Wichita Falls</td>
<td>Brooke Livingston</td>
</tr>
<tr>
<td>9</td>
<td>Dallas, Fort Worth, Denton, Grayson, Corsicana</td>
<td>Vanessa Whitley-Parker</td>
</tr>
<tr>
<td>10</td>
<td>North Dallas</td>
<td>Kirk Crumbley</td>
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<tr>
<td>11</td>
<td>Houston, Bryan College Station</td>
<td>Linda Wood</td>
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<td>12</td>
<td>Nacogdoches, Beaumont, Galveston</td>
<td>Gene Allred</td>
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<td>13</td>
<td>Houston, Katy</td>
<td>Israel Barco</td>
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<tr>
<td>14</td>
<td>Northeast Texas, Palestine, Longview, Marshall</td>
<td>Carrita Mitchell</td>
</tr>
</tbody>
</table>

* Austin, Dallas, Houston, and San Antonio territories are shared by 2 or more provider representatives. These territories are divided by ZIP Codes. Refer to the TMHP website at www.tmhp.com for the assigned representative to contact in each ZIP Code.
TMHP LTC Contact Information

The Texas Medicaid & Healthcare Partnership (TMHP) Call Center/Help Desk operates Monday through Friday from 7 a.m. to 7 p.m., Central Time (excluding TMHP-recognized holidays).

When calling the TMHP Call Center/Help Desk, providers are prompted to enter their 9-digit Long Term Care (LTC) provider number using the telephone keypad. When the 9-digit LTC provider number is entered on the telephone keypad, the TMHP Call Center/Help Desk system automatically populates the TMHP representative’s screen with that provider’s specific information, such as name and telephone number.

Providers should have their 4-digit Vendor/Facility or Site Identification number available for calls about Forms 3618 and 3619, Minimum Data Set (MDS), Medical Necessity and Level of Care (MN/LOC) Assessment, and Preadmission Screening and Resident Review (PASRR).

Providers must have a Medicaid or Social Security number and a medical chart or documentation for inquiries about a specific individual.

For questions, providers should call the TMHP Call Center/Help Desk at the following telephone numbers:

- Austin local telephone number at 512-335-4729
- Toll free telephone number (outside Austin) at 1-800-626-4117 or 1-800-727-5436

<table>
<thead>
<tr>
<th>For questions about...</th>
<th>Choose...</th>
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<tbody>
<tr>
<td>General inquiries</td>
<td>Forms 3071 and 3074</td>
</tr>
<tr>
<td>Using TexMedConnect</td>
<td>Forms 3618 and 3619</td>
</tr>
<tr>
<td>Claim adjustments</td>
<td>Resource Utilization Group (RUG) levels</td>
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<tr>
<td>Claim status inquiries</td>
<td>Minimum Data Set (MDS)</td>
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<td>Claim history</td>
<td>LTC Medicaid Information (LTCMI)</td>
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<td>Claim rejection and denials</td>
<td>Medical Necessity and Level of Care (MN/LOC) Assessment</td>
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<tr>
<td>Understanding Remittance and Status (R&amp;S) Reports</td>
<td>PASRR Level 1 Screening, PASRR Evaluation, and PASRR Specialized Services submission status messages</td>
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<tr>
<td>Forms</td>
<td>Option 1: Customer service/general inquiry</td>
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<tr>
<td>Medical necessity</td>
<td>Option 2: To speak with a nurse</td>
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<tr>
<td>TexMedConnect – technical issues, account access, portal issues</td>
<td>American National Standards Institute (ANSI) ASC X12 specifications, testing, and transmission</td>
</tr>
<tr>
<td>Modem and telecommunication issues</td>
<td>Getting Electronic Data Interchange (EDI) assistance from software developers</td>
</tr>
<tr>
<td>Processing provider agreements</td>
<td>EDI and connectivity</td>
</tr>
<tr>
<td>Verifying that system screens are functioning</td>
<td>LTC Online Portal, including technical issues, account access, portal issues</td>
</tr>
<tr>
<td></td>
<td>Option 3: Technical support</td>
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</table>
Provider Resources

For questions about...  | Choose...
---|---
Electronic transmission of Forms 3071, 3074, 3618, and 3619  | Option 3: Technical support
Form Status Inquiry  | 
Technical issues  | 
Transmitting forms  | 
Interpreting Quality Indicator (QI) Reports  | 
Current Activity (formerly Weekly Status Report)  | 
MDS submission problems  | 
MN/LOC Assessment submission problems  | 

Individual appeals  | Option 5: Request fair hearing
Individual fair hearing requests  | 
Appeal guidelines  | 
LTC other insurance information and updates  | Option 6
To repeat this message  | Option 7

Electronic MDS Submissions Contact Information

If you have questions about electronic Minimum Data Set (MDS) submissions, contact the QIES Technical Support Office (QTSO) at help@qtso.com or 1-800-339-9313.

HHSC/DADS Contact Information

| If you have questions about... | Contact... |
---|---
12-month claims payment rule | Community Services - Community Services Contract Manager
Institutional Services (NFs)—Provider Claims Services: 512-438-2200, Option 1
IDD Services—Provider Claims Services: 512-438-2200, Option 1  |
Community Services contract enrollment | Email: communityservicescontracts@dads.state.tx.us
Voice mail 512-438-3550 |
Hospice Services contract enrollment | Email: communityservicescontracts@dads.state.tx.us
Voice mail 512-438-3550 |
ICF/IID and Nursing Facility contract enrollment | 512-438-2630 |
Days paid and services paid information for cost reports | Use TexMedConnect to submit a batch of CSIs |
Rate Analysis contacts | Website: www.hhsc.state.tx.us/rad/long-term-svcs/index.shtml. Contact information is listed by program. |
How to prepare a cost report (forms and instructions)/approved rates posted contact | Website: www.hhsc.state.tx.us/rad/long-term-svcs/index.shtml then select appropriate program. |
How to sign up for, or obtain direct deposit/electronic funds transfer | Accounting: 512-438-2410 |
<table>
<thead>
<tr>
<th><strong>If you have questions about...</strong></th>
<th><strong>Contact...</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>How to obtain IRS Form 1099-Miscellaneous Income</td>
<td>Accounting: 512-438-3189</td>
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</table>
| Medicaid eligibility, applied income, and name changes | Medicaid for the Elderly and People With Disabilities (MEPD) worker  
Integrated Eligibility and Enrollment (IEE) Call Center at telephone number 2-1-1  
Website: [http://yourtexasbenefits.hhsc.state.tx.us/programs/health/](http://yourtexasbenefits.hhsc.state.tx.us/programs/health/) |
| Intellectual Disability/Developmental Disability (ID/DD) PASRR Policy Questions  
- PASRR Level 1 Screening Form (PL1)  
- PASRR Evaluation (PE)  
- PASRR Specialized Services  
- Interdisciplinary Team (IDT) Meeting | HHSC ID/DD PASRR Unit 1-855-435-7180  
Email: PASRR.Support@hhsc.state.tx.us  
Website: [https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-and-resident-review-pasrr](https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-and-resident-review-pasrr)  
HHSC ID/DD PASRR Unit  
Email: pasrr@dshs.state.tx.us |
| Mental Illness (MI) PASRR Policy Questions  
- PASRR Level 1 Screening Form (PL1)  
- PASRR Evaluation (PE) | HHSC MI PASRR Unit  
Email: pasrr@dshs.state.tx.us |
| Payment Issues – If payment has not been received after more than 10 days from the date of billing | HHSC Payment Processing Hotline 512-438-2410 |
| Personal Needs Allowance (PNA) | Provider Claims Services 512-438-2200, Option 2 |
| PASRR Quality Service Review | PASRR Quality Service Review Program Manager: 512-438-5413 |
| Targeted Case Management Service Authorization questions for Local Intellectual and Developmental Disability Authorities (LIDDDAs) | HHSC Regional Claims Management Coordinator |
| Service Authorization questions for Guardianship Program | HHSC Office of Guardianship 512-438-2843 |
| Deductions and provider-on-hold questions for Institutional Services (Nursing Facilities) | Institutional Services (NFs)—Provider Claims Services: 512-438-2200, Option 3 |
| Deductions and provider-on-hold questions for Community Services | Community Services Contract Manager or IDD Services: 512-438-4722 |
| Invalid or inappropriate recoupments for nursing facilities and hospice services | Provider Claims Services: 512-438-2200, Option 3 |
| Status of warrant/direct deposit after a claim has been transmitted to Accounting (fiscal) by TMHP | Comptroller’s website: [www.window.state.tx.us](http://www.window.state.tx.us)  
Choose the State-to-Vendor-Payment Info-Online-Search link.  
Accounting 512-438-2410  
When calling Accounting, provide the Provider/contract number assigned by HHSC. |
| **Please Note:** Allow 5-7 business days for processing of claim(s) before verifying payment information | |

**Please Note:** Allow 5-7 business days for processing of claim(s) before verifying payment information.
## Provider Resources

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<tr>
<th>If you have questions about...</th>
<th>Contact...</th>
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<tr>
<td>Texas State University Resource Utilization Group (RUG) training</td>
<td>The Office of Continuing Education: Online course: 512-245-7118 Website: <a href="http://www.txstate.edu/continuinged">www.txstate.edu/continuinged</a></td>
</tr>
<tr>
<td>Long Term Care (LTC) Provider Recoupments and Holds (PRH) including torts and trusts and/or annuities for which the state is the residual beneficiary</td>
<td>Provider Claims Services: 512-438-2200, Option 4</td>
</tr>
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</table>

### Community Care for the Aged and Disabled Programs (CCAD), Community Living Assistance and Support Services (CLASS), Deaf Blind with Multiple Disabilities (DBMD), Medically Dependent Children Program (MDCP), Home and Community-based Services (HCS), Texas Home Living Waiver (TxHmL), and Hospice Programs

<table>
<thead>
<tr>
<th>Program Policy</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>CLASS Program Policy</td>
<td>512-438-3078 or <a href="mailto:ClassPolicy@hhsc.state.tx.us">ClassPolicy@hhsc.state.tx.us</a> 1-877-438-5658</td>
</tr>
<tr>
<td>CLASS Interest Line</td>
<td><a href="mailto:ClassPolicy@hhsc.state.tx.us">ClassPolicy@hhsc.state.tx.us</a></td>
</tr>
<tr>
<td>HCS Program Policy</td>
<td>512-438-2145 or <a href="mailto:HCSPolicy@hhsc.state.tx.us">HCSPolicy@hhsc.state.tx.us</a> 1-877-438-5658</td>
</tr>
<tr>
<td>MDCP Program Policy</td>
<td>512-438-3501 or <a href="mailto:mdcp@hhsc.state.tx.us">mdcp@hhsc.state.tx.us</a> 1-877-438-5658</td>
</tr>
<tr>
<td>MDCP Interest List Line</td>
<td><a href="mailto:mdcp@hhsc.state.tx.us">mdcp@hhsc.state.tx.us</a> 1-877-438-5658</td>
</tr>
<tr>
<td>TxHmL Program Policy</td>
<td>512-438-4639 or <a href="mailto:TxHmlPolicy@hhsc.state.tx.us">TxHmlPolicy@hhsc.state.tx.us</a> 1-877-438-5658</td>
</tr>
<tr>
<td>DBMD Program Policy</td>
<td>512-438-2622 or <a href="mailto:dbmdpolicy@hhsc.state.tx.us">dbmdpolicy@hhsc.state.tx.us</a> 1-877-438-5658</td>
</tr>
<tr>
<td>DBMD Interest Line</td>
<td><a href="mailto:dbmdpolicy@hhsc.state.tx.us">dbmdpolicy@hhsc.state.tx.us</a> 1-877-438-5658</td>
</tr>
<tr>
<td>CCAD financial or functional eligibility criteria</td>
<td>Caseworker. For more contact information visit: <a href="https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts">https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts</a></td>
</tr>
<tr>
<td>CCAD service authorization issues</td>
<td>Caseworker. For more contact information visit: <a href="https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts">https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts</a></td>
</tr>
<tr>
<td>CCAD Program policies/procedures</td>
<td>512-438-3226 or <a href="mailto:CCADPolicy@hhsc.state.tx.us">CCADPolicy@hhsc.state.tx.us</a></td>
</tr>
<tr>
<td>Hospice policy questions</td>
<td>Email: <a href="mailto:hospice@dads.state.tx.us">hospice@dads.state.tx.us</a></td>
</tr>
<tr>
<td>Hospice Program service authorization issues</td>
<td>Provider Claims Services: 512-438-2200, Option 1</td>
</tr>
<tr>
<td>Home and Community-based Services (HCS) and Texas Home Living Waiver (TxHmL) billing, policy, payment reviews, cost report repayment</td>
<td>Billing and Payment Hotline: 512-438-5359 <a href="mailto:HCS.TxHml.BPR@hhsc.state.tx.us">HCS.TxHml.BPR@hhsc.state.tx.us</a></td>
</tr>
<tr>
<td>HCS, TxHmL, CLASS, or DBMD Program Enrollment/Utilization Review (PE/UR): Intellectual Disability-Related Conditions (ID/RC) Assessment Purpose Codes, Level of Need, Level of Care, and Individual Plan of Care (IPC)</td>
<td>HCS or TxHmL: 512-438-5055, Fax: 512-438-4249 CLASS or DBMD: 512-438-4896, Fax: 512-438-5135</td>
</tr>
<tr>
<td>Vendor Holds for HCS/TxHmL</td>
<td>512-438-3234 or <a href="mailto:HCSmailbox@dads.state.tx.us">HCSmailbox@dads.state.tx.us</a></td>
</tr>
<tr>
<td>Consumer rights (consumer/family complaints concerning HCS and TxHmL waiver)</td>
<td>Consumer Rights and Services: 1-800-458-9858 Email: <a href="mailto:CRSComplaints@dads.state.tx.us">CRSComplaints@dads.state.tx.us</a> Website: <a href="http://www.dads.state.tx.us/services/crs/index.html">www.dads.state.tx.us/services/crs/index.html</a></td>
</tr>
<tr>
<td>If you have questions about...</td>
<td>Contact...</td>
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</tr>
<tr>
<td>Invalid or inappropriate CCAD recoupments</td>
<td>Provider Claims Services: 512-438-2200, Option 4</td>
</tr>
</tbody>
</table>

**Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID) and Nursing Facility Programs**

- **DADS Quality Monitoring Program**
  - Email: QMP@hhsc.state.tx.us
- **Payment information for cost reports**
  - 512-438-3597
- **Quality assurance fee (QAF)**
  - 512-438-3597
- **Health and Human Services Commission Network (HHSCN) connection problems**
  - 512-438-4720 or 1-888-952-4357
- **ICF/IID durable medical equipment (DME), DME authorizations, Home and Community-Based Services (HCS), Texas Home Living Waiver (TxHmL), home modifications, adaptive aids, and dental services approvals**
  - Provider Claims Services: 512-438-2200, Option 5
- **ICF/IID/Residential Care (RC) Individual Movement Form IMT/service authorization questions**
  - Provider Claims Services 512-438-2200, Option 1
- **Client Assessment Registration (CARE) System Help Desk for ICF/IID**
  - 1-888-952-4357: request HHSC Field Support staff
- **Program enrollment/Utilization Review (PE/UR), Intellectual Disability-Related Conditions (ID/RC) Assessment Purpose Codes, Level of Need, Level of Care, and Individual Plan of Care (IPC)**
  - 512-438-5055
  - Fax: 512-438-4249
- **Provider contracts and vendor holds for ICF/IID**
  - 512-438-2630
- **Provider access to ICF/IID CARE system**
  - 512-438-2630
- **MDS 3.0, MDS Purpose Code E, and Forms 3618 and 3619 missing/incorrect information**
  - Provider Claims Services: 512-438-2200, Option 1
- **Rehabilitation and specialized therapy/emergency dental/Customized Power Wheelchair (CPWC) service authorizations**
  - Provider Claims Services: 512-438-2200, Option 6
  - Fax: 512-438-2302
- **Service authorizations for Nursing Facilities**
  - Provider Claims Services: 512-438-2200, Option 1
  - Fax: 512-438-2301
- **Invalid or inappropriate recoupments for ICF/IIDs**
  - HHSC Help Desk: 512-438-4720 or 1-800-214-4175
- **Consumer Rights and Services**
  - Consumer Rights and Services: 1-800-458-9858
  - Email: CRSComplaints@dads.state.tx.us
  - Website: www.dads.state.tx.us/services/crs/index.html
## Acronyms In This Issue

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<tr>
<th>Acronym</th>
<th>Definition</th>
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<tr>
<td>AMA</td>
<td>American Medical Association</td>
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<td>ANSI</td>
<td>American National Standards Institute</td>
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<tr>
<td>APRN</td>
<td>Advance Practice Registered Nurse</td>
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<td>ARD</td>
<td>Assessment Reference Date</td>
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<td>CARE</td>
<td>Client Assessment Registration</td>
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<td>CBT</td>
<td>Computer-Based Training</td>
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<td>CCAD</td>
<td>Community Care for Aged and Disabled Programs</td>
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<td>CDT</td>
<td>Current Dental Terminology</td>
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<td>CLASS</td>
<td>Community Living Assistance and Support Services</td>
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<td>CMWC</td>
<td>Customized Manual Wheel Chair</td>
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<td>CPT</td>
<td>Current Procedural Terminology</td>
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<td>CPWC</td>
<td>Customized Power Wheelchair</td>
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<td>DADS</td>
<td>Department of Aging and Disability Services</td>
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<td>DBMD</td>
<td>Deaf-Blind with Multiple Disabilities</td>
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<td>DME</td>
<td>Durable Medical Equipment</td>
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<td>DON</td>
<td>Director of Nursing</td>
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<td>EDI</td>
<td>Electronic Data Interchange</td>
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<td>FARS/DFARS</td>
<td>Federal Acquisition Regulations System/Department of Defense Regulation System</td>
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<td>HCS</td>
<td>Home and Community-Based Services</td>
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<td>HHS</td>
<td>Health and Human Services</td>
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<td>Health and Human Services Commission</td>
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<td>Health and Human Services Commission Network</td>
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<td>Health Insurance Claim Number</td>
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<td>ICF/IID</td>
<td>Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions</td>
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<tr>
<td>ID/DD</td>
<td>Intellectual Disability/Developmental Disability</td>
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<td>ID/RC</td>
<td>Intellectual Disability/Related Condition</td>
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<td>IDD</td>
<td>Intellectual and Developmental Disability</td>
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<td>IDT</td>
<td>Interdisciplinary Team</td>
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<td>IEE</td>
<td>Integrated Eligibility and Enrollment</td>
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<td>IPC</td>
<td>Individual Plan of Care</td>
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<td>LIDDA</td>
<td>Local Intellectual and Developmental Disability Authority</td>
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<td>LMS</td>
<td>Learning Management System</td>
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<td>LTC</td>
<td>Long Term Care</td>
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<td>LTCMI</td>
<td>Long Term Care Medicaid Information</td>
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<td>LVN</td>
<td>Licensed Vocational Nurse</td>
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<td>MBI</td>
<td>Medicare Beneficiary Identifier</td>
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<td>MCO</td>
<td>Managed Care Organization</td>
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<td>MDCP</td>
<td>Medically Dependent Children’s Program</td>
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<td>MDS</td>
<td>Minimum Data Set</td>
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<td>MEPD</td>
<td>Medicaid for the Elderly and People with Disabilities</td>
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<td>MI</td>
<td>Mental Illness</td>
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<td>Medical Necessity and Level of Care</td>
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<td>NF</td>
<td>Nursing Facility</td>
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<td>NFQR</td>
<td>Nursing Facility Quality Review</td>
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<td>Nursing Facility Specialized Services</td>
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<td>Occupational Therapy</td>
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<td>PA-C</td>
<td>Physician Assistant-Certified</td>
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<td>PASRR</td>
<td>Preadmission Screening and Resident Review</td>
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<td>PASRR Evaluation</td>
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<td>PE/UR</td>
<td>Program Enrollment/Utilization Review</td>
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<td>PL1</td>
<td>PASRR Level 1</td>
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<td>PNA</td>
<td>Personal Needs Allowance</td>
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<td>PRH</td>
<td>Provider Recoupments and Holds</td>
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<td>PT</td>
<td>Physical Therapy</td>
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<td>PTAC</td>
<td>PASRR Technical Assistance Call</td>
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<td>Question and Answer</td>
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<td>QAF</td>
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<td>QI</td>
<td>Quality Indicator</td>
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<td>Quality Monitoring Program</td>
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<td>QIES Technical Support Office</td>
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<td>R&amp;S</td>
<td>Remittance and Status</td>
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<td>RC</td>
<td>Residential Care</td>
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<td>RN</td>
<td>Registered Nurse</td>
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<td>RUG</td>
<td>Resource Utilization Group</td>
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<td>SDMP</td>
<td>Surrogate Decision Making Program</td>
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<td>SSN</td>
<td>Social Security Number</td>
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<td>ST</td>
<td>Speech Therapy</td>
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<td>TAC</td>
<td>Texas Administrative Code</td>
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<td>TMHP</td>
<td>Texas Medicaid &amp; Healthcare Partnership</td>
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<td>TPV</td>
<td>Third Party Vendor</td>
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<td>TTP</td>
<td>Transition to Practice</td>
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<tr>
<td>TxHmL</td>
<td>Texas Home Living Waiver</td>
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