



# Long Term Care Provider Bulletin

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## Expanded Capabilities for Third-Party Software Vendors in Support of PASRR NFSS Authorization Requests as of March 24, 2018

As of March 24, 2018, expanded capabilities are available to third-party software vendors (TPSV) to make changes to Authorization Requests for Preadmission Screening and Resident Review (PASRR) Nursing Facility Specialized Services (NFSS) forms on behalf of Nursing Facility (NF) providers that use TPSV software. Expanding the capabilities for TPSV to support the NFSS is in response to requests from Nursing Facilities. Providers may reference the article, [NFSS on the TMHP LTC Online Portal](#), which was published on the TMHP website on July 18, 2017. TPSVs are able to make the following changes after a PASRR NFSS form has been submitted via Electronic Data Interchange (EDI):

- **Add Notes:** A TPSV is able to add notes to an NFSS Form that will be displayed in either the Form History or PASRR Transaction ID (PTID) History on behalf of NF providers using their software.
- **Update NFSS PTID:** An NF has the ability to make allowable changes to data fields on the NFSS as a result of using the update PTID function using their TPSV software.
- **Change NFSS PTID Status:** NFs are able to change the status of NFSS PTID after it has been submitted. TPSVs are able to change the status of an NFSS PTID on behalf of a provider as follows:
  - From **'Pending Denial'** to **'Pending State Review'**
  - From **'Pending NF Receipt'** to **'Pending State Confirmation'**
  - From **'Provider Action Required'** to **'Submit to SAS'**

Should your TPSV not provide these expanded capabilities, NF staff must still be prepared to submit and access the NFSS form directly on the LTC Online Portal to perform the necessary actions to request specialized services for their PASRR-positive residents.

NFs are encouraged to work with their TPSVs to ensure functionality of the LTC Online Portal enhancements is available.

For more information, contact your TPSV.



## New Card for Medicare Clients after April 1, 2018

In accordance with the Medicare Access and CHIP Reauthorization Act of 2015, the Social Security Number (SSN)-based Health Insurance Claim Number (HICN) was replaced with a new Medicare Beneficiary Identifier (MBI).

As of April 1, 2018, Medicare beneficiaries will begin receiving new Medicare ID cards with MBIs in the following format:

- 11 digits in length;
- Position 1 must be numeric values 1 to 9;
- Position 4, 7, 10, and 11 must be numeric values 0 to 9;
- Position 2, 5, 8, and 9 must be alphabetic values A thru Z (minus S, L, O, I, B, Z); and
- Position 3 and 6 must be alphanumeric values either 0 thru 9 or A thru Z (minus S, L, O, I, B, Z).

**(Note: only upper case alphabetic characters)**

Effective April 1, 2018, the MBI can be submitted as the Medicare Number on the following forms on the Long Term Care (LTC) Online Portal:

- Medical Necessity and Level of Care Assessment (Waiver 3.0) form
- Resident Transaction Notice (3618) form
- Medicare/SNF Patient Transaction Notice (3619) form
- Physician Certification of Terminal Illness (3074) form
- Intellectual Disability/Related Condition Assessment (8578) form
- STAR Kids Screening and Assessment (SK-SAI) form
- PASRR Level 1 Screening (PL1) form
- PASRR Evaluation (PE) form

These forms will no longer accept the HICN as the Medicare Number beginning January 1, 2020.

When providers submit claims to Texas Medicaid for Medicaid/Medicare dual eligible clients, they must submit the same Medicare number, Medicare Beneficiary Identifier or Health Insurance Claim that Medicare used to process the client's claim.

Additional information about claim submission and the use of MBI and HIC can be found on the [Centers for Medicare & Medicaid Services website](#). ■

## Meaningful Activities to Increase Quality of Life

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

### Dates and Locations:

Jun. 12, 2018 - San Antonio

Jun. 29, 2018 - Corpus Christi

Jul. 11, 2018 - Houston

Jul. 19, 2018 - Fort Worth

Jul. 24, 2018 - Abilene

HHSC is also offering participants the opportunity to nominate their facility to receive a complementary customized activity program. To participate in the nomination process, a facility staff member MUST attend one of the five regional trainings. Only 20 facilities will be selected for this rare opportunity that will take place between August 2018 and January 2019.

For more information, including how to register for one of the regional trainings, contact [QMP@hhsc.state.tx.us](mailto:QMP@hhsc.state.tx.us). ■

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## Center for Excellence in Long Term Care

The Center for Excellence in Long Term Care (Center) is a partnership between HHSC and the University of Texas at Austin School of Nursing. The Center offers a web-based platform for the delivery of best practices, with a focus on geriatrics and disabilities. The content on the website has been adapted to meet the educational needs of a variety of professionals who provide care to residents of long term care facilities in Texas.

Under the leadership of Dr. Tracie Harrison, the Center is an educational platform for the delivery of geriatric and disability best practices to providers of geriatric care. Phases I through III are now available.

### **Phase I: Improving Dementia Care**

Phase I includes online modules that promote best practices to improve service delivery and positive outcomes for residents with dementia.

#### **Topics include:**

- The needs and experiences of people with dementia;
- Current treatment options; *and*
- State and national trends in the use of antipsychotic medications.
- The needs and experiences of family and friends of people with dementia;

### **Phase II: Geriatric Nursing Specialty Education**

The objective of the Geriatric Nursing Specialty Education training program is to provide education, best practices, and clinical guidelines that will be used to transition nurses in geriatric care, specifically to the long term care settings.

#### **Topics include:**

- Dementia and dementia care;
- Pharmacological related considerations;
- Systematic review of the geriatric patient; *and*
- Overview of long term care settings, including regulatory oversight.

### **Phase III: Geriatric Transition to Practice**

The modules in Phase III focus on the learning needs of nurses (both LVNs and RNs) who are entering the long term care setting for the first time.

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

## Infection Control Issues and Resources for NFs

HHSC and Department of State Health Services (DSHS) have received reports of outbreaks of infectious illnesses in Nursing Facilities (NFs), including reports of norovirus outbreaks, as well as influenza outbreaks throughout the 2017-2018 flu season.

### What is reportable, and to whom?

- A list of notifiable conditions in Texas is available on the [DSHS website](#), as well as the timeframes for reporting. In addition to the conditions listed, any outbreaks, exotic diseases, and unusual group expressions of disease must be reported. Contact information for your local health department, based upon the county in which the facility is located, can be found [here](#).
- Nursing Facilities have additional reporting requirements per 40 TAC §19.1923(b) (1)-(2). NFs are required to self-report outbreaks to the HHS Consumer Rights and Services (CRS). For more information about self-reporting incidents to CRS, see [Provider Letter 2017-18](#). The report must be made to CRS within 24 hours.

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

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

## Register Now - Texas OASIS HCBS Dementia Training Academy

HHSC is expanding the Texas OASIS Home and Community Based Services (HCBS) Dementia Training Academy to home and community based providers, as well as family caregivers. During this free, two-day training program, Dr. Susan Wehry will provide information on caring for individuals with Alzheimer's disease and other forms of dementia, including managing dementia-related behaviors through non-pharmacological interventions with an emphasis on person-centered care.

The 85th Texas Legislature (2017) passed House Bill (HB) 2025, amending the [Texas Health and Safety Code, Chapter 326, Sec. 326.002](#) to include staff training requirements for facilities that provide care to individuals with Alzheimer's disease and dementia. This includes a variety of care settings, including assisted living, day activity and health services, adult foster care, and others as identified in Sec. 326.001.



### Who should attend?

Staff in home and community based settings, including assisted living facilities (ALF), day activity and health services (DAHS), or programs for the all-inclusive care for the elderly (PACE). Others who would find this training beneficial include home health workers, direct service workers, and family caregivers.

### Remaining Dates and Locations:

- May 9-10, 2018 - San Antonio
- May 16-17, 2018 - Corpus Christi
- May 23-24, 2018 - Fort Worth

Register now at: [www.surveygizmo.com/s3/3869249/MFP-Texas-OASIS-HCBS-dementia-Training-Academy-Registration](http://www.surveygizmo.com/s3/3869249/MFP-Texas-OASIS-HCBS-dementia-Training-Academy-Registration).

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

## Dementia Training Opportunities for NFs through QMP

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

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

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



## Save the Date! 2018 Geriatric Symposium – Texas Taking the Next Step

Mark your calendars for the 2018 Geriatric Symposium, a free, two-day event to be held August 13-14, 2018, at the Sheraton Austin Georgetown Hotel and Conference Center. Day one will focus on “The Power of Collaboration among Texas’ Long Term Care Nurses” and is designed for RNs and LVNs who work in the long term care setting or with the geriatric population. Day two of the event, “Evolution and Diversity in the Aging Community” will provide information relevant to all health-care disciplines, as well as family members and others that care for the aging population.

Registration will open May 14, 2018, and seating will be limited.

For more information, contact [QMP@hhsc.state.tx.us](mailto:QMP@hhsc.state.tx.us). ■

## Handfeeding Techniques for NF Residents

The Centers for Medicare & Medicaid Services has awarded Civil Monetary Penalty funds to HHSC for the development of the Handfeeding Techniques for Nursing Facility Residents train-the-trainer program. Presented by Melissa Batchelor-Murphy, PhD, RN-BC, FNP-BC, associate professor at Duke University’s School of Nursing, in collaboration with HHSC, the training will provide Nursing Facility (NF) staff with information on the decision-making process and how to use specific handfeeding techniques.

NFs were provided the opportunity to nominate themselves for the program in November 2017, and 20 facilities were selected to participate. Nominations opened again in March 2018; at that time, another 20 facilities were selected to participate. The first trainings were provided in April and will continue through May. The training for the additional 20 facilities will take place in June and July 2018.

A minimum of five staff members from each facility will be trained as “Master Trainers” who will then provide the training to additional staff in their facilities.

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

## Joint Training Opportunities

Watch for new training opportunities through the HHSC Regulatory Services-Joint Training unit, including:

- POWER (Plan, Observe, Warning Signs, Educate, Report): Abuse, Neglect, and Exploitation Training Academy.
- How to be a Successful DON in a Texas Nursing Facility
- Transition to Practice Academy
- Texas OASIS Dementia Training Academy

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

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

## Music & Memory Update

The Quality Monitoring Program (QMP) began a journey with Music & Memory (M&M) in 2015 with the intent of offering nursing home providers a non-pharmacological alternative to caring for people with Alzheimer's disease or other forms of dementia. QMP was awarded Civil Monetary Penalty (CMP) funds for the program, and since 2015 has assisted 432 Nursing Facilities achieve certification. HHSC initiated this program with a primary goal of reducing the inappropriate use of antipsychotic medications in this population.



There are challenges in implementing a research study of the M&M program because of the variables out of the researcher's control. However, the anecdotal evidence seen since 2015 is hard to ignore. Measuring the reduction in the use of antipsychotic medications is the easy part; but how do you measure joy? The answer is in the reports HHSC has received since the program was implemented. For example:

- Mr. F. does not speak clearly. He mumbles most of his words, and he is at high risk for falls as he shuffles his feet when he walks. The M&M program has been helping him to talk a little more and be more alert. Two CNAs noted that he was sitting in his recliner listening to his iPod, reminiscing to himself. As they were getting him ready for supper, he started talking to them about country music, speaking as clearly as they had ever heard him speak. One of the CNAs asked him if he two-stepped and he said "that's the only dancing I know how to do!" When he stood up, he started two-stepping with the CNAs with no shuffling of his feet. He was full of smiles and laughter, and the CNAs were so excited that they got to witness the impact M&M made for this resident.
- One resident was wheeling down the hall, agitated and repeatedly calling out for her son. She began yelling and cursing about a CNA who had just given her a shower. A staff member asked if she would like listen to Frank Sinatra and the resident agreed. She put on the iPod with her favorite music, then took out a picture book and talked through several photos with the staff member. The resident became calm and chatty, no longer asking for her son. After five minutes, the resident could finally state she was unhappy that her hair was still damp from her shower and she was uncomfortable. The staff member told her she was going to go with her to dry it and the resident said, "Thank you. I love you!" Wonderful!

- A young man in the facility did not speak for two and one-half years, except to say the word “no” or to mumble. Using his iPod and personalized playlist, he is now singing the Eagles song “Take it to the Limit” word for word.

### Next Steps

Given the positive results seen since 2015, QMP applied for and received another CMP grant to fund an additional 200 facilities for the program. Nominations for Phase IV of the program closed in February, and 50 facilities were selected to participate. The facilities currently participating in the M&M program can be found here: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities-nf/quality-monitoring-program-qmp/resources/music-memory>. Additional opportunities to participate in M&M will be available later in 2018.

The University of Texas at Austin School of Nursing Center for Excellence in Long Term Care will be launching a study to examine the use of individualized music playlists for people with dementia who reside in Nursing Facilities. Results from the six-month study will be released by the end of 2018. ■

## Need Help Navigating the LTC Online Portal?



Click [HERE](#) to learn the basics

Click [HERE](#) to access the LTC Online  
Portal Basics Computer Based Training (CBT)\*

\*Login Required

## Long Term Care Home Page on TMHP.com

Long Term Care (LTC) has its own dedicated section on TMHP.com. All the content found under the Long Term Care Tab at [www.tmhp.com](http://www.tmhp.com) is up-to-date information and resources such as news articles, LTC Provider Bulletins, User Guides, and webinar information and registration.

Additionally, there are links to the different Texas Medicaid & Healthcare Partnership (TMHP) applications such as TexMedConnect, the LTC Online Portal, the Learning Management System (LMS), and the ability to search all of TMHP.com.

To locate the Long Term Care Tab, click "providers" on the green bar at the top of [www.tmhp.com](http://www.tmhp.com) and then click "Long Term Care" on the yellow bar.

The Long Term Care home page features recent news articles by category and news articles that have been posted within the last seven days. In the upper right-hand corner, there are links to both the LTC Online Portal and TexMedConnect. Both of these links require a User name and password.

On the left-hand navigational bar, there are links to:

- [Program Information/FAQ](#), including frequently asked questions;
- [Information Letters](#), LTC providers are contractually obligated to follow the instructions provided in LTC Information Letters;
- [Reference Material](#), including manuals, User guides, and other publications;
- [Forms](#), and form instructions, which includes the various downloadable forms needed by Long Term Care providers;
- [Provider Support Services](#), where providers can locate their Provider Relations Representative, find all of the telephone numbers for the Contact Center and relevant state and federal offices;
- [Provider Education](#), which lists all of the provider education opportunities offered by TMHP, workshop and webinar registration, computer-based training modules, a link to the LMS, written training materials; *and*
- [Helpful Links](#) for Long Term Care Providers.

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

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

Long Term Care (LTC) training sessions are available in webinar format. LTC providers are able to take advantage of live, online training webinars, as well as replays of those webinars, that cover topics relevant to tasks performed on the LTC Online Portal. These webinars target Nursing Facility (NF) and Hospice providers, Community Services Waiver Programs providers, and managed care organizations (MCOs).

The webinars that are currently offered include:

- LTC Community Services Waiver Programs Webinar - Provides information that assists Community Services Waiver providers with using the LTC Online Portal to complete and submit the Medical Necessity and Level of Care (MN/LOC) Assessment
- LTC Form 3618: Resident Transaction Notice and Form 3619: Medicare/ Skilled Nursing Facility Patient Transaction Notice Webinar
- LTC Nursing Facility Minimum Data Set (MDS) Assessment and Long Term Care Medicaid Information (LTCMI) Webinar
- LTC Nursing Facility Preadmission Screening and Resident Review (PASRR) Webinar
- LTC Hospice Form 3071 Election/Cancellation/Discharge Notice and 3074 Physician Certification of Terminal Illness Webinar

For a list of webinar descriptions, upcoming broadcast dates, registration links, recordings of past webinars, and Q&A documents, visit the Webinar Registration page at [www.tmhp.com/Pages/LTC/ltc\\_webinar.aspx](http://www.tmhp.com/Pages/LTC/ltc_webinar.aspx). ■

The screenshot shows the TMHP website interface. At the top left is the TMHP logo and the text "TEXAS MEDICAID & HEALTHCARE PARTNERSHIP A STATE MEDICAID CONTRACTOR". A search bar is located at the top right. Below the search bar are links for "Log In to LTC Online Portal" and "Log In to TexMedConnect". The main heading is "Providers Long Term Care". A navigation bar includes links for "Texas Medicaid", "CSHCN", "Family Planning", "CHIP", "Long Term Care", "EDI", "MTP", "Health IT", and "HTW". The date "Friday, April 13, 2018" is displayed in the top right corner. The main content area is titled "Long Term Care Webinars" and contains the following text: "Click the links below to view descriptions and information about upcoming broadcast dates, registration link, recordings and Q&A documents from the most recent broadcast, and other associated resources." Below this text are four links: "Community Services Waiver Programs Webinar", "Form 3618 Resident Transaction Notice and Form 3619 Medicare/Skilled Nursing Facility Patient Transaction Notice Webinar", "Hospice Form 3071 Election/Cancellation/ Discharge Notice and 3074 Physician Certification of Terminal Illness Webinar", and "Nursing Facility Minimum Data Set (MDS) Assessment and Long Term Care Medicaid". On the right side of the page, there is a promotional banner for "Interactive Training!" with a mouse icon and the text "Are you new to the LTC Online Portal? Click here to learn the basics. \* Login required".

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

The following Long Term Care (LTC)-specific CBTs are currently available on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS):

### **LTC Online Portal Basics**

This interactive CBT provides a basic overview of the LTC Online Portal, including information about creating an administrator account, and an overview of the features of the blue navigational bar and the yellow Form Actions bar. Demonstrations and simulations appear throughout the CBT to provide opportunities for an interactive experience.

### **TexMedConnect for Long Term Care (LTC) Providers**

This CBT demonstrates effective navigation and use of the LTC TexMedConnect web application. Providers will learn how to:

- Log in to TexMedConnect;
- Verify a client's eligibility;
- Enter, save, and adjust different types of claims;
- Export Claim Data;
- Find the status of a claim; *and*
- View Remittance and Status (R&S) Reports.

### **Accessing the TMHP LMS**

The TMHP LMS can be accessed through the TMHP website at [www.tmhp.com/Pages/Education/Ed\\_Reg.aspx](http://www.tmhp.com/Pages/Education/Ed_Reg.aspx), or directly at <http://learn.tmhp.com>.

Users must have a User name and password to access CBTs and LTC webinar recordings in the LMS. To obtain a User name and password, providers must create an account by clicking the Registration link at the top right-hand corner of the LMS home page. After creating an account, providers can access all available training materials in the LMS.

For questions about the LTC training CBTs and webinars, call the TMHP Call Center/Help Desk at 1-800-626-4117 or 1-800-727-5436. For LMS log in or access issues, email TMHP Learning Management System (LMS) support at [TMHPTrainingSupport@tmhp.com](mailto:TMHPTrainingSupport@tmhp.com). ■

## Preadmission Screening and Resident Review (PASRR) Training Available

Texas Health and Human Services (HHS) PASRR Unit staff has created PASRR training which is available online. Nursing Facility staff can access the HHS PASRR home page for more information regarding PASRR processes and procedures affecting them at <https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-resident-review-pasrr>.

### HHS PASRR Training

- Nursing Facilities (NFs) can access the [PASRR 101 Web-based Training](#) to learn more about the role NFs play in the PASRR process.
- The [Preadmission Screening and Resident Review \(PASRR\) Specialized Services Training](#) explains the Nursing Facility's role in the PASRR specialized services process.
- The [PASRR PL1: Back to Basics CBT](#) reviews the PASRR Level 1 (PL1) form in a section-by-section manner.
- The [PASRR PE: What Nursing Facilities Need to Know CBT](#) explains the PASRR Evaluation (PE) and how the PE impacts the NF.
- The [PASRR RULES: TAC Title 40, Part 1, Chapter 19, Subchapter BB CBT](#) discusses the NF Responsibilities Related to Preadmission Screening and Resident Review, found in the Texas Administrative Code (TAC) Title 40, Part 1, Chapter 19, Subchapter BB.



## Reminder for Resource Utilization Group Training Requirements

Providers are reminded that Resource Utilization Group (RUG) training is required for registered nurses (RNs) who sign assessments as complete. RNs must successfully complete the required RUG training to be able to submit Minimum Data Set (MDS) and Medical Necessity and Level of Care (MN/LOC) Assessments on the Long Term Care Online Portal. Training is valid for two years and must be renewed by completing the online RUG training offered by Texas State University.

It can take from two to seven business days to process and report completions of RUG training from Texas State University to the Texas Medicaid & Healthcare Partnership (TMHP), depending on current volume of enrollments and completions.

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



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

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

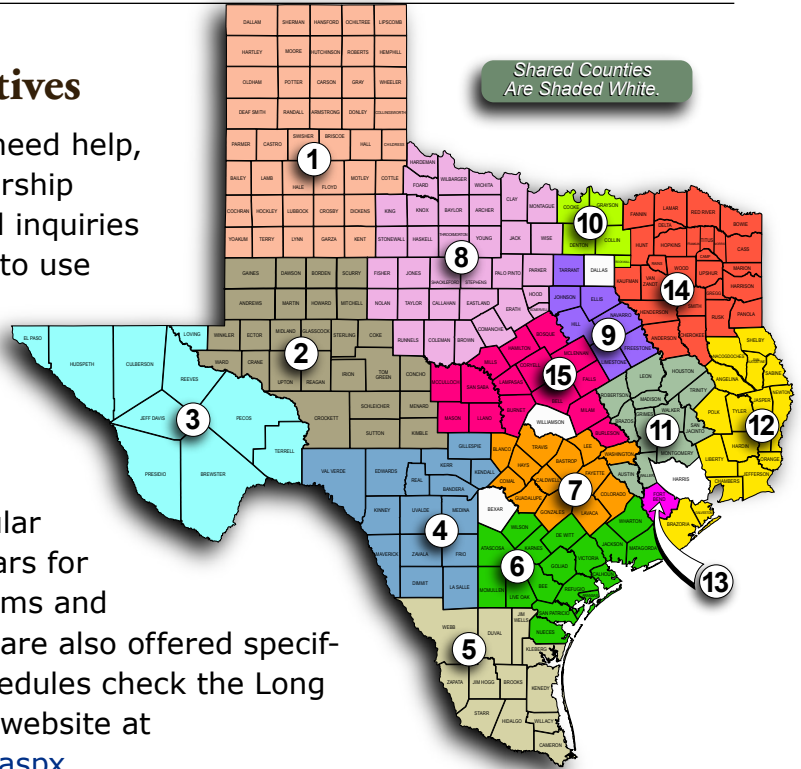
Like and follow the [Texas Nursing Facility Quality Improvement Coalition](#) Facebook page today! ■

The screenshot shows the Facebook page for the Texas Nursing Facility Quality Improvement Coalition. The page header includes the name and search bar. The profile picture is a blue map of Texas with a white stethoscope. The cover photo shows a nurse in a white coat talking to an elderly man with a white beard. Below the cover photo are buttons for 'Like', 'Follow', 'Share', and 'Send Email'. The main content area shows a post titled 'Photos' with a photo of an elderly man and a woman sitting on a bench. Below that is a post titled 'SAVE THE DATE' for a 'C. difficile Gulf Coast Collaborative CDI Meeting' on Saturday, December 3, 2016. The right sidebar shows 'Community' statistics: 1,437 people like this and 1,440 people follow this. It also lists 'About' information, including a website link (hhs.texas.gov/qmp) and 'People Also Like' suggestions for 'Texas Heritage Protect...' and 'Texas Weight Loss Ce...'. The bottom of the page has navigation links for 'Home', 'Find Friends', and notification icons.

## Provider Relations Representatives

When Long Term Care (LTC) providers need help, the Texas Medicaid & Healthcare Partnership (TMHP) is the main resource for general inquiries about claim rejections/denials and how to use automated TMHP provider systems (the LTC Online Portal and TexMed-Connect).

Providers can call TMHP at 1-800-925-9126 with questions and to request on-site visits to address particular areas of provider concern. TMHP webinars for LTC Community Services Waiver Programs and Nursing Facility (NF)/Hospice providers are also offered specifically for LTC providers. For current schedules check the Long Term Care Webinars Page on the TMHP website at [www.tmhp.com/Pages/LTC/ltc\\_webinar.aspx](http://www.tmhp.com/Pages/LTC/ltc_webinar.aspx).



The map on this page, and the table below, indicate TMHP provider relations representatives and the areas they serve. Additional information, including a regional listing by county, is available on the TMHP website at [www.tmhp.com/Pages/SupportServices/PSS\\_Reg\\_Support.aspx](http://www.tmhp.com/Pages/SupportServices/PSS_Reg_Support.aspx).

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

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

## TMHP LTC Contact Information

The Texas Medicaid & Healthcare Partnership (TMHP) Call Center/Help Desk operates Monday through Friday from 7 a.m. to 7 p.m., Central Time (excluding TMHP-recognized holidays).

When calling the TMHP Call Center/Help Desk, providers are prompted to enter their 9-digit Long Term Care (LTC) provider number using the telephone keypad. When the 9-digit LTC provider number is entered on the telephone keypad, the TMHP Call Center/Help Desk system automatically populates the TMHP representative’s screen with that provider’s specific information, such as name and telephone number.

Providers should have their 4-digit Vendor/Facility or Site Identification number available for calls about Forms 3618 and 3619, Minimum Data Set (MDS), Medical Necessity and Level of Care (MN/LOC) Assessment, and Preadmission Screening and Resident Review (PASRR).

Providers must have a Medicaid or Social Security number and a medical chart or documentation for inquiries about a specific individual.

For questions, providers should call the TMHP Call Center/Help Desk at the following telephone numbers:

- Austin local telephone number at 512-335-4729
- Toll free telephone number (outside Austin) at 1-800-626-4117 or 1-800-727-5436

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

For questions about...		Choose...
<ul style="list-style-type: none"> <li>▪ Electronic transmission of Forms 3071, 3074, 3618, and 3619</li> <li>▪ Form Status Inquiry</li> <li>▪ Technical issues</li> <li>▪ Transmitting forms</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interpreting Quality Indicator (QI) Reports</li> <li>▪ Current Activity (formerly Weekly Status Report)</li> <li>▪ MDS submission problems</li> <li>▪ MN/LOC Assessment submission problems</li> </ul>	Option 3: Technical support
<ul style="list-style-type: none"> <li>▪ Individual appeals</li> <li>▪ Individual fair hearing requests</li> </ul>	<ul style="list-style-type: none"> <li>▪ Appeal guidelines</li> </ul>	Option 5: Request fair hearing
LTC other insurance information and updates		Option 6
To repeat this message		Option 7

## Electronic MDS Submissions Contact Information

If you have questions about electronic Minimum Data Set (MDS) submissions, contact the QIES Technical Support Office (QTSO) at [help@qtso.com](mailto:help@qtso.com) or 1-800-339-9313.

## HHSC Contact Information

If you have questions about...	Contact...
12-month claims payment rule	Community Services - Community Services Contract Manager  Institutional Services (NFs)—Provider Claims Services: 512-438-2200, Option 1  IDD Services—Provider Claims Services: 512-438-2200, Option 1
Community Services contract enrollment	Email: <a href="mailto:ContractedCommunityServices@hhsc.state.tx.us">ContractedCommunityServices@hhsc.state.tx.us</a>  Voice mail 512-438-3550
Hospice Services contract enrollment	Email: <a href="mailto:ContractedCommunityServices@hhsc.state.tx.us">ContractedCommunityServices@hhsc.state.tx.us</a>  Voice mail 512-438-3550
ICF/IID and Nursing Facility contract enrollment	512-438-2630
Days paid and services paid information for cost reports	Use TexMedConnect to submit a batch of CSIs
Rate Analysis contacts	Website: <a href="http://rad.hhs.texas.gov/long-term-services-supports">rad.hhs.texas.gov/long-term-services-supports</a> . Contact information is listed by program.
How to prepare a cost report (forms and instructions)/approved rates posted contact	Website: <a href="http://rad.hhs.texas.gov/long-term-services-supports">rad.hhs.texas.gov/long-term-services-supports</a> then select appropriate program.
How to sign up for, or obtain direct deposit/electronic funds transfer	Accounting: 512-438-2410
How to obtain IRS Form 1099-Miscellaneous Income	Accounting: 512-438-3189

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

If you have questions about...	Contact...
Long Term Care (LTC) Provider Recoupments and Holds (PRH) including torts and trusts and/or annuities for which the state is the residual beneficiary	Provider Claims Services: 512-438-2200, Option 4
<b>Community Care for the Aged and Disabled Programs (CCAD), Community Living Assistance and Support Services (CLASS), Deaf Blind with Multiple Disabilities (DBMD), Medically Dependent Children Program (MDCP), Home and Community-based Services (HCS), Texas Home Living Waiver (TxHmL), and Hospice Programs</b>	
CLASS Program Policy	512-438-3078 or <a href="mailto:ClassPolicy@hhsc.state.tx.us">ClassPolicy@hhsc.state.tx.us</a>
CLASS Interest Line	1-877-438-5658
HCS Program Policy	512-438-4478 or <a href="mailto:HCSPolicy@hhsc.state.tx.us">HCSPolicy@hhsc.state.tx.us</a>
MDCP Program Policy	512-438-3501 or <a href="mailto:mdcp@hhsc.state.tx.us">mdcp@hhsc.state.tx.us</a>
MDCP Interest List Line	1-877-438-5658
TxHmL Program Policy	512-438-4639 or <a href="mailto:TxHmLPolicy@hhsc.state.tx.us">TxHmLPolicy@hhsc.state.tx.us</a>
DBMD Program Policy	512-438-2622 or <a href="mailto:dbmdpolicy@hhsc.state.tx.us">dbmdpolicy@hhsc.state.tx.us</a>
DBMD Interest Line	1-877-438-5658
CCAD financial or functional eligibility criteria	Caseworker. For more contact information visit: <a href="https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts">https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts</a>
CCAD service authorization issues	Caseworker. For more contact information visit: <a href="https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts">https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts</a>
CCAD Program policies/procedures	512-438-3226 or <a href="mailto:CCADPolicy@hhsc.state.tx.us">CCADPolicy@hhsc.state.tx.us</a>
Hospice policy questions	Email: <a href="mailto:HospicePolicy@hhsc.state.tx.us">HospicePolicy@hhsc.state.tx.us</a>
Hospice Program service authorization issues	Provider Claims Services: 512-438-2200, Option 1
Home and Community-based Services (HCS) and Texas Home Living Waiver (TxHmL) billing, policy, payment reviews, cost report repayment	Billing and Payment Hotline: 512-438-5359 <a href="mailto:HCS.TxHmL.BPR@hhsc.state.tx.us">HCS.TxHmL.BPR@hhsc.state.tx.us</a>
HCS, TxHmL, CLASS, or DBMD Program Enrollment/Utilization Review (PE/UR): Intellectual Disability-Related Conditions (ID/RC) Assessment Purpose Codes, Level of Need, Level of Care, and Individual Plan of Care (IPC)	HCS or TxHmL: 512-438-5055, Fax: 512-438-4249 CLASS or DBMD: 512-438-4896, Fax: 512-438-5135
Vendor Holds for HCS/TxHmL	512-438-3234 or <a href="mailto:IDDWaiverContractEnrollment@hhsc.state.tx.us">IDDWaiverContractEnrollment@hhsc.state.tx.us</a>
Consumer rights (consumer/family complaints concerning HCS and TxHmL waiver)	Consumer Rights and Services: 1-800-458-9858 Email: <a href="mailto:CRSComplaints@hhsc.state.tx.us">CRSComplaints@hhsc.state.tx.us</a> Website: <a href="https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services">https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services</a>
Invalid or inappropriate CCAD recoupments	Provider Claims Services: 512-438-2200, Option 4

If you have questions about...	Contact...
<b>Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID) and Nursing Facility Programs</b>	
HHS Quality Monitoring Program	Email: <a href="mailto:QMP@hhsc.state.tx.us">QMP@hhsc.state.tx.us</a>
Payment information for cost reports	512-438-3597
Quality assurance fee (QAF)	512-438-3597
Health and Human Services Commission Network (HHSCN) connection problems	512-438-4720 or 1-888-952-4357
ICF/IID durable medical equipment (DME), DME authorizations, Home and Community-Based Services (HCS), Texas Home Living Waiver (TxHmL), home modifications, adaptive aids, and dental services approvals	Provider Claims Services: 512-438-2200, Option 5
ICF/IID/Residential Care (RC) Individual Movement Form IMT/service authorization questions	Provider Claims Services 512-438-2200, Option 1
Client Assessment Registration (CARE) System Help Desk for ICF/IID	1-888-952-4357: request HHSC Field Support staff
Program enrollment/Utilization Review (PE/UR), Intellectual Disability-Related Conditions (ID/RC) Assessment Purpose Codes, Level of Need, Level of Care, and Individual Plan of Care (IPC)	512-438-5055 Fax: 512-438-4249
Provider contracts and vendor holds for ICF/IID	512-438-2630
Provider access to ICF/IID CARE system	512-438-2630
MDS 3.0, MDS Purpose Code E, and Forms 3618 and 3619 missing/incorrect information	Provider Claims Services: 512-438-2200, Option 1
Rehabilitation and specialized therapy/emergency dental/Customized Power Wheelchair (CPWC) service authorizations	Provider Claims Services: 512-438-2200, Option 6 Fax: 512-438-2302
Service authorizations for Nursing Facilities	Provider Claims Services: 512-438-2200, Option 1 Fax: 512-438-2301
Invalid or inappropriate recoupments for ICF/IIDs	HHSC Help Desk: 512-438-4720 or 1-800-214-4175
Consumer Rights and Services Surrogate Decision Making Program (SDMP) for people receiving community-based services through the ICF/IID program	Consumer Rights and Services: 1-800-458-9858 Email: <a href="mailto:CRSComplaints@hhsc.state.tx.us">CRSComplaints@hhsc.state.tx.us</a> Website: <a href="https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services">https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services</a>



## Acronyms In This Issue

Acronym	Definition
ALF	Assisted Living Facility
AMA	American Medical Association
ANSI	American National Standards Institute
CARE	Client Assessment Registration
CBT	Computer-Based Training
CCAD	Community Care for Aged and Disabled Programs
CDT	Current Dental Terminology
CLASS	Community Living Assistance and Support Services
CMP	Civil Monetary Penalty
CPT	Current Procedural Terminology
CPWC	Customized Power Wheelchair
CRS	Consumer Rights and Services
DAHS	Day Activity and Health Services
DBMD	Deaf-Blind with Multiple Disabilities
DME	Durable Medical Equipment
DSHS	Department of State Health Services
EDI	Electronic Data Interchange
FARS/DFARS	Federal Acquisition Regulations System/Department of Defense Regulation System
HB	House Bill
HCBS	Home and Community-Based Services
HCPCS	Healthcare Common Procedure Coding System
HHS	Health and Human Services
HHSC	Health and Human Services Commission
HHSCN	Health and Human Services Commission Network
HICN	Health Insurance Claim Number
ICF/IID	Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions
ID/DD	Intellectual Disability/Developmental Disability
ID/RC	Intellectual Disability-Related Condition
IDT	Interdisciplinary Team
IEE	Integrated Eligibility and Enrollment
IPC	Individual Plan of Care
LIDDA	Local Intellectual and Developmental Disability Authority
LMS	Learning Management System
LTC	Long Term Care
LTCMI	Long Term Care Medicaid Information
M&M	Music and Memory



<b>Acronym</b>	<b>Definition</b>
MBI	Medicare Beneficiary Identifier
MCO	Managed Care Organization
MDCP	Medically Dependent Children’s Program
MDS	Minimum Data Set
MEPD	Medicaid for the Elderly and People With Disabilities
MI	Mental Illness
MN/LOC	Medical Necessity and Level of Care
NF	Nursing Facility
NFSS	Nursing Facility Specialized Services
PACE	Programs for the All-Inclusive Care for the Elderly
PASRR	Preadmission Screening and Resident Review
PE	PASRR Evaluation
PE/UR	Program Enrollment/Utilization Review
PL1	PASRR Level 1
PNA	Personal Needs Allowance
PTID	PASRR Transaction ID
QAF	Quality Assurance Fee
QI	Quality Indicator
QMP	Quality Monitoring Program
QTSO	QIES Technical Support Office
R&S	Remittance and Status
RC	Residential Care
RN	Registered Nurse
SDMP	Surrogate Decision Making Program
RUG	Resource Utilization Group
SK-SAI	STAR Kids Screening and Assessment
SSN	Social Security Number
TAC	Texas Administrative Code
TMHP	Texas Medicaid & Healthcare Partnership
TPSV	Third-Party Software Vendor
TxHmL	Texas Home Living Waiver

