The Texas Medicaid & Healthcare Partnership presents:

2008 Nursing Facility and Hospice Quick Reference Guide
Helpful Telephone Numbers

Texas Medicaid & Healthcare Partnership (TMHP)

General Customer Service ................................................................. 1-800-925-9126
Long Term Care (LTC) Department .................................................. 1-800-727-5436 / 1-800-626-4117
  General Inquiries, MDS not in portal, LTCMI questions. ................. Press 1
  Medical Necessity ............................................................................. Press 2
  Technical Support ............................................................................ Press 3
  Audio Message for Paper Submissions .......................................... Press 4
  Fair Hearing. .................................................................................. Press 5
LTC Department (fax) ........................................................................ 1-512-514-4223
Medicaid Hotline .............................................................................. 1-800-252-8263

Department of Aging and Disability Services (DADS) ................. 1-512-438-3011
Provider Claims. ............................................................................... 1-512-438-2200
  Nursing Facility and Hospice ............................................................. Press 1
  Using PCS Website Email ............................................................... Press 2
  Deductions and Holds .................................................................... Press 3
  Third Party Recovery ....................................................................... Press 4
  Home Community Services ............................................................. Press 5
  TX Home Living ............................................................................... Press 5
  Rehabilitative and Specialized Services ......................................... Press 6
Criminal History Checks ..................................................................... 1-512-438-2363
Consumer Rights & Services Hotline .............................................. 1-800-458-9858
  Complaint for LTC Facility/Agency ................................................ Press 2
  Information About a Facility ............................................................ Press 4
  Provider Self-Reported Incidents ..................................................... Press 5
  Survey Documents/DADS literature .............................................. Press 6
Facility Licensure/Certification ....................................................... 1-512-438-2630
Hospice Policy (Medicaid) ................................................................. 1-512-438-3519
Medication Aide Program ................................................................. 1-512-231-5800
Nurse Aide Registry .......................................................................... 1-800-452-3934
Nurse Aide Training .......................................................................... 1-512-231-5800
Nursing Facility Administrator Program ......................................... 1-512-231-5800
Nursing Facility Dental/Rehab Services .......................................... 1-800-792-1109
Nursing Facility Policy ...................................................................... 1-512-438-3161
Nursing Facility/Hospice Contracting ............................................. 1-512-438-2080
PASARR Screening Policy Questions ............................................. 1-512-438-4345
Regulatory Services ......................................................................... 1-512-438-2625
Health and Human Services (HHSC)
HHSC Ombudsman Office Medicaid Benefits ............................................................. 1-877-787-8999
Medicaid Fraud ............................................................................................................. 1-800-436-6184
Resource Utilization Groups (RUGs) Information
    Nurse Specialist (Corrective Action & RUGs) ....................................................... 1-512-491-2072
    ......................................................................................................................... 1-512-491-2025
    ......................................................................................................................... 1-512-491-4046
    Purpose Code U Questions ................................................................................... 1-512-491-2873
    Texas State University (TSU) RUG Training Information ...................................... 1-512-245-7118
    TSU RUG Training Online Course Questions ..................................................... 1-512-245-7118
Vendor Drug. ................................................................................................................. 1-800-252-8263
Informational Websites

Texas Medicaid & Healthcare Partnership (TMHP): www.tmhp.com
  - CARE Form instructions: www.tmhp.com/LTC%20Programs
  - HIPAA information: www.tmhp.com/hipaa
  - Long Term Care Division: www.tmhp.com/LTC%20Programs
  - Nursing Facility Long Term Care Medicaid Information (LTCMI) and Pre-admission Screening and Resident Review (PASARR) information is also available at www.tmhp.com/LTC%20Programs.

Texas Department of Aging and Disability Services (DADS): www.dads.state.tx.us
  All DADS provider information can be found at www.dads.state.tx.us/providers/index.cfm. Please choose your particular provider type for available online resources:
  - Assisted Living: http://www.dads.state.tx.us/providers/alf/index.cfm
  - Handbooks: www.dads.state.tx.us/news_info/publications/handbooks/index.html#handbooks
  - Consumer Rights and Services (includes information about how to make a complaint): www.dads.state.tx.us/news_info/report_problems.html
  - Nursing Facility: www.dads.state.tx.us/providers/nf/index.cfm
  - PASARR: www.DADS.state.tx.us/providers/pasarr/index.html
  - Provider Claims Services: http://ausmis31.dhs.state.tx.us/cmsmail
  - Provider Letters: http://www.dads.state.tx.us/providers/communications/letters.cfm
    See the page for your particular provider type at http://www.dads.state.tx.us/providers/index.cfm

Health and Human Services Commission (HHSC): www.hhsc.state.tx.us
  - HHSC Regions: www.hhsc.state.tx.us/about_hhsc/hhs_regions.html
  - Vendor Drug Program: www.hhsc.state.tx.us/hcf/vdp/vdpstart.html

Other
  - Centers for Medicare & Medicaid Services: www.cms.gov
  - Department of State Health Services: www.dshs.state.tx.us
  - National Provider Identifier (NPI):
    - To obtain: https://nppes.cms.hhs.gov/NPPES
    - Inform DADS: www.dads.state.tx.us/provider/hipaa/index.html
  - Texas Administrative Code: www.sos.state.tx.us/tac/index.html
  - TSU RUG Training: http://www.txstate.edu/continuinged/programs/RUG-Training.html
  - TSU TILE Training: http://www.txstate.edu/continuinged/programs/tile_program.html
Texas Health and Human Services Commission  
Office of Inspector General–Utilization Review Unit  
Regional Directory for RUG Questions

<table>
<thead>
<tr>
<th>City - Region</th>
<th>Address</th>
<th>Mail Code</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Abilene - 2</td>
<td>4601 S. First St., Ste H, Abilene, TX 79605</td>
<td>001-6</td>
<td>1-325-795-5598</td>
<td>1-325-795-5604</td>
</tr>
<tr>
<td>Austin/Waco - 7</td>
<td>PO Box 977, Waco, TX 76703</td>
<td>942-1</td>
<td>1-254-750-9652</td>
<td>1-254-750-9698</td>
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<tr>
<td>Corpus Christi - 11</td>
<td>5155 Flynn Pkwy, Ste 211, Corpus Christi, TX 78411</td>
<td>073-4</td>
<td>1-361-878-3211</td>
<td>1-361-878-3298</td>
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<tr>
<td>Fort Worth - 3</td>
<td>1501 Circle Drive, Ste 155-B, Fort Worth, TX 76119</td>
<td>128-9</td>
<td>1-817-321-8116</td>
<td>1-817-321-8113</td>
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<tr>
<td>Houston - 6</td>
<td>PO Box 16017, Houston, TX 77222</td>
<td>179-1</td>
<td>1-713-735-8310</td>
<td>1-713-735-8905</td>
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<tr>
<td>San Antonio - 8</td>
<td>PO Box 23990, San Antonio, TX 78223</td>
<td>281-1</td>
<td>1-210-431-8759</td>
<td>1-210-431-2377</td>
</tr>
</tbody>
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or visit https://oig.hhsc.state.tx.us/Reports/Training.aspx.
Benefits of the LTC Online Portal

- Web-based application.
- 24/7 system availability.
- Application edits verify the validity of data that is entered on forms and assessments.
- Errors must be corrected before submission.
- Allows providers to monitor the status of their forms and assessments.
- Form status inquiry (FSI) provides a status for forms and assessments that have been submitted.
- Current Activity provides a status for forms and assessments submitted or had a status change in the last 14 calendar days.
- Submit additional information through the LTC Online Portal.
- TMHP provides LTC Online Portal, reference manual, and technical support by phone at 1-800-727-5436, Option 3.

TMHP Website Security

- Administrator account required:
  - *Strongly recommended to have multiple Administrator Accounts*
- Provider can establish user accounts for each provider/contractor number.
- A single user ID can have both a NF/Waiver Programs and Long Term Care account.
- Allows one contract number to be shared across multiple users.
- Allows secure access to web functions.
Creating Administrator Account on TMHP.com

• Select the **Activate my Account** link from the “I would like to…” section of the TMHP home page.
Click the Create a provider/vendor administrator account to continue.

- Long Term Care providers will need the following items to create their account:
  - Vendor number (4 digits).
  - Contract number (9 digits).
  - Vendor password (you may contact TMHP for assistance).
Select the Provider Type:
- The NF/Waiver account is used to submit 3618, 3619, LTCMI, PASARR, Medical Necessity and Level of Care Assessments; it cannot be used to access TexMedConnect.
- The Long Term Care account is used to access TexMedConnect (for submitting claims, accessing R&S Reports, performing MESAVs, etc.) and to submit Hospice Forms 3071 and 3074.

Provide the requested information and proceed to complete the Account Activation process.
- Provide the requested information and proceed to complete the Account Activation process.
- Check the box at the bottom of the screen to indicate agreement to the General Terms and Conditions.
- Click the Create Provider Administrator button to create your user ID.
• Access the My Account screen to administer your user account and to access any of the functions on the LTC Online Portal or TexMedConnect.
A New Resident is Admitted or Transferred from another Nursing Facility

Form 3618 must be signed and electronically submitted within 72 hours of admission.

Submit AA8a=1
Admission assessment – required by day 14
New Resident to Medicaid is Admitted to Hospice

Provider completes the 3618 Admission to nursing facility and the 3618 Discharge to Hospice with the same transaction date as admitted to the nursing facility (within 72 hours).

Form 3071 and 3074 must be on file.

Submit AA8=a Admission MDS assessment – required by day 14

Current Medicaid Resident is Admitted to Hospice

Form 3618 Discharge must be signed and electronically submitted within 72 hours of hospice election date.

If a significant change in status has not occurred continue with current MDS schedule.

If a significant change in status has occurred submit MDS AA8a=3 (Significant Change in Status Assessment) With a check in Section P1a.o Indicating hospice care

Complete Long Term Care Medicaid Information (LTCMI) S1d. Hospice contract number
Resident Returns
Prior Discharge Indicates Return Not Anticipated

Form 3618 must be signed and electronically submitted within 72 hours of admission.

Submit AA8a=1
Admission assessment – required by day 14
Resident Returns
Prior Discharge Indicates Return Anticipated

Resident returns to full Medicaid. Form 3618 must be signed and electronically submitted within 72 hours of admission.

Has previous assessment expired?

No

Has resident had a change in condition?

Yes

Complete AA8a=3 – Significant change in status assessment.

No

An MDS is not required until the current assessment expires.

Yes

Submit next MDS as scheduled
Minimum Data Set (MDS)
Quick Reference Guide
2008

MDS Phone Numbers
AT&T Global Dialer Helpdesk .................................................. 1-800-905-2069
MDS Automation/Report Questions ........................................... 1-512-438-2396
MDS Clinical Questions/Training ................................................ 1-210-619-8010
MDS Technical Questions ....................................................... 1-800-727-5436, Press 3
MDS/RAP/Care Plan Training ..................................................... 1-512-458-1257 / 1-512-467-2242
CASPER QM/QI Clinical Questions ............................................. 1-806-249-5579 Ext. 2
CASPER QM/QI Report Questions ............................................. 1-210-619-8010
RAVEN Helpdesk ..................................................................... 1-800-339-9313
Swing Bed Automation/Technical .............................................. 1-800-339-9313
Swing Bed Clinical MDS ............................................................. 1-210-619-8010

MDS Informational Websites
AT&T Global Dialer: www.qtso.com
Federal MDS site: www.cms.hhs.gov/MinimumDataSets20/
MDS Software Specifications: http://www.cms.hhs.gov/MDS20SWSpecs
MDS/RAP/Care Planning Training: www.tahsa.org
MDS/RAP/Care Planning Training: www.txhca.org
RAVEN Download: www.qtso.com/ravendownload.html
RAVEN: http://www.cms.hhs.gov/MinimumDataSets20/07_RAVENSoftware.asp#TopOfPage
State MDS Policy: www.dads.state.tx.us/providers/mds/index.cfm
MDS Submission Process

1. MDS data is keyed
2. Connect to MDS website using AT&T Global Network Dialer
3. Access MDS Welcome page
4. Transmit Assessments
5. Initial Feedback report created

Warnings or no errors received:

- Data processed and final validation report created
- Warning received:
  - Change required?
    - No: Final validation report created
    - Yes: Create modification, request assessment, and modify transmit
- Fatal error-
  - Data is not stored on the MDS server:
    - Make appropriate changes, and transmit

Fatal error-
- Data is not stored on the MDS server:
  - Make changes to the assessment and transmit
- No errors:
  - Data is stored on the MDS state server:
    - No errors:
      - Final validation report created