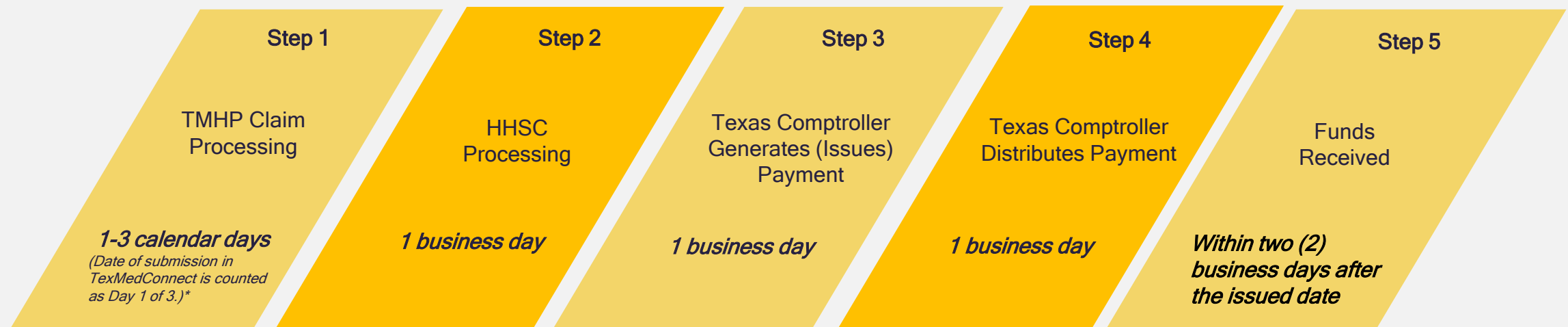


LTC FFS Claim Processing/Payment Timeline



The timeline outlines the process for a Long-Term Care (LTC) Fee-for-Service (FFS) claim that is submitted to Texas Medicaid & Healthcare Partnership (TMHP). Steps 1-4 can take 5 to 7 business days (plus additional days varying by financial institution):



Step 1: TMHP processes the claim once submitted in TexMedConnect (TMC) and if approved, updates the claim status to Approved to Pay (A).

**Does not include processing time for EDI/Third Party submissions.*

Step 2: HHSC processes the payment request from TMHP and submits to the Texas Comptroller.

Step 3: Texas Comptroller generates (issues) payment.

Step 4: Texas Comptroller distributes payment (direct deposit to the provider's financial institution and paper checks mailed to providers by HHSC), and TMHP updates claim status from A to Paid (P).

Step 5: Direct deposit funds settle at the provider's financial institution.

Have a question about your claims? Check your claim status in [TMC](#) and check your bank account for direct deposit payments. If your claim has been in A status for 7 business days or more and your bank has not received the payment, contact the TMHP LTC Help Desk at 1-800-626-4117, Option 1.

To gain access to the Texas Comptroller website to view payment information, create your User ID and password at Web File eSystems Login: <https://security.app.cpa.state.tx.us/public/login>.