

Provider Quick Reference Contact List for HCS and TxHmL

Updated August 28, 2023

<p>Texas Medicaid & Healthcare Partnership (TMHP) Website for the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Medicaid Waiver Programs: https://www.tmhp.com/programs/1915c-waiver-programs</p>	
CONTACT LIST	
Entity/Area	What they can do...
<p><u>The Texas Medicaid & Healthcare Partnership (TMHP) EDI Help Desk</u> 800-626-4117 – select option 3 or 888-863-3638 – select option 4</p>	<ul style="list-style-type: none"> • Create an LTC Online Portal account
<p><u>TMHP LTC Help Desk</u> 800-626-4117 – select option 1, then option 1 or 800-727-5436 – select option 1, then option 1</p>	<ul style="list-style-type: none"> • LTC Online Portal access issues, slowness, timing out, etc. • LTC Online Portal forms not functioning per the LTC Online Portal User Guide • CARE data did not migrate or did not migrate correctly • MESAV is not showing the correct information
<p><u>Program Eligibility and Support (PES)</u> 512-438-2484 enrollmenttransferdischargeinfo@hhs.texas.gov</p>	<ul style="list-style-type: none"> • 8578 ID/RC with a purpose code 2 forms • Initial or Transfer IPCs forms • Suspensions • 3615 Continuation of Suspension forms • 3616 Request for Termination forms • PLU and IMT questions related to Transfers or Enrollments
<p><u>Utilization Review (UR)</u> 512-438-5055 deskURLONIPC@hhs.texas.gov</p>	<ul style="list-style-type: none"> • 8578 ID/RC with purpose code 3 or 4 • Renewal or Revision IPCs • PLU and IMT questions related to Renewals
<p><u>Provider Claims Services (PCS)</u> 512-438-2200, Option 5</p>	<ul style="list-style-type: none"> • Forms in ‘Submitted to PCS’ status • Contract capacity changes
<p><u>Provider Recoupments and Holds (PRH)</u> 512-438-2200, Option 3 and Option 4</p> <p>Option 3 (Outstanding Recoupments and vendor holds) Option 4 (Tort, Trusts, and Annuities)</p>	<ul style="list-style-type: none"> • Outstanding recoupments • Vendor holds for claims with dates of service beginning May 1, 2022 • Reimbursement from an individual’s Tort case, Trust fund, or Annuity
<p><u>Contract Administration & Provider Monitoring (CAPM) -Provider Monitoring</u> 512-438-5359 providerfiscalcompliance@hhs.texas.gov</p>	<ul style="list-style-type: none"> • HCS and TxHmL monitoring review questions • Questions about a monitoring recoupment • Questions about corrective action

<p><u>CAPM – Contract Administration – Waiver Provider Enrollment</u> 512-438-3234</p> <p>IDDWaiverContractEnrollment@hhsc.state.tx.us</p>	<ul style="list-style-type: none"> • Vendor Holds for claims with dates of service through April 30, 2022 • Contract enrollments/amendments • Change of ownership
<p><u>Survey Operations:</u> HCSFourPersonResidenceRequests@hhs.texas.gov</p>	<ul style="list-style-type: none"> • PLU 4 bed approval
<p>Provider Finance-Long Term Services and Supports PFDTSS@hhs.texas.gov</p> <p>For cost reporting information: https://pfd.hhs.texas.gov/long-term-services-supports/cost-report-training</p>	<ul style="list-style-type: none"> • Cost or Accountability Report completion, instructions, informal reviews and/or general guidance
<p>Individualized Skills and Socialization:</p> <p>Policy: HCSPolicy@hhs.texas.gov or TxHmL@hhs.texas.gov</p> <p>License: LTCRPolicy@hhs.texas.gov</p> <p>Webpage: https://www.hhs.texas.gov/providers/long-term-care-providers/individualized-skills-socialization</p>	<ul style="list-style-type: none"> • Individualized skills and socialization questions for DBMD, HCS and TxHmL • Individualized skills and socialization policy • Individualized skills and socialization licensure