

# Provider Quick Reference Contact List for HCS and TxHmL

Updated September 26, 2024

<p>Texas Medicaid &amp; Healthcare Partnership (TMHP) Website for the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Medicaid Waiver Programs:  <a href="https://www.tmhp.com/programs/1915c-waiver-programs">https://www.tmhp.com/programs/1915c-waiver-programs</a></p>	
<b>CONTACT LIST</b>	
<b>Entity/Area</b>	<b>What they can do...</b>
<p><u>The Texas Medicaid &amp; 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"> <li>• Create an LTC Online Portal account</li> </ul>
<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"> <li>• LTC Online Portal access issues, slowness, timing out, etc.</li> <li>• LTC Online Portal forms not functioning per the LTC Online Portal User Guide</li> <li>• CARE data did not migrate or did not migrate correctly</li> <li>• MESAV is not showing the correct information</li> </ul>
<p><u>TMHP Third Party Liability (TPL) Tort Department</u>            800-846-7307 – select the option for injury, accident, or informational claims</p>	<ul style="list-style-type: none"> <li>• Reimbursement from an individual’s Tort case, Trust fund, or Annuity</li> </ul>
<p><u>Program Eligibility and Support (PES)</u>            512-438-2484  <a href="mailto:enrollmenttransferdischargeinfo@hhs.texas.gov">enrollmenttransferdischargeinfo@hhs.texas.gov</a></p>	<ul style="list-style-type: none"> <li>• 8578 ID/RC Purpose Code 2 forms</li> <li>• 8578 ID/RC Purpose Code 3 forms (<i>without LON Change Requests</i>)</li> <li>• Initial or Transfer IPCs forms</li> <li>• Suspensions</li> <li>• 3615 Continuation of Suspension forms</li> <li>• 3616 Request for Termination forms</li> <li>• PLU and IMT questions related to Transfers, Enrollments, Terminations, LA Reassignments, or extended Suspensions</li> <li>• TP1 Holds</li> </ul>
<p><u>Utilization Review (UR)</u>            512-438-5055  <a href="mailto:deskURLONIPC@hhs.texas.gov">deskURLONIPC@hhs.texas.gov</a></p>	<ul style="list-style-type: none"> <li>• 8578 ID/RC Purpose Code 3 forms (<i>with LON Change Requests</i>)</li> <li>• 8578 ID/RC Purpose Code 4</li> <li>• Renewal or Revision IPCs</li> <li>• PLU and IMT questions related to Renewals</li> <li>• TP2 Holds</li> </ul>
<p><u>Provider Claims Services (PCS)</u>            512-438-2200, Option 5</p>	<ul style="list-style-type: none"> <li>• Forms in ‘Submitted to PCS’ status</li> <li>• Contract capacity changes</li> </ul>

<p><u>Provider Recoupments and Holds (PRH)</u> 512-438-2200, Option 3</p> <p>Option 3 (Outstanding Recoupments and vendor holds)</p>	<ul style="list-style-type: none"> <li>• Outstanding recoupments</li> <li>• Vendor holds for claims with dates of service beginning May 1, 2022</li> </ul>
<p><u>Contract Administration &amp; Provider Monitoring (CAPM) -Provider Monitoring</u> 512-438-5359 <a href="mailto:providerfiscalcompliance@hhs.texas.gov">providerfiscalcompliance@hhs.texas.gov</a></p>	<ul style="list-style-type: none"> <li>• HCS and TxHmL monitoring review questions</li> <li>• Questions about a monitoring recoupment</li> <li>• Questions about corrective action</li> </ul>
<p><u>CAPM – Contract Administration – Waiver Provider Enrollment</u> 512-438-3234 <a href="mailto:IDDWaiverContractEnrollment@hpsc.state.tx.us">IDDWaiverContractEnrollment@hpsc.state.tx.us</a></p>	<ul style="list-style-type: none"> <li>• Vendor Holds for claims with dates of service through April 30, 2022</li> <li>• Contract enrollments/amendments</li> <li>• Change of ownership</li> </ul>
<p><u>Survey Operations:</u> <a href="mailto:HCSFourPersonResidenceRequests@hhs.texas.gov">HCSFourPersonResidenceRequests@hhs.texas.gov</a></p>	<ul style="list-style-type: none"> <li>• PLU 4 bed approval</li> </ul>
<p>Provider Finance-Long Term Services and Supports <a href="mailto:PFD-LTSS@hhs.texas.gov">PFD-LTSS@hhs.texas.gov</a></p> <p>For cost reporting information: <a href="https://pfd.hhs.texas.gov/long-term-services-supports/cost-report-training">https://pfd.hhs.texas.gov/long-term-services-supports/cost-report-training</a></p>	<ul style="list-style-type: none"> <li>• Cost or Accountability Report completion, instructions, informal reviews and/or general guidance</li> </ul>
<p>Individualized Skills and Socialization:</p> <p>Policy: <a href="mailto:HCSPolicy@hhs.texas.gov">HCSPolicy@hhs.texas.gov</a> or <a href="mailto:TxHmL@hhs.texas.gov">TxHmL@hhs.texas.gov</a></p> <p>License: <a href="mailto:LTCRPolicy@hhs.texas.gov">LTCRPolicy@hhs.texas.gov</a></p> <p>Webpage: <a href="https://www.hhs.texas.gov/providers/long-term-care-providers/individualized-skills-socialization">https://www.hhs.texas.gov/providers/long-term-care-providers/individualized-skills-socialization</a></p>	<ul style="list-style-type: none"> <li>• Individualized skills and socialization questions for DBMD, HCS and TxHmL</li> <li>• Individualized skills and socialization policy</li> <li>• Individualized skills and socialization licensure</li> </ul>