

# Provider Reporting of Therapy Waitlists Effective June 3, 2019

Information posted June 3, 2019

**Note:** *Texas Medicaid managed care organizations (MCOs) must provide all medically necessary, Medicaid-covered services to eligible clients. Administrative procedures such as prior authorization, pre-certification, referrals, and claims/encounter data filing may differ from traditional Medicaid (fee-for-service) and from MCO to MCO. Providers should contact the client's specific MCO for details.*

Effective June 3, 2019, the provider reporting process will change for managed care organizations (MCOs) and providers of occupational, physical, or speech therapy.

## Procedures for Therapy Providers

Beginning June 3, 2019, therapy providers that have placed Texas Medicaid clients who are birth through 20 years of age on waiting lists for services, for any reason, will have the option to report this information directly to the Health and Human Services Commission (HHSC). Waiting list information sent to HHSC must be reported on the HHSC reporting template. Providers can email TX\_HHS\_THERAPY\_MONITORING@hhsc.state.tx.us for the reporting template.

**Note:** *Providers may continue sending waiting lists to the appropriate MCO.*

Information for therapy providers includes the following:

- A client placed on the waiting list should stay on the list until he or she receives the necessary therapy service
- HHSC staff will check the dedicated email box every Monday and Wednesday and will monitor the frequency of reporting to the mailbox and adjust this schedule if necessary
- HHSC will send waiting list information reported by therapy providers to the applicable MCO

Questions regarding this process should be sent to:  
TX\_HHS\_THERAPY\_MONITORING@hhsc.state.tx.us.