

Provider Quick Reference Contact List for HCS and TxHmL

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>

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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Program Eligibility and Support (PES)

512-438-2484

enrollmenttransferdischargeinfo@hhs.texas.gov

- 8578 ID/RC Purpose Code 2 forms
- 8578 ID/RC Purpose Code 3 forms (*without LON Change Requests*)
- Initial or Transfer IPCs forms
- Suspensions
- 3615 Continuation of Suspension forms
- 3616 Request for Termination forms
- PLU and IMT questions related to Transfers, Enrollments, Terminations, LA Reassignments, or extended Suspensions
- TPI Holds

Utilization Review (UR)

512-438-5055

deskURLONIPC@hhs.texas.gov

- 8578 ID/RC Purpose Code 3 forms (*with LON Change Requests*)
- 8578 ID/RC Purpose Code 4
- Renewal or Revision IPCs
- PLU and IMT questions related to Renewals
- TP2 Holds

Provider Claims Services (PCS)

512-438-2200, Option 5

- Forms in 'Submitted to PCS' status



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<u>Provider Recoupments and Holds (PRH)</u> 512-438-2200, Option 3 Option 3 (Outstanding Recoupments and vendor holds)	<ul style="list-style-type: none">• Outstanding recoupments• Vendor holds for claims with dates of service beginning May 1, 2022
<u>Contract Administration & Provider Monitoring (CAPM) -Provider Monitoring</u> 512-438-5359 providerfiscalcompliance@hhs.texas.gov	<ul style="list-style-type: none">• HCS and TxHmL monitoring review questions• Questions about a monitoring recoupment• Questions about corrective action
<u>CAPM – Contract Administration – Waiver Provider Enrollment</u> 512-438-3234 IDDWaiverContractEnrollment@hhsc.state.tx.us	<ul style="list-style-type: none">• Vendor Holds for claims with dates of service through April 30, 2022• Contract enrollments/amendments• Change of ownership
<u>Survey Operations:</u> HCSFourPersonResidenceRequests@hhs.texas.gov	<ul style="list-style-type: none">• PLU 4 bed approval
<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	<ul style="list-style-type: none">• Cost or Accountability Report completion, instructions, informal reviews and/or general guidance



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Individualized Skills and Socialization

Policy: HCSPolicy@hhs.texas.gov or
TxHmL@hhs.texas.gov

License: LTCRPolicy@hhs.texas.gov

Webpage:
<https://www.hhs.texas.gov/providers/long-term-care-providers/individualized-skills-socialization>

- Individualized skills and socialization questions for DBMD, HCS and TxHmL
- Individualized skills and socialization policy
- Individualized skills and socialization licensure