Upcoming HHSC Systems Outage Planned for July 3rd through July 8th

Information posted June 21, 2018

This notification affects Long Term Care (LTC) Providers that utilize the Texas Medicaid & Healthcare Partnership (TMHP) LTC Online Portal for form submission and TexMedConnect for claim processing.

Texas Health and Human Services Commission (HHSC) is planning an extended system outage from 6:00 p.m. on Tuesday, July 3, 2018, to 7:00 a.m., Monday, July 9, 2018. All HHSC applications and functions related to LTC providers and processing will be brought down during this window, as HHSC makes hardware and software updates impacting various internal systems.

On July 3, 2018, HHSC will complete normal daily processing of form and assessment data received from the TMHP LTC Online Portal. Processing resulting in updates to an individual’s Medicaid Eligibility and Service Authorization Verification (MESAV) will be sent to TMHP on July 4, 2018.

The TMHP LTC Online Portal will be available for form and assessment submission during the outage. TMHP will continue to receive Minimum Data Set (MDS) Assessments as scheduled and will process Medical Necessity determinations on completed MDS Assessments.

HHSC will continue to review 8578 Intellectual Disability/Related Condition Assessments for Level of Care and Level of Need. Likewise, Authorization Request for PASRR NF Specialized Services will continue to be reviewed by the HHSC PASRR Unit.

However, no form or assessment data submitted on the TMHP LTC Online Portal after 6:00 p.m. on Tuesday, July 3, 2018 will be sent to HHSC for processing until after the outage is complete. Statuses of these forms and assessments will remain pending (Medicaid ID Pending, Pending Medicaid Eligibility, Pending Applied Income, etc.).

Due to the lack of form and assessment processing by HHSC, MESAV data will not be updated during this window. However, claims for LTC services, for which a service authorization already exists on MESAV, may still be submitted to TMHP during this time. Fee-For-Service claim adjudication and payment will function as normal. Claims for services covered by managed care will be forwarded to the appropriate managed care organization (MCO).

HHSC LTC Provider Claims Services will be closed on Wednesday, July 4, 2018, in observance of Independence Day but will otherwise be available during normal business hours to take calls during the outage. Staff will have limited research capabilities and no update capabilities.

Normal business processing is expected to resume the morning of Monday, July 9, 2018, and updates to MESAV should begin Tuesday, July 10, 2018.

Providers should share this information with any third-party submitter with whom they are contracted.