



LONG-TERM CARE PROGRAMS PROVIDER RESOURCES GUIDE



TEXAS
Health and Human
Services

Provider Support

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

- TMHP webinars for LTC Community Services Waiver Programs and nursing facility (NF) and hospice providers are offered specifically for LTC providers.
- Visit [TMHP's LTC home page](#) for helpful links and resources.

TMHP Call Center/EDI Help Desk

The TMHP Call Center/Electronic Data Interchange (EDI) Help Desk operates Monday through Friday from 7:00 a.m. to 7:00 p.m., Central time (excluding TMHP-recognized holidays). Contact the TMHP Call Center/EDI Help Desk:

- Phone (P): 512-335-4729 (local Austin number)
- Alt P: 800-626-4117 (toll-free number to call if you are outside of Austin)
- Alt P: 800-727-5436 (toll-free number to call if you are outside of Austin)

When calling the TMHP Call Center/Help Desk, callers are prompted to enter their nine-digit LTC provider number (or contract number) using the telephone keypad. When the nine-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 the caller's specific information, such as name and telephone number.

Providers should have their four-digit vendor/facility or site identification number available for calls about Forms 3618 and 3619, Minimum Data Set (MDS) assessments, the Medical Necessity (MN) and Level of Care (MN/LOC) Assessment, Preadmission Screening and Resident Review (PASRR) forms, Intermediate Care Facility for Individuals with an Intellectual or Developmental Disability or Related Conditions (ICF/IID) forms, and Home and Community-based Services/Texas Home Living Waiver (HCS and TxHmL) forms.

Providers and local intellectual and developmental disability authorities (LIDDAs) must have a Medicaid or Social Security number and a medical chart or documentation for inquiries about a specific person.

TMHP Call Center Contact Information and Sub-Options

Dial 512-335-4729 (local Austin number), 800-626-4117 (toll-free number), or 800-727-5436 (another toll-free number), and **choose option 1 if you have a customer service or general inquiry**. If you have specific questions about the following topics, you must select a sub-option after selecting option 1:

- MN verification: sub-option 2
- Claims: sub-option 3 (all providers can choose this option unless you are an HCS and TxHmL provider)
- All other form types, excluding HCS and TxHmL: sub-option 4
- Forms and claims, and you are an HCS and TxHmL provider: sub-option 1
- All other inquiries: sub-option 5

Choose option 2 if you want to speak to a nurse.

Choose option 3 if you want to speak to Technical Support (EDI).

Choose option 4 if you have EVV-related questions.

Choose option 5 if you want to request a fair hearing for a nursing facility (NF) and you have questions about:

- Individual appeals.
- Individual fair hearing requests.
- Appeal guidelines.

Note: *All other fair hearing requests are handled and addressed with the corresponding managed care organization (MCO).*

Choose option 6 if you have questions about LTC insurance information and updates.

EDI

If you have questions about:

- 835 (health care claim payment and remittance advice)
- American National Standards Institute (ANSI) ASC X12 specifications, testing, and transmission
- EDI and connectivity
- EDI claim submission issues
- File submission errors
- Form processing (e.g., EDI Agreement, Trading Partner Application [TPA] Form, and Trading Partner Agreement Application and Enrollment Form [TPAEF])
- Login and permission issues
- LTC Online Portal (technical issues, account access, and portal issues)
- My Account Portal (account setup)
- Processing provider agreements
- Submitter IDs (creation and modification)
- TexMedConnect (TMC) (technical issues, account access, and portal issues)

Contact the **TMHP EDI Help Desk:**

- P: 888-863-3638 (option 4)
- Alt P: 512-514-4150 (option 4)
- Alt P: 800-626-4117 (option 3)

Contacting Your Provider Relations Representative

To request assistance from a Provider Relations representative, [email the TMHP Provider Relations Department](#). Please include your name, contact number, National Provider Identifier (NPI), contract

number, and any relevant details in your email to ensure that it is routed to the correct representative. Provider Relations can provide support on the following topics:

- Technical support for TMHP secure portals and TexMedConnect
- Assistance with enrollment, claims filing, and payment issues

EVV

Use the following contact information guides to address EVV topics or questions:

- [*EVV Contact Information Guide for Program Providers and FMSAs \(PDF\)*](#)
- [*EVV Contact Information Guide for CDS Employers \(PDF\)*](#)
- Website (W): [TMHP EVV Website](#)

HHSC Contact Information by Program Type

Blind Children's Program

If you have questions about:

- Case management
- Parent education
- Training for deafblind children and families
- Deafblind specialist services

Contact the **Blind Children's Program**:

- Email (E): blindchildrensprogram@hhs.texas.gov

CAPM

If you have questions about:

- Vendor holds in ID-CARE
- IDD waiver contract enrollment
- Change of ownership
- Contract enrollment
- Contract update
- Contract expiration

Contact **Contract Administration & Provider Monitoring (CAPM) Waiver Provider Enrollment**:

- P: 512-438-3234
- Fax (F): 512-206-3916
- E: IDDWaiverContractEnrollment@hhsc.state.tx.us

CAPM – Community Living Assistance and Support Services (CLASS) or Deaf-Blind Multiple Disabilities (DBMD) Provider Monitoring

If you have questions about:

- Findings of a provider's contract and fiscal compliance monitoring review
- Program compliance
- Technical assistance

Contact **CAPM – CLASS & DBMD Provider Monitoring**:

- P: 512-438-5359
- E: CAPM_CLASS_DBMD_Monitoring@hhs.texas.gov

CCSE

If you have questions about:

- Community Care Services Eligibility (CCSE) program policies and procedures, contact:
 - E: CCADPolicy@hhs.texas.gov
- Community Care for Aged and Disabled (CCAD) financial or functional eligibility criteria or CCAD service authorization issues, contact or visit:
 - The case worker
 - W: <https://www.hhs.texas.gov/about/contact-us/community-services-regional-contacts> (includes additional contact information)

CDS

If you have questions about:

- Consumer Directed Services (CDS) policy, contact or visit:
 - E: CDS@hhs.texas.gov
 - W: <https://www.hhs.texas.gov/providers/long-term-care-providers/consumer-directed-services-cds/contact-cds-program-staff> (includes additional contact information)

CLASS

If you have questions about:

- Eligibility authorizations, enrollments, Intellectual Disability/Related Condition (ID/RC) assessments, transfers, suspensions, or terminations, contact Program Eligibility and Support (PES):
 - P: 512-438-2484
 - F: 512-438-5135
- Individual Plan of Care (IPC) Renewals or Revisions, contact Utilization Review (UR):
 - P: 512-438-4896
 - F: 512-438-5135
- Community Living Assistance and Support Services (CLASS) program policy, contact:
 - E: classpolicy@hhs.texas.gov

DBMD

If you have questions about:

- Program policy, contact:
 - P: 512-438-2622
 - Alt P: 877-438-5658
 - E: dbmdpolicy@hhs.texas.gov

- Eligibility authorizations, enrollments, Intellectual Disability/Related Condition (ID/RC) assessments, transfers, suspensions, or terminations, contact Program Eligibility and Support (PES):
 - P: 512-438-2484
 - F: 512-438-5135
- Individual Plan of Care (IPC) Renewals or Revisions, contact Utilization Review (UR):
 - P: 512-438-4896
 - F: 512-438-5135

EVV

Use the following contact information guides to address EVV topics or questions:

- [EVV Contact Information Guide for Program Providers and FMSAs \(PDF\)](#)
- [EVV Contact Information Guide for CDS Employers \(PDF\)](#)
- W: [HHSC EVV Website](#)

HCS and TxHmL

If you have questions about:

- HCS program policy, contact:
 - E: hccspolicy@hhs.texas.gov
- HCS and TxHmL billing and payment reviews, contact:
 - P: 512-438-5359 (**Billing and Payment Hotline**)
 - E: providerfiscalcompliance@hhs.texas.gov
- TxHmL program policy, contact:
 - E: txhtmlpolicy@hhs.texas.gov
- HCS and TxHmL rate reviews, contact or visit:
 - P: 512-424-6637 (**Provider Finance**)
 - E: rad-ltss@hhsc.state.tx.us
 - W: <https://pfd.hhs.texas.gov/long-term-services-supports>
- HCS invalidation and authorization assistance, contact **Provider Claims Services (PCS)**:
 - P: 512-438-2200 (option 5)
- Individual Movement Form (IMT) invalidation and authorization assistance, contact:
 - **Program Eligibility and Support (PES)** if the IMT is related to a transfer, enrollment, termination, Local Authority Reassignment, or extended suspension
 - P: 512-438-2484
 - F: 512-438-4249
 - E: EnrollmentTransferDischargeInfo@hhs.texas.gov

- **Utilization Review (UR)** if the IMT is related to a renewal or revision
 - P: 512-438-5055
 - E: deskURLONIPC@hhs.texas.gov
- Medicaid Eligibility and Service Authorization Verification (MESAV) updates or finalized forms, contact **PCS**:
 - P: 512-438-2200 (option 5)
- ICF/IID durable medical equipment (DME), DME authorizations, home modifications, adaptive aids, and dental services approvals, contact **PCS**:
 - P: 512-438-2200 (option 5)
- LIDDAs requesting assistance with Slot Tracking PPCCA records, CSIL HCS or TxHmL records, or the HCS or TxHmL Pre-enrollment form assistance, contact **Intellectual or Developmental Disabilities (IDD) Services Local Procedure Development and Support (LPDS)**:
 - E: InterestListPreEnroll_LIDDASupport@hhs.texas.gov
- LIDDAs requesting assistance with access to the Slot Tracking or Community Services Interest List (CSIL) applications, contact the **Consolidated Help Desk** (Monday–Friday, 7:00 a.m. to 7:00 p.m. [CT]):
 - P: 512-438-4720
 - Alt P: 855-435-7181
 - Teletype (TTY): 512-424-6597
- Program eligibility and support, including:
 - Intellectual Disability/Related Condition (IDRC) Purpose Code (PC) 2 forms
 - Level of Care IDRC PC 3 forms (without LON Change Requests)
 - Enrollments, transfers, terminations, and suspensions
 - TP 1 Holds

Contact **HCS and TxHmL Program Eligibility and Support (PES)**:

- P: 512-438-2484
- F: 512-438-4249
- E: EnrollmentTransferDischargeInfo@hhs.texas.gov

Important: For more information about the processing of Individual Plan of Care (IPC) forms, please see the notice [“Clarification on HCS and TxHmL IPCs Status”](#) on the TMHP website.

- Utilization review, including:
 - Level of Need IDRC PC 3 forms (with LON Change Requests)
 - Level of Need IDRC PC 4 forms
 - Pending DADS Review renewals and revisions
 - Renewal and Revision IPCs
 - TP 2 Holds

Contact **Utilization Review (UR)**:

- P: 512-438-5055

- F: 512-438-4249
- E: deskURLONIPC@hhs.texas.gov
- HHSC Field Support for HCS and TxHmL, contact the **Consolidated Help Desk** (Monday–Friday, 7:00 a.m. to 7:00 p.m. [CT]):
 - P: 855-435-7181
 - Alt P: 512-438-4720
 - TTY: 512-424-6597
- Service authorizations for HCS and TxHmL, contact **PCS**:
 - P: 512-438-2200 (option 5)
- Client Assignment and Registration (CARE) System Help Desk for HCS, TxHmL, or ICF/IID, contact:
 - P: 888-952-4357 (request **HHSC Field Support** staff)

Hospice

If you have questions about:

- Utilization review (UR) or policy, contact:
 - E: HospicePolicy@hhs.texas.gov
- Program service authorization issues, contact **PCS**:
 - P: 512-438-2200 (option 1)
- Services contract enrollment, contact:
 - E: IDDWaiverContractEnrollment@hhsc.state.tx.us

ICF/IID

If you have questions about:

- Contract enrollment, contact:
 - P: 512-438-2630
- Residential Care (RC) IMT Form invalidation or service authorization, contact **PCS**:
 - 512-438-2200 (option 1)
- Program policy, contact:
 - P: 512-438-5055 (voice mail)
 - E: ICFIID.Questions@hhsc.state.tx.us
- Provider contracts or vendor holds, contact:
 - P: 512-438-2630
- Complaint and Incident Intake, contact or visit:
 - P: 800-458-9858
 - E: ciicomplaints@hhs.texas.gov
 - W: hhs.texas.gov/about-hhs/your-rights/complaint-incident-intake

- IDRC PC 2 or PC 3 submissions, contact:
 - P: 512-438-2484
 - F: 512-438-4249
 - E: EnrollmentTransferDischargeInfo@hhs.texas.gov

MDCP

If you have questions about:

- Medically Dependent Children Program (MDCP) program policy, contact:
 - E: MdcpPolicy@hhs.texas.gov

NF

If you have questions about:

- Policy, contact:
 - E: nf.policy@hhsc.state.tx.us
- Contract enrollment, contact:
 - P: 512-438-2630
- MESAV updates or finalized forms, contact **PCS**:
 - P: 512-438-2200 (option 1)
- Service authorizations for nursing facilities, contact **PCS**:
 - P: 512-438-2200 (option 1)
 - F: 512-438-2301
- MDS 3.0, MDS Purpose Code E, and Forms 3618 and 3619 missing/incorrect information, contact **PCS**:
 - P: 512-438-2200 (option 1)
- Electronic MDS submissions, contact the **Quality Improvement and Evaluation System (QIES) Technical Support Office (QTSO)**:
 - P: 800-339-9313
 - E: iqies@cms.hhs.gov
- PASRR assistance with policy and questions specifically related to MI/ID/DD or related conditions (RC), email the HHSC PASRR Unit about the following:
 - E: PASRR.Support@hhsc.state.tx.us
 - Assistance with or cooperation from an RE, NF, LIDDA, or LMHA/LBHA
 - Assistance with locating information to complete and submit the PL1 Screening Form, PE, PCSP, and NFSS forms
 - Assistance with locating forms, people residing in or entering an NF, LIDDAs, LMHA/LBHAs, or additional training resources
 - Policy guidance on PASRR processes, specialized services, and therapist assessments

- Questions specifically related to MI/ID/DD or related conditions

Important: *If you email the PASRR mailbox:*

- Send the Document Locator Number (DLN). Do not include the person’s identifying information.
- Do not send an encrypted email.
- Include as much detail as possible.
- Do not copy any other HHSC staff or HHSC mailbox
- Include your contact information.
- If your question is about an error message or an error code you have received, include a screenshot.
- If you are having a TMHP LTC online portal issue, call TMHP. If TMHP refers you to the HHSC PASRR Unit, include the following information in the email: date, time, name of the person at TMHP with whom you spoke, and the ticket number that TMHP assigned to you.
- If you have questions about additional PASRR learning opportunities, information, or forms, visit:
 - W: www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/preadmission-screening-resident-review-pasrr
- Rehabilitation and specialized therapy, emergency dental, or customized power wheel chair (CPWC) service authorizations, contact **PCS**:
 - P: 512-438-2200 (option 6)
 - F: 512-438-2302
- The Quality Monitoring Program (QMP) (PASRR Unit), contact:
 - P: 512-438-4399
 - E: QMP@hhs.texas.gov

Miscellaneous HHSC Contact Information

If you have questions about:

- Obtaining IRS Form 1099-Miscellaneous Income, contact **HHSC Accounting**:
 - P: 737-867-7796
- Signing up for or obtaining direct deposit, or signing up for electronic funds transfer, contact **HHSC Accounting**:
 - P: 737-867-7796
 - E: vendor@hhs.texas.gov
- Payment issues (if payment has not been received after more than 10 days from the date of billing), contact **HHSC Payment Processing Hotline**:
 - P: 512-438-4222
- Taxpayer Identification Number (TIN) setup or unbalanced warrant or deduction issues, contact **Warrants and Payment**:
 - P: 512-438-4222
 - Alt. P: 512-806-5659

- Personal Needs Allowance (PNA), contact **PCS**:
 - P: 512-438-2200 (option 2)
- Status of warrant or direct deposit *after* TMHP has transmitted a claim to **HHSC Accounting**, contact or visit:
 - P: 737-867-7796 (Provide the provider or contract number assigned by HHSC.)
 - W: www.window.state.tx.us (the Comptroller’s website). Choose the **State-to-Vendor-Payment Info-Online-Search** link.
 - For days paid and services paid information for cost reports, use **TexMedConnect** to submit a batch of Claim Status Inquiries (CSIs).
- **Provider Finance**, contact or visit:
 - P: 512-424-6637
 - W: <https://pfd.hhs.texas.gov/long-term-services-supports/contact-list> (contact information is listed by subject)
- Preparing a cost report (forms and instructions) and approved rates posted, visit:
 - W: <https://pfd.hhs.texas.gov/long-term-services-supports> (select the appropriate program)
- Medicaid eligibility, applied income, and name changes, contact a **Medicaid for the Elderly and People With Disabilities (MEPD)** worker, or contact or visit:
 - P: 2-1-1 (**Integrated Eligibility and Enrollment [IEE] Call Center**)
 - W: yourtexasbenefits.com
- Payment issues (if payment has not been received after more than 10 days from the date of billing), contact the **HHSC Payment Processing Hotline**:
 - P: 512-438-4222
- HHS Quality Monitoring Program, contact:
 - E: QMP@hhs.texas.gov
- Payment information for cost reports or a quality assurance fee (QAF), contact:
 - P: 512-424-6552
- Health and Human Services Commission Network (HHSCN) connection problems:
 - P: 512-438-4720
 - Alt P: 888-952-4357
- Targeted Case Management Service Authorization or Habilitation Coordination claims for LIDDAs, visit:
 - W: hhs.texas.gov/about-hhs/find-us/community-services-regional-contacts (select the appropriate **HHSC Regional Claims Management System Coordinator**)
- Habilitation Coordination Authorization, contact:
 - E: IDD-BH_PASRRSPA@hhsc.state.tx.us
- Service authorization for the Guardianship Program, contact the **HHSC Office of Guardianship**:
 - P: 512-438-2843

- Texas State University Resource Utilization Group (RUG) training, contact the **Office of Continuing Education**:
 - P: 512-245-7118
 - W: www.txstate.edu/continuinged
- Tort, trust, or annuity for which the state is the residual beneficiary, contact **TMHP Third Party Liability (TPL) Tort Department**:
 - P: 800-846-7307 (Choose the option for Accident, Injury, or Informational Claims.)
- Medicaid Estate Recovery Program (MERP), contact:
 - E: MERP@hhs.texas.gov
- Outstanding TMHP LTC fee-for-service (FFS) recoupments, deductions, or vendor holds, contact **HHSC Provider Recoupments and Holds**:
 - P: 512-438-2200 (option 3)