



# Long Term Care Provider Bulletin

LTC Provider Bulletin, No. 75

August 2018

<b><i>What's new</i></b>	<b>2</b>
Advanced CNA Academy .....	2
Infection Control – Influenza and Pneumococcal Disease.....	3
LTC Online Portal MDS 3.0 and MN/LOC Specification Changes Scheduled for October 1, 2018 .....	4
New <i>Remittance and Status Reports for LTC Providers Quick Reference Guide</i> Now Available .....	8
Long Term Care TMHP and HHS Website Navigational Videos Now Available .....	8
<b><i>In This Corner</i></b>	<b>9</b>
<a href="#">Register Now</a> for the Geriatric Symposium – Texas Taking the Next Step .....	9
Joint Training Opportunities .....	9
Dementia Training Opportunities for NFs through QMP .....	10
Texas OASIS HCBS Dementia Training Academy .....	10
<b><i>Updates</i></b>	<b>11</b>
Meaningful Engagement to Increase Quality of Life .....	11
Music & Memory Update .....	11
Center for Excellence in Long Term Care .....	12
<b><i>Reminders</i></b>	<b>13</b>
Computer-Based Training (CBT) on the Texas Medicaid & Healthcare Partnership Learning Management System .....	13
Webinars Available for Nursing Facility, Hospice, Community Services Waiver Programs Providers, and MCOs.....	14
Visit the Texas Nursing Facility Quality Improvement Coalition Facebook page .....	14
Long Term Care Home Page on TMHP.com .....	15
Preadmission Screening and Resident Review (PASRR) Training Available.....	16
Reminder for Resource Utilization Group Training Requirements.....	16
<b><i>Provider Resources</i></b>	<b>17</b>
Provider Relations Representatives .....	17
TMHP LTC Contact Information.....	18
Electronic MDS Submissions Contact Information.....	19
HHSC Contact Information.....	19
Acronyms In This Issue.....	23

## Advanced CNA Academy

[Register now](#) for this free, two-day training. It will provide comprehensive training for nursing facility certified nursing assistants (CNAs), helping them to understand their role in the nursing facility and learn more about how to care for the geriatric population.

Topics to be covered include empowerment, communication, time management, organizational skills, stress and burnout, and professionalism along with understanding geriatric residents and those with intellectual or developmental disabilities (IDD), mental illness (MI), and complex medical needs. The training also covers competencies such as hand washing, perineal care, nutrition, safety, and transfers. Participants will be provided the latest resources and tools to enable them to provide the best possible care and quality of life for residents.

### Dates and Locations:

- August 28-29, Tyler
- September 12-13, Fort Worth
- September 26-27, Abilene
- October 10-11, El Paso
- October 15-16, Austin
- October 24-25, Houston
- November 15-16, San Antonio
- December 5-6, Edinburg
- December 12-13, Corpus Christi
- December 19-20, Harlingen

Visit the [conference web page](#) for more information. Questions can be emailed to [QMP@hhsc.state.tx.us](mailto:QMP@hhsc.state.tx.us). ■

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## Infection Control – Influenza and Pneumococcal Disease

### Influenza

All long term care facilities should be preparing their immunization campaigns for the upcoming flu season. Influenza can be particularly dangerous for older adults and those with chronic medical conditions. According to the Centers for Disease Control and Prevention (CDC) estimates, between 60 and 80 percent of deaths related to seasonal flu are adults 65 years of age or older.

Serious complications triggered by flu can include pneumonia, inflammation of the heart (myocarditis), brain (encephalitis) or muscle (myositis, rhabdomyolysis) tissues, and multi-organ failure (e.g., respiratory and kidney failure). Flu virus infection of the respiratory tract can also trigger an extreme inflammatory response in the body and can lead to sepsis, the body's life-threatening response to infection.

The best way to prevent the flu is with the influenza vaccine. The CDC recommends that everyone receive the influenza vaccine beginning at six months of age. Information about the available vaccines is available from the [CDC web site](#).

Information about the flu vaccine and people with egg allergies is available at the above link as well.

### Antiviral Medications

Early antiviral treatment in those who develop influenza can shorten the duration of symptoms, shorten the time a person is sick by one or two days, and may reduce the risk of serious flu complications. Antivirals (such as Tamiflu or Relenza) are most effective when started within 48 hours of onset of symptoms. Antivirals can also reduce the spread of influenza to other residents when given prophylactically.

### Pneumococcal Disease

Pneumococcal vaccines are the best defense against infections caused by *Streptococcus pneumoniae*. These common bacteria cause a variety of illnesses, ranging from mild sinus or middle ear infections to more severe infections such as pneumonia or meningitis. Some of these illnesses can even be life-threatening.

Pneumococcal pneumonia is a common complication of influenza in older adults and those with chronic medical conditions.

Who is most at risk for these illnesses?

- Children two years of age and younger
- Adults 65 years of age and older
- People with other health conditions

- Adults who live in long term care facilities

For more information about pneumococcal disease and the available vaccines, read the bilingual brochure developed by the Texas Department of State Health Services, *Who's at Risk for Pneumococcal Diseases?* To download the pdf, visit [www.ImmunizeTexas-OrderForm.com](http://www.ImmunizeTexas-OrderForm.com), and search for publication number 11-15086. You can also order hard copies that can be mailed to anyone in Texas for free.

The Quality Monitoring Program (QMP) has developed and implemented an Infection Prevention and Control best practice focus area. Quality Monitors can visit your facility to evaluate your system, and provide technical assistance for improvement as needed.

If you would like to schedule a QMP visit, email your request to [QMP@hsc.state.tx.us](mailto:QMP@hsc.state.tx.us). ■

## LTC Online Portal MDS 3.0 and MN/LOC Specification Changes Scheduled for October 1, 2018

The federal Centers for Medicare & Medicaid Services announced changes to the Minimum Data Set (MDS) 3.0, which will be effective on October 1, 2018. The Long Term Care (LTC) Online Portal will change to display the relevant revisions of the MDS 3.0 Comprehensive and Quarterly assessments with an Assessment Reference Date (ARD, A2300) of October 1, 2018, or later. MDS 3.0 assessments with an ARD prior to October 1, 2018, will display in the current format regardless of extraction date.

A small number of these changes will apply to the Medical Necessity and Level of Care (MN/LOC) assessments. These changes will affect only MN/LOCs submitted on October 1, 2018, and after.

This use of the ARD does not alter the HHSC-LTC 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, deleted, or altered:**

### Section C Items

Modified: **C1310B**. B. Inattention – Did the resident have difficulty focusing attention, for example, being easily distractible or having difficulty keeping track of what was being said?

Modified: **C1310C**. C. Disorganized Thinking - Was the resident's thinking disorganized or incoherent (rambling or irrelevant conversation, unclear or illogical flow of ideas, or unpredictable switching from subject to subject)?

Modified: **C1310D**. D. Altered Level of Consciousness - Did the resident have altered level of consciousness, as indicated by any of the following criteria?

**Section I Items**

New Item: **I0020** – Indicate the resident's primary medical condition category.

Indicate the resident's primary medical condition category that best describes the primary reason for admission.

Complete only if A0310B = 01

- 01. Stroke
- 02. Non-Traumatic Brain Dysfunction
- 03. Traumatic Brain Dysfunction
- 04. Non-Traumatic Spinal Cord Dysfunction
- 05. Traumatic Spinal Cord Dysfunction
- 06. Progressive Neurological Conditions
- 07. Other Neurological Conditions
- 08. Amputation
- 09. Hip and Knee replacement
- 10. Fractures and Other Multiple Trauma
- 11. Other Orthopedic Conditions
- 12. Debility, Cardiorespiratory Conditions
- 13. Medically Complex Conditions
- 14. Other Medical Condition if "other medical condition," enter the ICD code in the boxes.

New Item [Eight blank data fields to capture up to eight ICD codes related to field I0010:14.]: **I0020A**.

I0020A

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**Section J Item**

New Item: **J2000**. Prior Surgery - Complete only if A0310B = 01

Did the resident have major surgery during the 100 days prior to admission?

- 0. No
- 1. Yes
- 8. Unknown

## Section M Items

Modified: **Section M Intro Note** – Report based on highest stage of existing ulcers/injuries at their worst; do not "reverse" stage.

Modified: **M0100**. Determination of Pressure Ulcer/Injury Risk.

Modified: **M0100A**. – A. Resident has a pressure ulcer/injury, a scar over bony prominence, or a non-removable dressing/device.

Modified: **M0150**. Risk of Pressure Ulcers/Injuries

Is this resident at risk of developing pressure ulcers/injuries?

Modified: **M0210**. Unhealed Pressure Ulcers/Injuries

Does this resident have one or more unhealed pressure ulcers/injuries?

0. No: Skip to M1030, Number of Venous and Arterial Ulcers

1. Yes: Continue to M0300, Current Number of Unhealed Pressure Ulcers/Injuries at Each Stage

Modified: **M0300**. Current Number of Unhealed Pressure Ulcers/Injuries at Each Stage

Modified: **M0300A**. Stage 1: Intact skin with non-blanchable redness of a localized area usually over a bony prominence. Darkly pigmented skin may not have a visible blanching; in dark skin tones only it may appear with persistent blue or purple hues.

1. Number of Stage 1 pressure injuries

Deleted: **M0300B3**

Modified: **M0300D1**. 1. Number of Stage 4 pressure ulcers - If 0 Skip to M0300E, Unstageable - Non-removable dressing/device

Modified: **M0300E**. E. Unstageable - Non-removable dressing/device: Known but not stageable due to non-removable dressing/device

1. Number of unstageable pressure ulcers/injuries due to non-removable dressing/device - If 0 Skip to M0300F, Unstageable - Slough and/or eschar

2. Number of these unstageable pressure ulcers/injuries that were present upon admission/entry or reentry - enter how many were noted at the time of admission/entry or reentry.

Modified: **M0300G**. Unstageable - Deep tissue injury:

1. Number of unstageable pressure injuries presenting as deep tissue injury - If 0 Skip to M1030, Number of Venous and Arterial Ulcers

2. Number of these unstageable pressure injuries that were present upon admission/entry or reentry - enter how many were noted at the time of admission/entry or reentry.

Deleted: **M0610**

Deleted: **M0700**

Deleted: **M0800**

Deleted: **M0900**

Modified: **M1200**. Skin and Ulcer/Injury Treatments

Modified: **M1200E**. E. Pressure ulcer/injury care

### Section N Items

New Item: **N2001**. Drug Regimen Review - Complete only if A0310B = 01

Did a complete drug regimen review identify potential clinically significant medication issues?

- 0. No - No issues found during review Skip to O0100, Special Treatments, Procedures, and Programs
- 1. Yes - Issues found during review Continue to N2003, Medication Follow-up
- 9. NA - Resident is not taking any medications Skip to O0100, Special Treatments, Procedures, and Programs

New Item: **N2003**. Medication Follow-up

Did the facility contact a physician (or physician-designee) by midnight of the next calendar day and complete prescribed/recommended actions in response to the identified potential clinically significant medication issues?

- 0. No
- 1. Yes

New Item: **N2005**. Medication Intervention - Complete only if A0310H = 1

Did the facility contact and complete physician (or physician-designee) prescribed/recommended actions by midnight of the next calendar day each time potential clinically significant medication issues were identified since the admission?

- 0. No
- 1. Yes
- 9. NA - There were no potential clinically significant medication issues identified since admission or resident is not taking any medications

### Section O Items

Modified: **O0100F**. F. Invasive Mechanical Ventilator (ventilator or respirator)

Modified: **O0100G**. \* G. Non-Invasive Mechanical Ventilator (BiPAP/CPAP)

\* Only applicable for MDS Comprehensive Assessments

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

## ***New Remittance and Status Reports for LTC Providers Quick Reference Guide Now Available***

A new *Remittance and Status Reports for LTC Providers Quick Reference Guide* is now available. The Quick Reference Guide (QRG) is designed to assist long term care providers who submit claims through TMHP with accessing, understanding, and reconciling their R&S Reports.

Providers can access this new QRG on TMHP's Learning Management System (LMS) as follows:

1. Select this link: [https://tmhp.exceedlms.com/student/enrollments/create\\_enrollment\\_from\\_token/JcNxq2ejobbM9NcgUijLWB1o](https://tmhp.exceedlms.com/student/enrollments/create_enrollment_from_token/JcNxq2ejobbM9NcgUijLWB1o)
2. The LMS appears in a new window. Log in to an existing account or create a new account. New visitors to the LMS can access materials and take courses immediately after they register.
3. The QRG will be in PDF form. Select the appropriate button to view this file in a web browser or download the file for offline viewing.

Providers can access computer-based training and Additional and Supplemental Training materials on the LMS at any time.

Providers can also access the new QRG directly on the TMHP website by clicking [here](#). ■

## **Long Term Care TMHP and HHS Website Navigational Videos Now Available**

The following navigational videos are available on the Long Term Care [Reference Materials page](#) of this website:

- LTC Navigational Video: Provider Education
- LTC Navigational Video: Webinars
- LTC Navigational Video: Online Portal Basics and TexMedConnect
- LTC Navigational Video: HHS Website

You will see a list of the videos under the TMHP and HHS Website Navigational Videos section. The videos will load automatically from the Learning Management System (LMS); there is no need to enter LMS credentials.

For issues accessing the video links, email TMHP LMS support at [TMHPTrainingSupport@tmhp.com](mailto:TMHPTrainingSupport@tmhp.com).

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



## **Register Now for the Geriatric Symposium – Texas Taking the Next Step**

HHSC, in collaboration with The University of Texas at Austin School of Nursing, is hosting a two-day, free event for health-care professionals and family members who work with older adults.

### **Dates and Location:**

August 13-14, 2018

Sheraton Austin Georgetown Hotel and Conference Center

Georgetown, Texas

Day One: *Celebrating the Power of Nurses in Long Term Care*

An education-filled day by nurses, for nurses, where you will gain an understanding of the unique needs of older adults, focusing on topics that affect the quality of life and quality of care of the geriatric population.

Day Two: *Evolution and Advancement in the Aging Community*

The final day of the symposium was developed to provide all health-care disciplines, family caregivers, and consumers with information about caring for older adults, including those with dementia. Day two will focus heavily on the integration of alternative treatments, with topics such as Enriching Lives with the Arts, Advancements in the Technologies for the Care and Treatment of Alzheimer's Disease, and Engage the Ages: Creating Effective Intergenerational Programs for all Ages and Abilities.

[Registration](#) is now open, and seating is limited. For more information visit the [conference web page](#). Email questions to [QMP@hsc.state.tx.us](mailto:QMP@hsc.state.tx.us). ■

## **Joint Training Opportunities**

HHSC Education Services provides monthly training sessions around the state for both providers and surveyors. The training calendar is updated frequently, and includes training opportunities in multiple locations across the state.

Visit the Joint Training web page to see the current training schedule:

<https://apps.hhs.texas.gov/providers/training/jointtraining.cfm>. ■

## Dementia Training Opportunities for NFs through QMP

Free, comprehensive dementia care training is available through the Quality Monitoring Program (QMP), including:

- **Alzheimer's Disease and Dementia Care Seminar:** An eight-hour training program that teaches staff to provide appropriate, competent, and sensitive care and support to residents with dementia. On completion of the training, participants are eligible to apply for certification through the National Council for Certified Dementia Practitioners. For more information about certification, visit [nccdp.org](http://nccdp.org).
- **Texas OASIS Dementia Training Academy:** A two-day training that focuses on dementia basics, including person-centered care and using non-pharmacological interventions to manage behaviors. The OASIS curriculum was developed by Dr. Susan Wehry, and in collaboration with the Health and Human Services Commission (HHSC), was adapted to meet the unique needs of Texas nursing facilities.
- **Virtual Dementia Tour:** Simulates the physical and mental challenges people with dementia face. It allows caregivers to *experience* dementia for themselves, letting them move from sympathy to empathy and to better understand the behaviors and needs of their residents.
- **Person-Centered Thinking:** An interactive, two-day training designed to provide nursing facility staff with the skills necessary to help residents maintain positive control over their lives. Participants will be introduced to the core concept of Person-Centered Thinking Training: finding a balance between what's *important to* and *important for* the people they serve. Participants will learn how to obtain a deeper understanding of the people they support and to organize this learning to inform their efforts to help people get the lives they value.

If you are interested in scheduling any of these trainings in your facility, email the request to [QMP@hhsc.state.tx.us](mailto:QMP@hhsc.state.tx.us). ■

## Texas OASIS HCBS Dementia Training Academy

The Texas OASIS HCBS Dementia Training regional conferences have been completed. The curriculum will now be converted to a computer-based training and will be available on the HHSC web site. More information will be released soon.

Questions can be emailed to [QMP@hhsc.state.tx.us](mailto:QMP@hhsc.state.tx.us). ■

## Meaningful Engagement to Increase Quality of Life

The Health and Human Services Commission (HHSC), in collaboration with Natalie B. Davis, AA, CDP, CADDCT, hosted the *Meaningful Activities to Increase Quality of Life Training* at five regional venues in June and July 2018. This training was designed for all nursing facility staff including activity directors, licensed nurses, certified nurse aides, and ancillary staff. Ms. Davis provided attendees with evidence-based best practices that will assist them in implementing individualized activities that reflect each resident's preferences, customary habits, and lifestyle. Participants also learned how to develop person-centered activity programs that are both meaningful and relevant.

HHSC offered participants an opportunity to nominate their facility to receive a complementary customized activity program. To participate in the nomination process, a facility staff member must have attended one of the five regional trainings. Only 20 facilities have been selected for this rare opportunity that will take place between August 2018 and January 2019.

For questions, email [QMP@hhsc.state.tx.us](mailto:QMP@hhsc.state.tx.us). ■

## Music & Memory Update

The Health and Human Services Commission (HHSC) began a journey with Music & Memory in 2015 with the intent of offering nursing home providers a non-pharmacological alternative to caring for people with Alzheimer's disease or other forms of dementia. Since 2015, 485 facilities across Texas have participated in the HHSC Music & Memory program and by the end of 2018, over 10,000 nursing home residents will have been impacted by this innovative program.

HHSC initiated this program with a primary goal of reducing the inappropriate use of antipsychotic medications in this population.

HHSC is expanding the initiative to an additional 200 nursing homes over the next two years. Nominations for Phase V of the program will be completed in August, with 50 facilities chosen to participate. The kick-off for Phase V of the HHSC Music & Memory program is scheduled for December 2018 in Austin. Additional opportunities to participate in the HHSC Music & Memory program will be available in 2019.

Questions regarding the HHSC Music & Memory program can be emailed to [QMP@hhsc.state.tx.us](mailto:QMP@hhsc.state.tx.us). ■

## Center for Excellence in Long Term Care

The Center for Excellence in Long Term Care (Center) is a partnership between the 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 is an educational platform for the delivery of geriatric and disability best practices to providers of geriatric care.

Plans are in development for Phase V of the Center for Excellence. When launched, Phase V will address Infection Prevention and Control in long term care facilities. This will include web-based training modules to provide education and resources to providers at multiple levels such as physicians, licensed nurses, direct care staff, and family caregivers. Topics that will be addressed in Phase V will include:

- An introduction to Infection Prevention and Control in Long Term Care Facilities.
- An overview of state and federal regulations related to Infection Prevention and Control in long term care settings.
- Evidence-based practices and guidelines for Infection Prevention and Control.
- Developing and implementing facility-specific policies and procedures, based on a facility infection control risk assessment and program evaluation.
- Developing and operationalizing surveillance programs, including mapping and tracking the spread of infections in a long term care facility.
- Best practice protocols for implementing and discontinuing transmission-based precautions.
- Developing and operationalizing antimicrobial stewardship programs.
- Hand hygiene programs, including staff training and competency evaluations.
- Protocols for immunization programs in long term care settings, based on the Centers for Disease Control and Prevention's recommendations for resident and staff immunizations.
- Processes for monitoring the effectiveness of the Infection Prevention and Control program in the long term care setting and methodology for reporting the findings.

In addition, the Center for Excellence will develop an evidence-based educational program for Infection Preventionists in long term care facilities. This web-based program will address the training necessary for an individual to competently manage a long term care facility's Infection Prevention and Control program.

Phase V will launch in the summer of 2019.

Visit the Center for Excellence in Long Term Care at [www.utlongtermcareurse.com](http://www.utlongtermcareurse.com). Registration is free. ■

## Computer-Based Training (CBT) on the Texas Medicaid & Healthcare Partnership Learning Management System

The following Long Term Care (LTC)-specific CBTs are currently available on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (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.
- 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](http://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](mailto:TMHPTrainingSupport@tmhp.com). ■

## Webinars Available for Nursing Facility, Hospice, Community Services Waiver Programs Providers, and MCOs

Long Term Care (LTC) training sessions are available in webinar format. LTC providers are 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 - Provides information that assists Community Services Waiver providers with using the LTC Online Portal to complete and submit the Medical Necessity and Level of Care (MN/LOC) assessment.
- 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 PASRR/NFSS Webinar, Part 1
- LTC Nursing Facility PASRR/NFSS Webinar, Part 2
- 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 at [www.tmhp.com/Pages/LTC/ltc\\_webinar.aspx](http://www.tmhp.com/Pages/LTC/ltc_webinar.aspx). ■

## Visit the Texas Nursing Facility Quality Improvement Coalition Facebook page

The Quality Monitoring Program (QMP) and the TMF Quality Improvement Organization continue to collaborate on the Texas Nursing Facility Quality Improvement Coalition Facebook page. Many great resources and educational opportunities are shared on this Facebook page, designed to improve the quality of care and quality of life for all Texas nursing facility residents. In addition, this page is a means for communicating updates on current and future initiatives.

Like and follow the [Texas Nursing Facility Quality Improvement Coalition](#) Facebook page today! ■

## 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 [tmhp.com](http://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 TexMed-Connect, 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 [tmhp.com](http://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.
- [Information Letters](#), LTC providers are contractually obligated to follow the instructions provided in LTC 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, and written training materials.
- [Helpful Links](#) for Long Term Care Providers.

Providers are encouraged to frequently visit TMHP.com for the latest news and information. ■

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All the content found under the Long Term Care Tab at [tmhp.com](http://tmhp.com) is up-to-date information

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## 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 (NF) staff can access the HHS PASRR home page for more information regarding PASRR processes and procedures affecting them at <https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-resident-review-pasrr>.

### HHS PASRR Training

- 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 NFs 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.



## 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.

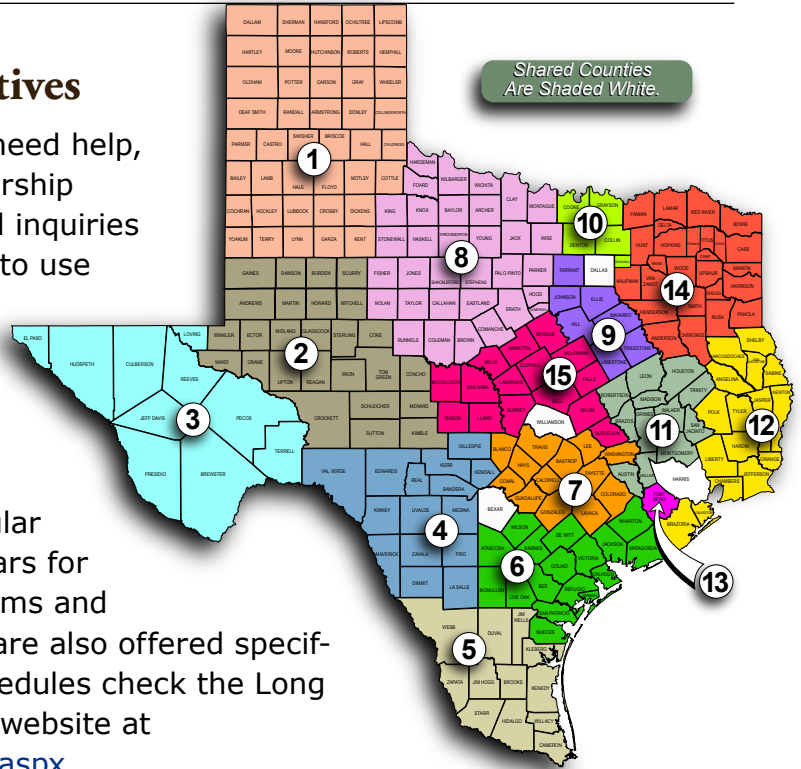
To register for the RUG training, or for more information, visit [www.txstate.edu/continuing/CE-Online/RUG-Training.html](http://www.txstate.edu/continuing/CE-Online/RUG-Training.html). ■



## 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 TexMed-Connect).

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](http://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](http://www.tmhp.com/Pages/SupportServices/PSS_Reg_Support.aspx).

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

\*Bexar, Dallas, Harris, and Williamson Counties are shared by 2 or more provider representatives. These counties are divided by ZIP Codes. Refer to the TMHP website at [www.tmhp.com](http://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

For questions about...		Choose...
<ul style="list-style-type: none"> <li>▪ General inquiries</li> <li>▪ Using TexMedConnect</li> <li>▪ Claim adjustments</li> <li>▪ Claim status inquiries</li> <li>▪ Claim history</li> <li>▪ Claim rejection and denials</li> <li>▪ Understanding Remittance and Status (R&amp;S) Reports</li> <li>▪ Forms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Forms 3071 and 3074</li> <li>▪ Forms 3618 and 3619</li> <li>▪ Resource Utilization Group (RUG) levels</li> <li>▪ Minimum Data Set (MDS)</li> <li>▪ LTC Medicaid Information (LTCMI)</li> <li>▪ Medical Necessity and Level of Care (MN/LOC) assessment</li> <li>▪ PASRR Level 1 Screening, PASRR Evaluation, and PASRR Specialized Services submission status messages</li> </ul>	Option 1: Customer service/general inquiry
<ul style="list-style-type: none"> <li>▪ Medical necessity</li> </ul>		Option 2: To speak with a nurse
<ul style="list-style-type: none"> <li>▪ TexMedConnect – technical issues, account access, portal issues</li> <li>▪ Modem and telecommunication issues</li> <li>▪ Processing provider agreements</li> <li>▪ Verifying that system screens are functioning</li> </ul>	<ul style="list-style-type: none"> <li>▪ American National Standards Institute (ANSI) ASC X12 specifications, testing, and transmission</li> <li>▪ Getting Electronic Data Interchange (EDI) assistance from software developers</li> <li>▪ EDI and connectivity</li> <li>▪ LTC Online Portal, including technical issues, account access, portal issues</li> </ul>	Option 3: Technical support

For questions about...		Choose...
<ul style="list-style-type: none"> <li>▪ Electronic transmission of Forms 3071, 3074, 3618, and 3619</li> <li>▪ Form Status Inquiry</li> <li>▪ Technical issues</li> <li>▪ Transmitting forms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interpreting Quality Indicator (QI) Reports</li> <li>▪ Current Activity (formerly Weekly Status Report)</li> <li>▪ MDS submission problems</li> <li>▪ MN/LOC assessment submission problems</li> </ul>	Option 3: Technical support
<ul style="list-style-type: none"> <li>▪ Individual appeals</li> <li>▪ Individual fair hearing requests</li> </ul>	<ul style="list-style-type: none"> <li>▪ Appeal guidelines</li> </ul>	Option 5: Request fair hearing
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](mailto:help@qtso.com) or 1-800-339-9313.

## HHSC 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: <a href="mailto:ContractedCommunityServices@hhsc.state.tx.us">ContractedCommunityServices@hhsc.state.tx.us</a>  Voice mail 512-438-3550
Hospice Services contract enrollment	Email: <a href="mailto:ContractedCommunityServices@hhsc.state.tx.us">ContractedCommunityServices@hhsc.state.tx.us</a>  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: <a href="http://rad.hhs.texas.gov/long-term-services-supports">rad.hhs.texas.gov/long-term-services-supports</a> . Contact information is listed by program.
How to prepare a cost report (forms and instructions)/approved rates posted contact	Website: <a href="http://rad.hhs.texas.gov/long-term-services-supports">rad.hhs.texas.gov/long-term-services-supports</a> then select appropriate program.
How to sign up for, or obtain direct deposit/electronic funds transfer	Accounting: 512-438-2410
How to obtain IRS Form 1099-Miscellaneous Income	Accounting: 512-438-3189

If you have questions about...	Contact...
<p>Medicaid eligibility, applied income, and name changes</p>	<p>Medicaid for the Elderly and People With Disabilities (MEPD) worker</p> <p>Integrated Eligibility and Enrollment (IEE) Call Center at telephone number 2-1-1</p> <p>Website: <a href="http://yourtexasbenefits.hhsc.state.tx.us/programs/health/">http://yourtexasbenefits.hhsc.state.tx.us/programs/health/</a></p>
<p>Intellectual Disability/Developmental Disability (ID/DD) PASRR Policy Questions</p> <ul style="list-style-type: none"> <li>▪ PASRR Level 1 Screening Form (PL1)</li> <li>▪ PASRR Evaluation (PE)</li> <li>▪ PASRR Specialized Services</li> <li>▪ Interdisciplinary Team (IDT) Meeting</li> </ul> <p>Mental Illness (MI) PASRR Policy Questions</p> <ul style="list-style-type: none"> <li>▪ PASRR Level 1 Screening Form (PL1)</li> <li>▪ PASRR Evaluation (PE)</li> </ul>	<p>HHSC ID/DD PASRR Unit 1-855-435-7180 Email: <a href="mailto:PASRR.Support@hhsc.state.tx.us">PASRR.Support@hhsc.state.tx.us</a></p> <p>Website: <a href="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</a></p> <p>HHSC MI PASRR Unit Email: <a href="mailto:PASRR.MentalHealth@hhsc.state.tx.us">PASRR.MentalHealth@hhsc.state.tx.us</a></p>
<p>Payment Issues – If payment has not been received after more than 10 days from the date of billing</p>	<p>HHSC Payment Processing Hotline 512-438-2410</p>
<p>Personal Needs Allowance (PNA)</p>	<p>Provider Claims Services 512-438-2200, Option 2</p>
<p>PASRR Quality Service Review</p>	<p>PASRR Quality Service Review Program Manager: 512-438-5413</p>
<p>Targeted Case Management Service Authorization questions for Local Intellectual and Developmental Disability Authorities (LIDDAs)</p>	<p>HHSC Regional Claims Management Coordinator</p> <p>Website: <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></p>
<p>Service Authorization questions for Guardianship Program</p>	<p>HHSC Office of Guardianship 512-438-2843</p>
<p>Deductions and provider-on-hold questions for Institutional Services (nursing facilities)</p>	<p>Institutional Services (NFs)—Provider Claims Services: 512-438-2200, Option 3</p>
<p>Deductions and provider-on-hold questions for Community Services</p>	<p>Community Services Contract Manager or IDD Services: 512-438-4722</p>
<p>Invalid or inappropriate recoupments for nursing facilities and hospice services</p>	<p>Provider Claims Services: 512-438-2200, Option 3</p>
<p>Status of warrant/direct deposit after a claim has been transmitted to Accounting (fiscal) by TMHP</p> <p><b>Note:</b> Allow 5-7 business days for processing of claim(s) before verifying payment information</p>	<p>Comptroller’s website: <a href="http://www.window.state.tx.us">www.window.state.tx.us</a> Choose the State-to-Vendor-Payment Info-Online-Search link.</p> <p>Accounting 512-438-2410 When calling Accounting, provide the Provider/contract number assigned by HHSC.</p>
<p>Texas State University Resource Utilization Group (RUG) training</p>	<p>The Office of Continuing Education: Online course: 512-245-7118 Website: <a href="http://www.txstate.edu/continuinged">www.txstate.edu/continuinged</a></p>

If you have questions about...	Contact...
Long Term Care (LTC) Provider Recoupments and Holds (PRH) including torts and trusts and/or annuities for which the state is the residual beneficiary	Provider Claims Services: 512-438-2200, Option 4
<b>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</b>	
CLASS Program Policy	512-438-3078 or <a href="mailto:ClassPolicy@hhsc.state.tx.us">ClassPolicy@hhsc.state.tx.us</a>
CLASS Interest Line	1-877-438-5658
HCS Program Policy	512-438-4478 or <a href="mailto:HCSPolicy@hhsc.state.tx.us">HCSPolicy@hhsc.state.tx.us</a>
MDCP Program Policy	512-438-3501 or <a href="mailto:mdcp@hhsc.state.tx.us">mdcp@hhsc.state.tx.us</a>
MDCP Interest List Line	1-877-438-5658
TxHmL Program Policy	512-438-4639 or <a href="mailto:TxHmLPolicy@hhsc.state.tx.us">TxHmLPolicy@hhsc.state.tx.us</a>
DBMD Program Policy	512-438-2622 or <a href="mailto:dbmdpolicy@hhsc.state.tx.us">dbmdpolicy@hhsc.state.tx.us</a>
DBMD Interest Line	1-877-438-5658
CCAD financial or functional eligibility criteria	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>
CCAD service authorization issues	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>
CCAD Program policies/procedures	512-438-3226 or <a href="mailto:CCADPolicy@hhsc.state.tx.us">CCADPolicy@hhsc.state.tx.us</a>
Hospice policy questions	Email: <a href="mailto:HospicePolicy@hhsc.state.tx.us">HospicePolicy@hhsc.state.tx.us</a>
Hospice Program service authorization issues	Provider Claims Services: 512-438-2200, Option 1
Home and Community-based Services (HCS) and Texas Home Living Waiver (TxHmL) billing, policy, payment reviews, cost report repayment	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>
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)	HCS or TxHmL: 512-438-5055, Fax: 512-438-4249 CLASS or DBMD: 512-438-4896, Fax: 512-438-5135
Vendor Holds for HCS/TxHmL	512-438-3234 or <a href="mailto:IDDWaiverContractEnrollment@hhsc.state.tx.us">IDDWaiverContractEnrollment@hhsc.state.tx.us</a>
Consumer rights (consumer/family complaints concerning HCS and TxHmL waiver)	Consumer Rights and Services: 1-800-458-9858 Email: <a href="mailto:CRSComplaints@hhsc.state.tx.us">CRSComplaints@hhsc.state.tx.us</a> Website: <a href="https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services">https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services</a>
Invalid or inappropriate CCAD recoupments	Provider Claims Services: 512-438-2200, Option 4

If you have questions about...	Contact...
<b>Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID) and Nursing Facility Programs</b>	
HHS Quality Monitoring Program	Email: <a href="mailto:QMP@hhsc.state.tx.us">QMP@hhsc.state.tx.us</a>
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 Surrogate Decision Making Program (SDMP) for people receiving community-based services through the ICF/IID program	Consumer Rights and Services: 1-800-458-9858 Email: <a href="mailto:CRSComplaints@hhsc.state.tx.us">CRSComplaints@hhsc.state.tx.us</a> Website: <a href="https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services">https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services</a>



## Acronyms In This Issue

Acronym	Definition
AMA	American Medical Association
ANSI	American National Standards Institute
ARD	Assessment Reference Date
CARE	Client Assessment Registration
CBT	Computer-Based Training
CCAD	Community Care for Aged and Disabled Programs
CDC	Centers for Disease Control and Prevention
CDT	Current Dental Terminology
CLASS	Community Living Assistance and Support Services
CNA	Certified Nursing Assistant
CPT	Current Procedural Terminology
CPWC	Customized Power Wheelchair
DBMD	Deaf-Blind with Multiple Disabilities
DME	Durable Medical Equipment
EDI	Electronic Data Interchange
FARS/DFARS	Federal Acquisition Regulations System/Department of Defense Regulation System
HCS	Home and Community-Based Services
HHS	Health and Human Services
HHSC	Health and Human Services Commission
HHSCN	Health and Human Services Commission Network
ICF/IID	Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions
ID/DD	Intellectual Disability/Developmental Disability
IDD	Intellectual or Developmental Disability
ID/RC	Intellectual Disability-Related Condition
IDT	Interdisciplinary Team
IEE	Integrated Eligibility and Enrollment
IPC	Individual Plan of Care
LIDDA	Local Intellectual and Developmental Disability Authority
LMS	Learning Management System
LTC	Long Term Care
LTCMI	Long Term Care Medicaid Information
MCO	Managed Care Organization
MDCP	Medically Dependent Children's Program
MDS	Minimum Data Set
MEPD	Medicaid for the Elderly and People With Disabilities
MI	Mental Illness

<b>Acronym</b>	<b>Definition</b>
MN/LOC	Medical Necessity and Level of Care
NF	Nursing Facility
PASRR	Preadmission Screening and Resident Review
PE	PASRR Evaluation
PE/UR	Program Enrollment/Utilization Review
PL1	PASRR Level 1
PNA	Personal Needs Allowance
PRH	Provider Recoupments and Holds
QAF	Quality Assurance Fee
QI	Quality Indicator
QMP	Quality Monitoring Program
QRG	Quick Reference Guide
QTSO	QIES Technical Support Office
R&S	Remittance and Status
RC	Residential Care
RN	Registered Nurse
SDMP	Surrogate Decision Making Program
RUG	Resource Utilization Group
TAC	Texas Administrative Code
TMHP	Texas Medicaid & Healthcare Partnership
TxHmL	Texas Home Living Waiver

