



LONG-TERM CARE PROVIDER BULLETIN



TEXAS
Health and Human
Services

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New Login Process for All Texas Medicaid Providers Through TMHP IAMOnline and Provider MFA Registration for Release 1 Transition

Effective June 12, 2026, the Texas Medicaid & Healthcare Partnership (TMHP) will transition to the TMHP IAMOnline platform as the new entry point for accessing applications on tmhp.com. TMHP IAMOnline manages user authentication and authorization to provide a secure, single-entry point for TMHP applications.

Note: The new login process will apply only to applications that have already been integrated into TMHP IAMOnline. To access applications that are not yet integrated into TMHP IAMOnline, providers should continue to use the existing login process.

TMHP IAMOnline Activation

Providers will set up their TMHP IAMOnline account to manage services, access resources, and perform essential TMHP-related tasks. To activate their account, providers must:

- Follow the instructions in the email that will be sent from TMHP IAMOnline on June 8, 2026.
- Log in to TMHP IAMOnline, set their password, and register multi-factor authentication (MFA) within seven days of receiving the activation email.

After providers have set up their account, they can access their TMHP IAMOnline My Apps dashboard for applications that have transitioned to TMHP IAMOnline.

Note: Providers that are accessing non-integrated TMHP IAMOnline applications with an existing user ID must use the new password that they created during activation.

Provider MFA Registration

TMHP IAMOnline uses single sign-on and has password self-service capabilities. When logging in to TMHP IAMOnline, Texas Medicaid providers must use MFA. Providers will:

- Register their MFA when they activate their TMHP IAMOnline account.
- Be automatically enrolled in email-based MFA.
- Have the option to add Okta Verify or Google Authenticator as additional MFA methods.

To access Okta Verify or Google Authenticator, providers will download the app from [Apple App Store](#) or [Google Play](#) to their primary mobile device. Providers can set up the account with either a QR code or with a sign-in uniform resource locator (URL).

Portal Applications Affected

Effective June 12, 2026, the following online portal applications will be transitioned to TMHP IAMOnline:

- MedLog
- Provider Enrollment and Management System (PEMS)
- Manage IMD Clients

- Electronic Remittance Advice (ERA)
- PA on the Portal

TMHP will notify providers in future articles of the implementation dates as other online portal applications are transitioned to TMHP IAMOnline.

Important: Providers that already have Texas Health & Human Services (HHS) IAMOnline access for the State of Texas Electronic Provider System (STEPS) must still activate their TMHP IAMOnline account to access their TMHP applications.

For more information, call the EDI Help Desk at 888-863-3638.

Electronic Submission Process for TMHP EDI Transactions to Be Updated August 1, 2026

An update to the electronic submission process for Electronic Data Interchange (EDI) transactions is scheduled for August 1, 2026.

As part of this transition, a new connectivity method will be introduced that will affect batch submitters who currently connect using a virtual private network (VPN). The new supported EDI connectivity method will be Secure File Transfer Protocol (SFTP). The Texas Medicaid & Healthcare Partnership (TMHP) has revised the [EDI Connectivity Guide](#) on [tmhp.com](#) to reflect this EDI update.

Trading partner testing will be available beginning May 1, 2026, through July 31, 2026. During this time, batch submitters must verify successful connectivity and migrate to the new SFTP method. VPN access will be turned off on August 1, 2026.

Additionally, managed care organizations (MCOs) are requested to verify that batch file transmissions to TMHP remain in place after the transition, allowing any concerns to be addressed before the cutover. Please be sure to complete your testing before then to avoid any interruption in exchanging EDI transactions. This only affects MCOs that currently process batch claims and/or eligibility requests through EDI and WILL NOT affect MCOHub.

For questions about trading partner testing, submitters can contact ediconnectivitysupport@tmhp.com. Check [tmhp.com](#) regularly for further updates.

For more information, call the TMHP Contact Center at 800-925-9126.

Now Effective: Enhancements to LTCOP HCS and TxHmL IPC Revision Submissions

On February 20, 2026, the Texas Medicaid & Healthcare Partnership (TMHP) released enhancements to the Long-Term Care Online Portal (LTCOP) to streamline the Revision Individual Plan of Care (IPC) process for the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) programs.

The enhancements combine Revision IPC forms with Individual Movement Tracking (IMT)—Individual Update forms in some scenarios, enabling users to submit required updates through a single form.

What's Changed

TMHP has updated LTCOP Revision IPC submissions to automatically include the IMT—Individual Update form.

This improvement prevents out-of-sequence submissions and reduces administrative workload for providers, local intellectual and developmental disability authorities (LIDDAs), and Texas Health and Human Services Commission (HHSC) staff.

Note: The stand-alone IMT—Individual Update form remains available for updates that do not fall under these combined-form scenarios.

Additional Changes to Revision IPC Forms

TMHP has also updated Revision IPC forms to include the following:

- County field filtering: Only counties served by the program provider or Consumer Directed Services (CDS) agency are displayed.
- System-generated address entry:
 - When a location code is active as of the Revision IPC effective date, the LTCOP will populate the associated address automatically.
 - If a location code is inactive, the system will display an instructional error message.
- Own home/family home (OHFH) addresses will continue to be editable by users.

Corrections that are made to both existing and newly submitted Revision IPCs follow these updated rules.

Training Updates

TMHP will publish updated training materials on the [TMHP Learning Management System \(LMS\)](#) and the [1915\(c\) Reference Material](#) web page.

For more information, call the TMHP LTC Help Desk at 800-626-4117.

Holidays Impacting LTC FFS Claim Processing/Payment Timeline

The Texas Medicaid & Healthcare Partnership (TMHP) has published a list of bank holidays that impact the Long-Term Care (LTC) Fee-for-Service (FFS) claim processing/payment timeline.

Bank holidays are non-business days and do not count toward the LTC FFS claim processing/payment timeline. Providers should account for bank holidays as non-processing days when calculating claim processing/payment times.

To view the holidays impacting the [LTC FFS claim processing/payment timeline](#), go to the General Information section of the TMHP [LTC Reference Material webpage](#) or the [1915\(c\) Waiver Programs Reference Material webpage](#).

Providers may refer questions to the TMHP LTC Help Desk at 800-626-4117, option 1. ■

Up-to-Date Computer-Based Trainings for Nursing Facility and Hospice Forms Now Available

New computer-based trainings (CBTs) for nursing facility forms 3618/3619 and Minimum Data Set (MDS)/Long-term Care Medicaid Information (LTCMI) and for hospice forms 3071/3074 are now available.

Providers can access the CBTs on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS) by following these steps:

1. [Log into the LMS](#) using an existing account, or [sign up to create a new account](#).
2. Select the appropriate button to view the CBT in a web browser or to download the file for offline use.

New LMS users can access materials and take courses immediately after they register. Providers can always access CBTs and additional training materials on the LMS.

For LMS access issues, email TMHP LMS support at TMHPTrainingSupport@tmhp.com.

Free Online Continuing Nursing Education for LTC Nurses, Aides, and Administrative Leaders

The Texas Health and Human Services Commission (HHSC) and The University of Texas at Austin School of Nursing are pleased to announce a collaborative effort to improve Long-Term Care (LTC) in Texas. This partnership includes eight web-based courses that deliver best-practices education to LTC providers in Texas nursing facilities:

- Infection Prevention and Control
- Reducing Antipsychotic Use in Long-Term Care Facilities
- Culture Change for Person-Centered Care
- Quality Improvement
- Advanced Geriatric Practice
- Transition to Practice
- Intellectual and Developmental Disabilities
- Mental Health With Aging and Severe Mental Illness

We have recently added two recorded webinars:

- Diving into Enhanced Barrier Precautions for Nursing Facilities
- From Risk to Resilience: Infection Control Risk Assessment for Nursing Homes

Continuing education credit is free and available for registered nurses, certified nurse aides, and licensed nursing facility administrators.

To register and to find out more, visit the [Johnson-Turpin Center: Continuing Nursing Education | School of Nursing website](#).

2026 Quality in Long-Term Care Conference



This year's theme is "Caring with Vision: Building Tomorrow's Long-Term Care Today."

The Quality in Long-Term Care Conference (QLTCC) offers presentations from nationally and internationally recognized experts. The topics include caring for people with dementia, infection prevention and control, current health care trends, and cutting-edge advances in long-term care, aging, and disabilities. Registration will open in June 2026. Stay tuned for updates!

[Email The University of Texas at Austin School of Social Work](#) for more information about this event.

Computer-Based Training in the TMHP Learning Management System

The following Long-term Care (LTC)-specific computer-based training (CBT) courses 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 Long-Term Care Online Portal (LTCOP), 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 LTC Providers—This CBT demonstrates effective navigation and use of the LTC TexMedConnect web application. Providers will learn how to:
 - Log in to TexMedConnect.
 - Verify a client's eligibility.
 - Enter, save, and adjust different types of claims.
 - Export claim data.
 - Find the status of a claim.
 - View Remittance and Status (R&S) Reports.

The TMHP LMS can be accessed directly at learn.tmhp.com or through the [TMHP website](#).

Providers must create an account to access the training materials on the LMS. To create an account, click **Don't have an account? Sign up here** on the LMS home page.

For questions about the LTC CBTs and webinars, call the TMHP Contact Center at 800-626-4117 or 800-727-5436. For LMS login or access issues, email TMHP LMS support at TMHPTraining-Support@tmhp.com.

Webinars and CBTs Available for LAs, MCOs, and Nursing Facility, Hospice, Community Services Waiver Program, and HCS and TxHmL Program Providers

Long-term Care (LTC) training sessions are available in webinar or computer-based training (CBT) format. LTC providers can take advantage of live, online training webinars as well as replays and recordings of those webinars that cover topics relevant to tasks performed on the Long-Term Care Online Portal (LTCOP). These webinars target nursing facility (NF) and hospice providers, Community Services Waiver Program providers, Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Program providers, local authorities (LAs) involved in NF Preadmission Screening and Resident Review (PASRR), and managed care organizations (MCOs).

The training courses that are currently offered include:

- [LTC Nursing Facility Forms 3618/3619 and MDS/LTCMI CBT](#)—Provides information on the sequencing of documents, provider workflow process and rejection messages, correcting and inactivating forms, and the purpose of the forms.
- [LTC Nursing Facility PASRR CBT](#)—This informative, interactive CBT will replace the two-part PASRR webinar as the companion training to the LTC PASRR User Guide. The CBT will cover the same topics as the webinar, including the PL1 Screening Form, using the NFSS form to request authorization for specialized services, completing the PCSP form, determining medical necessity (MN) and appealing MN decisions using the fair hearing process, how to monitor system alerts, and more. This CBT will be published on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS), and provider notifications will be posted on tmhp.com and in this bulletin.
- [LTC Hospice Forms 3071/3074 CBT](#)—Provides information on the sequencing of documents, the purpose of the forms, how to fill out and submit the forms, effective dates, and form pairing.
- [HCS and TxHmL Webinar Suite](#)—Provides practical training for HCS and TxHmL providers, Local Intellectual and Developmental Disability Authorities (LIDDAs), and Financial Management Services Agencies (FMSAs) on using Texas Medicaid and LTC systems to support compliant service delivery and program operations. This suite focuses on workflows, system updates, and common issues. It covers the following:
 - The LTC Online Portal
 - Electronic Visit Verification (EVV) requirements and claims matching
 - Key waiver assessments and forms
 - Enrollment and revalidation processes
 - TexMedConnect claims submission
- Together, the webinars equip stakeholders with the knowledge needed to navigate TMHP systems accurately, meet program requirements, and manage services and claims effectively.

For upcoming broadcast dates and registration links, visit the [Recent News](#) on the LTC homepage. For a list of webinar or CBT descriptions, recordings of past webinars, and Q&A documents, visit the TMHP LMS at learn.tmhp.com. ■

Transfer Form Submission Sequencing Enhancements Now Available

On December 18, 2025, the Texas Medicaid & Healthcare Partnership (TMHP) released enhancements to the Long-Term Care Online Portal (LTCOP) that are designed to streamline the transfer process for the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) waiver programs. These updates are now in effect for use by providers and local intellectual and developmental disability authorities (LIDDAs).

What's Changed

TMHP has implemented the following features:

- When a LIDDA submits an Individual Plan of Care (IPC) Transfer form, the LTCOP will now automatically include the corresponding Individual Movement (IMT)-Individual Update form. Separate IMT-Individual Update submissions are no longer necessary when an IPC Transfer is processed.

Note: There is no change to the current process for LIDDA reassignments or for IMT-Individual Updates that are used without an IPC Transfer form.

- Only the counties that are served by the submitting LIDDA now appear in the county list on the IPC Transfer form.
- When a LIDDA selects an active location code on the IPC Transfer form, the LTCOP will now autofill the individual's physical address. If an inactive location code is chosen, the system will display an instructional error message. LIDDAs can update the individual's own home/family home (OHFH) physical address on the IPC Transfer form.
- The following new rejection errors have been added for the IPC (3608/8582) Renewals, Revisions, Transfers and Individual Movement form (local authorities [LA] Reassignment):
 - IP-0008: The request cannot be processed because the Address Update flag is set, but IPC does not have any Address records included in the transaction.
 - GN-0040: The request cannot be processed because the Address Update flag is set, and the address type is "Mailing." Mailing Address updates must occur in the Texas Integrated Eligibility Redesign System (TIERS).
 - IM-0005: The request cannot be processed because the Location submitted on the form is not a valid Location for this provider.

Preadmission Screening and Resident Review (PASRR) Process for NF Providers

The Preadmission admission type is used when there is a nursing facility (NF) admission from a referring entity (RE) in the community (such as from home, a group home, psychiatric hospital, jail, etc.) and if an individual is suspected of having mental illness (MI), intellectual disability (ID), or developmental disability

(DD). If the RE is a family member, they may request assistance from the NF to complete the PL1 Screening Form. It is important that the NF follows the proper preadmission process.

The local authority (LA) is responsible for submitting positive Preadmission PL1 Screening Forms. NFs must not submit these forms. **The NF is not allowed to admit the person until they have reviewed the PASRR Evaluation (PE), confirmed that MN has been approved, and certified on the PL1 Screening Form that they are willing and able to serve the individual.** If the Preadmission PL1 Screening Form is negative (there is no suspicion of MI, ID, or DD), the NF follows the negative PASRR admission process.

For questions about this information, email the PASRR Unit at PASRR.Support@hhs.texas.gov.

Medical Necessity for PASRR Positive Preadmission Evaluations

Local authorities (LAs), including local intellectual and developmental disability authorities (LIDDAs), local mental health authorities, local behavioral health authorities, and nursing facilities (NFs), are reminded that medical necessity (MN) is required for an individual to be admitted to an NF with a positive Preadmission Screening and Resident Review (PASRR) Evaluation (PE).

After a positive PE is submitted in the Texas Medicaid & Healthcare Partnership (TMHP) Long-Term Care Online Portal (LTCOP), the LA must check the history section to confirm that their MN application was approved. An individual must meet MN to be admitted to an NF. For the PASRR preadmission process, the TMHP LTCOP must review successfully submitted Preadmission PEs to determine MN for individuals who are PASRR positive. The purpose of preadmissions is to ensure that the individual is appropriate for an NF. The NF must decide whether they are willing to serve the individual. Before the NF can make this decision, MN must first be met.

For more information, refer to the [LTC PASRR User Guide](#), or call the TMHP LTC Help Desk at 800-626-4117, and select option 1.

Certification of an NF's Ability to Serve the Individual

The Texas Health and Human Services Commission (HHSC) and the Preadmission Screening and Resident Review (PASRR) unit would like to remind nursing facility (NF) providers of the requirement to certify on all PASRR Level 1 (PL1) Screening Forms their ability to serve individuals with a positive PASRR Evaluation (PE).

After a PL1 Screening Form is submitted and the local authority (LA) has completed the PE, the NF will receive an alert when a positive PE has been submitted. However, if it has been more than 30 days since the alert was generated, the alert will be systematically deleted, and the NF must manually check the associated PE to see whether it is positive.

NFs can search for positive PEs on the Form Status Inquiry page. A positive and active PE will be in any status except "Negative PASRR Eligibility" or "Form Inactivated." Then, the NF can navigate to the associated PL1 Screening Form, which could be set to "Pending Placement in NF – PE Confirmed," "Individual Placed in NF – PE Confirmed," or "Negative PASRR Eligibility" status.

Note: NFs cannot certify their ability to serve the individual on converted PL1 Screening Forms. If a certification on a converted PL1 Screening Form is required because a new PE is requested, the NF must submit a new PL1 Screening Form for the person. The LA can then initiate a new PE, which will allow the NF to certify on the new PL1 Screening Form.

PASRR Level 1 Screening Form Discharge Process Reminder

The Texas Health and Human Services Commission (HHSC) and the Preadmission Screening and Resident Review (PASRR) unit would like to remind nursing facility (NF) providers to discharge individuals on the PASRR Level 1 (PL1) Screening Form when an individual has died or been discharged.

The instructions to inactivate the **old** PASRR Level 1 Screening Form (before June 30, 2023) are as follows:

1. Locate the PL1 Screening Form using the provided document locator number (DLN).
2. Once the PL1 Screening Form is pulled up, click **Update Form** at the top of the form.
3. Navigate to **Section B**, locate **Field B0650: Individual is deceased or has been discharged** and **Field B0655: Deceased/Discharged Date**, and fill them out accordingly.
4. If the individual was discharged, **Section E: Alternate Placement Disposition** must be filled out before you submit the form.
5. Once all has been completed, click **Submit Form** at the bottom of the screen, and the PL1 Screening Form will be inactivated.

The instructions to inactivate the **new** PASRR Level 1 Screening Form (after June 30, 2023) are below:

1. Locate the PL1 Screening Form using the provided document locator number (DLN).
2. Once the PL1 Screening Form is pulled up, click **Update Form** at the top of the form.
3. Navigate to the **Discharge** tab, locate **Field H0100: Individual is deceased or has been discharged?** and **Field H0150: Deceased/Discharged Date**, and fill them out accordingly.
4. If the individual was discharged, the **Alternate Placement Disposition** (located on the Discharge tab) must be filled out before you submit the form.
5. Once all the steps have been completed, click **Submit Form** at the bottom of the screen, and the PL1 Screening Form will be inactivated.

For questions, email the PASRR unit at PASRR.Support@hhs.texas.gov.

Coronavirus (COVID-19)

For updated information, visit the [COVID-19 web page](#) on the Texas Medicaid & Healthcare Partnership (TMHP) website.

Proper Handling of Medicaid Overpayments by LTC FFS Providers

It is important for providers to follow the proper procedures when they identify a Medicaid overpayment. The correct way to refund money to the Texas Health and Human Services Commission (HHSC) for a Long-term Care (LTC) fee-for-service (FFS) Medicaid overpayment always starts with a claim adjustment.

Claim adjustments that have been processed to “Approved-to-pay” (A) status will automatically refund money to HHSC by reducing payments for future claims. Claims that are processed to “Transferred” (T) status require repayment by personal or company check or through a deduction.

If the adjustment claim has been processed to A or T status but the provider is no longer submitting new LTC FFS claims to offset the negative balance, then the provider should call HHSC Provider Recoupments and Holds (PRH) to determine the appropriate method for refunding the money. Providers should always contact HHSC PRH before submitting a check for an overpayment.

Things to remember:

- To return an LTC FFS Medicaid overpayment to HHSC, providers should always submit an adjustment claim in TexMedConnect or through their third-party submitter. Providers should not use the TMHP Texas Medicaid Refund Information Form to report LTC FFS overpayments. This form is exclusively used for acute-care claims.
- LTC FFS claim adjustments must include a negative claim detail to offset the original paid claim and a new claim detail to repay the claim at the correct (lower) amount. The net total of the adjustment claim must be negative.
- If they are submitted properly, LTC FFS claim adjustments to return money to HHSC will not be denied by the one-year claim filing deadline edit (explanation of benefits [EOB] F0250).

Some examples of overpayments that require a claim adjustment include:

- Original paid claims that were billed with too many units of service.
- Original paid claims that did not properly report LTC-relevant other insurance payments or coverage.
- Original paid claims that were billed with the wrong revenue code or Healthcare Common Procedure Coding System (HCPCS) code.

Contact Information

Entity	What they can do...
TMHP LTC Help Desk 800-626-4117, option 1	Help file an adjustment claim Help providers understand their Remittance and Status (R&S) Reports
HHSC Provider Re-coupments and Holds 5124382200, option 3	Help facilitate payment to HHSC for outstanding negative balances (A or T claims)

LTC and 1915(c) Waiver Program Home Pages on TMHP.com

The Long-term Care (LTC) and 1915(c) Waiver Program have their own dedicated sections on tmhp.com. The content found on the LTC and 1915(c) Waiver Program pages at tmhp.com are up-to-date and include resources such as news articles, LTC Provider Bulletins, user guides, and webinar information and registration.

Users can also find links to the different Texas Medicaid & Healthcare Partnership (TMHP) applications such as TexMedConnect, the LTC Online Portal (LTCOP), and the Learning Management System (LMS), and they can do a full search of tmhp.com.

To locate the LTC page or the 1915(c) Waiver Program page, click **Programs** at the top of the tmhp.com home page, and then select **Long-Term Care (LTC)** or **1915(c) Waiver Programs** from the drop-down menu.

The LTC and 1915(c) Waiver Program home pages feature recent news articles by category and news articles that have been posted within the last seven days. At the top of the LTC home page is a link to the LTCOP. A link to TexMedConnect can be found on the home page of tmhp.com. Both links require a username and password.

On the left-hand side, there are links to:

- [Provider Bulletins](#), with links to recent LTC Provider Bulletins.
- [Provider Education](#), which includes a link to the LMS, where providers can find multimedia training content, recorded webinars and associated question-and-answer (Q&A) documents, user guides, and a link to the TMHP YouTube channel.
- [Reference Material](#), including general information, user guides, and frequently asked questions.
- [Forms](#) and form instructions, including the various downloadable forms that LTC providers need.

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

Provider Resources Guide

The [Long-Term Care \(LTC\) Provider Resources Guide](#) is available on the Texas Medicaid & Healthcare Partnership (TMHP) website and includes information on how to request assistance from the TMHP provider relations representatives. ■

Acronyms in This Issue

Acronym	Definition
CBT	Computer-Based Training
CDS	Consumer Directed Services
DD	Developmental Disability
DLN	Document Locator Number
EDI	Electronic Data Interchange
EOB	Explanation of Benefits
EVV	Electronic Visit Verification
FFS	Fee-for-Service
FMSAs	Financial Management Services Agencies
HCPCS	Healthcare Common Procedure Coding System
HCS	Home and Community-based Services
HHSC	Texas Health and Human Services Commission
ID	Intellectual Disability
IMT	Individual Movement Tracking
IPC	Individual Plan of Care
LA	Local Authority
LIDDAs	Local Intellectual And Developmental Disability Authorities
LMS	Learning Management System
LTC	Long-Term Care
LTCMI	Long-term Care Medicaid Information
LTCOP	Long-Term Care Online Portal
MCOs	Managed Care Organizations
MDS	Minimum Data Set
MI	Mental Illness
MN	Medical Necessity
NF	Nursing Facility
OHFH	Own home/family home
PASRR	Preadmission Screening and Resident Review
PE	PASRR Evaluation
PL1	PASRR Level 1
PRH	Provider Recoupments and Holds
Q&A	Question-and-Answer
QLTCC	Quality in Long-Term Care Conference
R&S	Remittance and Status
RE	Referring Entity
SFTP	Secure File Transfer Protocol

Acronym	Definition
TEIRS	Texas Integrated Eligibility Redesign System
TMHP	Texas Medicaid & Healthcare Partnership
TxHmL	Texas Home Living
VPN	Virtual Private Network