



# **Long-Term Care (LTC) User Guide** **for General Information, Online Portal Basics,** **and Program Resources**





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# Learning Objectives

After reading this Long-Term Care (LTC) User Guide, you will be able to:

- Understand the Medicaid team roles.
- Identify National Provider Identifier (NPI) requirements.
- Obtain an LTC Online Portal administrator account.
- Understand basic LTC Online Portal features.
- Understand how to properly request prior authorization for nonemergency ambulance transport.
- Recognize how to prevent Medicaid waste, abuse, and fraud.
- Understand that complying with Health Insurance Portability and Accountability Act (HIPAA) is YOUR responsibility as a provider. You should seek legal representation when needed, and consult the manuals or speak to your Texas Medicaid & Healthcare Partnership ( TMHP) Provider Representative when you have questions.
- Identify additional resources to assist you.



# Medicaid Team

The following groups and people make up the Medicaid Team. Together, they make it possible to deliver Medicaid services to Texans.

- **Centers for Medicare & Medicaid Services (CMS)** – The agency in the U.S. Department of Health and Human Services that is responsible for federal administration of Medicare, Medicaid, and State Children’s Health Insurance Program (CHIP).
- **Person** – Someone enrolled in a program and served by Texas Medicaid. Formerly referred to as “client” or “individual.”
- **Managed Care Organization (MCO)** – State-contracted entity that has been given delegated authority to provide acute and long-term services to support enrolled managed care members.
- **Program Provider** – An entity that provides services under a contract with Texas Health and Human Services (HHS). Program provider is the preferred term for “provider agency.” Program providers are the crucial players in a quality health-care program. The focus is on providing the best care possible while being reimbursed for allowed services rendered.
- **Texas Health and Human Services (HHS)** – Provides administrative oversight of Texas health and human services programs including: the Medicaid acute care program, Children’s Health Insurance Plan (CHIP), State of Texas Access Reform (STAR), State of Texas Access Reform PLUS (STAR+PLUS), long-term services and support to older persons and people with physical, intellectual, and developmental disabilities. Also regulates providers of long-term services and supports, and administers the state’s guardianship program and provides direct administration of some programs. The Texas HHS’s Office of Eligibility Services (OES) determines eligibility for Medicaid.
- **Texas Medicaid & Healthcare Partnership (TMHP)** – Contracted by the state as the claims administrator to process claims for providers under traditional Medicaid. TMHP processes and approves claims for traditional Long-Term Care (LTC). TMHP does not pay LTC claims; this is done by the comptroller. TMHP’s responsibilities also include the following:
  - Determination of Medical Necessity (MN)
  - Provider Education
  - Providing timely processing of claims (except for services covered by the STAR+PLUS premium) and represents HHS at Fair Hearings
  - Producing provider procedure manuals - updated monthly, quarterly *LTC Provider Bulletins*, and Remittance and Status (R&S) Reports
  - Maintaining the TMHP Call Center/Help Desk, Monday through Friday, 7:00 a.m.–7:00 p.m., Central Time, excluding holidays

- Conducting training sessions for providers, which includes technical assistance on the TexMedConnect online application
- **Texas State Legislature** – The state legislature allocates money for Texas Medicaid budget.

# National Provider Identifier (NPI)/ Atypical Provider Identifier (API) Requirements

The Health Insurance Portability and Accountability Act (HIPAA) established the National Provider Identifier (NPI) as the 10-digit standard unique identifier for health-care providers and requires covered health-care providers, clearinghouses, and health plans to use this identifier in HIPAA-covered transactions.

NPI is required on all claims submitted electronically, through third party software, or through TexMedConnect. On the LTC Online Portal, NPI is used for security purposes, and links providers to their assessments so that only those associated with that NPI are viewable. Without an NPI, providers would not be able to locate their assessments on the LTC Online Portal.

**Note:** *HHS Medically Dependent Children Program (MDCP) nurses are not required to apply for an NPI. They enter an Atypical Provider Identifier (API) which is assigned by the appropriate region. To view a map of the HHS Community Services regions, go to <https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts>.*

To obtain an NPI, go to <https://nppes.cms.hhs.gov/NPPES>.

An NPI or an API is required on claims and assessment submissions using the following methods:

- LTC Online Portal
- TexMedConnect
- Third-party software vendor



# The LTC Online Portal

Providers must use the LTC Online Portal to submit forms, screenings, evaluations, the Long-Term Care Medicaid Information (LTCMI) section of the Minimum Data Set (MDS) Assessment, and the 3071/3074 Hospice forms.

## Benefits of Using the LTC Online Portal

- Web-based application.
- 24/7 system availability.
- TMHP provides LTC Online Portal technical support by telephone at **1-800-626-4117**, Option 3, from 7:00 a.m.–7:00 p.m., Central Time, Monday through Friday—excluding holidays.
- Edits are in place to verify the validity of data entered.
- Provides error messages that must be resolved before submission.
- Providers have the ability to monitor the status of forms, assessments, screenings, and evaluations by using Form Status Inquiry (FSI) or Current Activity.
- Allows providers to submit additional information.

## LTC Online Portal Security

To use the LTC Online Portal, providers must request access to the LTC Online Portal. Your facility may already have an account. You may need to contact your facility's administrator for user access. An administrator account is required for LTC Online Portal access, should have multiple administrator accounts, in case one administrator is unavailable.

The administrator account is the primary user account for a provider number.

The administrator account provides the ability to add/remove permissions (access to LTC Online Portal features) for other user accounts on the same provider number.

A user account can be created by an administrator. User account permissions and limitations are set by the holder of an administrator account. This allows administrators to set the level of access according to employees' responsibilities.

If you already have either an administrator or user account, go to [www.tmhp.com/programs/ltc](http://www.tmhp.com/programs/ltc). Click the **LTC Online Portal** button.

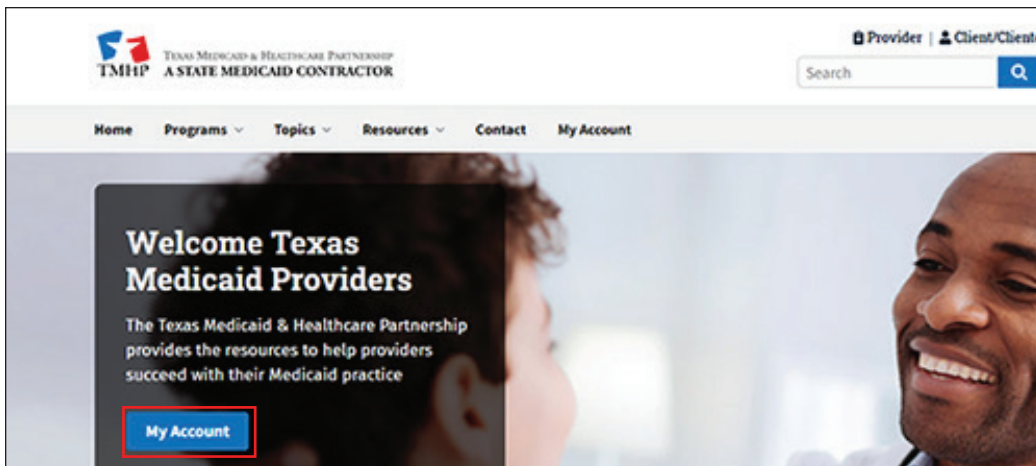
Third-party vendors are allowed to submit the LTCMI section of an MDS assessment directly on the LTC Online Portal on behalf of a provider. Providers using a third-party software vendor are still required to obtain LTC Online Portal access for rights to submit the LTCMI section of the assessment. For questions related to this functionality, providers are directed to contact their third-party software vendors.

If you do not have an account, you can create one by following the steps below. To do so, you will need to have:

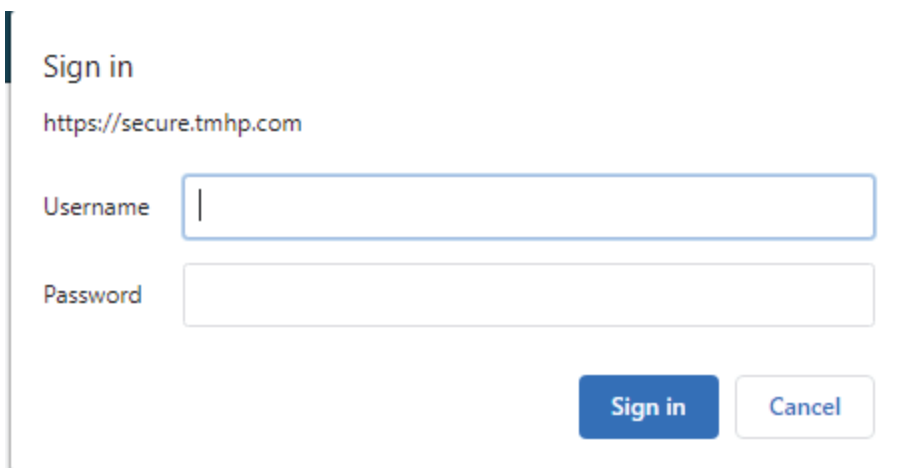
- **Provider number** - assigned by HHS when the provider signs the contract to provide Medicaid services.
- **Vendor number** - four-digit number assigned by HHS when the provider signs the contract to submit forms on the LTC Online Portal.
- **Vendor password** - providers must call the Electronic Data Interchange (EDI) Help Desk at **1-888-863-3638** to obtain their vendor password. Please note that it may take three to five business days to receive the password, which is randomly generated by TMHP.

## How to Create an LTC Online Portal Administrator Account

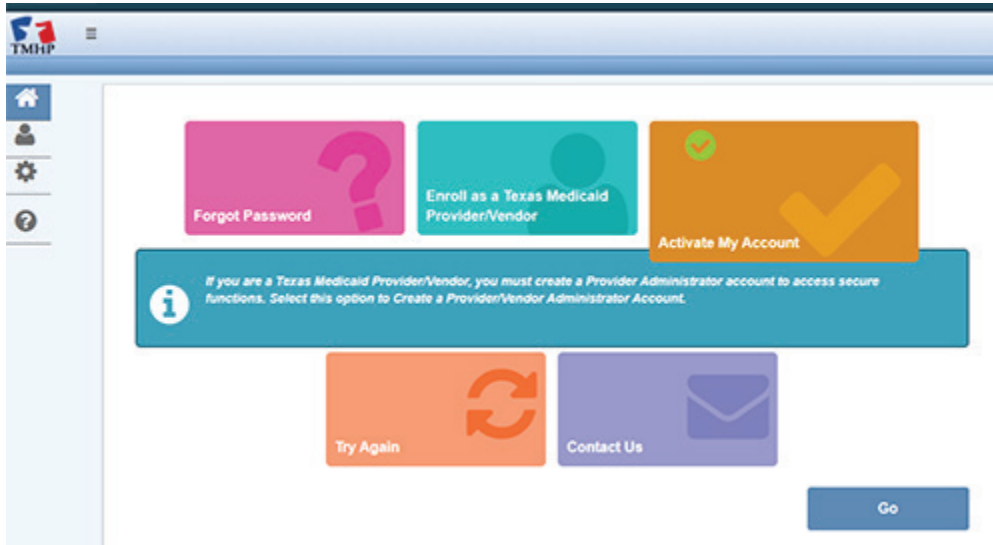
- 1) Go to [www.tmhp.com](http://www.tmhp.com).
- 2) Click the **My Account** button.



- 3) You will be prompted to sign in. If you do not have a username and password, click the **Cancel** button.

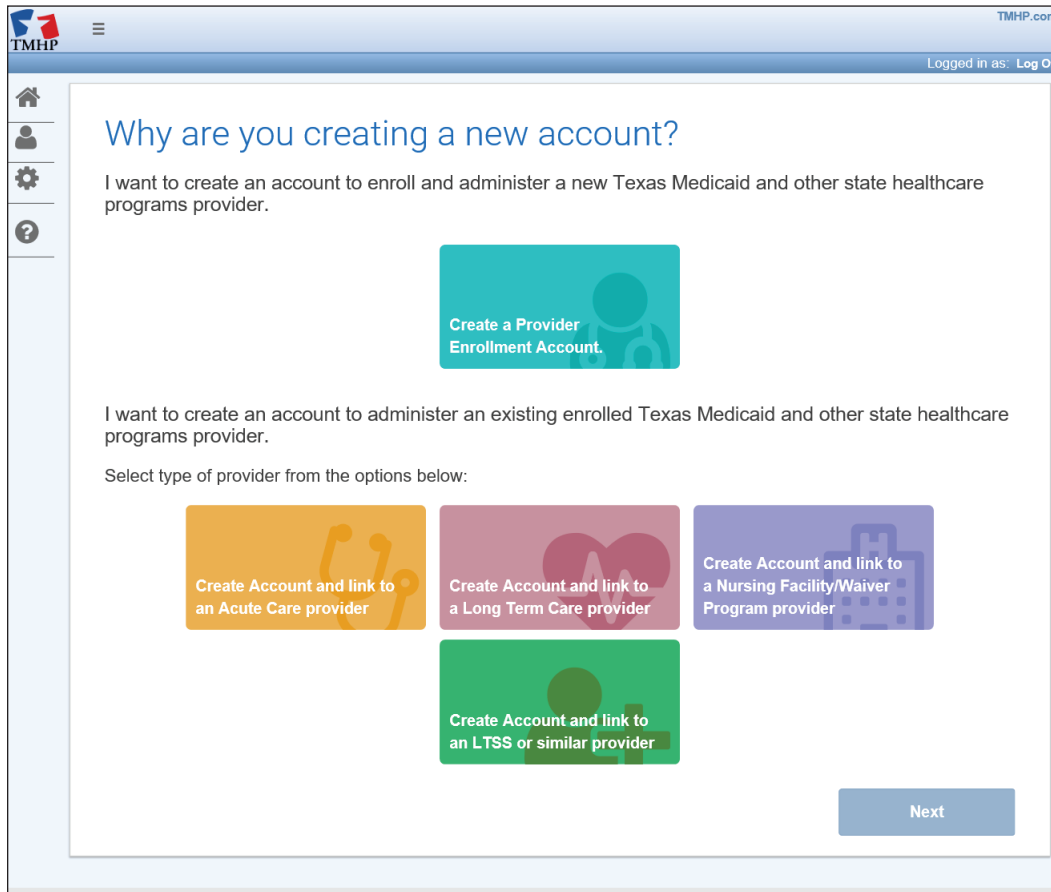
A screenshot of a sign-in form. The form is titled "Sign in" and shows the URL "https://secure.tmhp.com". It contains two input fields: "Username" and "Password". Below the input fields are two buttons: "Sign in" (a blue button) and "Cancel" (a white button with a blue border).

- 4) Click the **Activate My Account** button, then click the **Go** button.



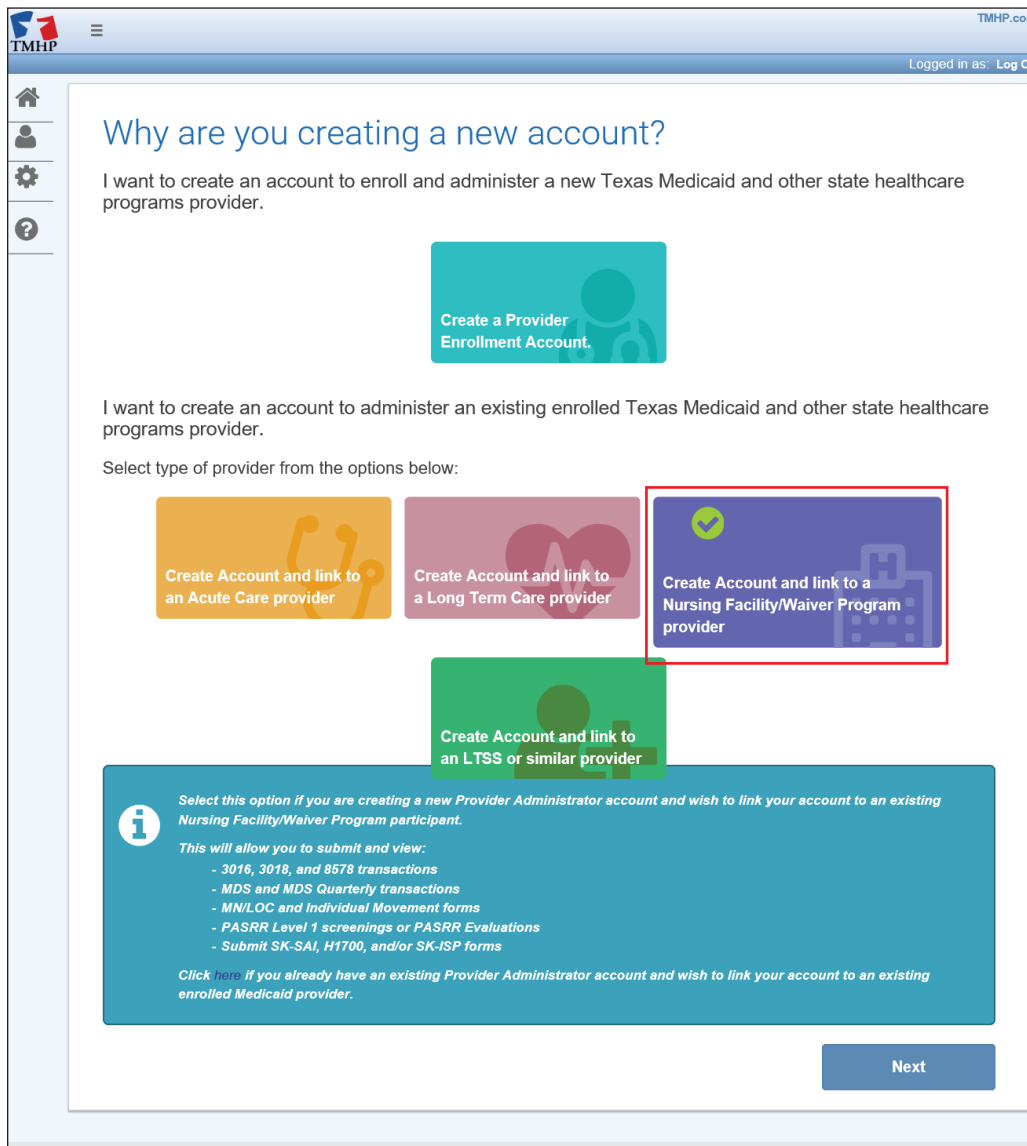
- 6) From here there are a few options:

- a) If you are not currently a Texas Medicaid provider, you will be prompted to enroll in Texas Medicaid. To enroll as a Texas Medicaid Provider, visit the Doing Business with HHS section of the [HHS.texas.gov](https://www.hhs.texas.gov) website for more information.

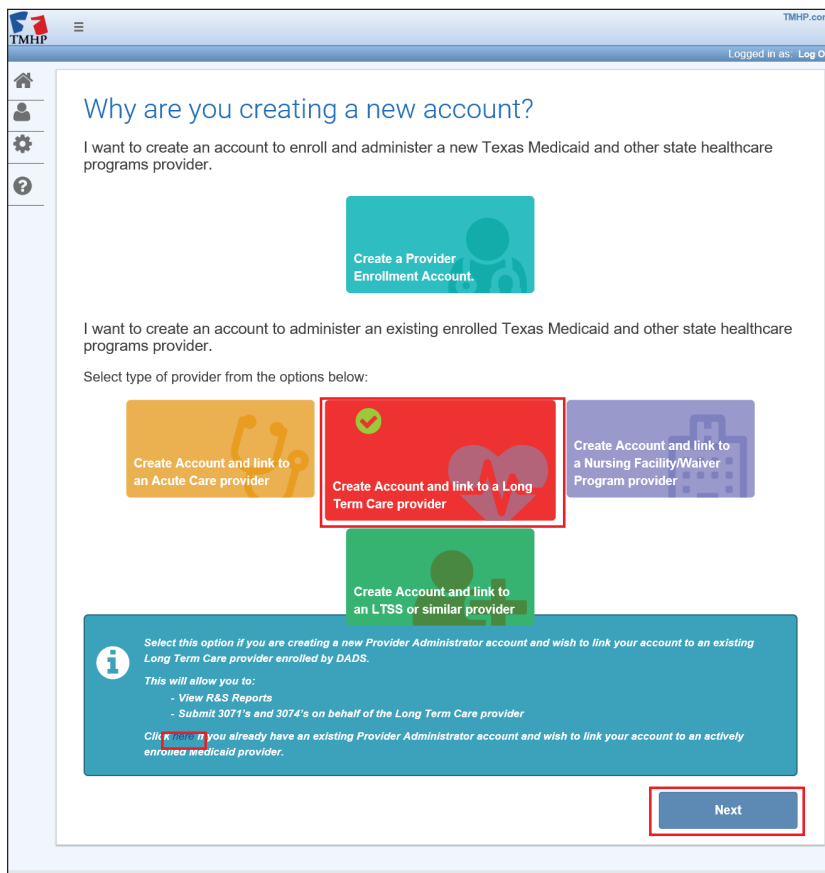




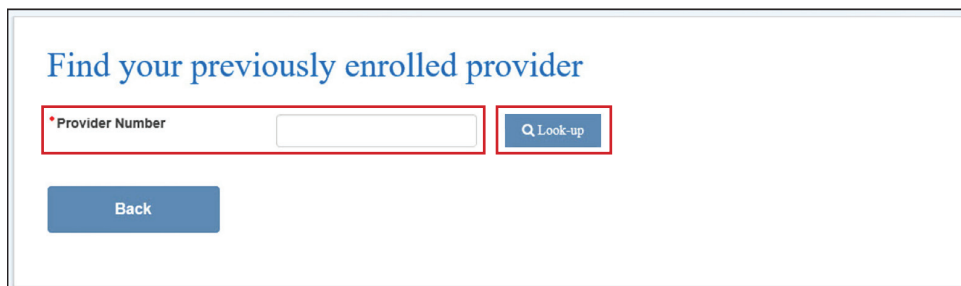
- b) To create a new TMHP User Account with an existing provider/vendor account, click the **Create Account and link to a Nursing Facility/Waiver Program provider** link. This option will allow you to submit 3618s, 3619s, MDS, MDS Quarterly, MN/LOC, 8578s, Individual Movements, PASRR Level 1 Screenings, or PASRR Evaluations.



- c) To create a new TMHP User Account with an existing provider/vendor account, click the **Create Account and link to a Long-Term Care** provider link. This option will allow you to view R&S Reports or submit 3071s and 3074s on behalf of the Long-Term Care provider.



- d) Enter your Provider Number and then click the **Look-up** button.



- 7) To create a New Account, you will fill in all the required fields as indicated by the red dots.
- 8) Check the **I agree to these terms** box at the bottom of the screen under the General Terms and Conditions section, to indicate agreement. You won't be able to agree to these terms until you have scrolled through all of the General Terms and Conditions.

- 9) In the I'm not a robot box, click the white check box on the left side of the screen. You will be required to authenticate your status before moving forward in the process.

## Create New Account

**\* User Name**  8-20 characters(no spaces or special characters)  
Must be a different than your EDI Submitter ID

**\* First Name**  (no special characters)

**\* Last Name**  (no special characters)

**\* Business Telephone**  xxx-xxx-xxxx

**\* Email**  To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today

**\* Confirm Email**  Retype email address. Do not copy and paste

**\* Password**  8-20 characters(no spaces)

**\* Confirm Password**  Retype password. Do not copy and paste


**\* General Terms and Conditions**

You have entered the secure portion of the Texas Medicaid & Healthcare Partnership (TMHP) website. Throughout the terms herein, reference to TMHP means TMHP, ACS State Healthcare, LLC, its parent company, affiliates, subsidiaries, employees, consultants, and subcontractors.

**Terms of Use**  
By accepting the terms of use, you will be allowed access to programs, reports, and information protected by federal and state law contained in the secure portion of this website. Only authorized persons in lawful possession of a password provided by TMHP to provide such passwords may enter and access the secure portion of this website. The use of this website is subject to the terms of use contained herein.

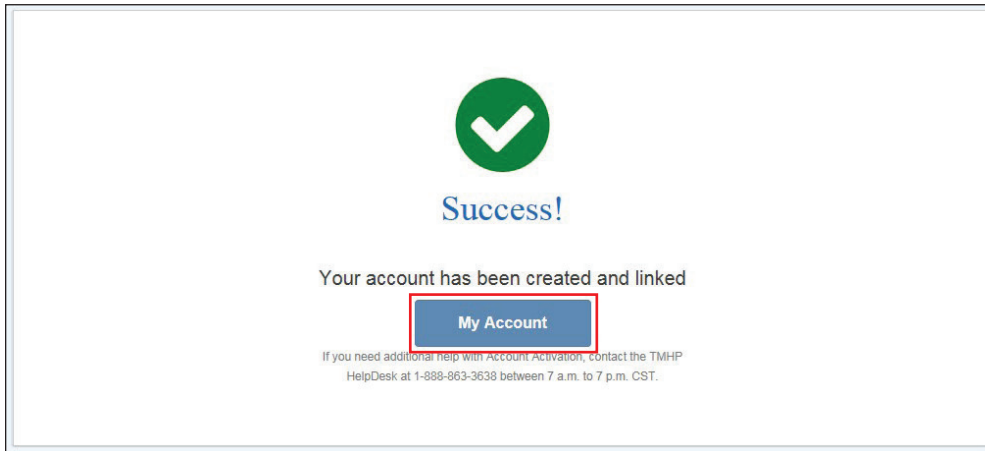
Once you have accepted the terms of use, you will not be asked to accept such terms again when you access the site another time. TMHP has the right at any time to change or modify the terms of use which will be posted on this website. Any use of the website by you after modified terms have been posted will be deemed to constitute acceptance by you of the modified terms. TMHP has the right at any time to change or discontinue any aspect or feature of this website and to terminate any users access to the website. TMHP has the right, but not the obligation, to monitor your

\* I agree to these terms

I'm not a robot  reCAPTCHA  
Privacy - Terms



- 10) Click the **Submit** button to create your account and link it to a Nursing Facility/Waiver provider. Click the **My Account** button to be directed to your account.



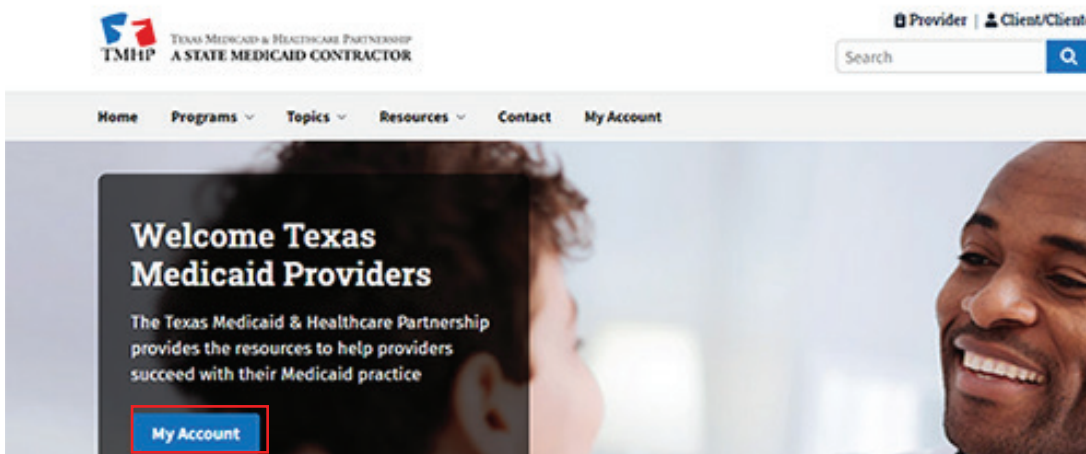
**Note:** The user name and password are used for future log ins to your account. Make a copy for your records.

## My Account

**My Account** is used to perform various maintenance activities for your account, such as: setting up user accounts, changing passwords, and other administrative tasks.

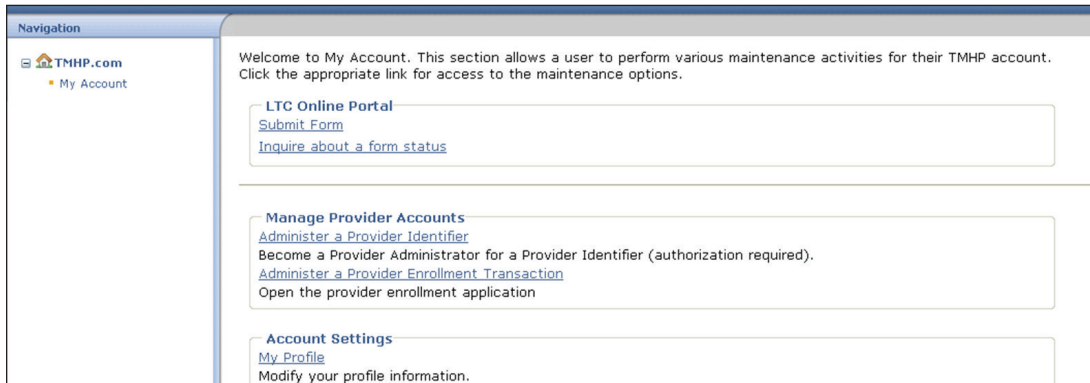
To access **My Account**:

- 1) Go to [www.tmhp.com](http://www.tmhp.com).
- 2) Click the **My Account** button.



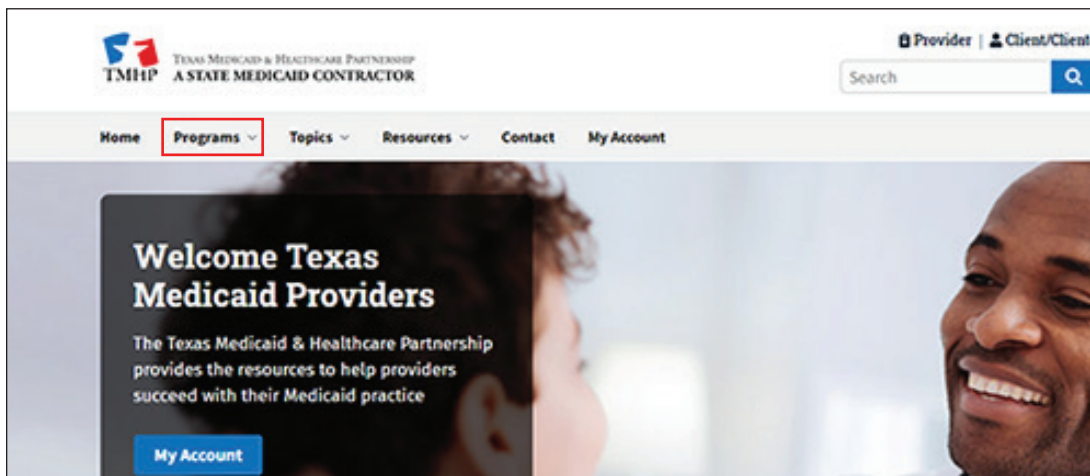
**Note:** You may be prompted to enter your LTC Online Portal User ID and password.

3) The My Account page will appear.

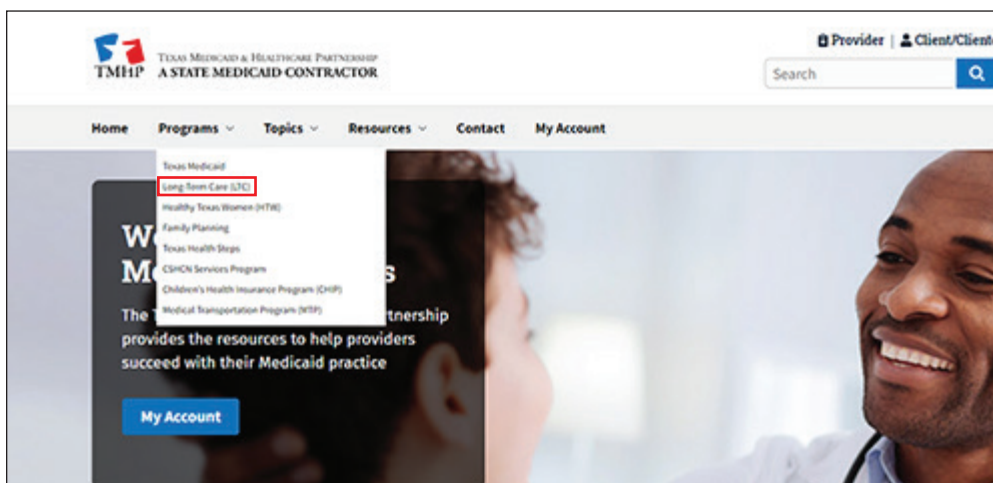


## Log In to the LTC Online Portal

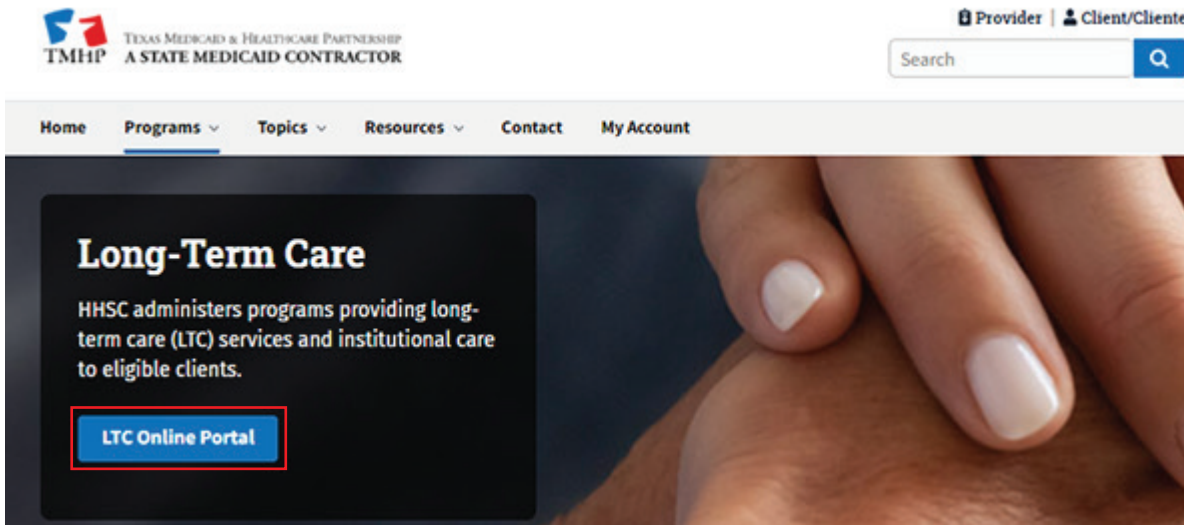
- 1) Go to [www.tmhp.com](http://www.tmhp.com).
- 2) Click **Programs** located at the top of the screen.



3) Click **Long-Term Care (LTC)** from the drop-down menu.



4) Click the **LTC Online Portal** button.



5) Enter your User name and Password.

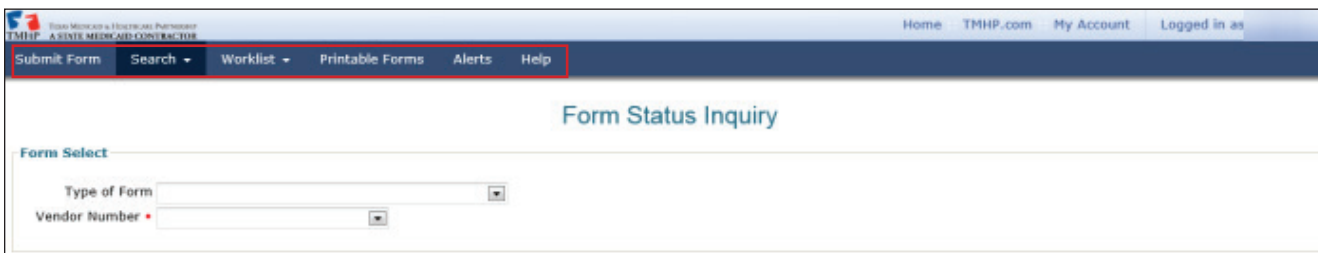
6) Click the **OK** button. After log in, Form Status Inquiry (FSI) will be displayed by default:

# LTC Online Portal Basics

## Blue Navigational Bar Links

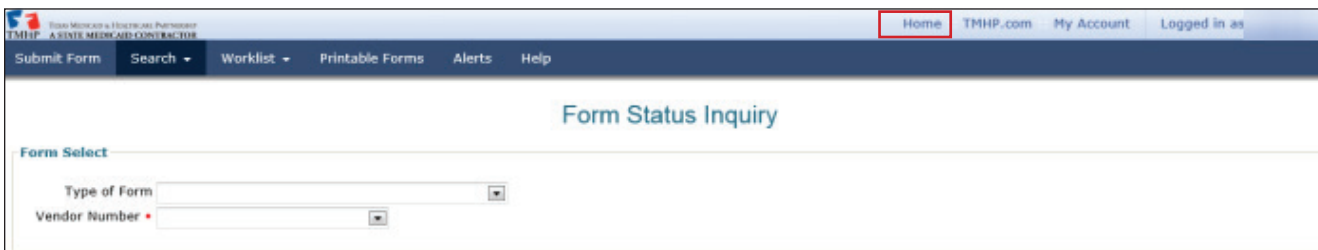
Portal features based on your security permissions can be found on the blue navigational bar located at the top of the portal screen.

Depending on your security permissions, the options found on the blue navigational bar may include: Submit Form, Search (with drop-down options Form Status Inquiry, Letters, Vendors), Worklist (with drop-down options for Current Activity and Drafts), Printable Forms, Alerts, and Help.



## Home

The **Home** link in the light-blue navigational bar will take you to the Long-Term Care Homepage.



Using the TMHP home page, providers may:

- Access the LTC Online Portal.
- Access TexMedConnect.
- Submit a prior authorization.
- Access provider manuals and guides.
- Access bulletins and banner messages.

## Submit Form

The Submit Form feature allows providers to submit forms.

**Submit Form**

**Form Select**

Type of Form •  ▼

Vendor Number  ▼

**Recipient**

To prepopulate recipient information please provide one of the following combinations of information.  
 Medicaid/CSHCN ID  
 or Social Security Number AND Last Name  
 or Social Security Number AND Date of Birth  
 or Date of Birth AND Last Name AND First Name

Medicaid Number

SSN

Date of Birth  ▼

First Name

Last Name

▼  
Enter Form

### To submit a form:

- 1) Log in to the LTC Online Portal.
- 2) Click the **Submit Form** link located on the blue navigational bar.
- 3) Type of Form: Choose from the drop-down box. The type of forms available will vary depending on the user's security permissions.
- 4) If desired, enter additional information about an existing recipient. This will auto populate the form or screening with the recipient's demographical information (except gender).
- 5) Click the **Enter Form** button to display the form for data entry.
- 6) Enter all required information as indicated by the red dots.
- 7) From here you have two choices:
  - a) Click the **Save as Draft** button in the yellow Form Actions bar, to save the form or screening until you are ready to submit. The form or screening does not have to be complete to save the draft.

**Or**



- b) Click the **Submit Form** button located at the bottom of the screen, to submit the form or screening.

## Form Status Inquiry (FSI)

The FSI feature provides a query tool for monitoring the status of documents that have been successfully submitted.

FSI allows you to retrieve submissions to:

- Research and review statuses.
- Retrieve a document.
- Provide additional information on certain documents.
- Make updates to a document, when allowed.
- Export search results to Microsoft Excel®.

**Note:** FSI can retrieve information from the previous seven years. The search is based on the TMHP Received Date.

- 1) Click the **Search** link on the blue navigational bar.
- 2) Choose **Form Status Inquiry** from the drop-down menu.

- 3) Type of Form: Choose the appropriate document from the drop-down box.

- This choice will determine the type of document that will display in the FSI results page. For example, if a provider chooses Type of Form: MDS 3.0: Minimum Data Set (Comprehensive), the results will only display MDS 3.0: Minimum Data Set (Comprehensive) assessments. No MDS 3.0 Quarterly assessments will display in the search results.
  - You may skip the Type of Form field if you are the original submitter and enter the Document Locator Number (DLN) of the document you need to retrieve. If you are not the original submitter, you must choose the Type of Form even if you enter a DLN.
- 4) Enter To and From Dates. These are required fields. Dates are searched against the TMHP Received Date (date of successful submission).
  - 5) Searches can be performed by DLN only, by Form Type, or Across Form Types. For Form Type and Across Form Types searches, you can narrow results by entering specific criteria in the additional fields: DLN, Last Name, First Name, SSN, Medicaid Number, Form Status, Purpose Code, and Reason for Assessment.
    - The narrowing search criteria fields that display when performing a Form Status Inquiry will vary based on the Type of Form chosen.
    - Example: When performing a Form Status Inquiry on Type of Form 3618, 3619, 3071, or 3074, or on PL1 Screening Form or PE, the Purpose Code and Reason for Assessment fields will not display because they are only applicable when performing a Form Status Inquiry on MDS assessments.
  - 6) Click the **Search** button, and the LTC Online Portal will return any matching submissions (records). Only 50 records will display at a time. To view the next set of records, you must choose another page from the Select a page drop-down box. You may also export the search results to Microsoft Excel.

**2917 record(s) returned.**  
[Export Data to Excel](#)

	DLN	TMHP Received Date	SSN	Medicaid #	Medicare #	First Name	Last Name	Status	Provider Number	Vendor Number
<a href="#">View Detail</a>	XXXXXXXXXX	11/2/20	XXXXXXXXXX	N	XXXXXXXXXX	CLARA	SMITH	Negative PASRR Eligibility	XXXXXXXXXX	XXXX
<a href="#">View Detail</a>	XXXXXXXXXX	11/3/20	XXXXXXXXXX	N	XXXXXXXXXX	CLARA	SMITH	Negative PASRR Eligibility	XXXXXXXXXX	XXXX
<a href="#">View Detail</a>	XXXXXXXXXX	11/3/20	XXXXXXXXXX	N	XXXXXXXXXX	ALBERT	SMITH	Negative PASRR Eligibility	XXXXXXXXXX	XXXX

- 7) Click the **View Detail** link at the left of the DLN to display the details of the form.

## Current Activity

The Current Activity feature allows those with the proper permissions to view submitted documents with status changes that have occurred within the last 14 calendar days. After 14 days, the information is deleted, and you must utilize FSI to locate documents.

**Note:** *The initial Current Activity page will display a list of all vendor/provider numbers to which the user is linked.*

- 1) Click the **Worklist** link on the blue navigational bar.
- 2) Choose **Current Activity** from the drop-down menu.

The screenshot shows a dark blue navigation bar with the following items: 'Submit Form', 'Search', 'Worklist' (with a dropdown arrow), 'Printable Forms', 'Alerts', and 'Help'. The 'Worklist' dropdown menu is open, showing 'Current Activity' (highlighted with a mouse cursor) and 'Drafts'. Below the navigation bar is a section titled 'Form Status Inquiry' which contains a 'Form Select' area with 'Type of Form' and 'Vendor Number' dropdown menus, and a 'Form Status Inquiry' area with 'DLN' and 'Medicaid Number' input fields.

- 3) Click the desired Vendor/Provider Number combination. This will display the Current Activity for that Vendor/Provider Number.

The screenshot shows the same dark blue navigation bar, but the 'Worklist' dropdown menu is highlighted with a red box. Below the navigation bar is a message: "The user name is associated with the following Vendor/Provider numbers. Select the Vendor/Provider number to configure a administrator account." Below this message is a section titled 'Vendor Numbers' which contains a list of five entries, each consisting of a blue square icon followed by the text 'for Provider Number' and a blurred input field. The first entry in this list is highlighted with a red box.

4) The results page will display document submissions and status changes that have occurred within the last 14 calendar days. The search results columns are:

- Document Locator Number (DLN)
- TMHP Received Date
- Medicaid Number
- Social Security Number (SSN)
- Medicare Number
- Name
- Status

Current Activity						
DLN	Received	Medicaid	SSN	Medicare	Name	Status
3619	10:21:11 AM					AI Check Inactive
MDS 3.0	11:44:45 AM					AI Check Inactive
PASRR Level I Screening	12:26:19 PM					Awaiting PE
	8:41:34 AM					Awaiting PE

5) The numbers in the first column are the DLNs associated with a the particular vendor number that was selected in step 1. Click the **DLN** link to display the details of the document you wish to view.

You may sort the Current Activity results by clicking the heading of any column: DLN, Received, Medicaid Number, Medicare Number, Name, or Status. The first time you click a heading, it is sorted in ascending order. By clicking the column heading a second time, the sort will change to descending order.

## Drafts

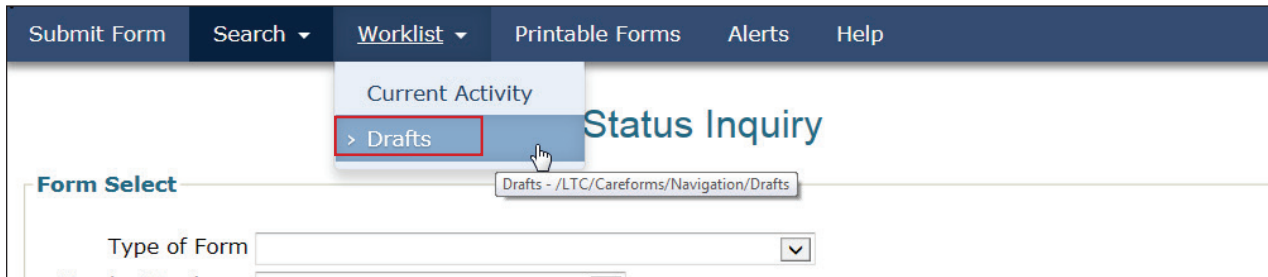
Drafts are documents that have not been submitted on the LTC Online Portal but have been started and saved. Documents saved as drafts will not have a DLN. However, once submitted, a document will be assigned a DLN. Access to drafts is allowed for users within the same facility with security permissions of a Local Authority (LA) or a Nursing Facility.

When you save a document as a draft, it will be saved under the vendor number which you selected when you entered the document. Drafts are saved for 60 days and will then be deleted.

To access a saved draft:

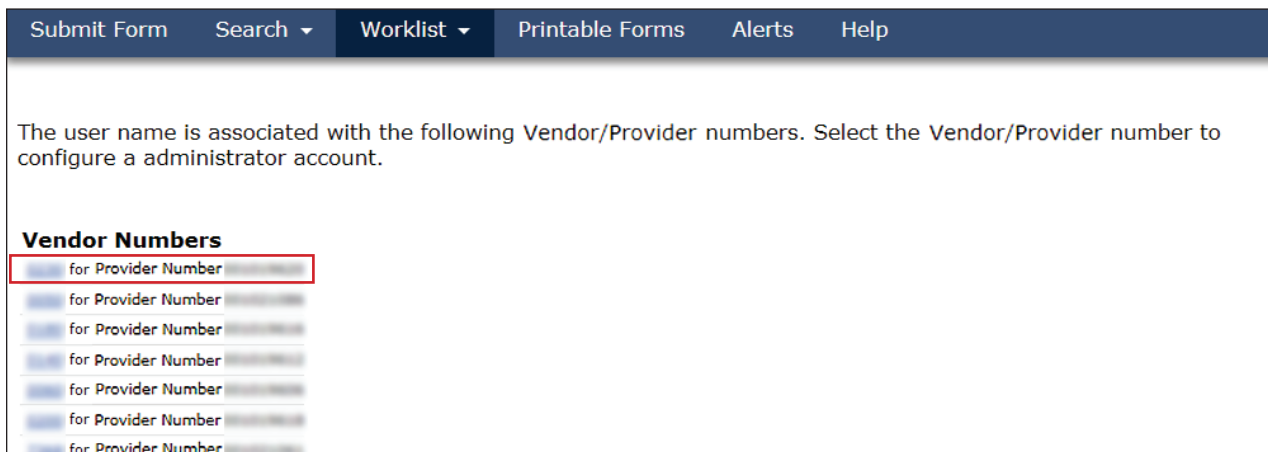
6) Click the **Worklist** link on the blue navigational bar.

7) Choose **Drafts** from the drop-down menu.

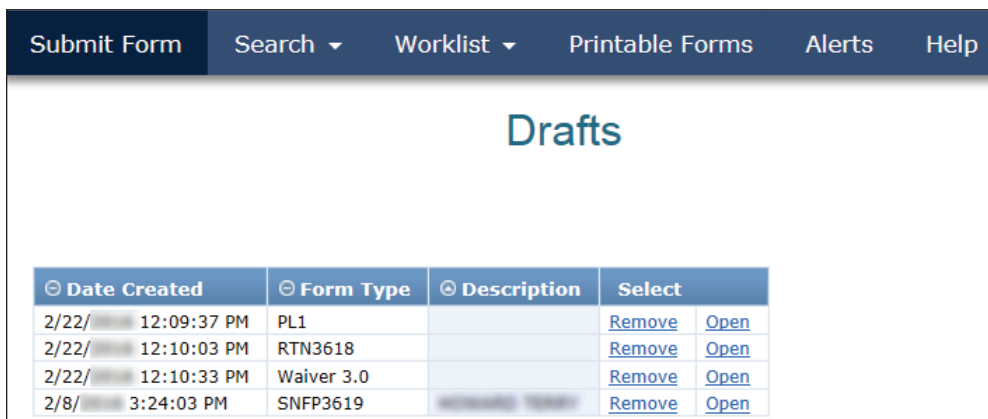


**Note:** The initial Drafts page will display a list of all vendor/provider numbers to which the user is linked.

8) Click the appropriate vendor number hyperlink under Vendor Numbers. The Vendor/Provider number combinations show any documents associated with the Vendor/Provider number combination used to sign into the LTC Online Portal.



9) A list of drafts saved for the selected vendor/provider number will be displayed.



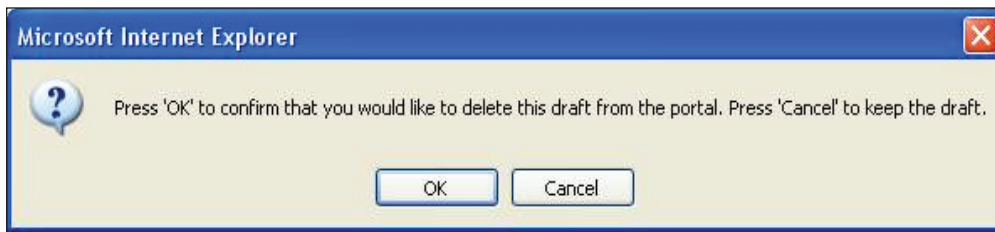
10) From here you have two choices:

a) Click the **Open** link to open the draft to edit and submit.

**Or**

b) Click the **Remove** link to permanently delete the draft. If you choose the **Remove** link the following confirmation message will appear:





- Click the **OK** button to delete the draft.

**Or**

- Click the **Cancel** button to keep the draft.

**Note:** *After a draft has been deleted, it cannot be retrieved.*

## Printable Forms

The Printable Forms feature allows you to view, print, or interactively fill out documents for your records. Documents saved to your desktop cannot be submitted to the LTC Online Portal, but they can be printed. Below are general instructions for printing the Portable Document Format (PDF). Each version of Adobe Acrobat® is different. Refer to your printer documentation and the help file for your version of Adobe Acrobat for exact instructions.

- 11) Click the **Printable Forms** link on the blue navigational bar.
- 12) On this list of Printable Forms links that appears, click the name of the form you want to display.  
Example: Click PASRR Level 1 Screening (PL1) to display that form.



13) In a new window, the Adobe Reader® application will open. It will display the blank document in PDF.

**Note:** *In some versions of the Adobe product, you may be able to enter information into the document and save it to your desktop.*

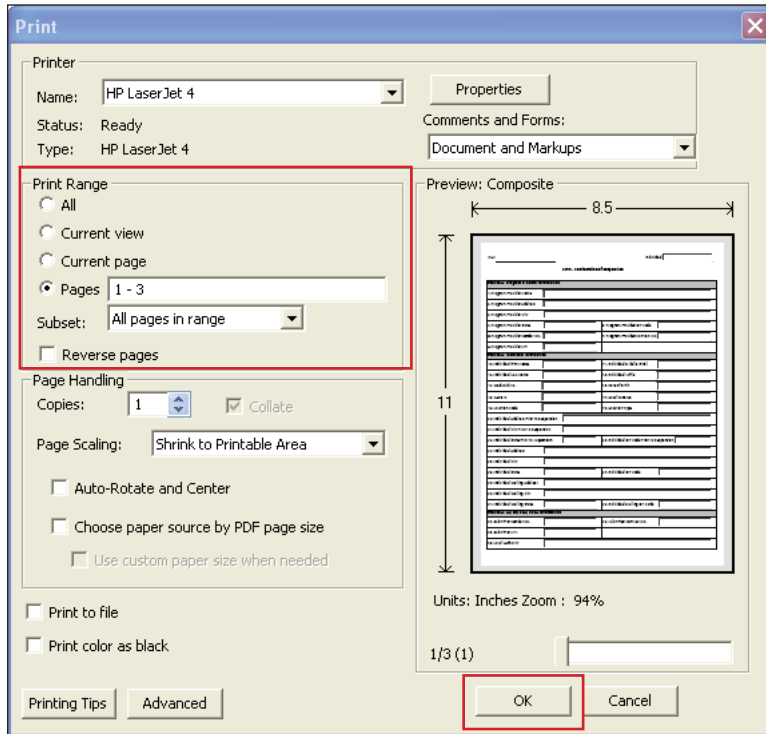
14) Click the **Print** icon located at the top left of the PDF document.

15) To print the entire document:

- a) Printer: Choose the appropriate printer name from the drop-down box.
- b) Print Range: Click the **All** radio button.
- c) Click the **OK** button.

16) To print only certain pages instead of the entire document:

- a) Printer: Choose the appropriate printer name from the drop-down box.
- b) Print Range: Click the **Pages** radio button.
- c) Enter the page numbers you want to print. (Example: entering 1-5 will print all pages 1 through 5; and if you enter 1, 3, 7 the printer will print only pages 1, 3, and 7.)
- d) Click the **OK** button.



**Note:** Your print screen will vary based on the version of Adobe you are using and the printer you have installed. Refer to your printer's manual and the Adobe Help Files for specific instructions.

## Help

The Help feature at the far right on the blue navigational bar will display a Help page with links to online guides that will assist with questions you may have about the LTC Online Portal.

Submit Form
Search ▾
Worklist ▾
Printable Forms
Alerts
Help

### Help

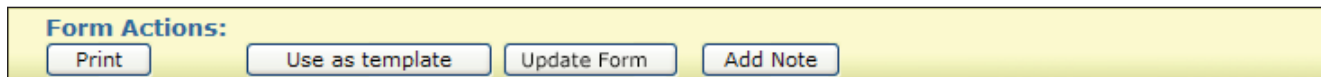
Information regarding claims submissions via TexMedConnect can be found in the TexMedConnect User Guide. All user guides and manuals can be found on the TMHP website([www.tmhp.com](http://www.tmhp.com)).

**The following are links to online guides to be used in conjunction with TMHP's LTC Online Portal:**

- [Long Term Care Nursing Facility/Hospice Workshop User Guide](#)  
The Long Term Care (LTC) Nursing Facility/Hospice Workshop User Guide provides step-by-step instructions for how to use the various features of the portal, each form type, when to submit the various forms and assessments and managing forms and assessments set to status "Provider Action Required".
- [LTCMI - Nursing Facility 3.0 Instructions](#)  
The entry of 3.0 LTCMI (Long-Term Care Medicaid Information) can ONLY occur after the submission of the Federal MDS 3.0 Assessments and retrieval on TMHP's LTC Online Portal. This document covers only the LTCMI portion of the MDS 3.0 Assessments. All other 3.0 Assessment field information can be found on the Federal CMS website ([www.cms.hhs.gov](http://www.cms.hhs.gov)).
- [PASRR Screening Instructions](#)  
PASRR Level I Screening Form  
The PASRR Level I screening form is designed to identify persons who may have indicators of mental illness, intellectual disabilities, or developmental disabilities to determine if a PASRR Evaluation is required. The PASRR Level I Screening form must be completed and submitted in the Long Term Care Portal prior to a NF admission.

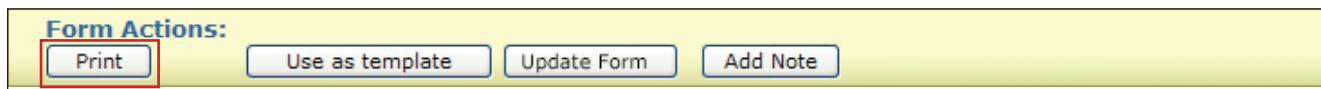
## Yellow Form Actions Bar

Options found in the yellow Form Actions bar may include: Print, Use as template, Correct this form, Update Form, Add Note, Check MN on PE, Able to Serve the Individual, and Inactivate Form. Options will vary depending on your security, the type of document (e.g., PL1 Screening Form, PE, MDS assessment, or Form 3618, 3619, 3071, or 3074), as well as document status.



### Print

The Print feature is applicable to all submitted document types. Click the **Print** button to print completed documents.



### Use as Template

The Use as template feature is available for these forms only: PL1 Screening Form and Forms 3071, 3074, 3618, and 3619. It allows you to complete a new form or screening by using the information on a completed form or screening as a template. Various fields will auto populate; be sure to check for accuracy.

**Note:** *Do not to confuse this feature with a similarly-named feature in TexMedConnect.*

After you find and display the form or screening using FSI or Current Activity:

- 1) Click the **Use as template** button; the data in the document will be used to create a new document.

**Note:** *Not all fields will be copied over. to the new document*

2) Enter data in the fields that were not auto populated.

3) From here you have two choices:

a) Click the **Submit Form** button located at the bottom right of the screen, if you are ready to submit for processing.

or

b) Click the **Save as Draft** button located in the yellow Form Actions bar to save the document until you are ready to submit.

The **Save as Draft** button will only display in the yellow Form Actions bar in the following circumstances:

- If the provider is entering any form **except** for the MDS.
- If the provider is creating a completely new form or screening.
- If the provider is creating a new form or screening from a template of a previously submitted form or screening using the Use as template button.
- If the provider opens a draft form or assessment from the **Drafts** link.



## Correct this form

The Correct this form feature is available for the LTCMI section of the MDS, as well as for Forms 3071, 3074, 3618, and 3619. Corrections are not allowed if a document is set to status **Form Inactivated, Invalid/Complete, SAS Request Pending, or Corrected**. Click the **Correct this form** button to correct a previously submitted LTCMI or form.

The screenshot shows the MDS software interface. At the top, there is a navigation bar with options: Submit Form, Search, Worklist, Printable Forms, Alerts, and Help. Below this, a lock icon and an 'Unlock Form' button are visible. The main heading reads 'MINIMUM DATA SET (MDS) – Version 3.0' followed by 'RESIDENT ASSESSMENT AND CARE SCREENING' and 'Nursing Home Comprehensive (NC) Item Set'. The current status is displayed as 'Current Status: [redacted] Name: GLADYS DLN: 1431 RUG: RAA' and 'Parent DLN: 1429'. A yellow 'Form Actions' bar contains three buttons: 'Print', 'Correct this form' (highlighted with a red box), and 'Add Note'. Below this is a horizontal menu of sections from A to L, with 'Section LTCMI.' selected. The 'Section LTCMI.' area is expanded to show 'S1. Claims Processing Information' with a sub-section 'S1a. DADS Vendor/Site ID Number' containing the value '6'.

**Note:** The steps to correct a form or an LTCMI are covered in the “Corrections and Updates” section of the LTC User Guide for Nursing Facility Forms 3618/3619 and Minimum Data Set/Long-Term Care Medicaid Information.

## Add Note

The Add Note feature is available for every form **except** Form 3071 and Form 3074.

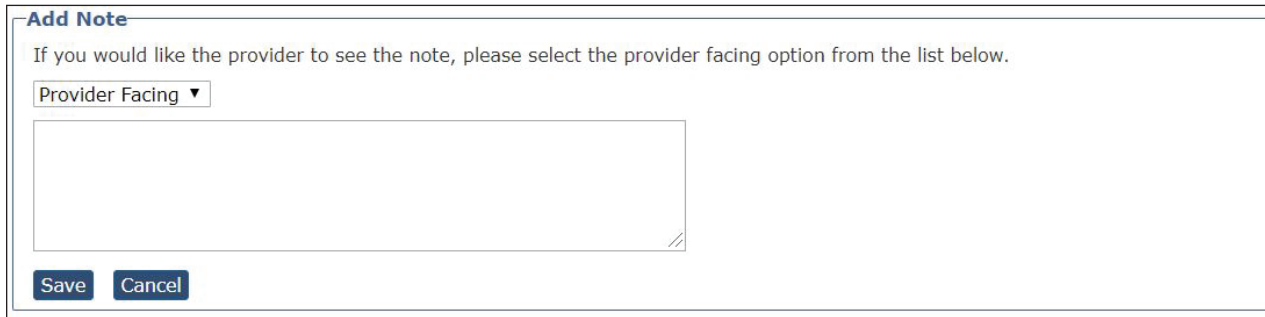
Add Note, located in the yellow Form Actions bar, may be used to add additional information not captured at original submission, and it is not used in system processing. Information is added to the History trail of the document, not to the document itself (e.g., not added to Comments in the LTCMI section of the assessment).

To add a note to a submitted document (this example is from the PASRR Comprehensive Service Plan (PCSP) form):

- 1) Locate the document using FSI or Current Activity.
- 2) After opening the document, click the **Add Note** button. A text box will open.

This close-up screenshot shows the 'Form Actions' bar with three buttons: 'Add Note' (highlighted with a red box), 'Edit Content', and 'Print'.

3) Enter additional information (up to 500 characters).

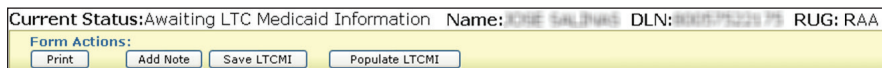


**Note:** Only certain valid characters can be added to text boxes on a form. The valid characters are 0-9, A-Z, a-z and the following: @'/+,-.

4) Under the text box, click the **Save** button to save your note or click the **Cancel** button to erase your note.

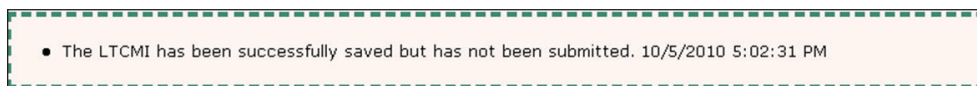
## Form Actions Available When Assessment is Set to Status Awaiting LTC Medicaid Information

When you see a status of **Awaiting LTC Medicaid Information**, the following form actions are available:



### Save LTCMI

The Save LTCMI feature allows providers to save the LTCMI section of the MDS so that any entered LTCMI data is not lost until ready to submit. To save information entered onto an LTCMI, click the **Save LTCMI** button located in the yellow Form Actions bar. Once an LTCMI is saved, a message will display at the top of the screen with a date and time indicating that the LTCMI has been saved, and it will automatically unlock the assessment, allowing other users to access it. The assessment is saved and will remain in **Awaiting LTC Medicaid Information** status until it is successfully submitted. The assessment can then be accessed by all users who have the same vendor/provider number access as the person who originally saved the information by using FSI. The LTCMI will not be saved to **Drafts**.



## Populate LTCMI

The Populate LTCMI feature allows providers to use a person’s previously submitted assessment to populate information on a new LTCMI. However, it will only populate information from an assessment with the same vendor/provider number, and it will only populate information if the previous LTCMI was submitted within the last six months. The following error will be displayed if there is not a previous assessment available:



### Two important reminders:

- 5) If information has been entered onto the LTCMI and saved prior to clicking the **Populate LTCMI** button, the **Populate LTCMI** button will not be available.
- 6) All fields in the current LTCMI will be populated except fields S1e (Purpose Code), S1f (Missed Assessment or Prior Start Date), S1g (Missed Assessment or Prior End Date), and S10 (Comments).

To populate information on a new LTCMI, click the **Populate LTCMI** button located in the yellow Form Actions bar. Be sure to review the auto populated information for accuracy, and add any new information if needed. Once the LTCMI is complete and accurate, save the information by clicking the **Save LTCMI** button, or submit the assessment to TMHP by clicking the **Submit Form** button.

## Other Basic Information

### Required Fields

On the LTC Online Portal, red dots indicate required fields. Fields without red dots are optional.

A0500.	Vendor No.	<input type="text"/>												
A0510.	County	<input type="text"/>												
<b>Referring Entity Information</b>														
A0600.	Date of Assessment	<input type="text"/>												
A0700.	Screener	<table> <tr> <td>A. First Name</td> <td>B. Middle Initial</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>C. Last Name</td> <td>D. Suffix</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>	A. First Name	B. Middle Initial	<input type="text"/>	<input type="text"/>	C. Last Name	D. Suffix	<input type="text"/>	<input type="text"/>				
A. First Name	B. Middle Initial													
<input type="text"/>	<input type="text"/>													
C. Last Name	D. Suffix													
<input type="text"/>	<input type="text"/>													
A0800.	Position/Title	<input type="text"/>												
A0900.	Type of Entity	<table> <tr> <td>A. Type of Entity</td> <td>B. Other Type of Entity</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>C. Physician First Name</td> <td>D. Physician Middle Initial</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>E. Physician Last Name</td> <td>F. Physician Suffix</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table>	A. Type of Entity	B. Other Type of Entity	<input type="text"/>	<input type="text"/>	C. Physician First Name	D. Physician Middle Initial	<input type="text"/>	<input type="text"/>	E. Physician Last Name	F. Physician Suffix	<input type="text"/>	<input type="text"/>
A. Type of Entity	B. Other Type of Entity													
<input type="text"/>	<input type="text"/>													
C. Physician First Name	D. Physician Middle Initial													
<input type="text"/>	<input type="text"/>													
E. Physician Last Name	F. Physician Suffix													
<input type="text"/>	<input type="text"/>													

## Field Description

If you are uncertain as to what a certain field is for, you can hover over the field with your mouse pointer a description of the field will display.

<b>A0800.</b>	<b>Position/Title</b>	<input type="text"/>
<b>A0900.</b>	<b>Type of Entity</b>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>A. Type of Entity</b></p> <input type="text"/> </div> <div style="width: 45%;"> <p><b>B. Other Type of Entity</b></p> <input type="text"/> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;"> <p><b>C. Physician First Name</b></p> <input type="text"/> </div> <div style="width: 45%;"> <p><b>D. Physician Middle Initial</b></p> <input type="text"/> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div style="width: 45%;"> <p><b>E. Physician Last Name</b></p> <input type="text"/> </div> <div style="width: 45%;"> <p><b>F. Physician Suffix</b></p> <input type="text"/> </div> </div>

## History Trail

Every document will have a History trail of statuses. After opening a form or assessment, scroll to the bottom. The History trail will display a list of every processing status that has been held by the document along with any appropriate details. Any notes added by the provider or any comments from TMHP or HHS will also be located in the History trail.

History	
<b>Form Submitted</b>	4:12:45 PM
<b>Individual Placed in NF - Expedited Admission</b>	4:12:46 PM
4:12:46 PM	<b>TMHP</b> : Individual has been admitted to the nursing facility under Expedited Admission Category 1. Convalescent Care: Individual is admitted from an acute care hospital to an NF for convalescent care with an acute physical illness or injury which required hospitalization and is expected to remain in the NF for greater than 30 days.
<b>Awaiting PE</b>	4:12:47 PM
4:12:47 PM	<b>TMHP</b> : PL1 submitted by a Nursing Facility. Please contact the nearest local authority to conduct a PASRR Evaluation.
1:06:37 PM	<b>TMHP</b> : The PE: [REDACTED] was submitted from this form
<b>Individual Placed in NF - PE Confirmed</b>	1:11:19 PM
1:11:19 PM	<b>TMHP</b> : Individual has been admitted to the nursing facility and their PASRR Evaluation has been confirmed to be on file. [PE - 1 [REDACTED] 4]
4:39:08 AM	<b>TMHP</b> : Medicaid ID [REDACTED] confirmed for this client.

## UnLock Form

Upon opening, the document becomes automatically locked by the viewer and will remain locked for 20 minutes if there is no activity or until the viewer clicks the **UnLock Form** button. The **UnLock Form** button will unlock the document so that a different user can make changes. If a document is locked, others will not be able to make changes or add additional information. You may be asked to unlock a document if you are seeking assistance from TMHP or HHS.

To unlock a document, click the **UnLock Form** button located at the top right corner of the screen.

The screenshot shows the 'PASRR LEVEL 1 SCREENING' form. At the top right, there is a button labeled 'UnLock Form' with a padlock icon, which is highlighted with a red box. Below the title, the current status is 'Form Submitted' and the name and DLN are displayed. A yellow bar contains 'Form Actions' with buttons for 'Print', 'Use as template', 'Update Form', and 'Add Note'. Below this are tabs for SECTION A, SECTION B, SECTION C, SECTION D, SECTION E, and SECTION F. The 'SECTION A' tab is active, showing 'Submitter Information' with a table containing a row for 'A0100.' and 'Name'.

## Error Messages

Upon submission, if required information is missing or information is invalid, error message(s) will be displayed. You will not be able to continue to the next step until the errors are resolved. You may need to scroll to the top of the screen since any error message(s) will be displayed at the top.

The screenshot shows an error message box with a dashed border. The text reads: 'The following errors must be fixed before the form will submit:'. Below this is a list of nine error messages, each starting with a bullet point and a blue hyperlink:

- [Other Type of Entity is a required field.](#)
- [Current Location Name is a required field.](#)
- [Current Location Street Address is a required field.](#)
- [Current Location City is a required field.](#)
- [Current Location State is required field.](#)
- [Current Location ZIP Code is a required field.](#)
- [Current Location Phone Number is a required field.](#)
- [Date of Last Physical Examination is a required field.](#)
- [Certificatiion of Signature is a required field.](#)
- [Referring Entity Signature Date is a required field.](#)

If the document was not submitted successfully, a submission error message will appear and the document will not move forward in the workflow. However, some error messages are simply warning messages and do allow the document to proceed in the workflow.

The error message you may receive upon submission will be specific to the error that caused it, and it will explain how to correct the error. Unlike field validation error messages, submission errors are not hyperlinked.

The following errors must be fixed before the form will submit:


- [Other Type of Entity is a required field.](#)
- [Current Location Name is a required field.](#)
- [Current Location Street Address is a required field.](#)

## Warning Messages

Certain error messages are simply warning messages and do allow the document to proceed in the workflow by selecting OK. Examples include:

“Requests for CMWC/DME specialized services must be initiated within 30 calendar days of IDT date per §19.2704.”

×



The following warnings were identified:


- Requests for CMWC/DME specialized services must be initiated within 30 calendar days of IDT date per §19.2704.

Click 'OK' to continue with submission or 'Cancel' to return to the form.

OK Cancel

“IDT not found.”

×



The following warnings were identified:

- IDT not found.

Click 'OK' to continue with submission or 'Cancel' to return to the form.

OK Cancel



## Entering Dates

To enter dates, you have the option to click on the calendar icon next to any of the date fields to activate the dynamic calendar. Choose the date desired. Or, you may enter in the date using the mm/dd/yyyy format.

**Recipient**

To prepopulate recipient information, you may enter the following combinations of information.

Jan 2016

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

## Timeout

The LTC Online Portal will timeout an open document after 20 minutes of no activity. Any information that has been entered will be lost. To prevent this timeout from occurring when completing the Section LTCMI tab of an MDS assessment, complete and submit within 20 minutes or click on a different tab (e.g., Section A) to reset the timer, then click the Section LTCMI tab to return to and complete the LTCMI.

# Provider Workflow Process

Provider workflow allows providers to independently manage their documents when errors in the system's processing occur. The system sends the form and assessment information to HHS and updates the Medicaid Eligibility and Service Authorization Verification (MESAV). The functionality of provider workflow allows providers to manage their rejections that occurred during the nightly processing. The benefit to this process is shorter time in resolution.

In summary, documents are sent to the provider workflow if they are set to status **Provider Action Required**.

Documents reach this status if:

- The form or assessment has not been successfully processed.
- An error occurred during the nightly batch processing.

**Note:** *Rejection error messages can be found within the form and assessment History trail on some forms, and the PTID History trail on other forms. The provider is responsible for resolving any rejection error messages.*

The provider workflow is the responsibility of the provider to monitor and manage. On the NFSS form, the NF will need to monitor the **Provider Action Required** status of an individual PTID within a DLN (form). Documents end up in the provider workflow as a result of the system discovering an error while attempting to process the form or assessment. System processing errors, including rejection messages, are found within the Form or PTID History trail when the form or PTID is set to status **Provider Action Required**. After a form or PTID is set to status **Provider Action Required**, provider action is required before processing on that particular form or PTID continues.

Type of Forms being sent to the provider workflow include: 3618, 3619, NFSS (PTID), MDS 3.0, and MDSQTR 3.0.

## Finding Documents Set to Status Provider Action Required

### Using FSI

To find the items in your workflow set to status **Provider Action Required** (i.e., those items with system processing errors to be resolved by the provider):

- 1) Click the **Search** link on the blue navigational bar.
- 2) Choose **Form Status Inquiry** link from the drop-down menu.

3) Choose the **Type of Form** (e.g., 3618) from the drop-down box.

**Note:** Form 3618 or 3619, MDS 3.0: Minimum Data Set (Comprehensive), MDSQTR 3.0: Minimum Data Set (Quarterly), and NFSS: Authorization Request for PASRR NF Specialized Services “Type of Form” in the drop-down box could result in status **Provider Action Required**. Therefore, each of these “Type of Form” options must be reviewed individually. The examples will include Form 3618 and the NFSS form. Providers will need to review all the other applicable Type of Forms as well.

4) Enter the From Date and To Date range in the fields allocated.

5) Choose **Provider Action Required** from the Form Status drop-down box.

- 6) Click the **Search** button on the bottom right of the screen to submit the Inquiry.
- 7) Those 3618 forms with status **Provider Action Required** will appear.

**Form Status Inquiry**

**Form Select**

Type of Form 3618: Resident Transaction Notice

Vendor Number [ ] for Provider Number [ ]

---

**Form Status Inquiry**

DLN [ ] Medicaid Number [ ]

Last Name [ ] First Name [ ]

SSN [ ]-[ ]-[ ] Form Status Provider Action Required

From Date 1/20/2009 To Date 10/8/2010 Provider Number

**4 record(s) returned.**

	DLN	TMHP Received Date	SSN	Medicaid #	Medicare #	First Name	Last Name	Status	Transaction Type	Transaction Date	Provider Number	Vendor Number
<a href="#">View Detail</a>	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Provider Action Required	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]
<a href="#">View Detail</a>	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Provider Action Required	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]
<a href="#">View Detail</a>	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Provider Action Required	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]
<a href="#">View Detail</a>	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Provider Action Required	[REDACTED]	10/8/2010	[REDACTED]	[REDACTED]

**Note:** For confidentiality purposes, the form details (Medicaid #, etc.) have been hidden in this document.

- 8) Click the **View Detail** link to open the form.
- 9) Scroll to the bottom of the page to view the History trail.

History	
Form Submitted	10/8/2010 9:04:18 AM
Medicaid ID Pending	10/8/2010 9:04:21 AM
10/8/2010 9:04:21 AM	TMHP : Medicaid ID request submitted
ID Confirmed	10/8/2010 9:04:24 AM
10/8/2010 9:04:24 AM	TMHP : Medicaid ID [REDACTED] confirmed for this client
Pending Medicaid Eligibility	10/8/2010 9:04:24 AM
10/8/2010 9:04:24 AM	TMHP : Medicaid Eligibility request sent
Medicaid Eligibility Confirmed	10/8/2010 9:04:25 AM
10/8/2010 9:04:25 AM	TMHP : Medicaid eligibility confirmed for this client
SAS Request Pending	10/8/2010 9:04:26 AM
10/8/2010 9:04:26 AM	TMHP : The request is being processed by DADS. Please allow 2-4 business days for the next status change.
Provider Action Required	10/12/2010 5:10:20 AM
10/12/2010 5:10:20 AM	TMHP : NF-0013: The admission cannot be processed because the client is already admitted into a facility. If a discharge prior to this admission is rejected, the rejected discharge must be processed first. This admission can then be resubmitted to SAS. If this is the initial admission into your facility, please contact the prior provider and request that they submit the missing discharge.

- 10) Find **Provider Action Required** status on the far left. It should be the last line in the History trail.
- 11) Find the rejection message in the white line just below the Provider Action Required.

- 12) Perform the necessary research to resolve the error. See the provider workflow rejection messages in the Provider Workflow Rejection Messages section of this User Guide for more information.
- 13) Depending on the results of the research, providers can choose one of three options to move the form or assessment out of the provider workflow. Based on the reason for rejection, there are situations in which the appropriate Provider Action is to contact HHS Provider Claims Services.

- **Correct this form.** Correct this form allows providers to submit a correction. The original form or assessment with status **Provider Action Required** will be set to status **Corrected** and will have a parent DLN to the new/child form. The new form or assessment replaces the original form or assessment. Review the correctable fields covered in the Form 3618 and 3619 Corrections section of this User Guide to know when to choose **Correct this Form** or **Inactivate this Form**. Remember, correcting an LTCMI to include a Purpose Code E or M will void any prior service dates and change the MDS to be valid for the start to end date's only. If payment has been made, recoupment will occur.
  - **Inactivate Form.** Inactivate Form will deactivate the form. Forms set to status **Form Inactivated** cannot be corrected or re-submitted. An example of when this **Inactivate Form** button should be used is when the research indicates the form being submitted is a duplicate.
  - **Resubmit Form.** Resubmit Form will set the form or assessment status to **SAS Request Pending**. The form or assessment will be processed during the nightly batch processing. Check the status of the form or assessment within two to four days to determine if the form or assessment was processed successfully. The status will be set to **Processed/Complete** if successfully processed.
- 14) If the provider clicks the **Correct this form** button, a parent/child DLN relationship will be created.
  - 15) If the provider clicks the **Inactivate Form** button, the confirmation window below will appear.  
From here there are two choices:
  - 16) Click the **OK** button to deactivate the form, and the form or assessment status will be set to status **Form Inactivated**.

or

- a) Click the **Cancel** button to cancel the Inactivation request and keep the form or assessment set to status **Provider Action Required**.

- 17) If the provider clicks the **Resubmit Form** button, the following screen will appear allowing the provider to add any comments.

From the drop-down menu, select 2-System or 1-ProviderFacing.

- **2-System:** will allow comments entered by the provider to be seen only by internal state staff. The comments will not be seen by the provider.
- **1-ProviderFacing:** will allow comments entered to be seen by both state staff and the provider.

In either case, the comments will be seen in the History trail of the form or assessment and are for informational purposes only. These comments will NOT be used in the system processing of the forms.

The provider may choose to enter comments. Entering comments is optional.

- 18) Click the **Cancel** button to cancel the request and keep the form or assessment set to status **Provider Action Required**.

or

- a) Click the **Change Status** button. The form or assessment is then set to status **SAS Request Pending**.

- 19) After one of the actions has been completed (Correct this form, Inactivate form, or Resubmit Form), the status of the form or assessment will no longer be set to status **Provider Action Required**. Processing will continue based upon action chosen.
- 20) The provider should repeat all the steps for each particular Type of Form until there are no more results found. Our example was using Form 3618.

## Using Current Activity

An alternate method for working documents recently set to status **Provider Action Required** is to use Current Activity.

Current Activity will show all documents that have been set to a different status in the last 14 calendar days. After the form or assessment has been set to status **Provider Action Required** for over 14 calendar days, it must be located using Form Status Inquiry.

When a form or assessment is being considered for **Provider Action Required**, you may want to perform a resident search to see if the resident has any other forms or assessments are set to status **Provider Action Required**.

Current Activity can be found on the blue navigational bar in the drop-down menu under the Worklist heading.

Current Activity						
MDSQTR 3.0	Received	SSN	Medicaid	Medicare	Name	Status
3618	4/1/20 3:21:50 PM	XXXXXXXXXX	+	XXXXXXXXXX	HELEN WAGY	Awaiting LTC Medicaid Information
3618	4/1/20 3:21:50 PM	XXXXXXXXXX	+	XXXXXXXXXX	JANETTE WAGY	Awaiting LTC Medicaid Information
3618	4/1/20 3:21:50 PM	XXXXXXXXXX	+	XXXXXXXXXX	TOMMY FLOYD	Awaiting LTC Medicaid Information
3618	3/24/20 4:09:36 PM	XXXXXXXXXX	+	XXXXXXXXXX	JANE WAGY	Provider Action Required

## Provider Workflow Rejection Messages

Below are the rejection messages providers will receive as a result of an error occurring during the nightly batch processing. The messages are in order by message number.

The table contains three columns:

- 1) **Provider Message**. This is the system message that will be displayed in the Form History trail on some forms and the PTID History on other forms.
- 2) **Form/Assessment**. What form and assessment can receive this message? Some messages only apply to certain types of assessments. When only specific types are affected, they are shown. Otherwise, MDS would indicate all types.
  - Admission assessment: A0310A=01.
  - Annual assessment: A0310A=03.
  - Significant change in status assessment: A0310A=04.
  - Significant correction to prior comprehensive assessment: A0310A=05.



- Quarterly review assessment: A0310A=02.
- Significant correction to prior quarterly assessment: A0310A=06.

3) **Suggested Action.** This is the suggested action based on the type of form or assessment in which the message is displayed.

## General Instructions

- 1) Review the effective date on the form or assessment to ensure it is correct. For Forms 3618 and 3619, the effective date is the Date of Above Transaction. For Minimum Data Set (MDS) Admission assessments, the effective date is A1600. Entry Date. For all other MDS assessments, the effective date is Z0500B. Date RN Assessment Coordinator signed assessment as complete. Effective dates can vary depending on the type of form or assessment.
  - If the effective date is incorrect, take the appropriate action to correct the form or assessment.
  - Form 3618 or 3619: Correct the form on the LTC Online Portal and submit changes.
  - MDS: Correct the assessment by following the guidelines in the *RAI User's Manual* and submit the modified MDS to the CMS database, then complete the LTCMI section on the LTC Online Portal.
  - If the effective date is correct, continue to step 2.
- 2) If a Form 3619 (admission or discharge) is rejected, and the Date of Above Transaction is prior to the most recent Service Authorization begin date on the recipient's MESAV, contact HHS LTC Provider Claims Services to request manual processing.
- 3) If the steps above do not resolve the error message, continue to the Specific Instructions section for the specific Provider Message displayed in the History trail of the form or assessment and its Suggested Action to correct the error.

## Specific Instructions

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>GN-9101 – GN-9105: This form cannot be processed because the individual's Applied Income is not available to the authorization system. Contact the HHS Eligibility Worker to update the individual's Applied Income. Once the Applied Income has been updated, this form can be resubmitted.</p>	<p>3618, 3619, MDS, NFSS</p>	<p>The recipient's applied income is not available to the authorization system.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV for the recipient covering the date requested on the form or assessment. <i>Note: If the recipient does not already have Service Authorizations for your contract, this information will not be available on the MESAV.</i></li> <li>• If the MESAV does not show an Applied Income for the dates of the form or assessment, contact the Texas Health and Human Services Commission (HHS) Eligibility Worker to update the Applied Income records.                             <ul style="list-style-type: none"> <li>– Once the Applied Income has been updated, resubmit the rejected form or assessment. If the recipient is already established in your facility, you may monitor the MESAV for updated Applied Income.</li> </ul> </li> <li>• If the MESAV does show an Applied Income for the dates of the form or assessment, resubmit the rejected form or assessment.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>GN-9106: This form cannot be processed because HHS does not have Long Term Care Financial Eligibility for this individual and timeframe. Contact the HHS Eligibility Worker or SSI office.</p>	<p>3618, 3619, MDS, NFSS</p>	<p>The recipient's Medicaid eligibility is not available to the authorization system.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV for the recipient covering the date requested on the form or assessment. <i>Note: If the recipient does not already have Service Authorizations for your contract, this information will not be available on the MESAV.</i></li> <li>• If the MESAV does not show Long-Term Care Financial Eligibility for the dates of the form or assessment, contact the HHS Eligibility Worker or Supplemental Security Income (SSI) office to update the Financial Eligibility records.                             <ul style="list-style-type: none"> <li>– Once the Financial Eligibility has been updated, resubmit the rejected form or assessment. If the recipient is already established in your facility, you may monitor the MESAV for updated Financial Eligibility.</li> </ul> </li> <li>• If the MESAV does show Financial Eligibility for the dates of the form or assessment, resubmit the rejected form or assessment.</li> </ul>
<p>GN-9248: This form cannot be processed due to one or more invalid Diagnosis Codes. Correct the Diagnosis Codes and resubmit.</p>	<p>MDS, NFSS</p>	<p>The submitted Primary International Classification of Diseases (ICD) Diagnosis Code is not valid.</p> <ul style="list-style-type: none"> <li>• Modify the Primary Diagnosis Code on the LTCMI section as needed and resubmit the rejected assessment.</li> <li>• If the Primary Diagnosis Code on the LTCMI section is valid, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>GN-9254: This form cannot be processed because the provider is not authorized to provide services on the effective date of the form. Correct the effective date as needed. For 3619 admissions, resubmit once the Medicare contract is effective in the system.</p>	<p>All</p>	<p>The provider’s contract is either not in effect as of the effective date of the form or assessment, or the provider is not authorized to bill for the type of services covered by the form or assessment.</p> <ul style="list-style-type: none"> <li>• Review the facility contract to determine if the contract is in effect and authorizes the type of services covered by the form or assessment.</li> <li>• If the effective date of the form or assessment is wrong, modify the form or assessment and resubmit the rejected form or assessment.</li> <li>• If the contract is not yet in effect, resubmit the rejected form or assessment once the service code is effective in the system. For 3619 admissions, resubmit the rejected form once the Medicare contract is effective in the system.</li> </ul>
<p>NF-0001: This form cannot be processed because the individual’s Applied Income is not available to the authorization system. Contact the HHS Eligibility Worker to update the individual’s Applied Income. Once the Applied Income has been updated, this form can be resubmitted.</p>	<p>MDS, 3619 (Admit)</p>	<p>The recipient’s Applied Income is not available to the authorization system.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV for the recipient covering the date requested on the form or assessment. <i>Note: If the recipient does not already have Service Authorizations for your contract, this information will not be available on the MESAV.</i></li> <li>• If the MESAV does not show an Applied Income for the dates of the form or assessment, contact the HHS Eligibility Worker to update the Applied Income records. <ul style="list-style-type: none"> <li>– Once the Applied Income has been updated, resubmit the rejected form or assessment. If the recipient is already established in your facility, you may monitor the MESAV for updated Applied Income.</li> </ul> </li> <li>• If the MESAV does show an Applied Income for the dates of the form or assessment, resubmit the rejected form or assessment.</li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
<p>NF-0002: This assessment cannot be processed because there is no gap in the Level records for this individual, for the Purpose Code timeframe on the assessment.</p>	<p>MDS (Admit, Annual, Quarterly)</p>	<p>There is no gap in Level records for the resident during the Purpose Code timeframe.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV for the Purpose Code timeframe requested on this assessment, and determine if the dates are reflected in the Level section of the resident’s MESAV. Validate whether a gap in coverage exists.</li> <li>• If there is a Level record with valid continuous coverage on file, a Purpose Code is not needed. Inactivate the assessment on the CMS database.</li> <li>• If the expected gap is not reflected on the Level record, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> <li>• If the Purpose Code dates are wrong, modify the Purpose Code dates on the LTCMI and resubmit the rejected assessment.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0003: This assessment cannot be processed because the individual does not have 3 month prior Medicaid or SSI eligibility. Contact the HHS Eligibility Worker or SSI office.</p>	<p>MDS (Admit, Annual, Quarterly)</p>	<p>There is no “3 month prior nursing facility” or “prior month SSI” eligibility for the resident during the Purpose Code timeframe. One of these two specific “flavors” of eligibility is required to process an assessment with Purpose Code M.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV for the Purpose Code timeframe requested on this assessment, and determine if a Level record is needed for the dates requested on the LTCMI. If a Level record is needed, continue with the steps below. If not, inactivate the MDS.</li> <li>• Determine if the MESAV reflects either Prior Coverage (P) or Type Program 11 in the Medicaid section of the MESAV for the dates requested on the LTCMI.</li> <li>• If the Prior Coverage (P) or Type Program 11 verified through the resident’s MESAV matches the dates requested on the LTCMI, resubmit the rejected assessment.</li> <li>• If the Prior Coverage (P) or Type Program 11 dates on the recipient’s MESAV differ from the dates requested on the LTCMI, modify the dates on the LTCMI and resubmit the rejected assessment.</li> <li>• If the resident’s MESAV does not reflect Prior Coverage (P) or Type Program 11 eligibility for the period requested, contact the HHS Eligibility Worker or SSI office. If the resident is ineligible, change the purpose code to “E,” if a Level record is needed.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0004: This assessment cannot be processed because the individual does not have a corresponding Nursing Facility admission (missing 3618/3619). Verify that the admission 3618/3619 has been processed.</p>	<p>MDS</p>	<p>There is no 3618/3619 admission for the resident that covers one or more days of the assessment period (If the resident is a Hospice resident, a Hospice provider number should be entered on the LTCMI).</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine whether the resident is considered Medicare or Medicaid and what is the admission date to your facility.</li> <li>• Review the LTC Online Portal to determine the status of the admission (3618/3619).</li> <li>• If the 3618/3619 is not processed, determine why the form rejected. Correct the current 3618/3619 admission, or inactivate the rejected form and submit a new 3618/3619 admission.</li> <li>• If the 3618/3619 is processed, compare the processed date to the rejection date of the MDS. If the admission was processed after the MDS rejected, resubmit the rejected MDS.</li> <li>• If a 3618/3619 admission has not been submitted because the resident is Hospice, review the LTCMI to verify that a Hospice provider number has been entered. If not, modify the LTCMI on the LTC Online Portal to include the Hospice provider number.</li> <li>• If the processed date on the admission is prior to the MDS rejection, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>



Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0008: This assessment cannot be processed because an assessment with the same effective date but different Reason for Assessment has already been processed. Continue to submit assessments based on the individual's MDS assessment schedule.</p>	<p>MDS (Quarterly)</p>	<p>An assessment with the same effective date and a different Assessment Reason is already on file. A Quarterly assessment cannot replace it.</p> <ul style="list-style-type: none"> <li>• Verify if the MDS Assessment Complete Date on the rejected assessment is correct. If not, submit a modification to the CMS database to correct it.</li> <li>• If the MDS Assessment Completion Date is correct, determine which Reason for Assessment is appropriate and inactivate the other MDS.</li> <li>• If the processed assessment is inactivated, the rejected assessment can be resubmitted once the inactivation is processed. If the rejected assessment is inactivated, no further actions are needed.</li> </ul>
<p>NF-0010: This assessment cannot be processed because an assessment with the same effective date has already been processed and is not a Quarterly Review Assessment. Continue to submit assessments based on the individual's MDS assessment schedule.</p>	<p>MDS (Significant Correction to a Prior Quarterly)</p>	<p>An assessment other than a Quarterly with the same effective date is already on file. A Significant Correction to a Prior Quarterly cannot replace it.</p> <ul style="list-style-type: none"> <li>• Verify if the MDS Assessment Completion Date on the rejected assessment is correct. If not, submit a modification to the CMS database to correct it.</li> <li>• If the MDS Assessment Complete Date is correct, determine which Reason for Assessment is appropriate and inactivate the other MDS. If the processed assessment is inactivated, the rejected assessment can be resubmitted once the inactivation is processed. If the rejected assessment is inactivated, no further actions are needed.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0011: This admission cannot be processed because you have reached the limit of Swing Bed days for this individual for a 12 month period. Submit an admission if the individual becomes eligible to receive additional Swing Bed services.</p>	<p>3618 (Admit)</p>	<p>The provider has reached the limit of Swing Bed days allowed for the recipient during a 12-month period.</p> <ul style="list-style-type: none"> <li>• Medicaid Swing Bed services are limited to 30 days per stay. Verify dates and, if the submitted date is wrong, correct the rejected admission and resubmit.</li> </ul>
<p>NF-0012: This form cannot be processed because the individual is currently in Hospice. If the individual is no longer enrolled in the Hospice program, contact the Hospice provider and request that they discharge the individual from the program. Once the Hospice discharge is processed, resubmit your form. If the individual is a Hospice recipient, inactivate your form.</p>	<p>3618, 3619</p>	<p>The recipient has a Service Authorization for Hospice as of the effective date of the submitted form.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine if the recipient is Hospice.</li> <li>• If the recipient is Hospice, inactivate the nursing facility form. <i>Note: 3618/3619s should not be submitted on Hospice recipients.</i></li> <li>• If the recipient has requested to terminate the Hospice program, contact the Hospice provider and request that the provider submit a discharge Form 3071. <ul style="list-style-type: none"> <li>– If the Form 3071 has already been submitted, allow 10 days for processing before resubmitting the rejected admission. <i>Note: If the form rejects again, the Hospice provider needs to follow up with HHS LTC Provider Claims Services.</i></li> <li>– If the Form 3071 has not yet been submitted, allow the time requested by the Hospice provider for processing of the Hospice discharge before resubmitting the rejected admission.</li> </ul> </li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
<p>NF-0013: This admission cannot be processed because it is effective during a Service Authorization for a different provider. Correct the admission date or contact the other provider to determine proper dates.</p>	<p>3618 (Admit)</p>	<p>The recipient has a Service Authorization for a different facility (processed admission and discharge for a different provider cover the submitted admission date).</p> <ul style="list-style-type: none"> <li>• Contact the prior facility to request that a correcting discharge be submitted for their discharge. If the other facility's discharge is incorrect, allow seven days for processing time and resubmit the rejected admission.</li> <li>• If the recipient was in the other provider's facility before and after being in your facility, the other facility must submit a retroactive discharge and admission creating a gap during which the recipient was in your facility. An admission and discharge pair will also need to process for your facility to fill the gap. Two pairs will need to be processed. Coordinate with the other facility.</li> </ul>
<p>NF-0014: This admission cannot be processed because an earlier admission into your facility has already been processed. Verify the discharges and admissions for this individual and submit the missing discharge. Resubmit this admission once the previous discharge is submitted.</p>	<p>3618 (Admit)</p>	<p>The recipient has a Service Authorization for the same facility (processed admission for the same provider covers the submitted admission date).</p> <ul style="list-style-type: none"> <li>• Review the recipient's records to find the discharge date between the begin date of the current Service Authorization and this admission form.</li> <li>• Pull a MESAV to verify the begin date of the most recent Service Authorization.</li> <li>• Determine through the LTC Online Portal whether that discharge form has been submitted or not. Correct the discharge if it was rejected, or submit a discharge, if it was missing.</li> <li>• Resubmit the rejected admission.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0017: This admission cannot be processed because a later admission has already been processed. This admission occurs in the past and must be one of a pair, which will create a separate Service Authorization. If the discharge following this admission is missing or rejected, both forms must be submitted on the same day.</p>	<p>3618/3619 (Admit)</p>	<p>A later admission is already in the recipient's file. This admission will have to be submitted with a matching discharge to process as a retroactive pair.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine which discharge follows this admission.</li> <li>• Pull a MESAV and review the Service Authorizations to see if a gap exists for the period that will be created by the admission and discharge pair.</li> <li>• If a gap exists, resubmit the rejected admission, then submit the following discharge. Both forms must be submitted on the same day. The system will process both forms as a pair.</li> <li>• If a gap does not exist, review the facility's records to determine if a discharge prior to the rejected admission is reflected on the recipient's MESAV.             <ul style="list-style-type: none"> <li>– If the discharge is not reflected on the recipient's MESAV, submit the missing or rejected discharge, followed by the admission and discharge pair.</li> <li>– If the discharge is reflected on the recipient's MESAV, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul> </li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
<p>NF-0018: This discharge cannot be processed because the individual is currently admitted to Medicare Part A Coinsurance and does not have a corresponding Nursing Facility admission (missing 3618). Verify that the admission 3618 has been processed.</p>	<p>3618 (Discharge)</p>	<p>The recipient has a Service Authorization for Medicare Part A Coinsurance as of the submitted discharge date.</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine which admission is prior to this discharge.</li> <li>• Pull a MESAV and review the Service Authorizations to determine if Coinsurance is authorized for your facility. If so, submit a 3619 discharge to close the Coinsurance.</li> <li>• Review the LTC Online Portal to determine the status of the prior 3618 admission. If it is rejected, verify if the issue still exists and take the necessary actions to process the admission.</li> <li>• Once the admission has been processed, resubmit the rejected discharge.</li> <li>• If the rejected discharge is reflected on the recipient’s MESAV, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>
<p>NF-0019: This discharge cannot be processed because the individual is not admitted into your facility. If an admission prior to this discharge is rejected, the rejected admission must be processed first. This discharge can then be resubmitted.</p>	<p>3618 (Discharge)</p>	<p>This admission and discharge pair is either retroactive to the current authorizations or the recipient is currently authorized at a prior facility.</p> <ul style="list-style-type: none"> <li>• Review the facility records to identify the admission prior to this discharge.</li> <li>• If the pair is retroactive, the admission and discharge must be submitted at the same time. A gap in the Service Authorizations must exist for this time period to fill. If the recipient has been in your facility previously, you may be able confirm this gap by pulling a MESAV and verifying dates.</li> <li>• If the prior admission form was rejected, correct that form and resubmit. The admission must be processed before the discharge can process.</li> <li>• If the prior admission form is missing, submit that missing form, then resubmit the rejected discharge.</li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
NF-0020: This discharge cannot be processed because a later discharge has already been processed. This discharge appears to be one of a retroactive pair. If an admission after this discharge is missing or rejected, resubmit the admission and this discharge on the same day.	3618 (Discharge)	<p>This discharge is part of a retroactive pair.</p> <ul style="list-style-type: none"> <li>• Review the facility records to identify the admission prior to this discharge.</li> <li>• Pull a MESAV and review the Service Authorizations. The discharge and admission should split one of the authorizations when these forms process.</li> <li>• The discharge and admission pair must be submitted at the same time.</li> <li>• If the form is not part of a pair, it should be a correcting discharge, not a new discharge. Inactivate the rejected discharge and correct the transaction date of the later discharge.</li> </ul>
NF-0021: This discharge cannot be processed because a later admission to another provider has already been processed. This discharge appears to be one of a retroactive pair. If an admission prior to this discharge is missing or rejected, resubmit the admission and this discharge on the same day.	3618 (Discharge)	<p>This discharge is part of a retroactive pair.</p> <ul style="list-style-type: none"> <li>• Review the facility records to identify the admission prior to this discharge.</li> <li>• Pull a MESAV and review the Service Authorizations. There should be no other authorization during the admission and discharge timeframe when these forms process.</li> <li>• The admission and discharge pair must be submitted at the same time.</li> <li>• If the form is not part of a pair, it should be a correcting discharge, not a new discharge. Inactivate the rejected discharge and correct the transaction date of the earlier discharge.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0022: This discharge cannot be processed because the individual does not have a corresponding Nursing Facility admission (missing 3618). Verify that the admission 3618 has been processed.</p>	<p>3618 (Discharge)</p>	<p>The corresponding nursing facility admission is not in the recipient's file.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the admission prior to this discharge.</li> <li>• Pull a MESAV and review the Service Authorizations to determine if the prior admission has processed and authorized services. If the MDS for the admission has not been processed, you will not have services authorized.</li> <li>• If the MESAV reflects that the recipient is currently in the facility per an admission prior to the admission that corresponds with this discharge, research the recipient's records to identify the discharge between those two admissions.                         <ul style="list-style-type: none"> <li>– Submit that missing or rejected discharge, followed by the admission that corresponds with this rejected discharge.</li> <li>– Resubmit this rejected discharge.</li> </ul> </li> <li>• If this rejected discharge is reflected on the recipient's MESAV, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>
<p>NF-0023: This admission cannot be processed because it is effective during a Service Authorization for a different provider. Correct the admission date or contact the other provider to determine proper dates.</p>	<p>3619 (Admit)</p>	<p>The recipient has a Service Authorization for a different facility (processed admission and discharge for a different provider cover the submitted admission date).</p> <ul style="list-style-type: none"> <li>• Contact the prior facility to request that a correcting discharge be submitted for their discharge. If the other facility's discharge is incorrect, allow seven days for processing time and resubmit the rejected admission.</li> <li>• If the recipient was in the other provider's facility before and after being in your facility, the other facility must submit a retroactive discharge and admission creating a gap during which the recipient was in your facility. An admission and discharge pair will also need to process for your facility to fill the gap. Two pairs will need to be processed. Coordinate with the other facility.</li> </ul>



Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0024: This admission cannot be processed alone because a later admission has already been processed. This admission is part of a retroactive pair. Identify the discharge following this admission and submit as a pair.</p>	<p>3619 (Admit)</p>	<p>The recipient has an existing Service Authorization for your facility (processed admission and discharge for your facility cover the submitted admission date). This admission is missing one of a pair.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine which discharge is prior to this admission.</li> <li>• Pull a MESAV and review the Service Authorizations to determine the authorized services.</li> <li>• If the recipient has a closed Service Authorization for Code 3 with an end date after the rejected 3619 admission, the rejected 3619 is part of a retroactive pair. Determine the discharge prior to this admission and submit that discharge and the rejected admission as a pair to create a gap in the Service Authorization on file.</li> <li>• If the recipient has a closed Service Authorization for Code 1 with an end date after the rejected 3619 admission, determine if the end date is correct. <ul style="list-style-type: none"> <li>– If the end date is wrong, submit a correcting 3618 discharge to change the end date to be prior to the rejected 3619 admission. Once the Service Authorization ends prior to the 3619 Admission, resubmit the rejected 3619 admission.</li> <li>– If the end date is correct, there is a 3618 retroactive pair that needs to be processed to create a gap for the rejected 3619 admission and corresponding discharge.</li> <li>– Identify the 3618 discharge prior to the rejected 3619 admission and the 3618 admission prior to the current end date and submit as a retroactive pair.</li> <li>– Once the gap has been created within the Code 1, resubmit the rejected 3619 admission with the corresponding 3619 discharge.</li> </ul> </li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0026: This admission cannot be processed because the individual is admitted to Full Medicaid as of the submitted admission date. Verify the Medicaid dates and submit the needed 3618s. Resubmit the rejected Medicare Coinsurance admission once the individual is discharged from Medicaid.</p>	<p>3619 (Admit)</p>	<p>The recipient has an existing Service Authorization for Full Medicaid.</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine which discharge is prior to this admission.</li> <li>• Pull a MESAV and review the Service Authorizations to determine the authorized services. If the MDS for the recipient has not processed you will not have services authorized.</li> <li>• If the recipient has an ongoing Service Authorization with a begin date prior to the rejected admission and the current Service Authorization is for Full Medicaid (Code 1), a 3618 discharge must be processed prior to resubmitting the rejected 3619 admission.</li> <li>• If the recipient has a closed Service Authorization for Code 1 with an end date after the rejected 3619 admission.             <ul style="list-style-type: none"> <li>– Verify that the 3618 discharge was submitted for the correct date. If not, correct the discharge. If the discharge is now prior to the rejected 3619 admission, it can be resubmitted.</li> <li>– If the 3618 discharge is correct, there are quite a few 3618/3619s that need to be processed between the begin and end dates of the Service Authorization. Verify all dates and submit the needed forms.</li> </ul> </li> <li>• If the recipient does not have Service Authorizations on the MESAV, use the statuses on the LTC Online Portal to determine the forms that have processed. Remember, authorizations will only display if the MDS has also been processed.             <ul style="list-style-type: none"> <li>– If the most recent processed form is a 3618 admission prior to the rejected 3619 admission, a 3618 discharge must be processed prior to resubmitting the rejected 3619 admission.</li> <li>– If the most recent processed form is a 3618 discharge after the rejected 3619 admission, verify that the 3618 discharge was submitted for the correct date. If the date is wrong, correct the 3618 discharge and resubmit. If the 3618 discharge is now prior to the rejected 3619 admission, resubmit the rejected 3619 admission.</li> </ul> </li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0028: This admission cannot be processed because the Qualifying Stay days, plus any Full Medicare days already documented, add up to more than the 20 days allowed for this Spell of Illness.</p>	<p>3619 (Admit, Admit Mod)</p>	<p>For each Medicare Spell of Illness, only 20 days of Full Medicare coverage are allowed between one or more providers. The recipient will exceed the 20-day limit if the form is processed as submitted.</p> <ul style="list-style-type: none"> <li>• Review the recipient’s Medicare remittance to determine the Full Medicare Qualifying Stay dates for this Spell of Illness.</li> <li>• Check the Dates of Qualifying Stay on the form. The number of days on the form, plus any Full Medicare days already documented for that Spell of Illness, cannot exceed 20 days.</li> <li>• If the Dates of Qualifying Stay on the form are wrong, correct the admission and resubmit.</li> <li>• To determine if the Qualifying Stay dates from the Medicare remittance advice are on file, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> <li>• If a different 3619 admission was submitted with incorrect Dates of Qualifying Stay, submit a correction for that form prior to resubmitting this rejected admission.</li> <li>• If this form cannot be corrected, inactivate the form.</li> </ul> <p><i>Note: If this is not traditional Medicare, document this in the comment section and call 512-438-2200, Option 3, or fax the Medicare Replacement’s explanation of benefits (EOB) with a copy of the 3619 to 512-438-3400, attention: Medicare Advantage Plan.</i></p>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0029: The days of Qualifying Stay have been recorded. However, the admission for Medicare Part A Coinsurance cannot be processed because the Qualifying Stay days, plus any Full Medicare days already documented, are less than the 20 days required for this Spell of Illness.</p>	<p>3619 (Admit, Admit Mod)</p>	<p>For each Medicare Spell of Illness, 20 days of Full Medicare coverage are required, between one or more providers. The recipient has not yet met the 20-day requirement, so a Medicare Part A Coinsurance Service Authorization was not created.</p> <ul style="list-style-type: none"> <li>• Review the recipient’s Medicare remittance to determine the Full Medicare Qualifying Stay dates for this Spell of Illness.</li> <li>• Check the Dates of Qualifying Stay on the form. The dates entered must add up to the 20-day requirement, or an additional form must document the remainder of the 20 days of Qualifying Stay (Some Full Medicare dates may have already been recorded from previous 3619 admissions).</li> <li>• If the Dates of Qualifying Stay on the form are wrong, correct the admission and resubmit.</li> <li>• If the Dates of Qualifying Stay on the form are correct, submit another form to document the remaining days of Qualifying Stay once that information becomes available.</li> <li>• To determine if the Qualifying Stay dates from the Medicare remittance advice are on file, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> <li>• If a different 3619 admission was submitted with incorrect Dates of Qualifying Stay, submit a correction for that form prior to resubmitting this rejected admission.</li> <li>• If this form cannot be corrected, inactivate the form.</li> </ul> <p><i>Note: If this is not traditional Medicare, document this in the comment section and call 512-438-2200, Option 3 or fax the Medicare Replacement’s EOB with a copy of the 3619 to 512-438-3400, attention: Medicare Advantage Plan.</i></p>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0030: This admission cannot be processed because it has not been more than 60 consecutive days since the individual was discharged from Medicare (cannot begin a new Spell of Illness). Review Medicare remittance to determine when Medicare Part A Coinsurance is due. Submit a new 3619 based the individual's Medicare remittance.</p>	<p>3619 (Admit)</p>	<p>For each Medicare Spell of Illness, the state will pay a maximum of 80 days of Medicare Part A Coinsurance to one or more providers. The recipient will exceed the 80-day limit if the admission is processed as submitted.</p> <ul style="list-style-type: none"> <li>• Review the recipient's Medicare remittance to determine the Medicare dates for the Spell of Illness for this admission.</li> <li>• Pull a MESAV and review the Service Authorizations to determine which authorizations are covered by the Spell of Illness for this admission.</li> <li>• Validate the dates of the Spell of Illness to see if this admission is part of the prior stay, or if it begins a new Spell of Illness (more than 60 days between Code 3 Service Authorizations). Submit corrections of any earlier 3619s, as needed, and resubmit this rejected admission accordingly.</li> <li>• If the prior Spell of Illness was not ended properly, submit a 3619 discharge or 3619 correction to adjust the Code 3 to reflect the proper end date of that Spell of Illness.</li> <li>• Now that the 60 days between Spells of Illness has been resolved, resubmit the rejected admission.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0032: This discharge cannot be processed because the individual does not have a Service Authorization for Medicare Part A Coinsurance for your facility. Either the 3619 admission for your facility has not processed, or the discharge date exceeds the individual's maximum of 80 days of traditional Coinsurance (for all providers) for this Spell of Illness.</p>	<p>3619 (Discharge)</p>	<p>The corresponding Medicare Part A Coinsurance admission has not processed on the recipient's file.</p> <ul style="list-style-type: none"> <li>• Review the facility records to identify the Coinsurance admission date prior to this discharge and the Spell of Illness for this discharge.</li> <li>• Pull a MESAV and review the Service Authorizations to determine if the 3619 admission has processed and if the Spell of Illness has been authorized.</li> <li>• If Coinsurance is not authorized, use the LTC Online Portal to determine the status of the 3619 admission. <ul style="list-style-type: none"> <li>– If the 3619 admission was rejected, correct the 3619 admission and resubmit.</li> <li>– If the 3619 admission was never entered, submit the missing 3619 admission.</li> </ul> </li> <li>• If Coinsurance is authorized, compare the end date of the Service Authorization to the transaction date of the rejected discharge. <ul style="list-style-type: none"> <li>– If the transaction date of the rejected discharge is later than the Service Authorization end date by more than one day, the discharge exceeds the 80-day limit of Coinsurance. An earlier discharge and readmission may be needed prior to the rejected discharge, to allow for additional days before reaching 80 day limit. If so, submit the missing or rejected forms.</li> <li>– If the transaction date of the rejected discharge is earlier than the Service Authorization end date, processing may have been attempted with the forms out of order. If the admission was processed after the 3619 rejected, resubmit the rejected discharge.</li> </ul> </li> <li>• Once the missing or rejected forms are processed, resubmit the rejected discharge.</li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
NF-0033: This discharge cannot be processed because a later discharge has already been processed. If an admission after this discharge is missing, resubmit with the submission of the matching admission.	3619 (Discharge)	<p>This discharge is part of a retroactive pair.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine which admission is after this discharge.</li> <li>• Pull a MESAV and review the Service Authorizations. The discharge and admission should split one of the authorizations when these forms are processed.</li> <li>• Once identified, the discharge and admission must be submitted on the same day as a pair.</li> <li>• If the form is not part of a pair, it should be a correcting discharge, not a new discharge. Inactivate this form and correct the transaction date of the later discharge.</li> </ul>
NF-0044: This form cannot be processed because the other half of the pair of forms failed to process. Validate and submit both forms.	3618/3619 (Pair)	<p>This form is part of a retroactive pair. The other half of the pair failed to process, so this form could not be processed alone. Determine how to resolve the problem that caused the other half of this pair to be rejected.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine which transaction is the other half of the pair.</li> <li>• If the discharge date is before the admission date, the pair is creating a gap in a Service Authorization. Pull a MESAV and review the Service Authorizations. The discharge and admission should split one of the authorizations when these forms process.</li> <li>• If the admission date is before the discharge date, the pair is filling a gap between, or prior to, Service Authorizations. Pull a MESAV and review the Service Authorizations to see if a gap exists for the period that will be created by the admission and discharge pair.</li> <li>• Once resolved, resubmit the pair together on the same date.</li> </ul>



Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0046: This admission modification cannot be processed because the new admission date of this modification is later than the existing enrollment end date. Modify the admission date and resubmit this form, or inactivate this form and modify the corresponding discharge form to make it a counteracting form, cancelling the admission timeframe.</p>	<p>3618 (Admit Mod)</p>	<p>This admission modification is later than the end date of the Service Authorization it is trying to change.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the recipient's admission and discharge dates.</li> <li>• Pull a MESAV and review the Service Authorizations on file.</li> <li>• If the correction was not done on the right admission, adjust the admission date on this correction back to the original admission date and resubmit. Then correct the admission date on the appropriate admission form and submit.</li> <li>• If the end date of the Service Authorization being modified is not correct, submit a discharge correction to adjust the end date and resubmit the rejected admission correction the next day.</li> <li>• If the Service Authorization being changed should be cancelled, inactivate this correction and submit a correction to the corresponding discharge, making it a counteracting form to the admission form.</li> </ul>
<p>NF-0047: This assessment modification cannot be processed because it is an invalid change to an existing Purpose Code.</p>	<p>MDS Mod (Admit, Annual, Quarterly)</p>	<p>This is a modification of a processed MDS assessment that had a Purpose Code on the LTCMI. Once an MDS has been processed as either a PC E or M, the form must continue to have a Purpose Code on the LTCMI. A modification can change a PC M to a PC E, but a PC E cannot be changed to a PC M, and a PC E or M cannot be changed to no Purpose Code.</p> <ul style="list-style-type: none"> <li>• Review the LTCMI on the prior submission (parent form), noting the Purpose Code and the dates requested.</li> <li>• Modify the rejected assessment, entering the appropriate Purpose Code and proper dates, then resubmit the rejected admission.</li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
<p>NF-0048: This assessment cannot be processed because more than one assessment was submitted on the same day with the same assessment effective date.</p>	<p>MDS</p>	<p>Two assessments were submitted for processing on the same day using the same assessment effective date.</p> <ul style="list-style-type: none"> <li>• Validate the effective dates on the MDSs submitted.</li> <li>• If the assessment effective date is incorrect on one MDS, submit a modification to the CMS database for that assessment and resubmit the other rejected assessment.</li> <li>• If one of the assessments was submitted in error, inactivate the assessment that is not needed and resubmit the other rejected assessment.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0049: This assessment cannot be processed because an admission assessment is not appropriate, or the Date of Entry does not correspond with the correct admission. If an admission assessment is not appropriate, inactivate this assessment and submit the appropriate MDS assessment type. If the admission assessment is appropriate, modify the Date of Entry.</p>	<p>MDS (Admit)</p>	<p>An assessment that covers the Date of Entry is already on file for this resident and provider.</p> <ul style="list-style-type: none"> <li>• If the prior 3618 discharge was Return Not Anticipated, validate that Return Not Anticipated was correctly marked on the discharge form. If it was not, correct the discharge and submit. Once the correction to Return Not Anticipated is processed ending the Levels per that discharge, the rejected MDS can be resubmitted. If the discharge was Return Not Anticipated and the form was marked correctly, verify that the MDS Entry Date corresponds to the admission following that discharge. If the MDS Entry Date corresponds to an earlier admission, submit a modification to the CMS database to correct the Entry Date.</li> <li>• If this MDS was only submitted because a current resident admitted from the hospital as Medicare and a dually-coded MDS was being submitted, there are three options. <ul style="list-style-type: none"> <li>– Inactivate the MDS at the CMS database and resubmit it as a dually-coded form using an appropriate Medicaid Reason for Assessment (typically a Quarterly, Annual or SCSA). This will allow Medicaid to use the MDS for payment.</li> <li>– Inactivate the MDS at the CMS database and resubmit it as Medicare only (no Medicaid Reason for Assessment). The resubmitted form will not appear on the LTC Online Portal.</li> <li>– Contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, and request that the MDS be moved to <b>Invalid/Complete</b> status because an admission assessment was not appropriate.</li> </ul> </li> <li>• If neither situation above applies, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0050: This form cannot be processed as a retroactive pair because the effective date on the discharge of pair is later than the Qualifying Stay begin date on the admission of pair. The discharge prior to the Qualifying Stay begin date and a subsequent admission are needed along with this pair to process automatically.</p>	<p>3619 (Pair)</p>	<p>This 3619 has been identified as part of a retroactive pair submitted for processing together. The Qualifying Stay dates fall between the admission and discharge dates submitted, which is not allowed. Full Medicare (Qualifying Stay) days cannot split a single admission and discharge pair. Two pairs of retroactive 3619s must be submitted instead.</p> <ul style="list-style-type: none"> <li>• Verify the Medicare Part A Coinsurance dates through the Medicare Remittance advice.</li> <li>• Resubmit the rejected 3619 admission for the first day of Coinsurance, paired with a discharge matching the first day of Full Medicare, which will end the Coinsurance Service Authorization the day before the Qualifying Stay (included on the admission of the pair).</li> <li>• Then resubmit the rejected 3619 discharge from Coinsurance, paired with an admission beginning after the Full Medicare (Qualifying Stay) ends.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0051: This form cannot be processed as a retroactive pair because the discharge of pair is marked as a death and a subsequent admission has already been processed. Verify that the individual was discharged and correct the form as needed. If the individual is deceased, contact Provider Claims Services for assistance.</p>	<p>3618/3619 (Pair)</p>	<p>This form has been identified as part of a retroactive pair submitted for processing together. However, a discharge marked Deceased cannot be processed as part of a retroactive pair, since there is a subsequent admission on file.</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine the recipient’s admission and discharge dates.</li> <li>• Pull a MESAV and review the Service Authorizations for this recipient. Compare those dates to the dates that the recipient was in your facility.</li> <li>• If the discharge of the pair was submitted as a Death in error, inactivate the form then resubmit it as a Discharge.</li> <li>• If the form was correctly used to report the recipient’s death, validate the transaction date and correct the form as needed.</li> <li>• If the transaction type (Death) and transaction date are correct, identify the admission form that was submitted with an effective date after the death and correct the transaction date on that admission. It may be necessary to contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0052: This admission modification cannot be processed because the new admission date would create an overlap with an existing Service Authorization. Verify the Service Authorizations already established and submit any additional modifications.</p>	<p>3618/3619 (Admit Mod)</p>	<p>The earlier admission date on this correction will create an overlap with an existing Service Authorization if this correction is processed.</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine the recipient’s admission and discharge dates and identify the Spell of Illness.</li> <li>• Pull a MESAV and compare the Service Authorizations to the earlier admission date that would be created by the rejected admission. Consider the Qualifying Stays reported on any processed 3619s. These dates create Full Medicare periods, which do not appear on the MESAV.</li> <li>• If the end date of an existing Service Authorization needs to be changed, submit a correction to that discharge.</li> <li>• If the submitted admission date would overlap with a reported Qualifying Stay period, submit a correction to adjust the Qualifying Stay dates.                         <ul style="list-style-type: none"> <li>– To determine if the Qualifying Stay dates from the Medicare remittance advice correspond with those on file, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul> </li> <li>• If the recipient was previously receiving hospice services, verify the dates of service with the hospice provider and make corrections as needed.</li> <li>• This rejected admission should be resubmitted after the file has been adjusted.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0055: This admission modification cannot be processed because the new admission date would result in more than 80 days of Medicare Part A Coinsurance for this Spell of Illness. Confirm the 80 days of Coinsurance and submit any additional modifications.</p>	<p>3619 (Admit Mod)</p>	<p>For each Medicare Spell of Illness, the state will pay a maximum of 80 days of Medicare Part A Coinsurance to one or more providers. The recipient will exceed the 80-day limit if this correction is processed as submitted.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the recipient's admission and discharge dates and identify the Spell of Illness.</li> <li>• Pull a MESAV and review the Service Authorizations to determine the number of Coinsurance days on file, plus the number of new days that would be added by the rejected earlier admission date. Verify the begin and end dates of the Service Authorizations on file based on the actual admissions and discharges that have occurred. Remember that the discharge date results in a Service Authorization end date one day earlier than the transaction date.</li> <li>• Submit any corrections needed because of incorrect begin or end dates. If these corrections will reduce the total number of Coinsurance days to 80 days or less, the rejected admission should be resubmitted after the new correction forms have been processed.</li> <li>• If the begin and end dates on file are correct and the recipient has a Medicare Replacement policy that allows more than 80 days of Coinsurance, state this in the Comments section of the 3619 and call 512-438-2200, Option 3, or fax the Medicare Replacement EOBs with a copy for the 3619 to 512-438-3400, attention: Medicare Advantage Plan.</li> <li>• If the Spell of Illness involved another facility and your facility's begin and end dates are right except for the correction, review your Medicare Remittance. If the Medicare Remittance advice validates that Coinsurance is due for the time period that your 3619s indicate, fax them with a copy of the 3619s to 512-438-3400, Attention: ECF Form Processing, or call 512-438-2200, Option 3.</li> <li>• If all the begin and end dates on the MESAV are correct (except for the admission the rejected form is attempting to correct), the last discharge date will need to be adjusted so the total of the new days added plus the adjusted existing dates equal 80 or less days. The rejected admission should then be resubmitted.</li> </ul>



Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0056: This modification cannot be processed because the corresponding adjustment based on the 80-day limit would cancel a later admission that has already been processed. Verify the Service Authorizations already established and submit any additional modifications.</p>	<p>3619 (Mod)</p>	<p>For each Medicare Spell of Illness, the state will pay a maximum of 80 days of Medicare Part A Coinsurance to one or more providers. The recipient will exceed the 80-day limit if this correction is processed as submitted. In order to reduce the total to 80 days, the system would have to cancel a processed admission.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the recipient's admission and discharge dates and identify the Spell of Illness.</li> <li>• Pull a MESAV and review the Service Authorizations to determine the number of Coinsurance days on file, plus the number of new days that would be added by the rejected form. Verify the begin and end dates of the Service Authorizations on file based on the actual admissions and discharges that have occurred. Remember that the discharge date results in a Service Authorization end date one day earlier than the transaction date.</li> <li>• Submit any corrections needed because of incorrect begin or end dates. If these corrections will reduce the total number of Coinsurance days to 80 days or less, the rejected form should be resubmitted once the new correction forms have processed.</li> <li>• If the begin and end dates on file are correct and the recipient has a Medicare Replacement policy that allows more than 80 days, state this in the Comments section of the 3619 and call 512-438-2200, Option 3, or fax the Medicare Replacement EOBs with a copy for the 3619 to 512-438-3400, attention: Medicare Advantage Plan.</li> <li>• If the Spell of Illness involved another facility and your facility's begin and end dates are right except for the correction, review your Medicare Remittance. If the Medicare Remittance advice validates that Coinsurance is due for the time period that your 3619s indicate, fax them with copies of the 3619s to 512-438-3400, Attention: ECF Form Processing, or call 512-438-3400, Option 3.</li> <li>• If all the begin and end dates on the MESAV are correct, the rejected form will need to be corrected so the total of the new days added plus the existing dates equal 80 or less days.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0057: This discharge modification cannot be processed because the new discharge date would cancel the Medicare Part A Coinsurance record being modified. If the new discharge date is incorrect, modify and resubmit.</p>	<p>3619 (Discharge Mod)</p>	<p>The effective date of the discharge correction is prior to the Service Authorization it is attempting to close.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the recipient's admission and discharge dates and identify the Spell of Illness.</li> <li>• Pull a MESAV and review the Service Authorizations to determine which Service Authorization ended based on the original discharge date. The system has determined that the new discharge date is prior to that begin date.</li> <li>• Verify the begin and end dates of the Service Authorizations on file based on the actual admissions and discharges that have occurred. Also, compare the time periods for Medicare Part A Coinsurance to your Medicare remittance indicating what days should be Coinsurance. Remember that the discharge date results in a Service Authorization end date one day earlier than the transaction date.</li> <li>• Verify if the new discharge date is actually part of a retroactive pair rather than a correction. If so: <ul style="list-style-type: none"> <li>– Correct the discharge date back to the original date.</li> <li>– Identify the admission that would complete the retroactive pair.</li> <li>– Submit the rejected discharge and new admission on the same day.</li> </ul> </li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0058: This discharge modification cannot be processed because the new discharge date would result in more than 80 days of Medicare Part A Coinsurance for this Spell of Illness. Confirm the 80 days of Coinsurance and submit any additional modifications.</p>	<p>3619 (Discharge Mod)</p>	<p>For each Medicare Spell of Illness, the state will pay a maximum of 80 days of Medicare Part A Coinsurance to one or more providers. The recipient will exceed the 80-day limit if this correction is processed as submitted.</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine the recipient’s admission and discharge dates and identify the Spell of Illness.</li> <li>• Pull a MESAV and review the Service Authorizations to determine the number of Coinsurance days on file plus the number of new days that would be added by the rejected later discharge date. Verify the begin and end dates of the Service Authorizations on file based on the actual admissions and discharges that have occurred. Remember that the discharge date results in a Service Authorization end date one day earlier than the transaction date.</li> <li>• Submit any corrections needed because of incorrect begin or end dates. If these corrections will reduce the total number of Coinsurance days to 80 days or less, the rejected discharge should be resubmitted once the new correction forms have processed.</li> <li>• If the begin and end dates on file are correct and the recipient has a Medicare Replacement policy that allows more than 80 days, state this in the Comments section of the 3619 and call 512-438-2200, Option 3, or fax the Medicare Replacement EOBs with a copy for the 3619 to 512-438-3400, attention: Medicare Advantage Plan.</li> <li>• If the Spell of Illness involved another facility and your facility’s begin and end dates are correct except for the correction, review your Medicare Remittance. If the Medicare Remittance advice validates that Coinsurance is due for the time period that your 3619s indicate, fax them with a copy of the 3619s to 512-438-3400, attention: ECF Form Processing, or call 512-438-3400, Option 3.</li> <li>• If all the begin and end dates on the MESAV are correct (except for the discharge the rejected form is attempting to correct), the last discharge date will need to be adjusted so the total of the new days added plus the adjusted existing dates equal 80 or less days. The rejected discharge should then be resubmitted.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0059: This discharge modification cannot be processed because the new discharge would create an overlap with an existing Service Authorization. Verify the Service Authorizations already established and submit any additional modifications.</p>	<p>3618/3619 (Discharge Mod)</p>	<p>The later discharge date on this correction will create an overlap with existing Service Authorizations if this correction is processed as submitted.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the recipient's admission and discharge dates and identify the Spell of Illness.</li> <li>• Pull a MESAV and compare the Service Authorizations to the later discharge date that would be created by the rejected discharge. Consider the Qualifying Stays reported on the processed 3619s. These dates create Full Medicare periods, which do not appear on the MESAV.</li> <li>• If the begin date of an existing Service Authorization needs to be changed, submit a correction to that admission.</li> <li>• If the submitted discharge date would overlap with a reported Qualifying Stay period, submit a correction to adjust the Qualifying Stay dates. <ul style="list-style-type: none"> <li>– To determine if the Qualifying Stay dates from the Medicare remittance advice correspond with those on file, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul> </li> <li>• If the recipient is currently receiving Hospice services, verify the dates of service with the Hospice Provider and make corrections as needed.</li> <li>• This rejected discharge should be resubmitted once the file has been adjusted.</li> </ul>
<p>NF-0061: This admission cannot be processed because a Nursing Facility admission is not appropriate for a PACE individual. Contact the individual's PACE organization.</p>	<p>3618/3619 (Admit)</p>	<p>The recipient has a Service Authorization for PACE (the Program for All Inclusive Care for the Elderly) as of the admission date.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to verify that the transaction date on the rejected admission is correct.</li> <li>• If the submitted admission date is wrong, correct the rejected admission and resubmit.</li> <li>• If the admission date is correct, contact the recipient's PACE organization.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0062: This discharge cannot be processed because the individual is currently authorized for Full Medicaid. A prior 3618 discharge and a 3619 admission need to be processed prior to this discharge. If the Full Medicaid authorization is for this provider, submit the 3618 discharge prior to the Medicare stay. A 3619 admission must be processed prior to this discharge.</p>	<p>3619 (Discharge)</p>	<p>The recipient has a Service Authorization for Full Medicaid (Code 1) as of the Medicare Part A Coinsurance discharge date.</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine the recipient’s admission and discharge dates.</li> <li>• If the recipient is Full Medicaid in your facility, pull a MESAV and compare the Service Authorizations to the facility’s records.</li> <li>• If the recipient should be classified as Medicare on this discharge date:             <ul style="list-style-type: none"> <li>– Determine if the 3618 discharge to the hospital prior to the Medicare Stay has been submitted. If not, submit that 3618 discharge. If it was rejected, resolve the issue and resubmit the 3618 discharge.</li> <li>– Determine if the 3619 admission to begin Medicare Part A Coinsurance has been submitted. If not, submit that 3619 admission. If it was rejected, resolve the issue and resubmit that 3619 admission.</li> <li>– Once the 3618 discharge and 3619 admission are processed and reflected on the MESAV, resubmit the rejected discharge.</li> </ul> </li> <li>• If the recipient should not be classified as Medicare on this discharge date:             <ul style="list-style-type: none"> <li>– Determine if the discharge should be a 3618 discharge instead. If so, inactivate the rejected form and submit a 3618 discharge to close the recipient’s file.</li> </ul> </li> <li>• If the recipient is Full Medicaid in a different facility, determine if the 3619 admission to begin Coinsurance has been submitted. If not, submit the 3619 admission. If it was rejected, resolve the issue and resubmit the 3619 admission. Then resubmit the rejected 3619 discharge.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
NF-0063: This discharge cannot be processed because the individual is admitted to Medicare Part A Coinsurance for a different provider. If an admission prior to this discharge is missing or rejected, that admission must be processed prior to this discharge.	3619 (Discharge)	<p>The recipient has a Service Authorization for Medicare Part A Coinsurance with a different provider as of the submitted discharge date.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to identify the Medicare Part A Coinsurance admission date prior to this discharge.</li> <li>• Determine if the 3619 admission prior to this discharge has been submitted. If not, submit that 3619 admission. If it was rejected, resolve the issue and resubmit that 3619 admission.</li> <li>• Resubmit the rejected 3619 discharge after the missing or corrected admission has been processed.</li> </ul>
NF-0064: This discharge cannot be processed because an admission to Medicare Part A Coinsurance for a different provider has already been processed for the same day. This discharge appears to be one of a retroactive pair. If an admission prior to this discharge is missing or rejected, resubmit the admission and this discharge on the same day.	3619 (Discharge)	<p>The recipient has a Service Authorization with a different provider that begins after the submitted discharge date. The rejected discharge and matching admission must be submitted as a retroactive pair.</p> <ul style="list-style-type: none"> <li>• Review the facility records to identify the Medicare Part A Coinsurance admission date prior to this discharge.</li> <li>• Determine if the 3619 admission prior to this discharge has been submitted. If not, submit that 3619 admission. If it was rejected, resolve the issue and resubmit that 3619 admission.</li> <li>• Resubmit the rejected 3619 discharge on the same day as the missing or corrected admission.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0065: This discharge cannot be processed because the individual is currently authorized for Full Medicaid for this provider. If a 3618 discharge prior to the Medicare stay and a 3619 admission are missing or rejected, resubmit those forms and this discharge on the same day.</p>	<p>3619 (Discharge)</p>	<p>The recipient has a Service Authorization for Full Medicaid (Code 1) with the same provider as of the submitted discharge date.</p> <ul style="list-style-type: none"> <li>• Review the facility records to determine the recipient's admission and discharge dates.</li> <li>• Pull a MESAV and verify the begin date and type of service currently authorized for the recipient.</li> <li>• If the recipient should be classified as Medicare on this discharge date: <ul style="list-style-type: none"> <li>– Determine if the 3618 discharge to the hospital prior to the Medicare stay has been submitted. If not, submit that 3618 discharge. If it was rejected, resolve the issue and resubmit that 3618 discharge.</li> <li>– Determine if the 3619 admission to begin Medicare Part A Coinsurance has been submitted. If not, submit that 3619 admission. If it was rejected, resolve the issue and resubmit that 3619 admission.</li> <li>– Resubmit the rejected 3619 discharge after the missing or corrected forms have been processed.</li> </ul> </li> <li>• If the recipient should not be classified as Medicare on this discharge date: <ul style="list-style-type: none"> <li>– Determine if the discharge should be a 3618 discharge instead. If so, inactivate the rejected form and submit a 3618 discharge to close the recipient's file.</li> </ul> </li> </ul>
<p>NF-0066: This discharge cannot be processed because the individual is admitted by a different provider. If an admission prior to this discharge is missing or rejected, the admission must be processed prior to this discharge.</p>	<p>3619 (Discharge)</p>	<p>The recipient has a Service Authorization with a different provider as of the submitted discharge date.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to identify the Medicare Part A Coinsurance admission date prior to this discharge.</li> <li>• Determine if the 3619 admission prior to this discharge has been submitted. If not, submit that 3619 admission. If it was rejected, resolve the issue and resubmit that 3619 admission.</li> <li>• Resubmit the rejected 3619 discharge after the missing or corrected admission has been processed.</li> </ul>



Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0067: This discharge cannot be processed because an admission for a different provider has already been processed for the same day. This discharge appears to be one of a retroactive pair. If an admission prior to this discharge is missing or rejected, resubmit the admission and this discharge on the same day.</p>	<p>3619 (Discharge)</p>	<p>The recipient has a Service Authorization with a different provider that begins after the submitted discharge date. The rejected discharge and matching admission and must be submitted as a retroactive pair.</p> <ul style="list-style-type: none"> <li>• Review the facility records to identify the Medicare Part A Coinsurance admission date prior to this discharge.</li> <li>• Determine if the 3619 admission prior to this discharge has been submitted. If not, submit that 3619 admission. If it was rejected, resolve the issue and resubmit that 3619 admission.</li> <li>• Resubmit the rejected 3619 discharge on the same day as the missing or corrected admission.</li> </ul>
<p>NF-0068: This discharge cannot be processed because the individual already has a subsequent authorization. This discharge appears to be one of a retroactive pair. If an admission prior to this discharge is missing or rejected, resubmit the admission and this discharge on the same day.</p>	<p>3619 (Discharge)</p>	<p>The recipient has a Service Authorization that begins after the submitted discharge date. The rejected discharge and matching admission and must be submitted as a retroactive pair.</p> <ul style="list-style-type: none"> <li>• Review the facility records to identify the Medicare Part A Coinsurance admission date prior to this discharge.</li> <li>• Determine if the 3619 admission prior to this discharge has been submitted. If not, submit that 3619 admission. If it was rejected, resolve the issue and resubmit that 3619 admission.</li> <li>• Resubmit the rejected 3619 discharge on the same day as the missing or corrected admission.</li> </ul>
<p>NF-0069: This discharge cannot be processed because the individual is admitted by a different provider. If an admission prior to this discharge is missing or rejected, the admission must be processed prior to this discharge.</p>	<p>3618 (Discharge)</p>	<p>The recipient has a Service Authorization with a different provider as of the submitted discharge date.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to verify that the transaction date on the rejected discharge is correct.</li> <li>• Determine if the 3618 admission prior to this discharge has been submitted. If not, submit that 3618 admission. If it was rejected, resolve the issue and resubmit that 3618 admission.</li> <li>• Resubmit the rejected 3618 discharge after the missing or corrected admission has been processed.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0070: This admission cannot be processed because it would cancel the individual's Enrollment with a different provider. Verify the effective date as well as the Qualifying Stay date ranges and correct them as needed.</p>	<p>3619 (Admit)</p>	<p>The Qualifying Stay dates or transaction date on this admission would cancel the previous provider's Service Authorization rather than "auto discharge" the recipient from the previous provider.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the recipient's admission and discharge dates and identify the Spell of Illness.</li> <li>• Verify the begin and end dates of Qualifying Stay and submit corrections as needed.</li> <li>• Verify the begin date of Medicare Part A Coinsurance and submit a correction as needed.</li> <li>• If the dates are correct and the Medicare remittance advice validates that Coinsurance is due for the time period that your 3619s indicate, fax the remittance advice with copies of the 3619s to 512-438-3400, Attention: ECF Form Processing or call 512-438-3400, Option 3. <i>If the Medicare remittance Advice does not correspond to the 3619s submitted, the forms will not be processed.</i></li> </ul>
<p>NF-0073: This discharge modification cannot be processed because the new discharge would create an overlap with an existing Full Medicare period. Verify the Full Medicare periods and Service Authorizations already established and submit any additional modifications.</p>	<p>3619 (Discharge Mod)</p>	<p>The additional days of Medicare Part A Coinsurance on this correction would create an overlap with Full Medicare dates already on the recipient's file if this correction is processed as submitted.</p> <ul style="list-style-type: none"> <li>• Review the Medicare Remittances for this Spell of Illness to determine the Full Medicare and Coinsurance dates.</li> <li>• Pull a MESAV and compare the Service Authorizations on file and the additional Coinsurance to the remittance dates. The system has determined that the additional Coinsurance dates would create an overlap with existing Service Authorizations. Also, consider the Qualifying Stays reported on the processed 3619s. These dates create Full Medicare periods, which do not appear on the MESAV.</li> <li>• Submit any additional 3619 corrections to adjust begin or end dates to allow this discharge correction to process.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0074: This form cannot be processed because the submitted Provider Number is not valid as of the form effective date. Adjust the effective date or resubmit with the correct Provider Number.</p>	<p>3618, 3619</p>	<p>The effective date of this form is outside the provider’s contract dates.  <i>Note: The effective date of a discharge is the Date of Above Transaction minus one day. Exception: For a 3618 discharge marked Deceased, use Date of Above Transaction instead, because HHS pays for the date of death).</i></p> <ul style="list-style-type: none"> <li>• Confirm the transaction date for the rejected form and submit a correction of the date as needed.</li> <li>• If the date is correct, but the form is under the incorrect contract, inactivate the form and resubmit with the proper contract.</li> <li>• If there is not an active contract for the transaction date, the submission will have to be held until the contract has been approved.</li> </ul>
<p>NF-0075: This discharge cannot be processed because a different Provider Number for the same Vendor Number is valid as of the form effective date. Adjust the effective date or inactivate this discharge and submit for the correct Provider Number.</p>	<p>3618 (Discharge)</p>	<p>This discharge has been submitted using the incorrect Provider Number. The facility has had a Change of Ownership and the discharge needs to be submitted using the Provider Number that was active on the effective date of the discharge.  <i>Note: The effective date of a discharge is the Date of Above Transaction minus one day. Exception: For a 3618 discharge marked Deceased, use Date of Above Transaction instead, because HHS pays for the date of death).</i></p> <ul style="list-style-type: none"> <li>• Confirm the transaction date for the rejected form and submit a correction of the date as needed.</li> <li>• If the date is correct, but the form is under the incorrect contract, inactivate the form and resubmit with the proper contract.</li> <li>• If there is not an active contract for the transaction date, the submission will have to be held until the contract has been approved.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
NF-0076: This admission assessment cannot be processed because the Entry Date is earlier than the Service Authorization begin date. Verify the Entry Date and correct it as needed, or submit an earlier 3618/3619 admission. If the 3618/3619 admission and MDS Entry Date are correct, contact Provider Claims Services for assistance.	MDS (Admit)	<p>The submitted MDS admission Entry Date is earlier than the Service Authorization begin date on the recipient's file.</p> <ul style="list-style-type: none"> <li>• Verify the Entry Date and submit a modification to the CMS database as needed.</li> <li>• If an earlier 3618 or 3619 admission is needed, submit a matching admission and discharge pair, then resubmit the rejected MDS admission.</li> <li>• If the 3618 or 3619 admission date and the MDS Entry Date are correct, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>
NF-0077: This admission modification cannot be processed because the new Full Medicare period would create an overlap with an existing Service Authorization. Verify the Full Medicare periods and Service Authorizations already established and submit any additional modifications.	3619 (Admit Mod)	<p>The adjusted days of Full Medicare on this correction would create an overlap with Service Authorizations already in the recipient's file if this correction is processed as submitted.</p> <ul style="list-style-type: none"> <li>• Review the Medicare Remittances for this Spell of Illness to determine the Full Medicare and Medicare Part A Coinsurance dates.</li> <li>• Pull a MESAV and compare the Service Authorizations on file and the Full Medicare Qualifying Stay dates to the remittance dates. The system has determined that the additional Qualifying Stay dates would create an overlap with existing Service Authorizations. Also, consider the Qualifying Stays reported on the processed 3619s. These dates create Full Medicare periods, which do not appear on the MESAV.</li> <li>• Submit any additional 3619 corrections to adjust begin or end dates to allow this admission correction to be processed.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
NF-0078: This admission cannot be processed because the earliest Qualifying Stay date is too old, compared to the transaction date. Verify the Qualifying Stay dates and correct them as needed. If the Qualifying Stay dates are correct, contact Provider Claims Services for assistance.	3619 (Admit)	<p>The difference between the earliest Qualifying Stay date and the transaction date is too great for this admission to be processed automatically.</p> <ul style="list-style-type: none"> <li>• Review the Medicare Remittances for this Spell of Illness to determine the Full Medicare and Medicare Part A Coinsurance dates.</li> <li>• If the dates on the form are correct, contact Provider Claims Services and request that the form be processed manually. Confirmation will be made that the Spell of Illness does not exceed 80 days.</li> </ul>
NF-0080: This admission cannot be processed because it would cancel the individual's Enrollment with a different provider. Verify the effective date and correct it as needed. If the date is correct, contact Provider Claims Services for assistance.	3618 (Admit)	<p>This 3618 admission would cancel the previous provider's Service Authorization rather than "auto discharge" the recipient from the previous provider.</p> <ul style="list-style-type: none"> <li>• Review the facility's records to determine the recipient's admission and discharge dates.</li> <li>• If the 3618 admission's transaction date is correct, contact the prior facility and request that they review their admissions and discharges. <ul style="list-style-type: none"> <li>– If the prior facility agrees to make adjustments, allow processing time and resubmit your rejected admission.</li> </ul> </li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0081: This admission cannot be processed because the individual is already admitted into your facility as of the submitted admission date. Verify current Service Authorizations on file and submit the needed 3618/3619 discharge prior to the submitted admission date, to allow this 3619 admission to process.</p>	<p>3619 (Admit)</p>	<p>The recipient has an ongoing Service Authorization for your facility (processed 3618 or 3619 admission).</p> <ul style="list-style-type: none"> <li>• Review the facility’s records to determine which discharge is prior to this admission.</li> <li>• Pull a MESAV and review the Service Authorizations to determine the authorized services. If the MDS for the recipient has not been processed you will not have services authorized.</li> <li>• If the recipient has an ongoing Service Authorization with a begin date prior to the rejected admission:             <ul style="list-style-type: none"> <li>– If the current Service Authorization is for Full Medicaid (Code 1), a 3618 discharge must be processed prior to resubmitting the rejected 3619 admission.</li> <li>– If the current Service Authorization is for Medicare Part A Coinsurance (Code 3), a 3619 discharge must be processed prior to resubmitting the rejected 3619 admission.</li> </ul> </li> <li>• If the recipient does not have Service Authorizations on the MESAV, use the statuses on the LTC Online Portal to determine the forms that have processed. Remember, authorizations will only display if the MDS has also been processed.             <ul style="list-style-type: none"> <li>– If the most recently processed form is a 3618 admission prior to the rejected 3619 admission, a 3618 discharge must be processed prior to resubmitting the rejected 3619 admission.</li> </ul> </li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>NF-0082: This form cannot be processed because the submitted Provider Number is not valid for the requested service as of the form effective date. Adjust the effective date or resubmit once the requested service has been added to the contract.</p>	<p>3618, 3619</p>	<p>The effective date of this form is outside the provider's contract dates for the requested service.</p> <p><i>Note: The effective date of a discharge is the Date of Above Transaction minus one day. Exception: For a 3618 discharge marked Deceased, use Date of Above Transaction instead, because HHS pays for the date of death).</i></p> <ul style="list-style-type: none"> <li>• Confirm the transaction date for the rejected form and submit a correction of the date as needed.</li> <li>• If the requested service is not active on the contract for the transaction date, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting assistance. The submission will have to be held until the contract has been updated to include the requested service.</li> </ul>
<p>PS-3001: This therapy assessment cannot be processed because the submitted Provider No. is not valid as of the Date of Assessment. Correct the therapy Date of Assessment or contact the HHS IDD PASRR Unit to inactivate this assessment, then submit a new NFSS form with the correct Provider No.</p>	<p>NFSS (Therapy Assessment)</p>	<p>The Therapy Date of Assessment is outside the provider's contract dates.</p> <ul style="list-style-type: none"> <li>• Confirm the Date of Assessment for the rejected therapy assessment and submit a correction of the date as needed.</li> <li>• If the date is correct, but the form is under the incorrect contract, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting to inactivate the form. Then submit a new NFSS form with the proper contract.</li> <li>• If there is not an active contract for the Date of Assessment, the submission will have to be held until the contract has been approved.</li> </ul>



Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
PS-3003: This CMWC/DME assessment cannot be processed because the submitted Provider No. is not valid as of the Date of Assessment. Correct the CMWC/DME Date of Assessment or contact the HHS IDD PASRR Unit to inactivate this assessment, then submit a new NFSS form with the correct Provider No.	NFSS (CMWC/DME Assessment)	<p>The CMWC/DME Date of Assessment is outside the provider's contract dates.</p> <ul style="list-style-type: none"> <li>• Confirm the Date of Assessment for the rejected CMWC/DME assessment and submit a correction of the date as needed.</li> <li>• If the date is correct, but the form is under the incorrect contract, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting to inactivate the form. Then submit a new NFSS form with the proper contract.</li> <li>• If there is not an active contract for the Date of Assessment, the submission will have to be held until the contract has been approved.</li> </ul>
PS-3004: This CMWC/DME item cannot be processed because the submitted Provider No. is not valid as of the Therapist's Certification Date. Correct the CMWC/DME Therapist's Certification Date or contact the HHS IDD PASRR Unit to inactivate this service, then submit a new NFSS form with the correct Provider No.	NFSS (CMWC/DME item)	<p>The CMWC/DME Therapist's Certification Date is outside the provider's contract dates.</p> <ul style="list-style-type: none"> <li>• Confirm the Therapist's Certification Date for the rejected CMWC/DME item and submit a correction of the date as needed.</li> <li>• If the date is correct, but the form is under the incorrect contract, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting to inactivate the form. Then submit a new NFSS form with the proper contract.</li> <li>• If there is not an active contract for the Therapist's Certification Date, the submission will have to be held until the contract has been approved.</li> </ul>
PS-3005: This therapy assessment cannot be processed because the submitted Provider No. is not valid for the requested service as of the Date of Assessment. Correct the therapy Date of Assessment or submit when the service becomes effective for the Provider No.	NFSS (Therapy Assessment)	<p>The therapy Date of Assessment is outside the provider's contract dates for the requested service.</p> <ul style="list-style-type: none"> <li>• Confirm the therapy Date of Assessment and submit a correction of the date as needed.</li> <li>• If the requested service is not active on the contract for the Date of Assessment, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting assistance. The submission will have to be held until the contract has been updated to include the requested service.</li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
PS-3007: This CMWC/DME assessment cannot be processed because the submitted Provider No. is not valid for the requested service as of the Date of Assessment. Correct the CMWC/DME Date of Assessment or submit when the service becomes effective for the Provider No.	NFSS (CMWC/DME Assessment)	<p>The CMWC/DME Date of Assessment is outside the provider's contract dates for the requested service.</p> <ul style="list-style-type: none"> <li>• Confirm the CMWC/DME Date of Assessment and submit a correction of the date as needed.</li> <li>• If the requested service is not active on the contract for the Date of Assessment, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting assistance. The submission will have to be held until the contract has been updated to include the requested service.</li> </ul>
PS-3008: This CMWC/DME item cannot be processed because the submitted Provider No. is not valid for the requested item as of the Therapist's Certification Date. Correct the CMWC/DME Therapist's Certification Date or submit when the item becomes effective for the Provider No.	NFSS (CMWC/DME item)	<p>The CMWC/DME Therapist's Certification Date is outside the provider's contract dates for the requested item.</p> <ul style="list-style-type: none"> <li>• Confirm the CMWC/DME Therapist's Certification Date and submit a correction of the date as needed.</li> <li>• If the requested item is not active on the contract for the Therapist's Certification Date, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting assistance. The submission will have to be held until the contract has been updated to include the requested item.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>PS-3009: This therapy assessment cannot be processed because the individual does not have a Daily Care Service Authorization for the submitted Provider No. as of the Date of Assessment. Correct the therapy Date of Assessment or submit the necessary 3618 admission form and/or MDS assessment.</p>	<p>NFSS (Therapy Assessment)</p>	<p>There is no Daily Care Service Authorization that covers the therapy Date of Assessment.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV and review the Service Authorizations to determine if the recipient has a Daily Care Service Authorization that covers the therapy Date of Assessment. If the 3618 admission and MDS assessment for the recipient have not processed you will not have services authorized.</li> <li>• If a covering Daily Care Service Authorization is found and the Date of Assessment is incorrect, update it and resubmit.</li> <li>• If a covering Daily Care Service Authorization is not found, review the LTC Online Portal to determine the status of the 3618 admission and MDS assessment.             <ul style="list-style-type: none"> <li>– If the 3618 admission is not processed, determine why the form rejected. Correct the current 3618 admission, or inactivate the rejected 3618 and submit a new 3618 admission.</li> <li>– If the 3618 is processed, determine if there is an associated MDS assessment. If processing of the MDS failed, compare the 3618 processed date to the rejection date of the MDS. If the 3618 admission was processed after the MDS was rejected, resubmit the rejected MDS. If the MDS was never submitted, complete the LTCMI and submit it.</li> <li>– Once the covering 3618 admission and MDS assessment have been processed, resubmit the therapy assessment.</li> </ul> </li> <li>• If the 3618 admission and MDS assessment both processed but there is no covering Daily Care Service Authorization, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>PS-3011: This CMWC/DME assessment cannot be processed because the individual does not have a Daily Care Service Authorization for the submitted Provider No. as of the Date of Assessment. Correct the CMWC/DME Date of Assessment or submit the necessary 3618 admission form and/or MDS assessment.</p>	<p>NFSS (CMWC/DME Assessment)</p>	<p>There is no Daily Care Service Authorization that covers the CMWC/DME Date of Assessment.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV and review the Service Authorizations to determine if the recipient has a Daily Care Service Authorization that covers the CMWC/DME Date of Assessment. If the 3618 admission and MDS assessment for the recipient have not been processed you will not have services authorized.</li> <li>• If a covering Daily Care Service Authorization is found and the Date of Assessment is incorrect, update it and resubmit.</li> <li>• If a covering Daily Care Service Authorization is not found, review the LTC Online Portal to determine the status of the 3618 admission and MDS assessment.             <ul style="list-style-type: none"> <li>– If the 3618 admission is not processed, determine why the form was rejected. Correct the current 3618 admission, or inactivate the rejected 3618 and submit a new 3618 admission.</li> <li>– If the 3618 is processed, determine if there is an associated MDS assessment. If processing of the MDS failed, compare the 3618 processed date to the rejection date of the MDS. If the 3618 admission was processed after the MDS was rejected, resubmit the rejected MDS. If the MDS was never submitted, complete the LTCMI and submit it.</li> <li>– Once the covering 3618 admission and MDS assessment have processed, resubmit the CMWC/DME assessment.</li> </ul> </li> <li>• If the 3618 admission and MDS assessment have both been processed but there is no covering Daily Care Service Authorization, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>PS-3012: This CMWC/DME item cannot be processed because the individual does not have a Daily Care Service Authorization for the submitted Provider No. as of the Therapist's Certification Date. Correct the CMWC/DME item Therapist's Certification Date or submit the necessary 3618 admission form and/or MDS assessment.</p>	<p>NFSS (CMWC/DME item)</p>	<p>There is no Daily Care Service Authorization that covers the CMWC/DME item Therapist's Certification Date.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV and review the Service Authorizations to determine if the recipient has a Daily Care Service Authorization that covers the CMWC/DME item Therapist's Certification Date. If the 3618 admission and MDS assessment for the recipient have not been processed you will not have services authorized.</li> <li>• If a covering Daily Care Service Authorization is found and the Therapist's Certification Date is incorrect, update it and resubmit.</li> <li>• If a covering Daily Care Service Authorization is not found, review the LTC Online Portal to determine the status of the 3618 admission and MDS assessment.             <ul style="list-style-type: none"> <li>– If the 3618 admission is not processed, determine why the form was rejected. Correct the current 3618 admission, or inactivate the rejected 3618 and submit a new 3618 admission.</li> <li>– If the 3618 is processed, determine if there is an associated MDS assessment. If processing of the MDS failed, compare the 3618 processed date to the rejection date of the MDS. If the 3618 admission was processed after the MDS was rejected, resubmit the rejected MDS. If the MDS was never submitted, complete the LTCMI and submit it.</li> <li>– Once the covering 3618 admission and MDS assessment have been processed, resubmit the CMWC/DME item.</li> </ul> </li> <li>• If the 3618 admission and MDS assessment have both been processed but there is no covering Daily Care Service Authorization, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

<b>Provider Message (Displayed in History)</b>	<b>Form/ Assessment</b>	<b>Suggested Action</b>
<p>PS-3013: This therapy assessment cannot be processed because a different Provider No. for the same Vendor No. has a Daily Care Service Authorization as of the Date of Assessment. Adjust the therapy Date of Assessment or contact the HHS IDD PASRR Unit to inactivate this assessment, then submit a new NFSS form with the correct Provider No.</p>	<p>NFSS (Therapy Assessment)</p>	<p>This therapy assessment has been submitted using the incorrect Provider Number. The facility has had a Change of Ownership and the therapy assessment needs to be submitted using the Provider No. that was active on the therapy Date of Assessment.</p> <ul style="list-style-type: none"> <li>• Confirm the Date of Assessment for the rejected therapy assessment and submit a correction of the date as needed.</li> <li>• If the date is correct, but the form is under the incorrect contract, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting to inactivate the form. Then submit a new NFSS form with the proper contract.</li> <li>• If there is not an active contract for the Date of Assessment, the therapy assessment will have to be held until the contract has been approved.</li> </ul>
<p>PS-3015: This CMWC/DME assessment cannot be processed because a different Provider No. for the same Vendor No. has a Daily Care Service Authorization as of the Date of Assessment. Adjust the CMWC/DME Date of Assessment or contact the HHS IDD PASRR Unit to inactivate this assessment, then submit a new NFSS form with the correct Provider No.</p>	<p>NFSS (CMWC/DME Assessment)</p>	<p>This therapy assessment has been submitted using the incorrect Provider Number. The facility has had a Change of Ownership and the therapy assessment needs to be submitted using the Provider No. that was active on the therapy Date of Assessment.</p> <ul style="list-style-type: none"> <li>• Confirm the Date of Assessment for the rejected therapy assessment and submit a correction of the date as needed.</li> <li>• If the date is correct, but the form is under the incorrect contract, contact HHS IDD PASRR Unit at 855-435-7180 and leave a message requesting to inactivate the form. Then submit a new NFSS form with the proper contract.</li> <li>• If there is not an active contract for the Date of Assessment, the therapy assessment will have to be held until the contract has been approved.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>PS-3017: This therapy assessment cannot be processed because the individual is enrolled with a different provider as of the Date of Assessment. Correct the therapy Date of Assessment or submit the necessary 3618 admission form and/or MDS assessment.</p>	<p>NFSS (Therapy Assessment)</p>	<p>There is a Daily Care Service Authorization for a different provider that covers the therapy Date of Assessment.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV and review the Service Authorizations to determine if the recipient has a Daily Care Service Authorization that covers the therapy Date of Assessment. If the 3618 admission and MDS assessment for the recipient have not been processed you will not have services authorized.</li> <li>• If a covering Daily Care Service Authorization is found and the Date of Assessment is incorrect, update it and resubmit.</li> <li>• If a covering Daily Care Service Authorization is not found, review the LTC Online Portal to determine the status of the 3618 admission and MDS assessment.             <ul style="list-style-type: none"> <li>– If the 3618 admission is not processed, determine why the form rejected. Correct the current 3618 admission, or inactivate the rejected 3618 and submit a new 3618 admission.</li> <li>– If the 3618 is processed, determine if there is an associated MDS assessment. If processing of the MDS failed, compare the 3618 processed date to the rejection date of the MDS. If the 3618 admission was processed after the MDS was rejected, resubmit the rejected MDS. If the MDS was never submitted, complete the LTCMI and submit it.</li> <li>– Once the covering 3618 admission and MDS assessment have processed, resubmit the therapy assessment.</li> </ul> </li> <li>• If the 3618 admission and MDS assessment both processed but there is no covering Daily Care Service Authorization, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>



Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>PS-3019: This CMWC/DME assessment cannot be processed because the individual is enrolled with a different provider as of the Date of Assessment. Correct the CMWC/DME Date of Assessment or submit the necessary 3618 admission form and/or MDS assessment.</p>	<p>NFSS (CMWC/DME Assessment)</p>	<p>There is a Daily Care Service Authorization for a different provider that covers the CMWC/DME Date of Assessment.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV and review the Service Authorizations to determine if the recipient has a Daily Care Service Authorization that covers the CMWC/DME Date of Assessment. If the 3618 admission and MDS assessment for the recipient have not processed you will not have services authorized.</li> <li>• If a covering Daily Care Service Authorization is found and the Date of Assessment is incorrect, update it and resubmit.</li> <li>• If a covering Daily Care Service Authorization is not found, review the LTC Online Portal to determine the status of the 3618 admission and MDS assessment.             <ul style="list-style-type: none"> <li>– If the 3618 admission is not processed, determine why the form rejected. Correct the current 3618 admission, or inactivate the rejected 3618 and submit a new 3618 admission.</li> <li>– If the 3618 is processed, determine if there is an associated MDS assessment. If processing of the MDS failed, compare the 3618 processed date to the rejection date of the MDS. If the 3618 admission was processed after the MDS was rejected, resubmit the rejected MDS. If the MDS was never submitted, complete the LTCMI and submit it.</li> <li>– Once the covering 3618 admission and MDS assessment have processed, resubmit the CMWC/DME assessment.</li> </ul> </li> <li>• If the 3618 admission and MDS assessment were both processed but there is no covering Daily Care Service Authorization, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
<p>PS-3020: This CMWC/DME item cannot be processed because the individual is enrolled with a different provider as of the Therapist's Certification Date. Correct the Therapist's Certification Date or submit the necessary 3618 admission form and/or MDS assessment.</p>	<p>NFSS (CMWC/DME item)</p>	<p>There is a Daily Care Service Authorization for a different provider that covers the CMWC/DME Therapist's Certification Date.</p> <ul style="list-style-type: none"> <li>• Pull a MESAV and review the Service Authorizations to determine if the recipient has a Daily Care Service Authorization that covers the CMWC/DME Therapist's Certification Date. If the 3618 admission and MDS assessment for the recipient have not been processed you will not have services authorized.</li> <li>• If a covering Daily Care Service Authorization is found and the Therapist's Certification Date is incorrect, update it and resubmit.</li> <li>• If a covering Daily Care Service Authorization is not found, review the LTC Online Portal to determine the status of the 3618 admission and MDS assessment.             <ul style="list-style-type: none"> <li>– If the 3618 admission is not processed, determine why the form was rejected. Correct the current 3618 admission, or inactivate the rejected 3618 and submit a new 3618 admission.</li> <li>– If the 3618 is processed, determine if there is an associated MDS assessment. If processing of the MDS failed, compare the 3618 processed date to the rejection date of the MDS. If the 3618 admission was processed after the MDS was rejected, resubmit the rejected MDS. If the MDS was never submitted, complete the LTCMI and submit it.</li> <li>– Once the covering 3618 admission and MDS assessment have been processed, resubmit the CMWC/DME item.</li> </ul> </li> <li>• If the 3618 admission and MDS assessment were both processed but there is no covering Daily Care Service Authorization, contact HHS LTC Provider Claims Services at 512-438-2200, Option 1, for assistance.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
PS-3022: This CMWC/DME item cannot be processed because the individual was not at least 21 years of age as of the Therapist's Certification Date. Correct the Therapist's Certification Date or contact HHS MEPD for assistance correcting the individual's Birth Date in their records.	NFSS (CMWC/DME item)	<p>The recipient was not at least 21 years of age as of the Therapist's Certification Date.</p> <ul style="list-style-type: none"> <li>If the Birth Date is incorrect on the form, contact the person or their Legally Authorized Representative (LAR) and ask them to contact HHS MEPD to request that the error be corrected in the system. Resubmit the CMWC/DME item after the individual or LAR has confirmed that the information has been corrected by HHS.</li> </ul>
PS-3044: This therapy assessment cannot be processed because the individual does not have a successfully processed MDS assessment for the submitted Provider No. as of the Date of Assessment.	NFSS (Therapy Assessment)	<ul style="list-style-type: none"> <li>Correct the therapy Date of Assessment or submit the necessary MDS Assessment.</li> </ul>
PS-3045: This therapy service must be manually processed by HHSC.	NFSS (Therapy Assessment)	<ul style="list-style-type: none"> <li>Email the IDD PASRR Unit: <a href="mailto:PASRR.Support@hhsc.state.tx.us">PASRR.Support@hhsc.state.tx.us</a> for assistance.</li> </ul>
PS-3046: This CMWC/DME assessment cannot be processed because the individual does not have a successfully processed MDS assessment for the submitted Provider No. as of the CMWC/DME Date of Assessment.	NFSS (CMWC/DME Assessment)	<ul style="list-style-type: none"> <li>Correct the CMWC/DME Date of Assessment or submit the necessary MDS assessment.</li> </ul>

Provider Message (Displayed in History)	Form/ Assessment	Suggested Action
PS-3047: This CMWC/ DME item cannot be processed because the individual does not have a successfully processed MDS assessment for the submitted Provider No. as of the Therapist's Certification Date.	NFSS (CMWC/ DME Item)	<ul style="list-style-type: none"> <li>• Correct the CMWC/DME item Therapist's Certification Date or submit the necessary MDS assessment.</li> </ul>

**Note:** For Response Codes PS-3044, PS-3046 and PS-3047, contact provider claims services for additional assistance.

# Document Statuses

Providers can retrieve the statuses of their documents by using FSI or Current Activity on the LTC Online Portal. The following are statuses that a provider may see, and their definition:

- **AI Check Inactive:** Applied Income validation was attempted nightly for up to six months and failed or the request was canceled. The provider may restart the assessment once the reason for the failed validation has been resolved by the Medicaid Eligibility Worker by clicking the **Reactivate Form** button.
- **AI Confirmed:** Applied Income is confirmed.
- **AI Pending:** Applied Income verification is pending.
- **Appealed:** A person has appealed the MN determination and the provider has provided more information for consideration. Assessment is now awaiting TMHP doctor review or a fair hearing has been requested.
- **Approved:** NFSS PTID is Approved by HHS PASRR Reviewer. The MDS or Preadmission PE is Approved for MN determination.
- **Awaiting LTC Medicaid Information:** MDS has been retrieved by TMHP from CMS. If LTCMI is submitted, assessment will be processed by HHS.
- **Awaiting PE:** A PL1 Screening Form has been submitted, but the PE for this person has not been submitted.
- **Coach Pending More Info:** HHS Provider Claims Services is awaiting additional information from the NF. See the Form or PTID History trail for notes.
- **Coach Review:** HHS Provider Claims Services is reviewing.
- **Corrected:** Forms are moved into a corrected status when the form is corrected by another form. View the History trail to find the child DLN. No further actions are allowed on a form or assessment with status **Corrected**.
- **Denial Overturned:** Denial of the PTID has been overturned or PTID is approved at Fair Hearing.
- **Denial Upheld:** Denial of the PTID has been upheld or PTID is Denied at Fair Hearing.
- **Denied:** NFSS PTID is denied by HHS PASRR Reviewer for an assessment, service, or item request. The MDS or Preadmission PE is denied for MN determination.
- **Denied No FH:** Request for specialized services is denied. The resident or LAR have the option of requesting a fair hearing.
- **Documented/Complete:** An assessment PTID is marked with this status if a previous assessment has been successfully processed at HHSC within 180 days. This status only applies to Assessment PTIDs and the Assessment is not billable.
- **FH Expired:** Time period for requesting a Fair Hearing has expired.

- **Form Complete:** This is the one and only status that a PASRR Specialized Services (PSS) form can be in.
- **Form Inactivated:** Assessment/form has been inactivated. No further actions allowed on the form or assessment.
- **Form Submitted:** A form has been successfully submitted on the LTC Online Portal.
- **ID Confirmed:** Medicaid ID is confirmed.
- **ID Invalid:** Medicaid ID validation has failed. Cannot be processed until Medicaid ID is corrected. Contact Medicaid Eligibility Worker to verify the person's name, Social Security number, and Medicaid ID. A new form or assessment must be submitted with correct information. The name entered must match the name shown on the person's Medicaid ID card.
- **Inactivated:** PTID is Inactivated by HHS PASRR Reviewer.
- **Incomplete:** Incomplete EDI form submission - after five days in Pending Submission, status is systematically set to Incomplete - X12 275 was not received within five days.
- **Invalid/Complete:** HHS processing deemed this form, assessment, or PTID invalid. See the Form or PTID History trail for details.
- **Invalid Form Sequence:** Only applies for Forms 3618 and 3619. Form 3618/3619 sequence is invalid. For example - Form 3618 needs to be submitted before the MDS can be accepted.
- **Item Not Received:** CMWC or DME item has not been certified by the NF in 365 days.
- **Item Transferred:** CMWC or DME Item has been transferred to another nursing facility.
- **Invalid/Complete:** PTID is marked Invalid for processing.
- **ME Check Inactive:** Medicaid Eligibility validation attempted nightly for six months and failed or the request was canceled. The provider may restart the assessment once the reason for the failed validation has been resolved by the Medicaid Eligibility Worker by clicking the **Reactivate Form** button.
- **ME Pending:** Medicaid Eligibility is pending verification.
- **Med ID Check Inactive:** Medicaid ID validation was attempted nightly for six months and failed or the request was canceled. The provider may restart the assessment once the reason for the failed validation has been resolved by the Medicaid Eligibility Worker by clicking the **Reactivate Form** button.
- **Medicaid ID Pending:** Medicaid ID validation is pending. Validation attempts occur nightly until deemed valid, invalid, or until six months has expired, whichever comes first. Contact the Medicaid Eligibility Worker to verify the person's name, Social Security number, and Medicaid ID. This status will also apply to private-pay residents whose assessments are successfully, but unnecessarily, submitted via LTC Online Portal. The assessment will suspend for six months; and, if the person never applies for Medicaid, the status will be set to **Med ID Check Inactive**.
- **Negative PASRR Eligibility:** The PL1 Screening Form or PE did not indicate that the person has a diagnosis of Mental Illness, Intellectual Disability or Developmental Disability.

- **NF Placement Process Exhausted:** This is a PL1 Screening Form status which occurs when a person has not been placed in an NF or alternate setting within 90 days of submitted PE.
- **Out of State MD/DO License Invalid:** Out of State MD/DO License is confirmed to be Invalid.
- **Out of State MD/DO License Valid:** Out of State MD/DO License is confirmed to be valid.
- **Out of State RN License Invalid:** The state issuing the compact license has indicated the compact RN license is invalid.
- **Out of State Therapist License Invalid:** Therapist on the PTID is not licensed in Texas.
- **Overtured Doctor Review:** Assessment was denied medical necessity, and then provider supplied more information. Assessment is pending.
- **PCS Documented / Complete:** PCS has successfully completed processing the Assessment PTID. An Assessment in this status is not billable.
- **PCS Processed / Complete:** Form, Assessment, or PTID has been successfully processed by PCS.
- **PE MN Denied:** This status is displayed on the MDS, and it indicates that Medical Necessity has not been met on the Preadmission PE. View the History trail for detailed status and information about the denial of MN.
- **Pending Applied Income:** Applied Income validation is pending. Validation attempts occur nightly until applied income is found, request canceled, or until six months has expired, whichever comes first. Contact the Medicaid Eligibility Worker.
- **Pending Denial (needs more information):** TMHP nurse did not find the assessment to qualify for Medical Necessity. Provider has 21 calendar days to submit additional information for consideration.
- **Pending Denial:** PTID is Pending Additional Information for approval.
- **Pending Doctor Review:** MN determination is pending TMHP Doctor Review.
- **Pending Fair Hearing:** Fair Hearing has been requested by the resident/NF.
- **Pending MD/DO License Verification:** MD/DO credentials are pending verification.
- **Pending Medicaid Eligibility:** Medicaid Eligibility validation is pending. Validation attempts occur nightly until eligibility is found, the request is canceled, or until six months has expired, whichever comes first.
- **Pending More Info:** HHS Provider Claims Services needs more information before further processing can occur. See the Form History trail or PTID History for further details on information required.
- **Pending NF Receipt:** CMWC or DME is pending receipt and certification by the NF.
- **Pending Placement:** The person has not been placed in a nursing facility. On the PL1 Screening Form NF Choices section, no NF has indicated “Admitted To” nor has the person been placed in an alternate setting.



- **Pending Placement in NF - PE Confirmed:** When the PL1 Screening Form is in this status, the NF is required to review the associated PE (which identifies the Recommended Specialized Services for the person) and certify if it is able or unable to serve the person.
- **Pending Review:** MN determination is pending TMHP nurse review because the assessment was not approved through the automated MN determination process.
- **Pending RN License Verification:** RN License number is pending verification from the Texas Board of Nursing (BON) or the licensing state from which the compact license was issued.
- **Pending State Confirmation:** PTID is Pending Confirmation by HHS PASRR Reviewer.
- **Pending State Review:** PTID is Pending Review by HHS PASRR Reviewer.
- **Pending Submission:** Incomplete EDI submission - awaiting submission of X12 275 up to five calendar days in order to complete form submission in LTCOP.
- **PL1 Inactive:** This PL1 Screening Form status indicates that the person is deceased or discharged.
- **Processed/Complete:** Form, assessment, or PTID on the NFSS form has been processed and complete. Please check MESAV.
- **Provider Action Required:** Form, assessment, or PTID needs to be reviewed by the provider due to being rejected by HHSC SAS Processing. Refer to the form or assessment History trail or PTID History for specific error message.
- **PTID Submitted:** NFSS PTID is successfully submitted on the LTC Online Portal.
- **Recert - Reference Only:** The assessment PTID for a therapy recertification has successfully completed processing.
- **SAS Request Pending:** Form or assessment has passed all validations (Medicaid ID, Medicaid Eligibility, Applied Income, etc.) and will be sent from TMHP to HHS for processing. For the NFSS, both the Form and the PTID has passed all workflow validations and will be sent to HHSC for processing. Please allow two to four business days for the next status change.
- **Submitted:** Form or assessment has been submitted.
- **Submitted to manual workflow:** Form or assessment needs to be reviewed by HHS Provider Claims Services due to the form or assessment being rejected by SAS. Refer to the form or assessment History trail for additional information.
- **Submitted to PASRR Unit:** PTID is submitted to DADS PASRR Unit for review and completion.
- **Submitted to PCS:** Form, Assessment, or PTID is submitted to HHS Provider Claims Services for review and completion.
- **Submit to SAS:** PTID information is submitted to HHSC SAS system.

# Nonemergency Ambulance

If you need to transport a person receiving fee-for-service (FFS) Medicaid by ambulance for a doctor appointment or other nonemergency reason, there are some important things to know. For the most up-to-date and detailed information, refer to the *Texas Medicaid Provider Procedures Manual*, Volume 1, Section 5, Prior Authorization.

Medicaid payment for ambulance transportation may be made only for those FFS people whose condition at the time of transport is such that ambulance transportation is medically necessary. For example, it is insufficient that a person merely has a diagnosis such as pneumonia, stroke, or fracture to justify ambulance transportation. In each of those instances, the condition of the person must be such that transportation by any other means is medically contraindicated.

Ambulance transports must be limited to those situations where the transportation of the person is less costly than bringing the service to the person.

**Note:** *Authorization requests for services administered by a person's managed care organization (MCO) must be submitted to the person's MCO according to the guidelines that are specific to the plan under which the person is covered.*

## Prior Authorization Requirements

Prior authorization is not a guarantee of payment. Even if a procedure has been prior authorized, reimbursement can be affected for a variety of reasons, e.g., the person is ineligible on the date of service (DOS), or the claim is incomplete. Providers must verify individual eligibility status before providing services.

In most instances prior authorization must be approved before the service is provided. Prior Authorization for urgent services that are provided after business hours, on a weekend, or on a holiday may be requested on the next business day. TMHP considers providers' business hours as Monday through Friday, from 8:00 a.m. to 5:00 p.m., Central Time. Prior authorization requests that do not meet these deadlines may be denied.

To avoid unnecessary denials, the request for prior authorization must contain correct and complete information, including documentation of medical necessity. The documentation of medical necessity must be maintained in the person's medical record. The requesting NF may be asked for additional information to clarify or complete a request for prior authorization.

**Refer to:** *Texas Medicaid Provider Procedures Manual*, Volume 1 Section 6, "Claims Filing", Subsection 6.1.4, Claims Filing Deadlines for the TMHP-approved holidays.

According to Texas Administrative Code (TAC) 1 TAC §354.1111, nonemergency transport is defined as ambulance transport provided for a person receiving Medicaid to or from a scheduled medical appointment, to or from a licensed facility for treatment, or to the person's home after discharge from

a hospital when the person has a medical condition such that the use of an ambulance is the only appropriate means of transportation (i.e., alternate means of transportation are medically contraindicated).

According to Human Resource Code (HRC) §32.024 (t), a Medicaid-enrolled physician, nursing facility, health-care provider, or other responsible party is required to obtain authorization before an ambulance is used to transport a person in circumstances not involving an emergency.

HRC states that a provider of nonemergency ambulance transport is entitled to payment from the nursing facility, health-care provider, or other responsible party that requested the service if payment under the Medical Assistance Program is denied because of lack of prior authorization and the ambulance provider submits a copy of the claim for which payment was denied.

If the person's medical condition is not appropriate for transport by ambulance, nonemergency ambulance services are not a benefit. Prior authorization is a condition for reimbursement but is not a guarantee of payment. The person and provider must meet all of the Medicaid requirements, such as individual eligibility and claim filing deadlines.

Medicaid providers who participate in one of the Medicaid managed care organization (MCO) plans must follow that MCO's prior authorization requirements.

The TMHP Ambulance Unit reviews the prior authorization request to determine whether the person's medical condition is appropriate for transport by ambulance. Incomplete information may cause the request to be suspended for additional medical information or be denied.

The following information assists TMHP in determining the appropriateness of the transport:

- An explanation of the person's physical condition that establishes the medical necessity for transport. The explanation must clearly state the person's conditions requiring transport by ambulance.
- The necessary equipment, treatment, or personnel used during the transport.
- The origination and destination points of the person's transport.

Prior authorization is required when an extra attendant is needed for any nonemergency transport. When a person's condition changes, such as a need for oxygen or additional monitoring during transport, the prior authorization request must be updated.

## **Prior Authorization Types and Definitions**

### **One-time, Non-repeating**

One-time, nonrepeating requests are reserved for those people who require a one-time transport. The request must be signed and dated by a physician, physician assistant (PA), nurse practitioner (NP), clinical nurse specialist (CNS), registered nurse (RN), or discharge planner with knowledge of the person's condition. Stamped or computerized signatures and dates are not accepted. Without a signature and date, the form is considered incomplete.

## Recurring

Recurring requests, up to 60 days, are reserved for those people whose transportation needs are not anticipated to last longer than 60 days. The request must be signed and dated by a physician, PA, NP, or CNS. Stamped or computerized signatures and dates are not accepted. Without a signature and date, the form is considered incomplete. The request must include the approximate number of visits needed for the repetitive transport (e.g., dialysis, radiation therapy).

**Note:** Refer to the link for Form AM. 1, *Nonemergency Ambulance Prior Authorization Request (2 Pages)* in the *Texas Medicaid Provider Procedures Manual, Volume 2, Ambulance Services Handbook*.

## Nonemergency Prior Authorization Process

To obtain prior authorization, NFs must submit a completed Nonemergency Ambulance Prior Authorization Request Texas Medicaid and CSHCN Services Program form by fax to the TMHP Ambulance Unit at **512-514-4205**. Prior authorization can also be requested through the TMHP website at [www.tmhp.com](http://www.tmhp.com).

The Nonemergency Ambulance Prior Authorization Form must not be modified. If the form is altered in any way, the request may be denied. The form must be filled out by the NF or by a member of the physician's staff who is most familiar with the person's condition. The ambulance provider must not assist in completing any portion of this form.

**Note:** Refer to the link for Form AM. 1, *Nonemergency Ambulance Prior Authorization Request (2 Pages)* in the *Texas Medicaid Provider Procedures Manual, Volume 2, Ambulance Services Handbook*.

A request for a one-day transport may be submitted on the next business day following the transport in some circumstances; however, every attempt should be made to obtain prior authorization before the transport takes place. Authorization requests for one day transports submitted beyond the next business day will be denied.

A request for a recurring transport must be submitted before the person is transported by ambulance. After a prior authorization request has been approved, if the person's condition deteriorates or the need for equipment changes so that additional procedure codes must be submitted for the transport, the requesting NF must submit a new Nonemergency Ambulance Prior Authorization Request form.

TMHP responds to nonemergency transport prior authorization requests within 2 business days of receipt of requests for 60 days or less. NFs should submit all requests for a prior authorization number (PAN) in sufficient time to allow TMHP to issue the PAN before the date of the intended transport. The requesting NF must contact the transporting ambulance provider with the PAN and the dates of service that were approved.

TMHP reviews all of the documentation it receives. An online prior authorization request submitted through the TMHP website is responded to with an online approval or denial. Alternately, a letter of approval or denial is faxed to the requesting NF. The person is notified by mail if the authorization request is denied or downgraded. Reasons for denial include documentation that does not meet the

criteria of a medical condition that is appropriate for transport by ambulance, or the person is not Medicaid-eligible for the dates of services requested. The person may appeal prior authorization request denials by contacting TMHP Client Notification at **1-800-414-3406**. Providers may not appeal prior authorization request denials.

A nonemergency transport will be denied when a claim is submitted with a prior authorization request form that is completed and signed after the service is rendered. In addition, a prior authorization request form that is completed and signed after the service is rendered will not be accepted on appeal of the denial.

## **Nonemergency Prior Authorization and Retroactive Eligibility**

Retroactive eligibility occurs when the effective date of a person's Medicaid coverage is before the eligibility Add Date, which is the date the person's Medicaid eligibility is added to TMHP's eligibility file.

For people with retroactive eligibility, prior authorization requests must be submitted after the person's add date and before a claim is submitted to TMHP.

For services that are provided to people receiving fee-for-service Medicaid during a person's retroactive eligibility period (i.e., the period from the effective date to the add date), providers must obtain prior authorization within 95 days of the person's add date and before a claim is submitted for those services to TMHP.

If a person's Medicaid eligibility is pending, a PAN must be requested before a nonemergency transport. Initially this request will be denied for Medicaid eligibility. When Medicaid eligibility is established, the NF requestor has 95 days from the date on which the eligibility was added to TMHP's files to contact the TMHP Ambulance Unit and request that authorization be considered

## **Documentation of Medical Necessity**

Retrospective review may be performed to ensure documentation supports the medical necessity of the transport.

Documentation to support medical necessity must include one of the following:

- The person is bed-confined before, during and after the trip and alternate means of transport is medically contraindicated and would endanger the person's health (i.e., injury, surgery, or the use of respiratory equipment). The functional, physical, and mental limitations that have rendered the person bed-confined must be documented.

**Note:** *Bed-confined is defined as a person who is unable to stand, ambulate, and sit in a chair or wheelchair.*

- The person's medical or mental health condition is such that alternate means of the transport is medically contraindicated and would endanger the person's health (e.g., injury, surgery, or the use of respiratory equipment).

- The person is a direct threat to himself or herself or others, which requires the use of restraints (chemical or physical) or trained medical personnel during transport for the safety of the person and the staff (e.g., suicidal).
- When physical restraints are needed, documentation must include, but is not limited to, the following:
  - Type of restraint
  - Time frame of the use of the restraint
  - The person's condition

**Note:** *The standard straps used in an ambulance transport are not considered a restraint.*

## **People Receiving Medicare and Medicaid**

NFs should simultaneously request prior authorization for the nonemergency transport from TMHP for a Medicaid Qualified Medicare Beneficiary (MQMB) person in the event the service requested is denied by Medicare as a non-covered service.

**Note:** *QMB persons are not eligible for Medicaid benefits. NFs can contact Medicare for the Medicare prior authorization guidelines.*

# Reminders

- LTC Online Portal has 24/7 availability to submit and track documents.
- Monitor document statuses regularly on the LTC Online Portal.
- Access your documents using Form Status Inquiry or Current Activity.
- Print and sign documents prior to submission.
- Use the TMHP website to access training materials and other resources. The TMHP website is available at: [www.tmhp.com/programs/ltc](http://www.tmhp.com/programs/ltc).
- This User Guide can be found under the **Help** link located on the blue navigational bar within the LTC Online Portal.



# Preventing Medicaid Waste, Abuse, and Fraud

The Code of Federal Regulations 42 CFR § 455.2 defines Medicaid fraud as “An intentional deceit or misrepresentation made by a person with the knowledge that deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable federal or state law.”

## How to Report Waste, Abuse, and Fraud

Reports may be made through the following website: <https://oig.hhsc.texas.gov/report-fraud>. This website also gives instructions on how to submit a report, as well as how to submit additional documentation that cannot be transmitted over the Internet. The website also provides information on the types of waste, abuse, and fraud to report to OIG.

If you are not sure if an action is waste, abuse, or fraud of Texas Medicaid, report it to OIG and let the investigators decide. If you are uncomfortable about submitting a report online, call the Recipient Fraud and Abuse reporting phone number, **1-800-436-6184**.

# **HIPAA Guidelines and Provider Responsibilities**

Providers must comply with the Health Insurance Portability and Accountability Act (HIPAA). As a provider, it is YOUR responsibility to comply with HIPAA, to seek legal representation when needed, and to consult the manuals or speak to your TMHP Provider Representative when you have questions.

# Resource Information

## Types of Calls to Refer to TMHP

Call TMHP at **1-800-626-4117**, Option 1, about the following:

- NF forms completion – including PASRR Level 1 Screening Form and NFSS form.
- Rejection codes on the forms and PTIDs.
- Management of the **Provider Action Required** status.
- If the Medicaid, Social Security, or Medicare number and the name match the person's Medicaid ID card and the form is set to status **ID Invalid**, call TMHP to have the form restarted through the system.
- PASRR Level 1 Screening Form submission error messages and the NFSS Form and PTID error messages.
- PASRR Level 1 Screening Form and PASRR Evaluation status questions.

Call TMHP at **1-800-626-4117**, Option 2, about the following:

- MN Determination on MDS.
- MN Determination on PE.

Call TMHP at **1-800-626-4117**, Option 3, about the following:

- TMHP LTC Online Portal and TexMedConnect account setup.

## Types of Calls to Refer to HHS PCS

Call HHS PCS at **(512) 438-2200, Option 1**, about the following:

- Denials or pending denials of people who have established prior permanent medical necessity, after verifying MDS 3.0: A0700, Medicaid Number, contains a nine-digit number rather than "+" or "N."
- A 3618/3619 admission submitted under the wrong contract -- that process must have a counteracting discharge submitted and the provider must call to request that HHS PCS set the incorrect form to status **Invalid/Complete**. A third form for the same Date of Above Transaction cannot be submitted until the forms with the incorrect contract have been set to status **Invalid/Complete**.
- Resolution of forms in Manual Workflow.
- Assistance with Processed/Complete forms which do not appear on MESAV.

## Helpful Contact Information

### 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 the LTC Online Portal, LTCMI questions, Claim Forms, Claim Submission, R&S Report, PL1 Screening Form, and PASRR Evaluation (PE).....	Option 1
Medical Necessity.....	Option 2
Technical Support .....	Option 3
Fair Hearing.....	Option 5
LTC Other Insurance Information and Updates.....	Option 6
LTC Department (fax).....	(512) 514-4223
Medicaid Hotline.....	1-800-252-8263
<b>Health and Human Services (HHS)</b> .....	(512) 438-3011

Consumer Rights & Services Hotline .....	1-800-458-9858
Complaint for LTC Facility/Agency .....	Option 2
Information About a Facility .....	Option 4
Provider Self-Reported Incidents.....	Option 5
Survey Documents/HHS literature .....	Option 6
Community Services Contracts Unit Support.....	(512) 438-3550
Community Services Contracts Voice Mail (Contract Applications, Reenrollments and Reporting Changes, such as address and telephone number).....	(512) 438-3550
Criminal History Checks.....	(512) 438-2363
Facility Licensure/Certification (Reporting Changes, such as Service Area and Medical Director).....	(512) 438-2630
Home and Community Support Services Unit (Hospice Regulatory Requirements).....	(512) 438-3161
Hospice Policy (Medicaid, Program Support, and Special Services Unit).....	<a href="mailto:hospice@hhs.state.tx.us">hospice@hhs.state.tx.us</a>
Institutional Services Contracting.....	(512) 438-2546
Medication Aide Program .....	(512) 231-5800
Nurse Aide Registry.....	1-800-452-3934
Nurse Aide Training.....	(512) 231-5800
NF Administrator Program.....	(512) 231-5800
NF Policy.....	(512) 438-3161

Regulatory Services.....	(512) 438-2625
PASRR Unit Policy Questions.....	1-855-435-7180
Provider Claims Services Hotline.....	(512) 438-2200
NF and Hospice (Service authorizations, MESAV updates, and unable to determine Rate Key issues).....	Option 1
Personal Needs Allowance Payments (PNA).....	Option 2
Deductions and Holds.....	Option 3
Provider Recoupment and Holds, including torts and trusts and/or annuities .....	Option 4
Home and Community-based Services.....	Option 5
TX Home Living.....	Option 5
Rehabilitation Therapy and Specialized Services.....	Option 6

**Health and Human Services (HHS)**

HHS Ombudsman Office Medicaid Benefits.....	1-877-787-8999
Medicaid Fraud.....	1-800-436-6184
Rate Analysis Help Line .....	(512) 730-7404

**Resource Utilization Groups (RUGs) Information**

Nurse Specialist (Reconsideration & RUGs).....	(512) 491-2074
Texas State University RUG Training Information.....	(512) 245-7118
Texas State University Training Online Course Questions .....	(512) 245-7118

## Informational Websites

**Texas Medicaid & Healthcare Partnership (TMHP):** [www.tmhp.com](http://www.tmhp.com)

- HIPAA information: [www.tmhp.com/hipaa-privacy-statement](http://www.tmhp.com/hipaa-privacy-statement)
- Long-Term Care Division: [www.tmhp.com/programs/ltc](http://www.tmhp.com/programs/ltc)
- NF LTCMI and PASRR information is also available at: [www.tmhp.com/programs/ltc](http://www.tmhp.com/programs/ltc)
- Long-Term Care Provider News Archives [www.tmhp.com/news?program\\_id=56](http://www.tmhp.com/news?program_id=56)

**Health and Human Services (HHS):** <https://hhs.texas.gov/>

All HHS provider information can be found at <https://hhs.texas.gov/doing-business-hhs/provider-portals>. Please choose your particular provider type for available online resources:

- Consumer Rights and Services (includes information about how to make a complaint): <https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services>

- Hospice: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/hospice>
- Local Mental Health Authority Search: <https://hhs.texas.gov/services/mental-health-substance-use-resources/find-your-local-mental-health-or-behavioral-health-authority>
- Nursing Facility: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities-nf>
- Nursing Facility MDS Coordinator Support Site: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities-nf/texas-minimum-data-set-mds>
- PASRR: <https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-resident-review-pasrr>
- Provider Letters: [www.dads.state.tx.us/providers/communications/letters.cfm](http://www.dads.state.tx.us/providers/communications/letters.cfm)
- Resources for HHS Service Providers: <https://hhs.texas.gov/doing-business-hhs/provider-portals>
- HHS Regions: <https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts>
- Vendor Drug Program: [www.txvendordrug.com/downloads/index.asp](http://www.txvendordrug.com/downloads/index.asp)

## Other

- Centers for Medicare & Medicaid Services: [www.cms.gov](http://www.cms.gov)
- Department of State Health Services: [www.dshs.state.tx.us](http://www.dshs.state.tx.us)
- National Provider Identifier (NPI): To obtain an NPI: <https://nppes.cms.hhs.gov/NPPES>
- Texas Administrative Code: [www.sos.state.tx.us/tac/index.shtml](http://www.sos.state.tx.us/tac/index.shtml)
- Texas State RUG Training:  
[www.txstate.edu/continuinged/CE-Online/RUG-Training](http://www.txstate.edu/continuinged/CE-Online/RUG-Training)
- Federal MDS 3.0 site: [www.cms.gov/NursingHomeQualityInits/25\\_NHQIMDS30.asp](http://www.cms.gov/NursingHomeQualityInits/25_NHQIMDS30.asp)

# Acronyms

- A0310A.: Reason for Assessment (MDS 3.0)
- A1600.: Admission or Entry Date (MDS 3.0)
- A2300: Assessment Reference Date
- BON: Texas Board of Nursing
- CHOW: Change of Ownership
- CMS: Centers for Medicare & Medicaid Services
- CPR: Cardiopulmonary Resuscitation
- DLN: Document Locator Number
- DOS: Date of Service
- EDI: Electronic Data Interchange
- EMS: Emergency Medical Services
- ER: Emergency Room
- FSI: Form Status Inquiry
- HHS: Texas Health and Human Services
- HIPAA: The Health Insurance Portability and Accountability Act
- HMO: Health Maintenance Organization
- HRC: Human Resource Code
- ICF/IID: Intermediate Care Facility for Individuals with Intellectual Disability
- IDD: Intellectual and Developmental Disabilities
- IDT: Interdisciplinary Team
- IG: HHS Inspector General
- LA: Local Authority (This is a general term that can include the LIDDA, LMHA, and/or LBHA)
- LAR: Legally Authorized Representative
- Late Assessment: An assessment received on day 123 is considered late. The previous RUG for that person has expired as of day 123.
- LBHA: Local Behavioral Health Authority
- LIDDA: Local Intellectual and Developmental Disability Authority
- LMHA: Local Mental Health Authority
- LTC: Long-Term Care



- LTCMI: Long-Term Care Medicaid Information. The LTCMI is the replacement for the federal MDS Section S and contains items for Medicaid state payment. Once your MDS assessments have been transmitted to CMS, TMHP will retrieve all assessments that meet the retrieval criteria and assign a DLN. The assessment will be set to **Awaiting LTC Medicaid Information** status.
- MCO: Managed Care Organization
- MDS: Minimum Data Set
- MEPD: Medicaid for the Elderly and People with Disabilities
- MESAV: Medicaid Eligibility Service Authorization Verification
- Missed Assessment: An assessment not submitted within the Anticipated Quarter or within 92 days of the dates that the assessment covers. The Anticipated Quarter is defined as the 92-day anticipated MDS assessment quarter following the 92-day span of the current MDS assessment.
- MN: Medical Necessity
- MQMB: Medicaid Qualified Medicare Beneficiary
- NFSS: Authorization Request for PASRR Nursing Facility Specialized Services
- NP: Nurse Practitioner
- NPI: National Provider Identifier
- OES: Office of Eligibility Services
- PA: Physicians Assistant
- PAN: Prior Authorization Number
- PC: Purpose Code
- PDF: Portable Document Format
- PE: PASRR Evaluation (Level II)
- PL1: PASRR Level 1 Screening
- Preadmission Screening and Resident Review (PASRR): PASRR is a federal mandate that requires the State of Texas to screen all persons suspected of having Mental Illness (MI), Intellectual Disabilities (ID), or Developmental Disabilities (DD) prior to admission into a certified nursing facility. The screening must be submitted to TMHP via the LTC Online Portal.
- PICC: Peripherally Inserted Central Catheter
- PMN: Permanent MN
- PNA: Personal Needs Allowance Payments
- PRN: Pro Re Nada or “as needed”
- PSS: PASRR Specialized Services
- PTID: PASRR Transaction Id
- QTSO: QIES Technical Support Office

- RA: Route of Administration
- RAI: Resident Assessment Instrument - includes instructions as to how to complete the MDS assessment
- RE: Referring Entity
- Resident Assessment Validation and Entry (RAVEN): Free MDS data entry software that offers users the ability to enter and transmit assessments to CMS. CMS provides this free MDS data entry software. Providers can download the free software from the CMS website.
- RN: Registered Nurse
- RUG: Resource Utilization Group
- SCSA: Significant Change in Status Assessment
- SNF: Skilled Nursing Facility
- SSI: Supplemental Security Income
- TMHP: Texas Medicaid & Healthcare Partnership
- TAC: Texas Administrative Code
- Z0500B.: Date RN Assessment Coordinator signed as complete (MDS 3.0)



# Appendix B: Medicaid Eligibility Verification – Resident with Pending Medicaid Eligibility

