# Long Term Care
## Provider Bulletin

**TEXAS**
Health and Human Services

**WHAT'S NEW**

## Expanded Capabilities for Third-Party Software Vendors in Support of PASRR NFSS Authorization Requests Beginning March 24, 2018

Beginning March 24, 2018, expanded capabilities will be available to third-party software vendors (TPSV) to make changes to Authorization Requests for Preadmission Screening and Resident Review (PASRR) Nursing Facility Specialized Services (NFSS) forms on behalf of Nursing Facility (NF) providers that use TPSV software. Expanding the capabilities for TPSV to support the NFSS is in response to requests from Nursing Facilities. Providers may reference the article, "NFSS on the TMHP LTC Online Portal," which was published on the TMHP website on July 18, 2017.

TPSVs will be able to make the following changes after a PASRR NFSS form has been submitted via Electronic Data Interchange (EDI):

- **Add Notes:** A TPSV will be able to add notes to an NFSS Form that will be displayed in either the Form History or PASRR Transaction ID (PTID) History on behalf of NF providers using their software.

- **Update NFSS PTID:** An NF will have the ability to make allowable changes to data fields on the NFSS as a result of using the update PTID function using their TPSV software.

- **Change NFSS PTID Status:** NFs will be able to change the status of NFSS PTID after it has been submitted. TPSVs will be able to change the status of an NFSS PTID on behalf of a provider as follows:

  - From *'Pending Denial'* to *'Pending State Review'*
  - From *'Pending NF Receipt'* to *'Pending State Confirmation'*
  - From *'Provider Action Required'* to *'Submit to SAS'*

Should your TPSV not provide these expanded capabilities, NF staff must still be prepared to submit and access the NFSS form directly on the LTC Online Portal to perform the necessary actions to request specialized services for their PASRR-positive residents.

NFs are encouraged to work with their TPSVs to ensure functionality of the LTC Online Portal enhancements is available.

For more information, contact your TPSV. ■

# What Does it Take to be the Best Nurse or Nurse Assistant in Long Term Care?

The Center for Excellence in Long Term Care is seeking nominations for the "Nursing At Its Best Award." This is an opportunity to recognize and share with others the outstanding work performed by nursing staff every day in long term care settings across Texas.

Nominations will be accepted for CNAs, LVNs, RNs, and APRNs who have provided excellent person-centered care to residents in a long term care setting, particularly in a skilled Nursing Facility or nursing home. The nominee must meet the following criteria:

- Work in a long term care setting in Texas

- Must be at least a year in position

- Demonstrates past or present person-centered care

Award winners will receive a certificate and will also be featured on the Center for Excellence in Long Term Care website and social media pages. In addition, the winners will have the opportunity to have the Center for Excellence in Long Term Care conduct a continuing education workshop at their facility.

Submit a written nomination of 250 words or less, telling us why your nominee deserves to win this award. Nominations for the first awards will close March 9, 2018, and the winners will be notified on April 11, 2018. Awards will be presented quarterly; any submissions received after March 9 will be held and reviewed during the next award cycle.

For more information, visit the Center for Excellence website at www.utlongtermcarenurse.com/best-award. ■

## Expanded Comment Field on MN/LOC Assessment Available December 9, 2017

Effective December 9, 2017, the comment field in the Medical Necessity Level of Care (MN/LOC) Assessment form was expanded. Providers are now able to enter up to 1,500 characters in the expanded field. The expansion allows providers to add supplemental or clarifying information in the comments field.

For more information, call the Long Term Care Help Desk at 1-800-626-4117, Option 1. ■

# New Card for Medicare Clients after April 1, 2018

In accordance with the Medicare Access and CHIP Reauthorization Act of 2015, the Social Security Number (SSN)-based Health Insurance Claim Number (HICN) will be replaced with a new Medicare Beneficiary Identifier (MBI).

Beginning April 1, 2018, Medicare beneficiaries will be issued new Medicare ID cards with MBIs in the following format:

- 11 digits in length;
- Position 1 must be numeric values 1 to 9;
- Position 4, 7, 10, and 11 must be numeric values 0 to 9;
- Position 2, 5, 8, and 9 must be alphabetic values A thru Z (minus S, L, O, I,  B, Z); *and*
- Position 3 and 6 must be alphanumeric values either 0 thru 9 or A thru Z (minus S, L, O, I, B, Z).

**(Note:** *only upper case alphabetic characters)*

Effective April 1, 2018, the MBI can be submitted as the Medicare Number on the following forms on the Long Term Care (LTC) Online Portal:

➢ Medical Necessity and Level of Care Assessment (Waiver 3.0) form

➢ Resident Transaction Notice (3618) form

➢ Medicare/SNF Patient Transaction Notice (3619) form

➢ Physician Certification of Terminal Illness (3074) form

➢ Intellectual Disability/Related Condition Assessment (8578) form

➢ STAR Kids Screening and Assessment (SK-SAI) form

➢ PASRR Level 1 Screening (PL1) form

➢ PASRR Evaluation (PE) form

These forms will no longer accept the HICN as the Medicare Number beginning January 1, 2020.

For more information, visit the Centers for Medicare & Medicaid Services website. ∎

## Center for Excellence in Long Term Care

The Center for Excellence in Long Term Care (Center) is a partnership between the Texas Health and Human Services Commission (HHSC) and the University of Texas at Austin School of Nursing. The Center offers a web-based platform for the delivery of best practices, with a focus on geriatrics and disabilities. The content on the website has been adapted to meet the educational needs of a variety of professionals who provide care to residents of long term care facilities in Texas.

Under the leadership of Dr. Tracie Harrison, the Center is an educational platform for the delivery of geriatric and disability best practices to providers of geriatric care. Phases I through III are now available.

### Phase I: Improving Dementia Care

Phase I includes online modules that promote best practices to improve service delivery and positive outcomes for residents with dementia.

**Topics include:**

- The needs and experiences of people with dementia;
- The needs and experiences of family and friends of people with dementia;
- Current treatment options; *and*
- State and national trends in the use of antipsychotic medications.

### Phase II: Geriatric Nursing Specialty Education

The objective of the Geriatric Nursing Specialty Education training program is to provide education, best practices, and clinical guidelines that will be used to transition nurses in geriatric care, specifically to the long term care settings.

**Topics include:**

- Dementia and dementia care;
- Pharmacological related considerations;
- Systematic review of the geriatric patient; *and*
- Overview of long term care settings, including regulatory oversight.

### Phase III: Geriatric Transition to Practice

The modules in Phase III focus on the learning needs of nurses (both LVNs and RNs) who are entering the long term care setting for the first time.

Visit the Center for Excellence in Long Term Care at www.utlongtermcarenurse.com. Registration is free. ■

# Reminder: Claims Identified for Potential Recoupment (CIPR) Reports Available

Providers are reminded that TMHP generates the Claims Identified for Potential Recoupment (CIPR) Provider Report on a weekly basis and TMHP maintains each CIPR Provider Report for six months after it is generated. Reviewing the CIPR Provider Report regularly helps providers avoid unexpected recoupments. The CIPR Provider Report lists claims that have been identified for potential recoupment as a result of TMHP identifying new or changed long term care relevant insurance policies for clients with paid claims during the policy coverage period. The CIPR Provider Report lists potentially impacted claims and the insurance company information for the corresponding long term care relevant policy.

*Provider reports are available for Nursing Facilities, Hospice Providers, and Intermediate Care Facilities for Individuals with an Intellectual Disability or related conditions*

For each claim identified on the CIPR Provider Report, providers must file a claim with the appropriate third-party insurance for the services previously paid by Medicaid. After receiving the response from the third-party insurance, providers must then adjust the claim listed on the CIPR Provider Report, and include the Other Insurance (OI) Disposition information received from the third-party insurance. For more information about OI billing information, consult the TexMedConnect Long Term Care User Guide.

A claim will continuously appear on the CIPR Provider Report until it is adjusted with a valid OI disposition reason. If a claim identified on the CIPR Provider Report is not adjusted within 120 days from the date the claim first appeared on the CIPR Provider Report, then the Health and Human Services Commission (HHSC) will recoup the previously paid claim.

**Useful Links:**

Accessing R&S and CIPR Reports from the Website – This PDF provides instructions for locating, viewing, downloading, and printing the CIPR Provider Report.

TexMedConnect Long Term Care User Guide – The User Guide provides information on how to submit a claim, adjusting claims, viewing Other Insurance on the Medicaid Eligibility and Service Authorization Verification (MESAV), and how to fill out the Other Insurance/Finish Tab section of the claim.

**Contact Information**

For questions about submission of long term care fee-for-service claims and adjustments, call the TMHP Long Term Care (LTC) Help Desk at 1-800-626-4117, Option 1.

For questions about Other Insurance information, including OI updates and OI MESAV discrepancies, call the TMHP LTC Help Desk at 1-800-626-4117, Option 6.  ■

## Proper Handling of Medicaid Overpayments by LTC Fee-for-Service Providers

It is important for providers to follow proper procedures when a Medicaid overpayment has been discovered. The correct way to refund money to the Health and Human Services Commission (HHSC) for a long term care (LTC) fee-for-service (FFS) Medicaid overpayment always starts with a claim adjustment.

Claim adjustments that have processed to **Approved-to-pay (A)** status will automatically refund money to HHSC by reducing payments for future billing. Claims that process to **Transferred (T)** status will require repayment by check or by deduction; deductions are set up by HHSC Provider Recoupments and Holds. If the adjustment claim processes to **T** status or the provider is no longer submitting new LTC FFS claims to offset the negative balance, then the provider should call HHSC Provider Recoupments and Holds to determine the appropriate method for returning the money. Providers should always contact HHSC Provider Recoupments and Holds before submitting a check for an overpayment.

*Providers should always contact HHSC Provider Recoupments and Holds before submitting a check for an overpayment.*

Things to remember:

- To return a LTC FFS Medicaid overpayment to HHSC, providers should always process an adjustment claim in TexMedConnect or via their third-party submitter. Some examples of overpayments requiring an adjustment claim include:

  - Original paid claim was billed with too many units of service.

  - Original paid claim did not properly report LTC-relevant Other Insurance payments or coverage.

  - Original paid claim was billed with the wrong revenue code and/or Healthcare Common Procedure Coding System (HCPCS) code.

- If submitted properly, LTC FFS claim adjustments to return money to HHSC will not deny for the one year claim filing deadline edit (Explanation of Benefits [EOB] F0250).

  - LTC FFS claim adjustments must include a negative claim detail to offset the original paid claim and a new claim detail to repay the claim at the correct (lower) amount. The net total of the adjustment claim must be negative.

- Providers **SHOULD NOT** use TMHP Form F0079 "Texas Medicaid Refund Information Form" to report LTC FFS overpayments. This form is exclusively used for acute care claims.

**Contact Information:**

| Entity | What they can do… |
|---|---|
| HHSC Provider Recoupments and Holds<br><br>512-438-2200, Option 3 | • Provide the current outstanding balance after adjustment claims are processed<br>• Facilitate payment to HHSC for outstanding negative T claims by provider check or deduction<br>• Facilitate payment to HHSC for an outstanding negative balance (with claim status A or T) by provider check or deduction from an associated contract when the provider is no longer billing new LTC FFS claims |
| TMHP LTC Help Desk<br><br>1-800-626-4117, Option 1 | • Assist with filing an adjustment claim<br>• Assist with understanding the provider's Remittance and Status (R&S) Report |

■ ■ ■

## Register Now for the Transition to Practice for Nurses in the Nursing Facility Setting Academy

Registration is still available for the final Transition to Practice Academy regional conference. This training opportunity will help newly graduated nurses or those new to the Nursing Facility setting increase their knowledge and readiness to practice. Participating nurses will gain valuable resources and takeaways that support their transition and prepare nurses to offer the highest possible level of care to Nursing Facility residents. Visit the registration website for more information or to register for the Transition to Practice Academy in San Antonio on February 28-March 1, 2018.

For more information email QMP@hhsc.state.tx.us. ■

## Need Help Navigating the LTC Online Portal?

Click **HERE** to learn the basics

Click **HERE** to access the LTC Online Portal Basics Computer-Based Training (CBT)*

*Login Required

# Register Now - Texas OASIS HCBS Dementia Training Academy

The Health and Human Services Commission (HHSC) is expanding the Texas OASIS Home and Community Based Services (HCBS) Dementia Training Academy to home and community based providers, as well as family caregivers. During this free, two-day training program, Dr. Susan Wehry will provide information on caring for individuals with Alzheimer's disease and other forms of dementia, including managing dementia-related behaviors through non-pharmacological interventions with an emphasis on person-centered care.

## Who should attend?

Staff in home and community based settings, including assisted living facilities (ALF), day activity and health services (DAHS), or programs for the all-inclusive care for the elderly (PACE). Others who would find this training beneficial include home health workers, direct service workers, and family caregivers.

**Remaining Dates and Locations:**
- February 15-16, 2018 -  Houston
- March 21-22, 2018 -  El Paso
- March 27-28, 2018 -  Edinburg
- March 29-30, 2018 -  Laredo
- April 18-19, 2018 -  Houston
- April 25-26, 2018 -  Abilene
- May 9-10, 2018 -  San Antonio
- May 16-17, 2018 -  Corpus Christi
- May 23-24, 2018 -  Fort Worth

Register now at: www.surveygizmo.com/s3/3869249/MFP-Texas-OASIS-HCBS-dementia-Training-Academy-Registration.

Questions can be emailed to QMP@hhsc.state.tx.us.  ■

## Register Now - PASRR in the Nursing Facility: Putting the Pieces Together

The Health and Human Services Commission (HHSC) is sponsoring this free, two-day training event that will provide Nursing Facilities with information and resources that detail the complexities of caring for those residents with intellectual and developmental disabilities (IDD), mental illness (MI), or both.

Participants will be able to identify the requirements of the Preadmission Screening and Resident Review (PASRR) tool, describe the individuals that PASRR affects, list the laws that are related to PASRR, and describe the different types of settings that can serve individuals affected by PASRR.

**Dates and Locations:**

- February 6-7, 2018  - Laredo
- February 21-22, 2018 - Houston
- March 7-8, 2018 - Abilene
- March 21-22, 2018 - Austin
- March 27-28, 2018 - San Antonio
- April 3-4, 2018 - Tyler
- May 1-2, 2018 - Fort Worth

**Who should attend?**

Nurses, Nursing Facility administrators, activity directors, therapists (physical, occupational, and speech), social workers, ombudsman, Certified Nursing Assistants (CNAs), PASRR professionals, MCOs (managed care organizations), LIDDAs (local intellectual and developmental disability authorities), and LMHAs (local mental health authorities).

Register now at: www.surveygizmo.com/s3/3904251/b3bc88cafe63.

For more information email QMP@hhsc.state.tx.us. ■

## Save the Date! 2018 Geriatric Symposium – Texas Taking the Next Step

Mark your calendars for the 2018 Geriatric Symposium, a free, two-day event to be held August 13-14, 2018, at the Sheraton Austin Georgetown Hotel and Conference Center. Day one will focus on "The Power of Collaboration among Texas' Long Term Care Nurses" and is designed for RNs and LVNs who work in the long term care setting or with the geriatric population. Day two of the event, "Evolution and Diversity in the Aging Community" will provide information relevant to all health-care disciplines, as well as family members and others that care for the aging population.

Registration will open May 14, 2018, and seating will be limited.

For more information, contact QMP@hhsc.state.tx.us. ◼

## Advanced Person-Centered Behavior Training

The Centers for Medicare & Medicaid Services has awarded Civil Monetary Penalty (CMP) funds to the Health and Human Services Commission for an Advanced Person-Centered Behavior Training for Nursing Facility Residents with Dementia. Nursing Facilities (NFs) were given the opportunity to nominate themselves to participate in the training, and 20 facilities were selected from the nominations.

This training will take place in the facilities over the course of three consecutive days, and NFs have been encouraged to have all staff members participate regardless of their discipline or department (including non-clinical staff such as housekeeping and dietary services).

The training will help facility staff understand the most effective methods of care for their residents with dementia, including those who display challenging behaviors. Data will be collected from this training to develop best practices that can be used in other NFs around the state.

If your facility was not selected to participate in the program, additional opportunities will be available in the future.

For questions regarding the Advanced Person-Centered Behavior Training, email QMP@hhsc.state.tx.us. ◼

## NOSH: Nurses Optimizing Supportive Handfeeding

The Centers for Medicare & Medicaid Services has awarded Civil Monetary Penalty (CMP) funds to the Health and Human Services Commission (HHSC) for the development of the Nurses Optimizing Supportive Handfeeding (NOSH) train-the-trainer program. Presented by Melissa Batchelor-Murphy, PhD, RN-BC, FNP-BC, associate professor at Duke University's School of Nursing, in collaboration with HHSC, the training will provide Nursing Facility (NF) staff with information on the decision-making process and how to use specific handfeeding techniques.

NFs were provided the opportunity to nominate themselves for the program in November 2017, and 20 facilities were selected to participate. The first trainings will be provided in April and May 2018.

A minimum of five staff members from each facility will be trained as "Master Trainers;" they will then be able to provide the training to additional staff in their facilities.

Nominations will open again in March 2018; at that time, another 20 facilities will be selected to participate in the NOSH program. Training for the additional 20 facilities will take place in June and July 2018.

Questions regarding the program can be emailed to QMP@hhsc.state.tx.us. ■

## Webinars Available for Nursing Facility, Hospice, Community Services Waiver Programs Providers, and MCOs

Long Term Care (LTC) training sessions are available in webinar format. LTC providers are able to take advantage of live, online training webinars, as well as replays of those webinars, that cover topics relevant to tasks performed on the LTC Online Portal. These webinars target Nursing Facility (NF) and Hospice providers, Community Services Waiver Programs providers, and managed care organizations (MCOs).

The webinars that are currently offered include:

- LTC Community Services Waiver Programs Webinar - Provides information that assists Community Services Waiver providers with using the LTC Online Portal to complete and submit the Medical Necessity and Level of Care (MN/LOC) Assessment

- LTC Form 3618: Resident Transaction Notice and Form 3619: Medicare/ Skilled Nursing Facility Patient Transaction Notice Webinar

- LTC Nursing Facility Minimum Data Set (MDS) Assessment and Long Term Care Medicaid Information (LTCMI) Webinar

- LTC Nursing Facility Preadmission Screening and Resident Review (PASRR) Webinar

- LTC Hospice Form 3071 Election/Cancellation/Discharge Notice and 3074 Physician Certification of Terminal Illness Webinar

For a list of webinar descriptions, upcoming broadcast dates, registration links, recordings of past webinars, and Q&A documents, visit the Webinar Registration page at www.tmhp.com/Pages/LTC/ltc_webinar.aspx. ∎

## Long Term Care Home Page on TMHP.com

Long Term Care (LTC) has its own dedicated section on TMHP.com. All the content found under the Long Term Care Tab at www.tmhp.com is up-to-date information and resources such as news articles, LTC Provider Bulletins, User Guides, and webinar information and registration.

Additionally, there are links to the different Texas Medicaid & Healthcare Partnership (TMHP) applications such as TexMedConnect, the LTC Online Portal, the Learning Management System (LMS), and the ability to search all of TMHP.com.

To locate the Long Term Care Tab, click "providers" on the green bar at the top of www.tmhp.com and then click "Long Term Care" on the yellow bar.

The Long Term Care home page features recent news articles by category and news articles that have been posted within the last seven days. In the upper right-hand corner, there are links to both the LTC Online Portal and TexMedConnect. Both of these links require a User name and password.

On the left-hand navigational bar, there are links to:

- Program Information/FAQ, including frequently asked questions;

- Information Letters, LTC providers are contractually obligated to follow the instructions provided in LTC Information Letters;

- Reference Material, including manuals, User guides, and other publications;

- Forms, and form instructions, which includes the various downloadable forms needed by Long Term Care providers;

- Provider Support Services, where providers can locate their Provider Relations Representative, find all of the telephone numbers for the Contact Center and relevant state and federal offices;

- Provider Education, which lists all of the provider education opportunities offered by TMHP, workshop and webinar registration, computer-based training modules, a link to the LMS, written training materials; *and*

- Helpful Links for Long Term Care Providers.

Providers are encouraged to frequently visit TMHP.com for the latest news and information.  ■

## Visit the Texas Nursing Facility Quality Improvement Coalition Facebook page

The Health and Human Services (HHS) Quality Monitoring Program and the TMF Health Quality Institute continue to collaborate on the *Texas Nursing Facility Quality Improvement Coalition* Facebook page. Many great resources and educational opportunities are shared on this Facebook page, designed to improve the quality of care and quality of life for all Texas Nursing Facility residents.

In addition, this page is a means for communicating updates on current and future initiatives, and increasing the momentum for quality improvement around the state. Visit the *Texas Nursing Facility Quality Improvement Coalition* Facebook page at www.facebook.com/Texas-Nursing-Facility-Quality-Improvement-Coalition-1395591093799608. ■
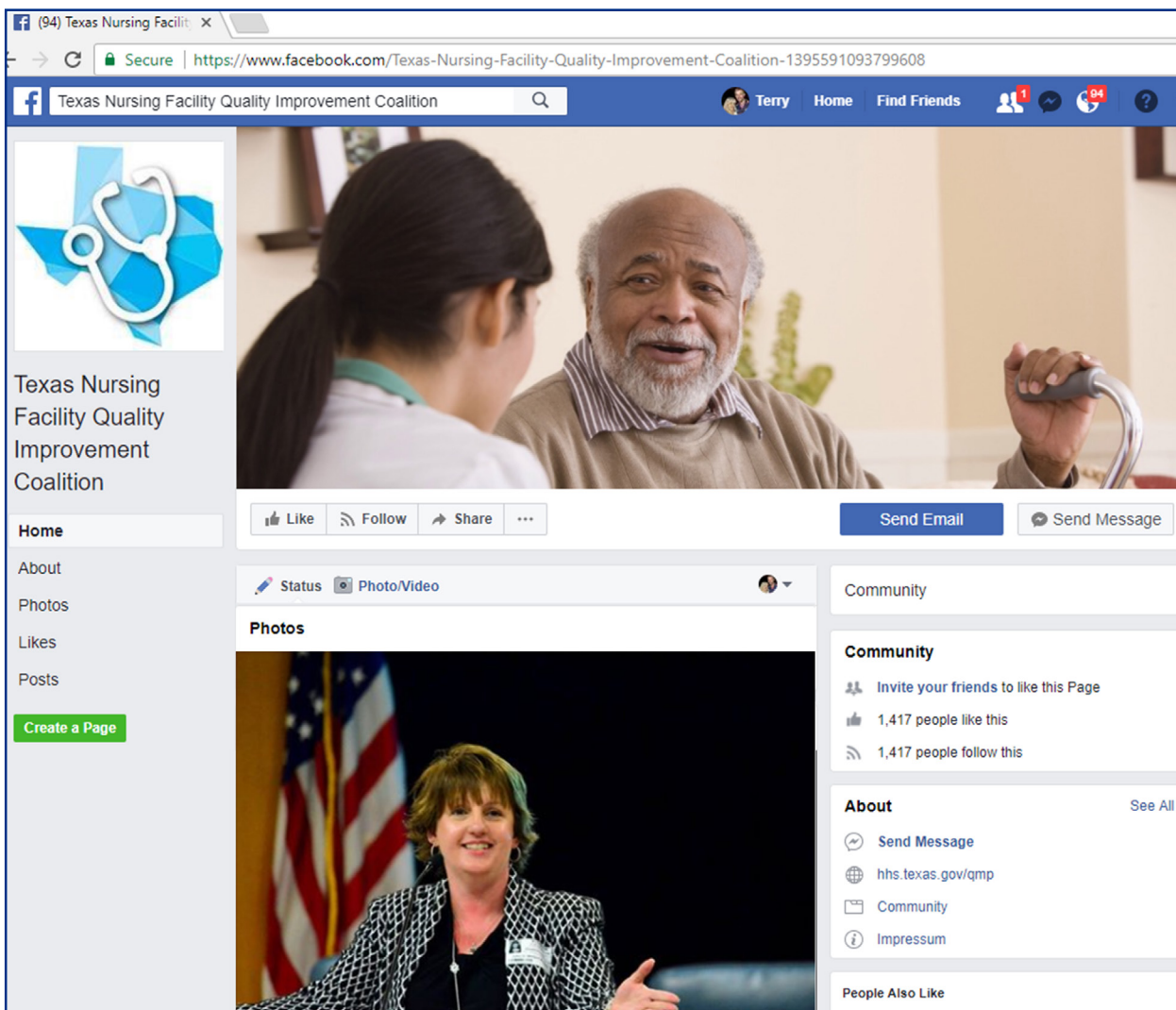
# Computer-Based Training (CBT) on the Texas Medicaid & Healthcare Partnership Learning Management System

The following Long Term Care (LTC)-specific CBTs are currently available on the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS):

## LTC Online Portal Basics

This interactive CBT provides a basic overview of the LTC Online Portal, including information about creating an administrator account, and an overview of the features of the blue navigational bar and the yellow Form Actions bar. Demonstrations and simulations appear throughout the CBT to provide opportunities for an interactive experience.

## TexMedConnect for Long Term Care (LTC) Providers

This CBT demonstrates effective navigation and use of the LTC TexMedConnect web application. Providers will learn how to:

- Log in to TexMedConnect;
- Verify a client's eligibility;
- Enter, save, and adjust different types of claims;
- Export Claim Data;
- Find the status of a claim; *and*
- View Remittance and Status (R&S) Reports.

## Accessing the TMHP LMS

The TMHP LMS can be accessed through the TMHP website at www.tmhp.com/Pages/Education/Ed_Reg.aspx, or directly at http://learn.tmhp.com.

Users must have a User name and password to access CBTs and LTC webinar recordings in the LMS. To obtain a User name and password, providers must create an account by clicking the Registration link at the top right-hand corner of the LMS home page. After creating an account, providers can access all available training materials in the LMS.

For questions about the LTC training CBTs and webinars, call the TMHP Call Center/Help Desk at 1-800-626-4117 or 1-800-727-5436. For LMS log in or access issues, email TMHP Learning Management System (LMS) support at TMHPTrainingSupport@tmhp.com. ■

## Preadmission Screening and Resident Review (PASRR) Training Available

Texas Health and Human Services (HHS) PASRR Unit staff has created PASRR training which is available online. Nursing Facility staff can access the HHS PASRR home page for more information regarding PASRR processes and procedures affecting them at https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-resident-review-pasrr.

### HHS PASRR Training

- Nursing Facilities (NFs) can access the PASRR 101 Web-based Training to learn more about the role NFs play in the PASRR process.

- The Preadmission Screening and Resident Review (PASRR) Specialized Services Training explains the Nursing Facility's role in the PASRR specialized services process.

- The PASRR PL1: Back to Basics CBT reviews the PASRR Level 1 (PL1) form in a section-by-section manner.

- The PASRR PE: What Nursing Facilities Need to Know CBT explains the PASRR Evaluation (PE) and how the PE impacts the NF.

- The PASRR RULES: TAC Title 40, Part 1, Chapter 19, Subchapter BB CBT discusses the NF Responsibilities Related to Preadmission Screening and Resident Review, found in the Texas Administrative Code (TAC) Title 40, Part 1, Chapter 19, Subchapter BB.  ■

## Reminder for Resource Utilization Group Training Requirements

Providers are reminded that Resource Utilization Group (RUG) training is required for registered nurses (RNs) who sign assessments as complete. RNs must successfully complete the required RUG training to be able to submit Minimum Data Set (MDS) and Medical Necessity and Level of Care (MN/LOC) Assessments on the Long Term Care Online Portal. Training is valid for two years and must be renewed by completing the online RUG training offered by Texas State University.

It can take from two to seven business days to process and report completions of RUG training from Texas State University to the Texas Medicaid & Healthcare Partnership (TMHP), depending on current volume of enrollments and completions.

To register for the RUG training, or for more information, visit www.txstate.edu/continuinged/CE-Online/RUG-Training.html.  ■

# Provider Relations Representatives

When Long Term Care (LTC) providers need help, the Texas Medicaid & Healthcare Partnership (TMHP) is the main resource for general inquiries about claim rejections/denials and how to use automated TMHP provider systems (the LTC Online Portal and TexMed-Connect).

Providers can call TMHP at 1-800-925-9126 with questions and to request on-site visits to address particular areas of provider concern. TMHP webinars for LTC Community Services Waiver Programs and Nursing Facility (NF)/Hospice providers are also offered specifically for LTC providers. For current schedules check the Long Term Care Webinars Page on the TMHP website at www.tmhp.com/Pages/LTC/ltc_webinar.aspx.
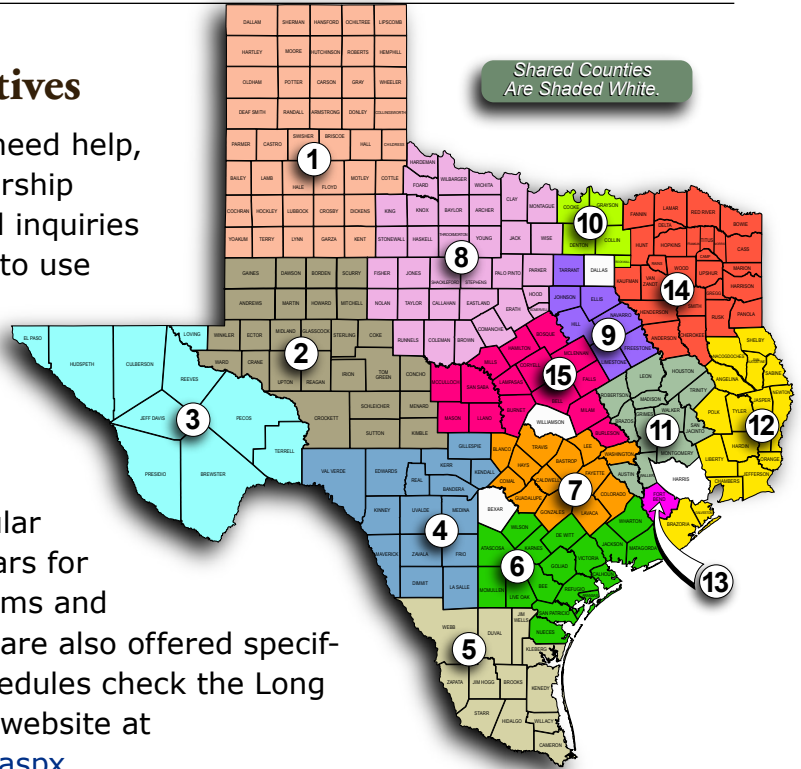
The map on this page, and the table below, indicate TMHP provider relations representatives and the areas they serve. Additional information, including a regional listing by county, is available on the TMHP website at www.tmhp.com/Pages/SupportServices/PSS_Reg_Support.aspx.

| Territory | Regional Area | Representative |
|---|---|---|
| 1 | Amarillo, Childress, Lubbock | Kendra Davila |
| 2 | Midland, Odessa, San Angelo | Stacey Jolly |
| 3 | Alpine, El Paso, Van Horn | Isaac Romero |
| 4 | Carrizo Springs, Del Rio, Eagle Pass, Kerrville, San Antonio | Jacob Vasquez |
| 5 | Brownsville, Harlingen, Laredo, McAllen | Yvonne Garza-Garcia |
| 6 | Corpus Christi, San Antonio, Victoria | Araceli Wright |
| 7 | Austin, Bastrop, San Marcos | Josh Haley |
| 8 | Abilene, Wichita Falls | Brooke Livingston |
| 9 | Corsicana, Dallas, Denton, Fort Worth, Grayson | Vanessa Whitley-Parker |
| 10 | North Dallas | Melissa Tyler |
| 11 | Bryan College Station, Houston | Linda Wood |
| 12 | Beaumont, Galveston, Nacogdoches | TBA |
| 13 | Houston, Katy | Israel Barco |
| 14 | Longview, Marshall, Palestine, Northeast Texas | Carrita Mitchell |
| 15 | Killeen, Temple, Waco | Korey Reeder |

*Bexar, Dallas, Harris, and Williamson Counties are shared by 2 or more provider representatives. These counties are divided by ZIP Codes. Refer to the TMHP website at www.tmhp.com for the assigned representative to contact in each ZIP Code.

# TMHP LTC Contact Information

The Texas Medicaid & Healthcare Partnership (TMHP) Call Center/Help Desk operates Monday through Friday from 7 a.m. to 7 p.m., Central Time (excluding TMHP-recognized holidays).

When calling the TMHP Call Center/Help Desk, providers are prompted to enter their 9-digit Long Term Care (LTC) provider number using the telephone keypad. When the 9-digit LTC provider number is entered on the telephone keypad, the TMHP Call Center/ Help Desk system automatically populates the TMHP representative's screen with that provider's specific information, such as name and telephone number.

Providers should have their 4-digit Vendor/Facility or Site Identification number available for calls about Forms 3618 and 3619, Minimum Data Set (MDS), Medical Necessity and Level of Care (MN/LOC) Assessment, and Preadmission Screening and Resident Review (PASRR).

Providers must have a Medicaid or Social Security number and a medical chart or documentation for inquiries about a specific individual.

For questions, providers should call the TMHP Call Center/Help Desk at the following telephone numbers:

- Austin local telephone number at 512-335-4729

- Toll free telephone number (outside Austin) at 1-800-626-4117 or 1-800-727-5436

| For questions about… | | Choose… |
|---|---|---|
| <ul><li>General inquiries</li><li>Using TexMedConnect</li><li>Claim adjustments</li><li>Claim status inquiries</li><li>Claim history</li><li>Claim rejection and denials</li><li>Understanding Remittance and Status (R&S) Reports</li><li>Forms</li></ul> | <ul><li>Forms 3071 and 3074</li><li>Forms 3618 and 3619</li><li>Resource Utilization Group (RUG) levels</li><li>Minimum Data Set (MDS)</li><li>LTC Medicaid Information (LTCMI)</li><li>Medical Necessity and Level of Care (MN/LOC) Assessment</li><li>PASRR Level 1 Screening, PASRR Evaluation, and PASRR Specialized Services submission status messages</li></ul> | Option 1: Customer service/general inquiry |
| <ul><li>Medical necessity</li></ul> | | Option 2: To speak with a nurse |
| <ul><li>TexMedConnect – technical issues, account access, portal issues</li><li>Modem and telecommuni-cation issues</li><li>Processing provider agreements</li><li>Verifying that system screens are functioning</li></ul> | <ul><li>American National Standards Institute (ANSI) ASC X12 specifications, testing, and transmission</li><li>Getting Electronic Data Interchange (EDI) assistance from software developers</li><li>EDI and connectivity</li><li>LTC Online Portal, including technical issues, account access, portal issues</li></ul> | Option 3: Technical support |

| For questions about... | | Choose... |
|---|---|---|
| ▪ Electronic transmission of Forms 3071, 3074, 3618, and 3619<br>▪ Form Status Inquiry<br>▪ Technical issues<br>▪ Transmitting forms | ▪ Interpreting Quality Indicator (QI) Reports<br>▪ Current Activity (formerly Weekly Status Report)<br>▪ MDS submission problems<br>▪ MN/LOC Assessment submission problems | Option 3: Technical support |
| ▪ Individual appeals<br>▪ Individual fair hearing requests | ▪ Appeal guidelines | Option 5: Request fair hearing |
| LTC other insurance information and updates | | Option 6 |
| To repeat this message | | Option 7 |

# Electronic MDS Submissions Contact Information

If you have questions about electronic Minimum Data Set (MDS) submissions, contact the QIES Technical Support Office (QTSO) at help@qtso.com or 1-800-339-9313.

# HHSC Contact Information

| If you have questions about... | Contact... |
|---|---|
| 12-month claims payment rule | Community Services - Community Services Contract Manager<br><br>Institutional Services (NFs)—Provider Claims Services: 512-438-2200, Option 1<br><br>IDD Services—Provider Claims Services: 512-438-2200, Option 1 |
| Community Services contract enrollment | Email: ContractedCommunityServices@hhsc.state.tx.us<br><br>Voice mail 512-438-3550 |
| Hospice Services contract enrollment | Email: ContractedCommunityServices@hhsc.state.tx.us<br><br>Voice mail 512-438-3550 |
| ICF/IID and Nursing Facility contract enrollment | 512-438-2630 |
| Days paid and services paid information for cost reports | Use TexMedConnect to submit a batch of CSIs |
| Rate Analysis contacts | Website: rad.hhs.texas.gov/long-term-services-supports. Contact information is listed by program. |
| How to prepare a cost report (forms and instructions)/approved rates posted contact | Website: rad.hhs.texas.gov/long-term-services-supports then select appropriate program. |
| How to sign up for, or obtain direct deposit/electronic funds transfer | Accounting: 512-438-2410 |
| How to obtain IRS Form 1099-Miscel-laneous Income | Accounting: 512-438-3189 |

| If you have questions about... | Contact... |
|---|---|
| Medicaid eligibility, applied income, and name changes | Medicaid for the Elderly and People With Disabilities (MEPD) worker<br><br>Integrated Eligibility and Enrollment (IEE) Call Center at telephone number 2-1-1<br><br>Website: http://yourtexasbenefits.hhsc.state.tx.us/programs/health/ |
| Intellectual Disability/Developmental Disability (ID/DD) PASRR Policy Questions<br>▪ PASRR Level 1 Screening Form (PL1)<br>▪ PASRR Evaluation (PE)<br>▪ PASRR Specialized Services<br>▪ Interdisciplinary Team (IDT) Meeting<br><br>Mental Illness (MI) PASRR Policy Questions<br>▪ PASRR Level 1 Screening Form (PL1)<br>▪ PASRR Evaluation (PE) | HHSC ID/DD PASRR Unit 1-855-435-7180<br>Email: PASRR.Support@hhsc.state.tx.us<br><br>Website: https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-and-resident-review-pasrr<br><br>HHSC MI PASRR Unit<br>Email: pasrr@dshs.state.tx.us |
| Payment Issues – If payment has not been received after more than 10 days from the date of billing | HHSC Payment Processing Hotline 512-438-2410 |
| Personal Needs Allowance (PNA) | Provider Claims Services 512-438-2200, Option 2 |
| PASRR Quality Service Review | PASRR Quality Service Review Program Manager: 512-438-5413 |
| Targeted Case Management Service Authorization questions for Local Intellectual and Developmental Disability Authorities (LIDDAs) | HHSC Regional Claims Management Coordinator |
| Service Authorization questions for Guardianship Program | HHSC Office of Guardianship 512-438-2843 |
| Deductions and provider-on-hold questions for Institutional Services (Nursing Facilities) | Institutional Services (NFs)—Provider Claims Services: 512-438-2200, Option 3 |
| Deductions and provider-on-hold questions for Community Services | Community Services Contract Manager or IDD Services:<br>512-438-4722 |
| Invalid or inappropriate recoupments for nursing facilities and hospice services | Provider Claims Services: 512-438-2200, Option 3 |
| Status of warrant/direct deposit after a claim has been transmitted to Accounting (fiscal) by TMHP<br><br>**Please Note:** Allow 5-7 business days for processing of claim(s) before verifying payment information | Comptroller's website: www.window.state.tx.us<br>Choose the State-to-Vendor-Payment Info-Online-Search link.<br><br>Accounting 512-438-2410<br>When calling Accounting, provide the Provider/contract number assigned by HHSC. |
| Texas State University Resource Utilization Group (RUG) training | The Office of Continuing Education:<br><br>Online course: 512-245-7118<br><br>Website: www.txstate.edu/continuinged |

| If you have questions about... | Contact... |
|---|---|
| Long Term Care (LTC) Provider Recoupments and Holds (PRH) including torts and trusts and/or annuities for which the state is the residual beneficiary | Provider Claims Services: 512-438-2200, Option 4 |
| **Community Care for the Aged and Disabled Programs (CCAD), Community Living Assistance and Support Services (CLASS), Deaf Blind with Multiple Disabilities (DBMD), Medically Dependent Children Program (MDCP), Home and Community-based Services (HCS), Texas Home Living Waiver (TxHmL), and Hospice Programs** | |
| CLASS Program Policy | 512-438-3078 or ClassPolicy@hhsc.state.tx.us |
| CLASS Interest Line | 1-877-438-5658 |
| HCS Program Policy | 512-438-2145 or HCSPolicy@hhsc.state.tx.us |
| MDCP Program Policy | 512-438-3501 or mdcp@hhsc.state.tx.us |
| MDCP Interest List Line | 1-877-438-5658 |
| TxHmL Program Policy | 512-438-4639 or TxHmlPolicy@hhsc.state.tx.us |
| DBMD Program Policy | 512-438-2622 or dbmdpolicy@hhsc.state.tx.us |
| DBMD Interest Line | 1-877-438-5658 |
| CCAD financial or functional eligibility criteria | Caseworker. For more contact information visit: https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts |
| CCAD service authorization issues | Caseworker. For more contact information visit: https://hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts |
| CCAD Program policies/procedures | 512-438-3226 or CCADPolicy@hhsc.state.tx.us |
| Hospice policy questions | Email: HospicePolicy@hhsc.state.tx.us |
| Hospice Program service authorization issues | Provider Claims Services: 512-438-2200, Option 1 |
| Home and Community-based Services (HCS) and Texas Home Living Waiver (TxHmL) billing, policy, payment reviews, cost report repayment | Billing and Payment Hotline: 512-438-5359 HCS.TxHml.BPR@hhsc.state.tx.us |
| HCS, TxHmL, CLASS, or DBMD Program Enrollment/Utilization Review (PE/UR): Intellectual Disability-Related Conditions (ID/RC) Assessment Purpose Codes, Level of Need, Level of Care, and Individual Plan of Care (IPC) | HCS or TxHmL: 512-438-5055, Fax: 512-438-4249 CLASS or DBMD: 512-438-4896, Fax: 512-438-5135 |
| Vendor Holds for HCS/TxHmL | 512-438-3234 or IDDWaiverContractEnrollment@hhsc.state.tx.us |
| Consumer rights (consumer/family complaints concerning HCS and TxHmL waiver) | Consumer Rights and Services: 1-800-458-9858 Email: CRSComplaints@hhsc.state.tx.us Website: https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services |
| Invalid or inappropriate CCAD recoupments | Provider Claims Services: 512-438-2200, Option 4 |

| If you have questions about... | Contact... |
|---|---|
| **Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID) and Nursing Facility Programs** | |
| HHS Quality Monitoring Program | Email: QMP@hhsc.state.tx.us |
| Payment information for cost reports | 512-438-3597 |
| Quality assurance fee (QAF) | 512-438-3597 |
| Health and Human Services Commission Network (HHSCN) connection problems | 512-438-4720 or 1-888-952-4357 |
| ICF/IID durable medical equipment (DME), DME authorizations, Home and Community-Based Services (HCS), Texas Home Living Waiver (TxHmL), home modifications, adaptive aids, and dental services approvals | Provider Claims Services: 512-438-2200, Option 5 |
| ICF/IID/Residential Care (RC) Individual Movement Form IMT/service authorization questions | Provider Claims Services 512-438-2200, Option 1 |
| Client Assessment Registration (CARE) System Help Desk for ICF/IID | 1-888-952-4357: request HHSC Field Support staff |
| Program enrollment/Utilization Review (PE/UR), Intellectual Disability-Related Conditions (ID/RC) Assessment Purpose Codes, Level of Need, Level of Care, and Individual Plan of Care (IPC) | 512-438-5055<br>Fax: 512-438-4249 |
| Provider contracts and vendor holds for ICF/IID | 512-438-2630 |
| Provider access to ICF/IID CARE system | 512-438-2630 |
| MDS 3.0, MDS Purpose Code E, and Forms 3618 and 3619 missing/incorrect information | Provider Claims Services: 512-438-2200, Option 1 |
| Rehabilitation and specialized therapy/emergency dental/Customized Power Wheelchair (CPWC) service authorizations | Provider Claims Services: 512-438-2200, Option 6<br>Fax: 512-438-2302 |
| Service authorizations for Nursing Facilities | Provider Claims Services: 512-438-2200, Option 1<br>Fax: 512-438-2301 |
| Invalid or inappropriate recoupments for ICF/IIDs | HHSC Help Desk: 512-438-4720 or 1-800-214-4175 |
| Consumer Rights and Services<br><br>Surrogate Decision Making Program (SDMP) for people receiving community-based services through the ICF/IID program | Consumer Rights and Services: 1-800-458-9858<br>Email: CRSComplaints@hhsc.state.tx.us<br>Website: https://hhs.texas.gov/about-hhs/your-rights/consumer-rights-services |

■ ■ ■

## Acronyms In This Issue

| Acronym | Definition |
| --- | --- |
| ALF | Assisted Living Facility |
| AMA | American Medical Association |
| ANSI | American National Standards Institute |
| CBT | Computer-Based Training |
| CCAD | Community Care for Aged and Disabled Programs |
| CDT | Current Dental Terminology |
| CIPR | Claims Identified for Potential Recoupment |
| CMP | Civil Monetary Penalty |
| CLASS | Community Living Assistance and Support Services |
| CMP | Civil Monetary Penalty |
| CNA | Certified Nursing Assistant |
| CPT | Current Procedural Terminology |
| DAHS | Day Activity and Health Services |
| DBMD | Deaf-Blind with Multiple Disabilities |
| EDI | Electronic Data Interchange |
| EOB | Explanation of Benefits |
| FARS/DFARS | Federal Acquisition Regulations System/Department of Defense Regulation System |
| HCBS | Home and Community-Based Services |
| HCPCS | Healthcare Common Procedure Coding System |
| HHS | Health and Human Services |
| HHSC | Health and Human Services Commission |
| HHSCN | Health and Human Services Commission Network |
| HICN | Health Insurance Claim Number |
| HIPAA | Health Insurance Portability and Accountability Act |
| ICF/IID | Intermediate Care Facility/Facilities for Individuals with an Intellectual Disability or Related Conditions |
| IDD | Intellectual and Developmental Disability |
| LIDDA | Local Intellectual and Developmental Disability Authority |
| LMHA | Local Mental Health Authority |
| LMS | Learning Management System |
| LTC | Long Term Care |
| LTCMI | Long Term Care Medicaid Information |
| MBI | Medicare Beneficiary Identifier |
| MCO | Managed Care Organization |
| MDCP | Medically Dependent Children's Program |
| MDS | Minimum Data Set |
| MESAV | Medicaid Eligibility and Service Authorization |

| Acronym | Definition |
|---------|-----------|
| MI | Mental Illness |
| MN/LOC | Medical Necessity and Level of Care |
| NF | Nursing Facility |
| NFSS | Nursing Facility Specialized Services |
| NOSH | Nurses Optimizing Supportive Handfeeding |
| OI | Other Insurance |
| PACE | Programs for the All-Inclusive Care for the Elderly |
| PASRR | Preadmission Screening and Resident Review |
| PE | PASRR Evaluation |
| PL1 | PASRR Level 1 |
| PTID | PASRR Transaction ID |
| QI | Quality Indicator |
| R&S | Remittance and Status |
| RN | Registered Nurse |
| RUG | Resource Utilization Group |
| SK-SAI | STAR Kids Screening and Assessment |
| SSN | Social Security Number |
| TAC | Texas Administrative Code |
| TMHP | Texas Medicaid & Healthcare Partnership |
| TPSV | Third-Party Software Vendor |
| TxHmL | Texas Home Living Waiver |

■ ■ ■