

# Provider Quick Reference Contact List for HCS and TxHmL

Updated: November 4, 2022

<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 7 or 800-727-5436 – select option 1,            then option 7</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>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 with a purpose code 2 forms</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> </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 with purpose code 3 or 4</li> <li>• Renewal or Revision IPCs</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> </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@hhsc.state.tx.us">IDDWaiverContractEnrollment@hhsc.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> <li>• Contract capacity changes</li> </ul>

<p><u>Outstanding HCS/TxHmL Recoupments:</u> 512-438-2200</p> <ul style="list-style-type: none"><li>• Option 3 (Outstanding Provider Recoupments and vendor holds)</li><li>• Option 4 (Tort, Trusts, and Annuities)</li></ul>	<ul style="list-style-type: none"><li>• Vendor holds for claims with dates of service beginning May 1, 2022</li></ul>
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