



COMMISSIONER
Jon Weizenbaum

September 25, 2015

To: Medicaid Hospice Providers

Subject: Information Letter No. 15-62
Time Frame for Submission of Records Requested By the Texas Department of Aging and Disability Services Hospice Utilization Management and Review

The purpose of this letter is to remind Hospice providers of the intent of utilization review and the need to submit records requested by the Texas Department of Aging and Disability Services (DADS) Hospice Utilization Management and Review (UMR) unit within 30-days. According to state and federal rules, DADS has the obligation to conduct utilization reviews on services for which hospice Medicaid claims were paid.

Some key rules governing the utilization review process include:

Code of Federal Regulations (CFR), Title 42, Chapter IV, §456.3, Statewide Surveillance and Utilization Control Program.

The Medicaid agency must implement a statewide surveillance and utilization control program that safeguards against unnecessary or inappropriate use of Medicaid services and against excess payments;

42 CFR, §418.104, Conditions of Participation: Clinical Records

(f) Standard: Retrieval of clinical records. The clinical record, whether hard copy or in electronic form, must be made readily available on request by an appropriate authority.

Texas Administrative Code (TAC), Title 40, Part 1 Chapter 49, §49.305, Records

(c) A contractor's records must support a claim for services submitted under its contract.

(k) A contractor must:

- (1) ensure records are available for review in accordance with the contract; and
- (2) as requested by DADS or any federal or state agency authorized to have access to records:

(A) provide, at no charge, a copy of any records to DADS and the federal or state agency in the form requested by DADS or the federal or state agency;

40 TAC, Chapter 30, §30.36, Submission of Written Information

A hospice must submit any written information required by this chapter by mail, fax, or hand-delivery to DADS.

Information Letter No. 15-62

September 25, 2015

Page 2

The DADS Hospice UMR unit conducts desk reviews on supporting documentation submitted by hospice providers. In order to complete these reviews, records are requested on selected individuals. DADS sends letters to hospice providers via the United States Post Office using the certified return receipt requested method. The letters include the purpose of the request, the provider contract number, names of individuals being reviewed, records needed for the review, and contact information for the DADS Hospice UMR nurse requesting the records. The request letter specifies that DADS must receive copies of all pertinent documentation no later than 30 days from receipt of the letter. It also states that DADS will not review any records received after this date.

Please address questions and requests for additional information to hospice@dads.state.tx.us.

Sincerely,

[signature on file]

Lisa Akers-Owen
Director
Community Services and Program Operations

LAO: slr