



Provider Quick Reference Contact List for HCS and TxHmL

| <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> | |
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| CONTACT LIST | |
| Entity/Area | What they can do... |
| <u>The Texas Medicaid & Healthcare Partnership (TMHP) EDI Help Desk</u> 800-626-4117 – Select Option 3 or 888-863-3638 – Select Option 4 | <ul style="list-style-type: none">• Create an LTC Online Portal account |
| <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 | <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 |
| <u>TMHP Third Part Liability (TPL) Tort Department</u> 800-846-7307 – Select the option for injury, accident, or informational claims | <ul style="list-style-type: none">• Reimbursement from an individual's Tort case, Trust fund, or Annuity |



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| <p><u>Program Eligibility and Support (PES)</u></p> <p>512-438-2484 enrollmenttransferdischargeinfo@hhs.texas.gov</p> | <ul style="list-style-type: none">8578 ID/RC Purpose Code 2 forms8578 ID/RC Purpose Code 3 forms (<i>without LON Change Requests</i>)Initial or Transfer IPCs formsSuspensions3615 Continuation of Suspension forms3616 Request for Termination formsPLU and IMT questions related to Transfers, Enrollments, Terminations, LA Reassignments, or extended SuspensionsTPI Holds |
| <p><u>Utilization Review (UR)</u></p> <p>512-438-5055 deskURLONIPC@hhs.texas.gov</p> | <ul style="list-style-type: none">8578 ID/RC Purpose Code 3 forms (<i>with LON Change Requests</i>)8578 ID/RC Purpose Code 4Renewal or Revision IPCsPLU and IMT questions related to RenewalsTP2 Holds |
| <p><u>Provider Claims Services (PCS)</u></p> <p>512-438-2200, Option 5</p> | <ul style="list-style-type: none">Forms in 'Submitted to PCS' status |



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| <p><u>Provider Recoupments and Holds (PRH)</u> 512-438-2200, Option 3 Option 3 (Outstanding Recoupments and vendor holds)</p> | <ul style="list-style-type: none">• Outstanding recoupments• Vendor holds for claims with dates of service beginning May 1, 2022 |
| <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 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><u>Provider Finance-Long Term Services and Supports</u> PFD-LTSS@hhs.texas.gov For cost reporting information: https://pfd.hhs.texas.gov/long-term-services-supports/pfd-cost-report-training-information</p> | <ul style="list-style-type: none">• Cost or Accountability Report completion, instructions, informal reviews and/or general guidance |



TEXAS Health and Human Services

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| <p><u>Individualized Skills and Socialization</u></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 |
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