Welcome to the TMHP LTC Portal Town Hall Webinar for HCS/TxHmL Providers & FMSAs

Thank you for joining us for today's webinar!
August 9, 2023

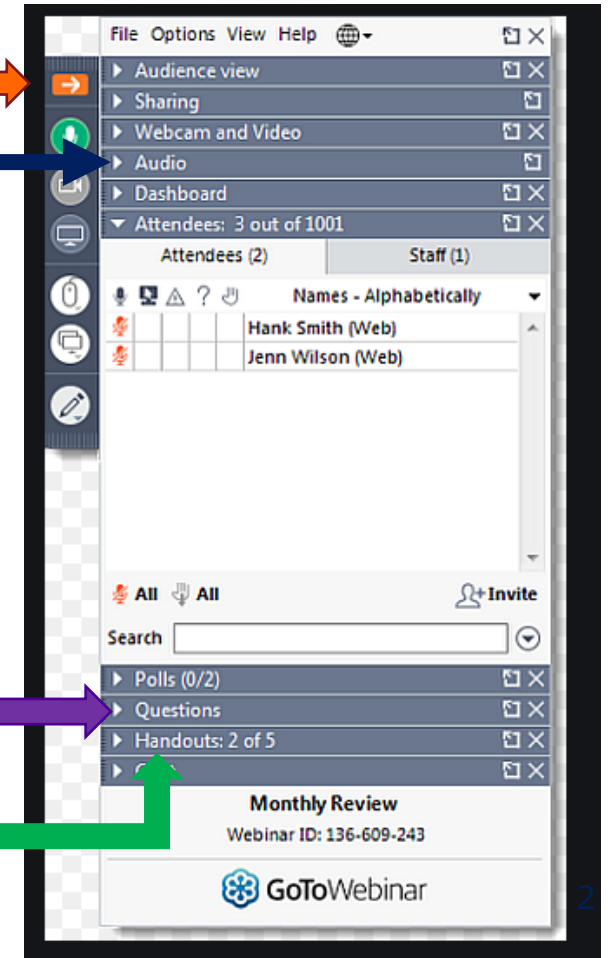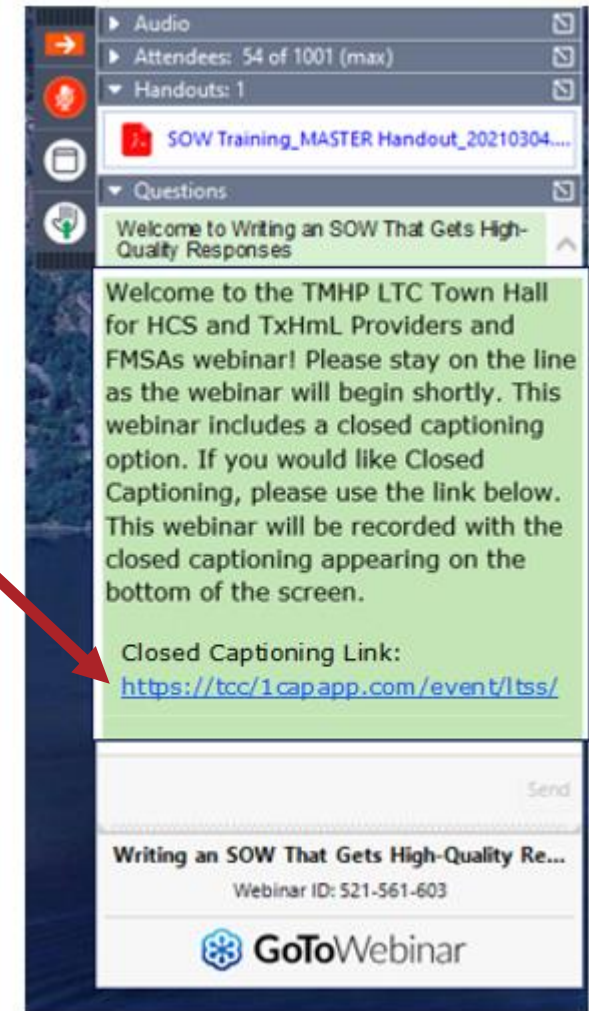# Control Panel Features

Grab Tab

Audio

Questions

Handouts

Closed Captioning Option

1. Open your Questions tab located in your navigation pane.

2. Click on the closed captioning link provided.

3. Link will open a new internet browser window displaying more lines of text.

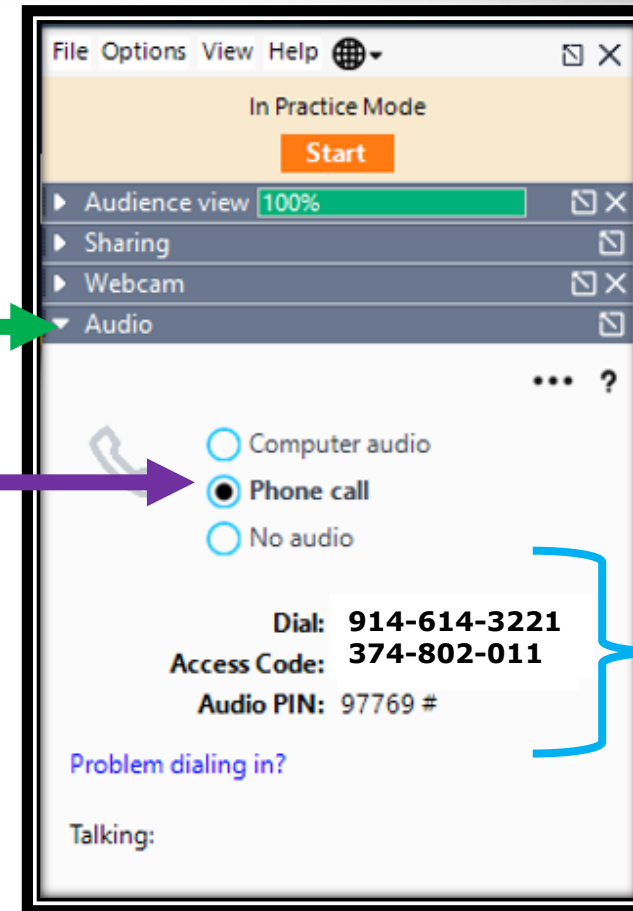Today's Closed Captioning Link is:
https://tcc.1capapp.com/event/ltss/

Telephone Audio Option

1. Click Audio tab

2. Select Phone Call

3. Dial-in Information

TEXAS
Health and Human Services

In Practice Mode
Start

Audience view 100%
Sharing
Webcam
Audio

○ Computer audio
● Phone call
○ No audio

Dial: **914-614-3221**
Access Code: **374-802-011**
Audio PIN: 97769 #

Problem dialing in?
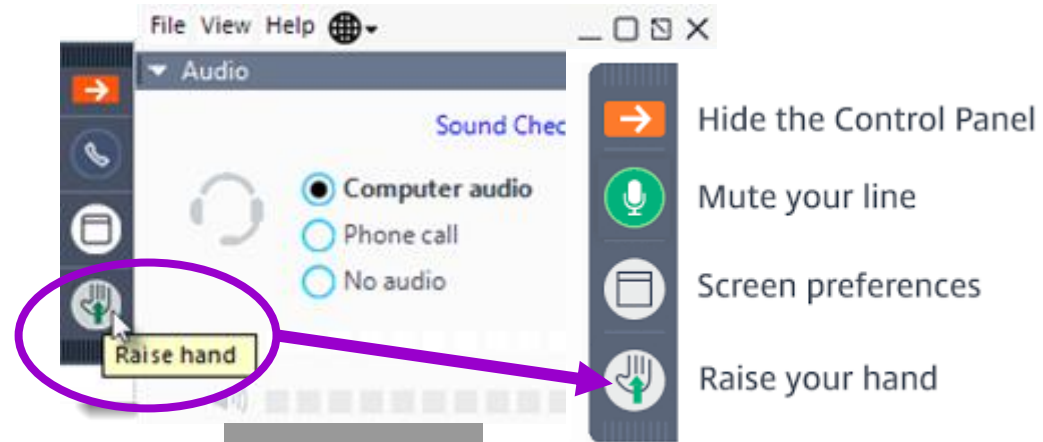
Talking:

TEXAS
Health and Human Services

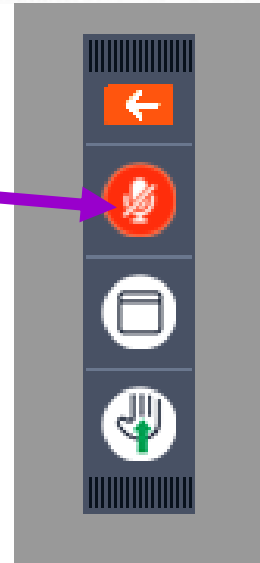## How To Verbally Ask A Question

1. Click on the "Raise your Hand" icon. (This will signal us that you have a verbal question.)

2. When your name is called, click on your microphone icon, and ask your question.

Note: *Don't forget to mute your microphone and lower your hand icon when you are finished.*

Town Hall Rules of Engagement Option 2: Written Question
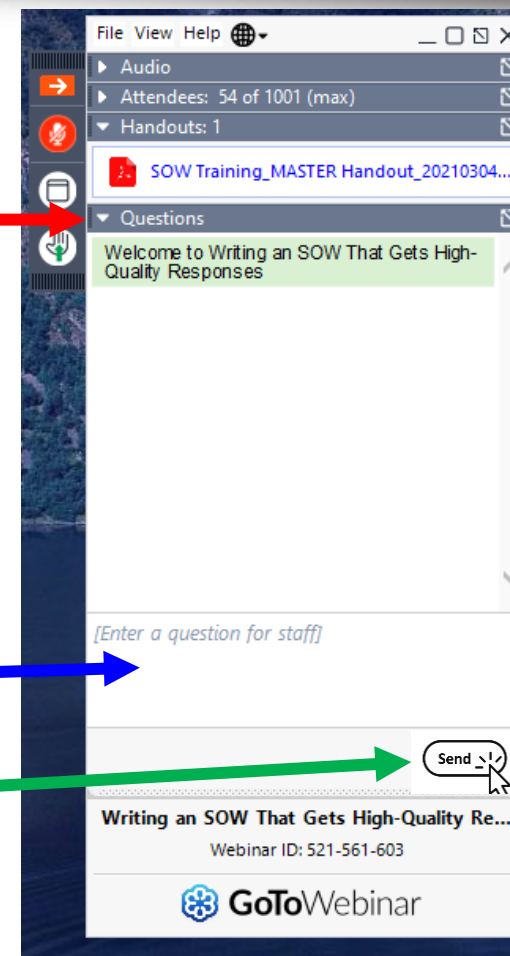
Note: Written questions submitted will be used as topics for the future Town Hall webinar.

1. Open your Questions Tab

2. Type your question in the box provided.

3. Click **Send**

Where can I get a copy of the presentation or handouts?

1. Click to open the "Handouts" tab.

2. <mark>Double-click on the presentation handout</mark> to download it to your computer.

3. Open the presentation, click "File"> "Save As"

4. Select desired location to save presentation (Ex: Desktop)

5. Click "Save" when done.

Please complete our survey!

- **Questions?**

  - **Suggestion?**

    - **Comment?**

- Let us know!

- Your responses will provide valuable input to the development of future Town Hall webinars!

Thank you

Technical Questions:
Email: Dawn.Roland@hhs.texas.gov

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

August 9, 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)
  - **Beth Feaster** – Local Procedure Development and Support (LPDS)
  - **Kali Schmidt** – Contract Administration & Provider Monitoring (CAPM)
  - **Rick Bishop –** Claims Management
  - **Amy Aubin** – Long Term Services and Supports (LTSS) Policy Unit
  - **Joan Workman** – HHSC Information Technology (IT)
  - **Depesh Shah** - Texas Medicaid & Healthcare Partnership (TMHP)
  - **Janet Deng** - Texas Medicaid & Healthcare Partnership (TMHP)

Agenda

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

10:05 AM – 10:15 AM: Trending issues – Depesh Shah
- Volume 22 and 23 additions
- Span billing across IPC billings
- Claims Data Export
- Correction to overall enhancements(not RNS)

10:15 AM – 10:45 AM: Training and information sharing – Holly Lindsey
- Revision and renewal IPCs
- Clarification of Pending DADS Review Notification

10:45 AM – 12:00 PM: Questions and Answers
- Questions asked during registration
- All other questions

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

Trending Issue Support
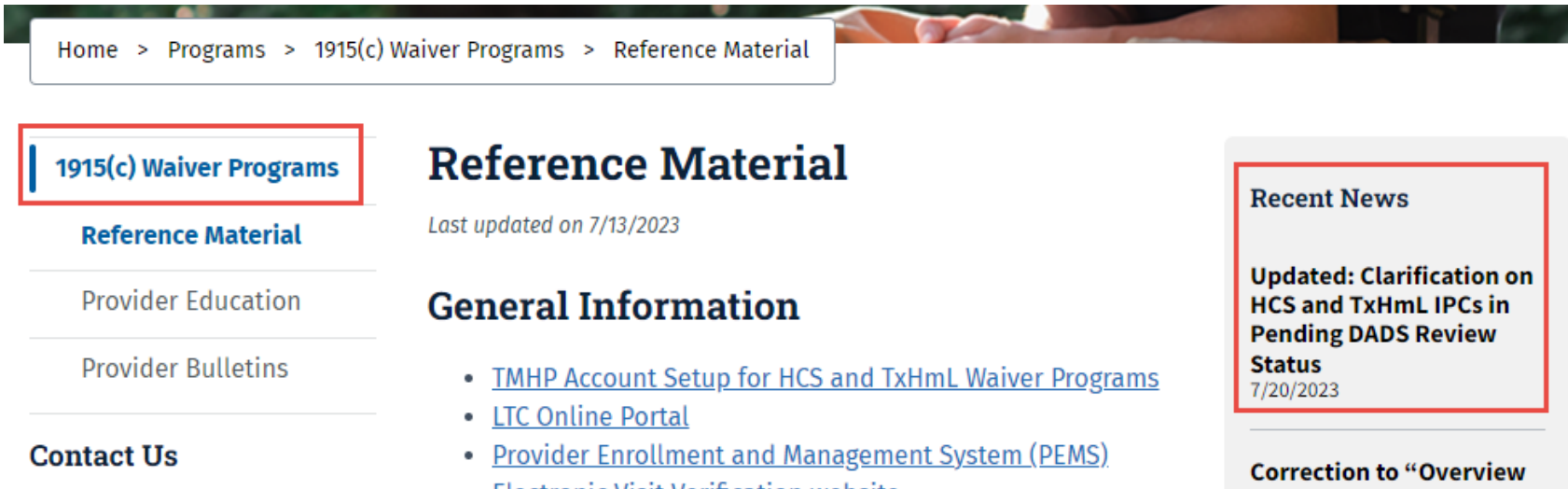
Trending Issue Support Volume 22 and 23 are now published.

- Volume 22 covers topics related to:
  a) Saved Form Drafts
  b) Updated IPC Item by Item guides to clarify IPC transfers without changing provider/FMSA contract
  c) CDS claims billing
  d) FAQ updates

- Volume 23 covers topics related to:
  a) Claims details cannot overlap multiple IPC service authorizations
  b) R and S Report Educational Materials
  c) Claims Data Export issue

- Refer TMHP notification in the Trending Issues section on the 1915c Waivers Program website Trending Issues

Trending Issue

- **Updated: Clarification on HCS and TxHmL IPCs in "Pending DADS Review" Status.**

- **Posted on July 20, 2023.**

Best Practice – Span Billing across IPC Periods

- **Issue:** After Billing the utilized units are not showing up in the correct IPC service Authorization.

- **Reason:** This happens when there is a split in the service authorizations but when submitting a claim, it was submitted in a date span that covers both IPC service authorization periods.

- **Resolution:** Claims submitted with overlapping DOS prior to July 26, 2023, can be adjusted to split the affected claim detail into two separate details to ensure accurate utilization tracking.

- **Beginning July 26,2023, a new denial edit F0268:** A valid service authorization for client for these service dates not available or claim dates cannot overlap more than one service auth has been introduced to help prevent this issue.

Best Practice – Span Billing across IPC Periods (cont.)

- Example for service code 18A Host Home/Companion Care
- 1st IPC start date is 2-27-2022 and ends on 2-26-2023
- 2nd IPC (current IPC) start date is 2-27-2023 and ends on 2-26-2024.

Service Authorization Information/Details

Effective Date	End Date	Referral Number	Status	Svc Grp	Svc Grp Desc	Svc Code	Svc Code Desc	Client Control No.	Units Paid	Unit Type	Units
2/27/2022	2/26/2023		Active	21	HCS	5A	DENTAL - WAIVER PROGRAMS		645.45		995.00
2/27/2022	2/26/2023		Active	21	HCS	18A	HOST HOME/COMPANION CARE		357.00		365.00
2/27/2022	2/26/2023		Active	21	HCS	41E	REQUISITION FEES - DENTAL		54.03		54.03
2/27/2022	2/26/2023		Active	21	HCS	10C	Habilitation - Day Habilitation				1.00
2/27/2022	2/26/2023		Active	21	HCS	13B	Nursing Services - RN		20.00		20.00
1/1/2023	2/26/2023		Active	21	HCS	23	INDIVIDUALIZED SKILLS AND SOCIALIZATION				69.00
2/27/2023	2/26/2024		Active	21	HCS	41E	REQUISITION FEES - DENTAL		36.21		54.03
2/27/2023	2/26/2024		Active	21	HCS	23	INDIVIDUALIZED SKILLS AND SOCIALIZATION				1,560.00
2/27/2023	2/26/2024		Active	21	HCS	5A	DENTAL - WAIVER PROGRAMS		362.07		584.10
2/27/2023	2/26/2024		Active	21	HCS	13B	Nursing Services - RN		3.00		10.00
2/27/2023	2/26/2024		Active	21	HCS	18A	HOST HOME/COMPANION CARE		95.00		365.00

Best Practice – Span Billing across IPC Periods (cont.)

- When the claim was billed it was billed from 2-26-2023 to 2-28-2023 for 3 units and it was paid but the utilized units were from the current IPC, not split like the authorization.

Dtl No	Detail Status	Service Begin Date	Service End Date	Billing Code	Billed Amount	Paid Amount	OI Paid Amount	Applied OI Amount	Billed Units	Paid Units
1	P	2/26/2023	2/28/2023	M0122	$217.68	$217.68	$0.00	$0.00	3.00	3.00
2	P	3/1/2023	3/4/2023	M0122	$290.24	$290.24	$0.00	$0.00	4.00	4.00

- You would need to do a claims adjustment to show the split in the Authorization.

Number of details to add: [1] [Add New Details Row(s)] [Copy Row]

	Line Item Control N	Service Dates Start	Service Dates End	POS	Procedure Code Qualifier	Procedure Code Code	Mods 1	2	3	4	Units	Unit Rate	Line Item Total
1		2/26/2023	2/28/2023		HC	H2016					-3	$72.56	($217.68)
2		2/26/2023	2/26/2023		HC	H2016					1	$72.56	$72.56
3		2/27/2023	2/28/2023		HC	H2016					2	$72.56	$145.12

◉ Co-Pay
◯ Applied Income
Claim Total: $0.00   This will be zero since the dollar amount is not changing.
Total Co-Pay: $0.00

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Best Practice – Span Billing across IPC Periods (cont.)

- This is covered in the Trending issue Support Volume 23.
- There is a link to the provider notification that was published on July 25,2023.
- The notification also has a link to show this example.
- If you need a list of potential claims, contact TMHP Help Desk.

HCS and TxHmL Claim Details Cannot Overlap Multiple Service Authorizations

Last updated on 7/25/2023

The Texas Health and Human Services Commission (HHSC) advises Home and Community-based Services (HCS) and Texas Home Living (TxHmL) providers and financial management services agencies (FMSAs) that accurate service utilization budgets are calculated when a claim detail's dates of service (DOS) do not cross multiple Individual Plan of Care (IPC) service authorization periods. If a billed claim detail has DOS that cross multiple IPC service authorization periods, all claim detail billed units are subtracted from the most recent IPC service authorization period budget. Click here for an example.

Correction to an Enhancement related to Cost Reporting

- On May 26, 2023, we published the list of the enhancements that were implemented as of July 2023.

- In that publication there was a small miscommunication related to the R and S enhancement.

- The enhancement was for Claims Data Export and not for the R and S report.

- A correction to this publication was posted on June 21,2023.

Recent News

Updated: Clarification on HCS and TxHmL IPCs in Pending DADS Review Status
7/20/2023

Correction to "Overview of Upcoming LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs"
6/21/2023

Correction to "Overview of Upcoming LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs"

Last updated on 6/21/2023

This is a correction to the article titled "Overview of Upcoming LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs," which was published on this website May 26, 2023.

The article stated that additional search parameters would be added to Remittance and Status (R&S) Reports. The article has been corrected to state that this enhancement will apply to the "Claims Data Export", not R&S Reports. Additionally, the article referred to the "explanation of benefits" field. The field name has been corrected to "Explanation of Rights."

Claims Data Export Data shifting

- When the Claims Data Export was enhanced, we had received feedback from several providers that stated when the CSV file is opened with Microsoft Excel Sheet, some of the Data from some columns were shifting.

	A	B	C	D	E	F	G	H	I	J	K
1	BEGIN_DATE	END_DATE	PROVIDER_NUMBER	ICN	MEDICAID_ID	LEVEL_OF_SERVICE_TYP	LEVEL_OF_SERVICE	LINE_ITEM_CONTROL_N	SUBMITTED_PROCEDUR	SUBMISSION_DATE	SERVICE_GROUP
3232	2023.07.01	2023.07.01		+14		HC		1 0830	P	T1002	2023.07.17
3233	2023.07.01	2023.07.01		4		HC		1 0830	P.	T1002	2023.07.17
4233											

- The Issue was with the Line Item Control Number Column. If it had a name of the attendee along with the military time format, then due to the comma on the name it was shifting all the following data.

- This issue was fixed on July 27,2023.

Claims Data Export – Data duplication on several lines

- Another issue that was brought up was related to several lines were duplicating.

	A	B	D	F	G	H	I	J	K	M	O	U	V	AE
1	BEGIN_DAT	END_DAT	ICN	LEVEL_OF_SERVICE_TY	LEVEL_OF_SERVIC	LINE_ITEM_CONTROL_N	SUBMITTED_PROCEDUR	SUBMISSION_DAT	SERVICE_GROU	TOTAL_BILLED_AMOUN	TOTAL_PAID_AMOUNT	CURRENT_STATUS_COD	CURRENT_STATUS_DAT	R&S_REPORT_DAT
2	2023.07.07	2023.07.07	2E+14	HN		6	1	H2016	2023.07.14	21	72.56	119.18 P		2023.07.19	2023.07.22
3	2023.07.07	2023.07.07	2E+14	HN		6	1	H2016	2023.07.14	21	72.56	119.18 P		2023.07.19	2023.07.22
4	2023.07.07	2023.07.07	9E+14	HN		5	1	H2016	2023.07.14	21	72.56	76.14 P		2023.07.19	2023.07.22
5	2023.07.07	2023.07.07	9E+14	HN		5	1	H2016	2023.07.14	21	72.56	76.14 P		2023.07.19	2023.07.22

	AG	AH	AI	AJ	AK	AL	AM	AP	AQ	AR	AS	BF	BH
1	DETAIL_NUMB	STATU	DETAIL_BEGIN	DETAIL_END	BILLING_CODE	BILLED_AMOUNT	PAID_AMOUNT	BILLED_UNITS	PAID_UNITS	PAID_RATE	MOD1	SERVICE_CODE	EOB
2	1	P	2023.07.07	2023.07.07	M0124	72.56	119.18	1	1	119.18		18A	F0238
3	1	P	2023.07.07	2023.07.07	M0124	72.56	119.18	1	1	119.18		18A	F0239
4	1	P	2023.07.07	2023.07.07	M0123	72.56	76.14	1	1	76.14		18A	F0238
5	1	P	2023.07.07	2023.07.07	M0123	72.56	76.14	1	1	76.14		18A	F0239

- To remove this duplication, you would need to filter by the EOB code F0238.

	A	B	D	F	G	H
1	BEGIN_DAT	END_DAT	ICN	LEVEL_OF_SERVICE_TY	LEVEL_OF_SERVIC	LINE_ITEM_CONTROL_N
2	2023.07.07	2023.07.07	2E+14	HN	6	2T3G01
4	2023.07.07	2023.07.07	9E+14	HN	5	2T2V01
6	2023.07.07	2023.07.07	6E+14	HN	5	2T9H01
8	2023.07.07	2023.07.07	2E+14	HN	5	2T5Z01

	AG	AH	AI	AJ	AK	AM	AQ	AR	BF	BH
	TAIL_NUME	STATU	DETAIL_BEGIN	DETAIL_END	BILLING_CO	PAID_AMOUI	PAID_UNIT	PAID_RAT	SERVICE_CO	EOB
	1	P	2023.07.07	2023.07.07	M0124	119.18	1	119.18	18A	F0238
	1	P	2023.07.07	2023.07.07	M0123	76.14	1	76.14	18A	F0238
	1	P	2023.07.07	2023.07.07	M0123	76.14	1	76.14	18A	F0238

Claims Data Export – Data duplication on several lines

- There is a new issue with this that we noticed as it is related to some services still have duplicate lines even after the LINC issue was fixed.

- We are looking into this issue and as soon as a resolution is found, we will post it in the recent news.

How to enter a Renewal

- Use as Template
  - Use the most recent Processed Complete IPC
  - Reconcile any issues on the most recent IPC
  - Benefits –
    - Less data entry
    - Pre-populates last year's services
- Do not use "Use as Template" if there have been major changes
  - Rate enhancements, rate changes, transfers
  - Pre-populates incorrectly

How to enter a Renewal
- Submit Form
    - Requires data entry – Type of Form, Vendor Number, Provider Number, Medicaid Number, all services
    - Make sure correct Vendor Number and Provider Number are used

Trending Issue Support - Renewal and Revision IPCs (cont.)

Considerations re: Renewal IPCs

- Can be entered up to 60 days prior to the end of the current IPC
- Must be entered within 30 days of the effective date
  - After 30 days of the effective date, must be entered by state staff (UR)
- TP2 holds are based on the meeting / signature date, not data entry date
- STOP data entry if the wrong provider(s) prepopulate
- Do not enter if a transfer is Pending DADS Review or PCS
- Corrections on a Processed Complete Renewal must be completed by state staff (UR)
- Check with state staff (UR) before inactivating or invalidating a Processed Complete form

Trending Issue Support - Renewal and Revision IPCs (cont.)

When to enter a Revision

- PDP Changes
  - Add a new service
  - Remove a service
  - Change residential types when there is no contract change
  - Switching a **service** back or forth from provider to CDS **ONLY WHEN** both contracts are already on IPC

- Changes to an Existing Service
  - Increase service amount
  - Decrease service amount

How to enter a Revision

- Open most recent IPC (enrollment, renewal, or revision)
- Ensure that IPC is correct and processed complete
  - If not, STOP and reconcile that IPC before entering Revision
  - If it is correct and processed complete, proceed with entering Revision
- Click Revise IPC button in the yellow Form Action bar at top of form
- 3608 – select IPC Type (box 11)
- 3608 – If PDP change, answer: "Does IPC revision meet emergency criteria?" (box 11c)

Trending Issue Support - Renewal and Revision IPCs (cont.)

How to enter a Revision (cont.)

- 3608 – If changing existing service, complete free text (box 11b)
- Complete IPC services tab, adding or adjusting services
- Prorate before ending services (mutually exclusive services)

Considerations re: Revision IPCs

- Can be entered by provider / LIDDA up to 30 days before Renewal

- Should be entered in order

- Out-of-order IPCs and IPCs after the IPC year has ended must be entered by state staff (UR)

- TP2 holds do not exist for Revisions

- STOP data entry if the wrong information prepopulates – contact state staff (UR)

- Corrections on a Processed Complete Revision must be completed by state staff (UR)

- Check with state staff (UR) before inactivating or invalidating a Processed Complete form

Who enters Revision IPCs

	Program Provider	LIDDA
3608 Revision	X	
3608 Revision all CDS services		X
8582 Revision		X

Who enters Renewal IPCs

	Program Provider	LIDDA
3608 Renewal	X	
3608 Renewal all CDS services		X
8582 Renewal		X

Trending Issue Support - Renewal and Revision IPCs (cont.)

General Considerations re: IPCs

- When reducing a service amount, reduce to 1 instead of 0

- CDS services are converted to dollar amounts (except FMSA monthly fees)

- Be aware of service and program limits
  - HCS
  - TxHmL
    - TxHmL has a total cost cap of $17,000

- Information on how to handle an IPC in **Pending DADS/Coach Review** has been updated

- Use your resources at 1915c Waiver Programs Page

Training and Information Sharing - Upcoming Training Video

- New YouTube videos on the TMHP have now been published

a) Entering a Transfer in the correct Order

b) Entering A Revision IPC

c) Addressing IPC Rate changes.

- YouTube and in the HCS/TxHmL playlist, you can access the playlist at this link (HCS and TxHmL - YouTube), which is also posted for providers in the Reference Material section of the 1915c Waiver Programs page on the TMHP website.

Question & Answer Protocol

- **Use the raise your hand icon to ask 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 the question in the post survey.**
- **Please be professional when speaking**
- **Do not use identifying information when referencing cases**

Important Reminders – YouTube Videos

- Watch new and previous training videos:
  - [HCS and TxHmL YouTube Playlist](#) - Includes topics on R&S, Accessing Dashboard, MESAV and Appendix A.

Important Reminders – Claims Resources

- Also see the Claims Resources section, under "Reference Materials" on the TMHP 1915c Waiver website.

- We encourage you all to watch the highlighted videos.

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
- November 2022 - TMHP LTC Portal for HCS and TxHmL Providers and FMSAs Webinar
- December 2022 - TMHP LTC Portal for HCS and TxHmL Providers and FMSAs Webinar
- Remittance and Status (R&S) Reports for LTC Providers: A Quick Reference Guide
- Remittance and Status Reports Video Series
- MESAV Video Series

Important Reminders – Webinar Recordings

- Watch this and previous Webinar/Town hall Recordings:

  - [HCS and TxHmL Webinars and FAQs | Texas Health and Human Services](#) - The topics that were discussed in each Webinar/Townhall are listed below each month.

  - Recordings Now Available for LTC Online Portal Enhancements Webinars

  - Note: Some of the recordings included training on billing. For example:
    - May 2023 Webinar covered "Claim Adjustments Recap"
    - April 2023 Webinar covered "Billing for Individualized Skills and Socialization"

Important Reminders - Webinar Recordings Cont..

HCS and TxHmL Webinars and FAQs

July Webinar 2023

- July 2023 - TMHP LTC Town Hall for HCS/TxHmL Providers and FMSAs Webinar (PDF)
- July 2023 - TMHP LTC Town Hall for HCS/TxHmL Providers and FMSAs Webinar Recording

    Topics Discussed:

    - Individual Movement Forms (IMT)
    - Provider Location Updates (PLUs)
    - Administrative Moves
    - IPC Transfers

June Webinar 2023

- June 2023 - TMHP LTC Town Hall for HCS/TxHmL Providers and FMSAs Webinar (PDF)
- June 2023 - TMHP LTC Town Hall for HCS/TxHmL Providers and FMSAs Webinar Recording

Important Reminders – FAQs

- Use the Frequently Asked Questions 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

Important Reminders – Sept. Townhall Training Topics

We will cover the following topics during the training section of the September Townhall:

- Suspensions and Terminations

Important Reminders – Post webinar

- Please remember to complete the post webinar survey
  - If you raised your hand during this Townhall, and we did not get to you, please state that with your question on the survey.

- The next monthly meeting is scheduled for September 13, 2023

Contact Information

- 1915c Waiver Programs (TMHP)website:
  tmhp.com/programs/1915c-waiver-programs

- Reference Material | TMHP

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

Thank you for attending

Our next meeting is September 13, 2023