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

March 8, 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 Richie** – Local Procedure Development and Support (LPDS)
  - **Kali Schmidt** – Contract Administration & Provider Monitoring (CAPM)
  - **Kaili Hintz** – Long Term Services and Supports (LTSS) Policy Unit
  - **Sameer Bootwalla** – HHSC Information Technology (IT)
  - **Audra Wilson** - Texas Medicaid & Healthcare Partnership (TMHP)
  - **Depesh Shah** – Texas Medicaid & Healthcare Partnership (TMHP)

Agenda

10:00 A.M. Start of webinar and Housekeeping--Dawn
10:05 A.M. – 10:15 A.M.: Trending issues---Audra Wilson
- Trending Issue Report, Volume 18 and YouTube videos
- Highlight contact list on 1915c website

10:15 A.M. – 10:45 A.M.: Training and information sharing

Suspension (Temporary Discharge)
- Suspension Rules/Process/Reasons---Kaili Hintz
- System function when performing a suspension---Depesh Shah

"Placeholder/Admin" Locations (same day moves)
- Work-around---Holly Lindsey

10:45 A.M. – 12:00 P.M.: 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 Issues-Recap on New Notifications

- Additional provider training opportunities in March on topics such as ISS Program Basics. See full list [March 2023 Joint Training Provider Opportunities | TMHP](#)

- Latest trending volume of HCS and TxHmL support issues available now. Refer to [HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 18 | TMHP](#)

- Reminder: Two-part YouTube videos on Appendix A and dashboard security are available here: [Appendix A and Dashboard Videos for HCS/TxHmL Providers and LIDDAs Now Available on YouTube | TMHP](#)

TEXAS Health and Human Services

- Updated Provider Quick Reference Contact List

TMHP LTC Help Desk 800-626-4117 – select option 1, then option 7 or 800-727-5436 – select option 1, then option 7	• LTC Online Portal access issues, slowness, timing out, etc. • LTC Online Portal forms not functioning per the LTC Online Portal User Guide • CARE data did not migrate or did not migrate correctly • MESAV is not showing the correct information
Program Eligibility and Support (PES) 512-438-2484 enrollmenttransferdischargeinfo@hhs.texas.gov	• 8578 ID/RC with a purpose code 2 forms • Initial or Transfer IPCs forms • Suspensions • 3615 Continuation of Suspension forms • 3616 Request for Termination forms • PLU and IMT questions related to Transfers or Enrollments
Utilization Review (UR) 512-438-5055 deskURLONIPC@hhs.texas.gov	• 8578 ID/RC with purpose code 3 or 4 • Renewal or Revision IPCs • PLU and IMT questions related to Renewals
Provider Claims Services (PCS) 512-438-2200, Option 5 Outstanding HCS/TxHmL Recoupments: 512-438-2200 Option 3 (Outstanding Provider Recoupments and vendor holds) Option 4 (Tort, Trusts, and Annuities)	• Forms in 'Submitted to PCS' status • Contract capacity changes • Vendor holds for claims with dates of service beginning May 1, 2022

Trending Issues- Learning Tip

- Addition of services such as RSS, HH/CC and SL on IPC forms now considers leap year.

Reasons for Suspension of Waiver Program Services

If an individual is temporarily admitted to one of the following settings, the individual's HCS or TxHmL program services must be suspended in the HHSC data system:

- a hospital
- an ICF/IID
- a nursing facility
- an ALF
- a residential childcare facility licensed by HHSC unless it is an agency foster home
- an inpatient chemical dependency treatment facility
- a mental health facility
- a residential facility operated by the Texas Workforce Commission
- a residential facility operated by the Texas Juvenile Justice Department, a jail or a prison.

Suspension Codes for Waiver Program Services

SR2.	Hospital
SR7.	A residential facility operated by the Texas Juvenile Justice Department, a jail, or a prison
SR9.	Nursing facility
SR10.	Intermediate Care Facility for persons with Intellectual Disabilities (ICF)
SR11.	An Assisted Living Facility
SR12.	A residential childcare facility licensed by HHSC unless it is an agency foster home
SR13.	An inpatient chemical dependency treatment facility
SR14.	A residential facility operated by the Texas Workforce Commission
SR15.	A mental health facility

Program Provider Responsibilities

Once a program provider becomes aware that an individual is ineligible for HCS or TxHmL services the program provider must:

- immediately inform the service coordinator
- enter a suspension in the HHSC data system
- immediately notify the service coordinator of any changes

Once an individual returns to an eligible residence:

- immediately notify the service coordinator that participation in HCS/TxHmL Program has resumed and end suspension in HHSC data system

Service Coordinators Responsibilities

The service coordinator (SC) must:

- immediately inform the program provider if the SC becomes aware that an individual is ineligible for HCS or TxHmL program services

- monitor the situation during the entire period of suspension

- submit 30-day review in Long-Term Care Operations Portal (LTCOP)

If the suspension continues for 270 days, the service coordinator discusses with the individual or LAR and the program provider whether the individual will be able to resume services or if services should be terminated.

Note: HHSC PES reviews all recommendations for terminations of services. If HHSC agrees that termination is appropriate, HHSC will contact the SC to advise the SC to submit a request for termination in accordance with HCBS handbook Section 10100.

Request to Continue Suspension of Waiver Program Services

If the individual will not be able to resume HCS or TxHmL program services, the service coordinator may request that program services be continued for 30 days by submitting the following documentation to HHSC no later than the 277th day of suspension:

- a completed Form 3615, Request to Continue Suspension of Waiver Program Services, located in the Long -Term Care Portal (LTCOP); and

- documentation explaining the reason for the requested continuation

The request should be entered in the LTCOP and upload the supporting documentation to the operational portal.

System function when performing a suspension

- Suspensions are submitted using the Individual Movement Form(IMT).

- The provider submits the IMT-suspension form.

- If all services are CDS, the LIDDA submits the form for suspension.

- If the person resumes services with a different provider/contract, the <u>LIDDA</u> follows the transfer process (Refer to Appendix A as this may also require an IMT-LA Reassignment form or other forms).

- If the person resumes services with the same provider and contract, the <u>provider</u> updates the IMT-Suspension form to end the suspension.

System function when performing a suspension- Client Hold

- When a member is put on suspension, this creates a client hold on the MESAV.

- On the MESAV, the client hold code will start with SR followed by a number.

- To release the hold, the provider must return the member to service.

System function when performing a suspension- Review

- This was formerly called "Suspension Status Report"

- While a person's services are suspended, the *service coordinator* monitors the person's situation and submits a suspension review every 30 calendar days.

 Some of the common Form status:

- Suspension Review Overdue: This means that 30 calendar days have expired and there is no suspension review documented.

- Return to services Initiated: This means that the process to return the member back to waiver services was initiated.

- Returned to service: The form was successfully processed, and the member has been returned to waiver services

System function when performing a suspension- Billing/Capacity

- The provider has to end their suspension one day prior, so the system will allow services to be billed on the day they return to the program setting.

Another way to end suspension

- When the provider does an IPC renewal and is changing the location, then this will also end the suspension. A Validation box will pop up to verify that this will end the suspension. In this case the provider will also need to verify the capacity of that location to prevent any delays.

Placeholder / Admin Locations

- Use PLU to create an administrative location
  - Should be 3-bed
  - Can remain open but empty

	Location ABC	Location XYZ	Location CG-Admin
Original	Marsha Jan Cindy	Greg Peter Bobby	
Action 1	Marsha Jan	Greg Peter Bobby	**Cindy**
Action 2	Marsha Jan **Bobby**	Greg Peter	Cindy
Action 3	Marsha Jan Bobby	Greg Peter **Cindy**	

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 per person**

- **Please be professional when speaking**

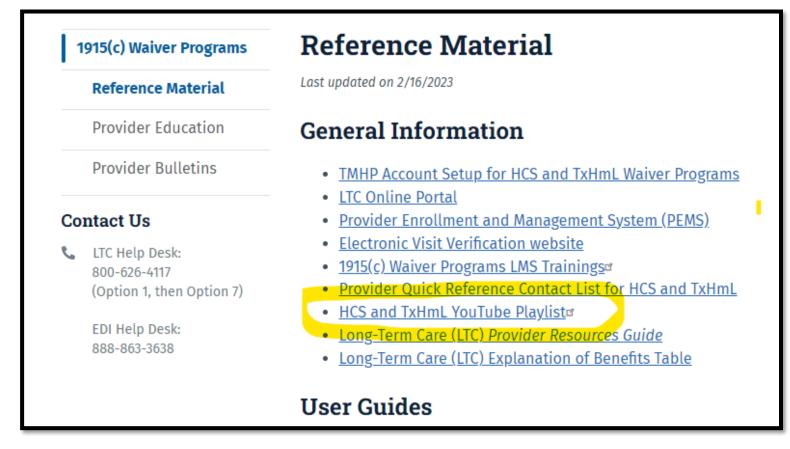- **Do not use identifying information when referencing cases**

Important Reminders- YouTube Videos

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

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.

HCS and TxHmL Webinars and FAQs

January Webinar 2023

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

Topics Discussed:

- Enhancements to Individual Plan of Care (IPC) revisions and corrections, Individual Moven
- Trending Issue Support Volume 14 and 15 are now published.
- YouTube videos on the TMHP Remittance and Status (R&S) has now been published.

Important Reminders-FAQs

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

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 APRIL 12, 2023
- Focused training sessions on revisions renewals and transfers for ongoing townhalls.

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 April 12, 2023