



## **Educational Case Conferences**

### **In accordance with Texas Medicaid appeals policy published in the Texas Medicaid Provider Procedures Manual (TMPPM):**

- If the provider disagrees with the appeals decision, the attending physician or medical director of the hospital may request an educational conference with a HHSC Medical and UR Appeals physician or designee.
- The educational conference is held between the physician or designee and the hospital medical director or attending physician.
- This is an opportunity for the physicians to discuss the deciding factors in the case and any billing processes that may have affected the adjudication of the case.
- The educational conference will not alter the previous appeal decision.
- Providers are encouraged to choose claims that are representative of the issues to be discussed. They should limit the cases in their request to ones that can be reasonably discussed within the scheduled time period. Generally, this is a maximum of four cases.
- Due to limited resources, HHSC Medical and UR Appeals may limit the number of educational case conferences to two per year per provider.

## **Procedure for Arranging an Educational Case Conference:**

- Request should be sent via email to [Utilization.Appeals@hhsc.state.tx.us](mailto:Utilization.Appeals@hhsc.state.tx.us) with subject line: "Request for Educational Case Conference"
- Request should include:
  - Requestor's information, provider name, and TPI
  - Proposed attendees, including name, title, and contact information
    - Proposed provider attendees
    - Requested HHSC attendees
  - Meeting purpose
  - Specific issues to be discussed:
    - Appeal type(s)
    - Specific case numbers to be discussed (include case number, ICN, client PCN, dates of service, resolution letter dates)
  - Preferred meeting format (in person, telephone, web conference)
  - Proposed meeting duration
  - Proposed Date
  - Attachments (if applicable)