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TMHP LTC Portal for HCS/TxHmL Providers and FMISAs Town Hall

November 15, 2023

Introduction



- Purpose – Town Hall, information sharing, training
- Panelists
 - **Ashley Wechsler** – Program Eligibility and Support (PES)
 - **Holly Lindsey** – Utilization Review (UR)
 - **Marie Redman** – Provider Claims Services (PCS)
 - **Rhonda Kay Richie** – Local Procedure Development and Support (LPDS)
 - **Kali Schmidt** – Contract Administration & Provider Monitoring (CAPM)
 - **Amy Aubin** – Long Term Services and Supports (LTSS) Policy Unit
 - **Joan Workman** – HHSC Information Technology (IT)
 - **Depesh Shah** - Texas Medicaid & Healthcare Partnership (TMHP)

Agenda



10:00 AM Start of webinar and Housekeeping — Dawn Roland

10:05 AM – 10:20 AM: Training and Information Sharing

- Viewing Historical Information—Depesh Shah
- Appendix A Scenario—Holly Lindsey
- Using “Submit Form” on IPC Renewals—Holly Lindsey
- Monthly Town Hall Transition —Fabián Aguirre

10:20 AM – 11:55 PM: Questions and Answers — Dawn Roland

11:55 AM – 12:00 PM: Wrap Up — Fabián Aguirre

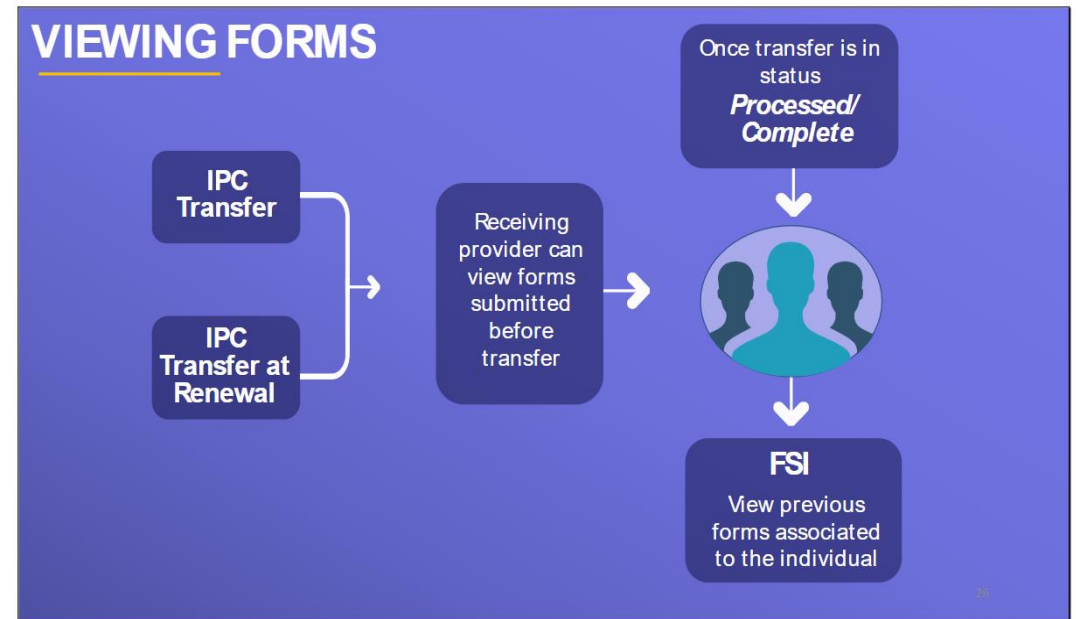
To comply with HIPAA requirements, questions that include any identifying information for a specific individual will not be allowed during the monthly meetings.

Training & Information Sharing: Viewing Historical Information



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- Transferring and Receiving Providers can view transfer forms submitted.
- After the transfer is processed/complete
 - Transferring providers can still view the transfer.
 - Receiving providers can view the individual's historical forms for their specific waiver program.
- For more information, go to:
[Recordings Now Available for LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs Webinars | TMHP](#)



Training & Information Sharing: Appendix A Scenario is Correct



Individual Movement Form Item-by-Item Guide

Scenario Description	County Change?	Contract Change?	Location Code Change?	Residential Type Change?	LIDDA Change?	Sequence of Required Forms
<ul style="list-style-type: none"> • County Change • Location Code Change • Residential Type Change • LIDDA Change 	Yes	No	Yes	Yes	Yes	<ul style="list-style-type: none"> • 3608 Revision IPC (Update location code and residential type) (Submitted by the program provider.) • IMT—LA Reassignment (Update LIDDA, address, and county) (Submitted by the transferring LIDDA.)(See note.)

Training & Information Sharing:

Appendix A – IPC Revision



- When changing residential types via IPC Revision, please do the following:
 - Change location in field 2f.
 - Change location type in field 10.
 - Prorate and end services on old residential type.
 - Add the new service at a prorated amount.
- Note: Residential services cannot exceed 365 (366 Leap Year). Prorate.

Training & Information Sharing: Using “Submit Form”



- Use **Submit Form** instead of **Use as Template** under these conditions:
 - There have been rate changes or enhancements.
 - A provider or financial management services agency (FMSA) has been removed, added, or changed.
 - The form is not autofilling with the most current information, and all other forms (e.g., transfers or individual updates) are correctly processed and in Processed/Complete status.
- Before using the **Use as Template** option, ensure that all related forms are correctly processed and marked as Processed/Complete.

This information is posted on the TMHP 1915c website and sent via a GovDelivery Alert on October 13, 2023.

Training & Information Sharing: Monthly Town Hall Transition



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Monthly Town Hall Recap:

<https://www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/hcs-txhtml-webinars-faqs>

Date	Topics	Date	Topics
Oct 22	MESAV	May 23	Enrollments
Nov 22	Claims Submission	Jun 23	Dashboard, Appendix A, and B
Dec 22	Billing and Claim Adjustments	July 23	IMT and Transfers
Jan 23	System Enhancements	Aug 23	Revision and Renewal IPCs
Feb 23	Cost Reporting	Sep 23	Suspensions and Terminations
Mar 23	Admin Locations	Oct 23	Staff IDs
Apr 23	Billing ISS in TMHP	Nov 23	Recap and Transition

Training & Information Sharing: Monthly Town Hall Transition



Starting January 3rd 2024 – Monthly “HCS/TxHmL LTC Online Portal Technical Assistance Hours”

Purpose:

- Assist providers/FMSAs with general and technical questions related to HCS/TxHmL functions in LTC Online Portal

Cadence:

- 1st Wednesdays of each month;
- 10am-12noon

Format:

- HCS/TxHmL providers or FMSAs will log in during the designated hours to ask questions
- *Please note:* Due to the technical nature of questions, we ask staff who enter forms attend

Communication:

- GovDelivery Alerts
- Website Postings:
 - HHSC - [Home and Community-based Services \(HCS\) | Texas Health and Human Services](#)
 - TMHP 1915c - [1915\(c\) Waiver Programs | TMHP](#)

Question & Answer Protocol

- **Use the raise your hand icon to ask a question
(You will be called on and your microphone will be enabled).**
- **Please lower your hand after asking your question.**
- **Please limit to one question
(Please Raise your hand again to ask another question.)**
- **If you have a question and do not have a microphone, you may type your question in the question's box.**
- **Please be professional when speaking.**
- **Do not use identifying information when referencing individual cases.**

Important Reminders: LTC Provider (November 2023)



- <https://www.tmhp.com/sites/default/files/file-library/ltc/bulletins/November-2023-LTC-Bulletin-No-96.pdf>

Home > Programs > 1915(c) W

1915(c) Waiver Programs

Reference Material

Provider Education

Provider Bulletins

Long-Term Care (LTC) Provider Bulletins

Last updated on 10/31/2023

The *Long-Term Care Provider Bulletin* is produced on a quarterly basis. Each issue contains that quarter's news and other important program updates.

2023

- [November 2023 LTC Bulletin No. 96](#) (602.99 KB)
- [August 2023 LTC Bulletin No. 95](#) (611.81 KB)
- [May 2023 LTC Bulletin No. 94](#) (532.11 KB)
- [February 2023 LTC Bulletin No. 93](#) (456.32 KB)

Important Reminders: YouTube Videos



Watch YouTube Training videos:

- [HCS and TxHmL YouTube Playlist](#) - Includes topics on R&S, Accessing Dashboard, MESAV, Appendix A and Data Claims Export.


1915(c) Waiver Programs

Reference Material

Provider Education

Provider Bulletins

Contact Us

 LTC Help Desk:
800-626-4117
(Option 1, then Option 1)

EDI Help Desk:
888-863-3638

Reference Material

Last updated on 8/18/2023

General Information

- [TMHP Account Setup for HCS and TxHmL Waiver Programs](#)
- [LTC Online Portal](#)
- [Provider Enrollment and Management System \(PEMS\)](#)
- [Electronic Visit Verification website](#)
- [1915\(c\) Waiver Programs LMS Trainings](#)
- [Provider Quick Reference Contact List for HCS and TxHmL](#)
- [HCS and TxHmL YouTube Playlist](#)
- [Long-Term Care \(LTC\) Provider Resources Guide](#)

Important Reminders: Webinar Recordings




Watch this and previous Webinar/Town Hall Recordings:

- [HCS and TxHmL Webinars and FAQs | Texas Health and Human Services](#)

HCS and TxHmL Webinars and FAQs

October Webinar 2023

- [October 2023 - TMHP LTC Town Hall for HCS/TxHmL Providers and FMSAs Webinar \(PDF\)](#)
- [October 2023 - TMHP LTC Town Hall for HCS/TxHmL Providers and FMSAs Webinar Recording](#) 

Topics Discussed:

- Claims Data Export Video
- Overlapping Claims Across Multiple Service Authorizations
- HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 24, TMHP
- Staff ID Assignments
- Best Practice and Troubleshooting: Transfers/Moves

Important Reminders: FAQs



Use the Frequently Asked Questions (FAQs) document:

- [Frequently Asked Questions – Home and Community-based Services \(HCS\) Texas Home Living \(TxHmL\) Waiver Programs](#)

Frequently Asked Questions

- [Frequently Asked Questions – Home and Community-based Services \(HCS\) Texas Home Living \(TxHmL\) Waiver Programs](#)
- [Frequently Asked Questions – TexMedConnect Claim Processing, Denials, and Rejections](#)

Claims Resources--TMHP



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Use the Claims Resources:

- [Reference Material | TMHP](#)

Claims Resources

- [Long-Term Care \(LTC\) Explanation of Benefits Table](#)
- [Long-Term Care \(LTC\) User Guide for TexMedConnect](#)
- [Long-Term Care Bill Code Crosswalks](#)
- [TexMedConnect for Long-Term Care \(LTC\) Providers CBT](#)
- [HCS and TxHmL TexMedConnect Claims Submission Webinar](#)
- [TMHP LTC Portal for HCS and TxHmL Providers and FMSAs Webinar](#)
 - August 2023 - Span billing and Claims Data Export
 - May 2023 - Claim Adjustments recap
 - April 2023 - Billing for Individualized Skills and Socialization
 - February 2023 - Claims Adjustment follow-up
 - December 2022 - How to do batch billing using TexMedConnect (TMC) and claim adjustments
 - November 2022 - Claims Submission (rejected and denied claims)
- [Remittance and Status \(R&S\) Reports for LTC Providers: A Quick Reference Guide](#)
- [Remittance and Status Reports Video Series](#)
- [MESAV Video Series](#)

Important Reminders: Post Webinar



- Please remember to complete the post webinar survey
 - If we did not get to your question, please restate your question on the survey.

Important Reminders: January 2024 TA Hours



Monthly “HCS/TxHmL LTC Online Portal Technical Assistance Hours”

- Wednesday (January 3rd, 2024)
- 10 a.m.-12 noon
- Log in details will be sent via GovDelivery Alert

Please note: Due to the technical nature of questions, we ask staff who enter forms attend

Contact Information

1915c Waiver Programs (TMHP) website

- tmhp.com/programs/1915c-waiver-programs
- [Reference Material | TMHP](#)

General Information

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Thank you for attending

First TA Hours is January 3rd, 2024 10a.m.-12noon