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

Thank you for joining us for today's webinar!
May 10, 2023

Control Panel Features



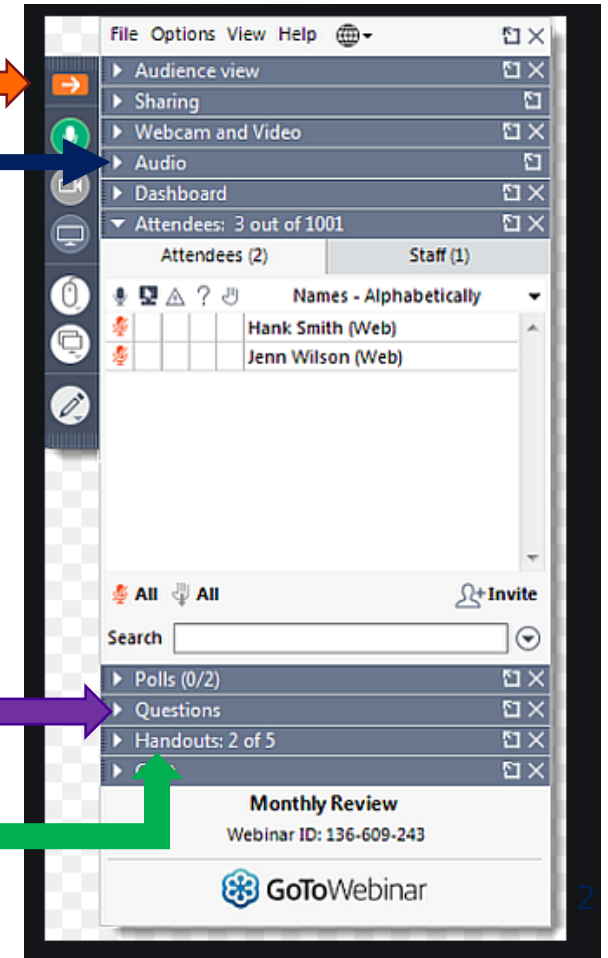
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Grab Tab

Audio

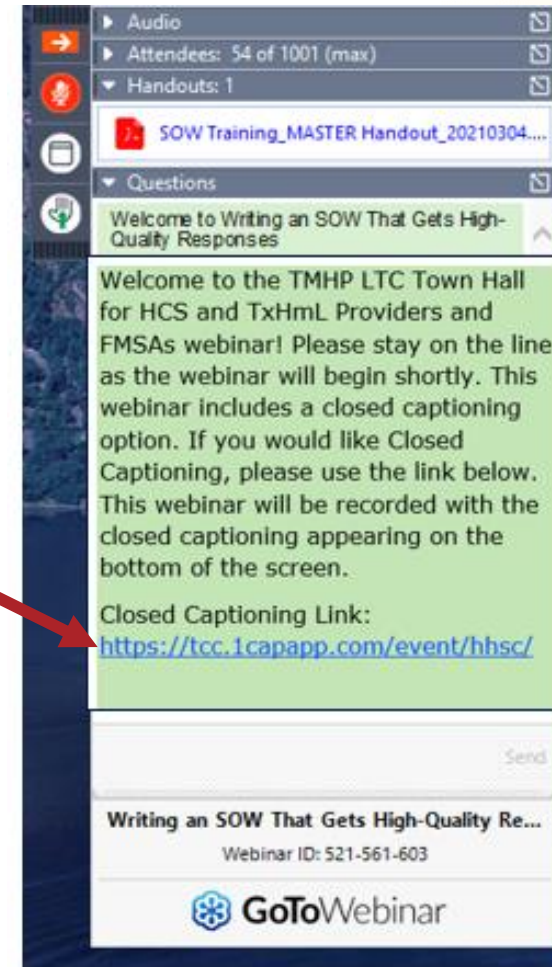
Questions

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.



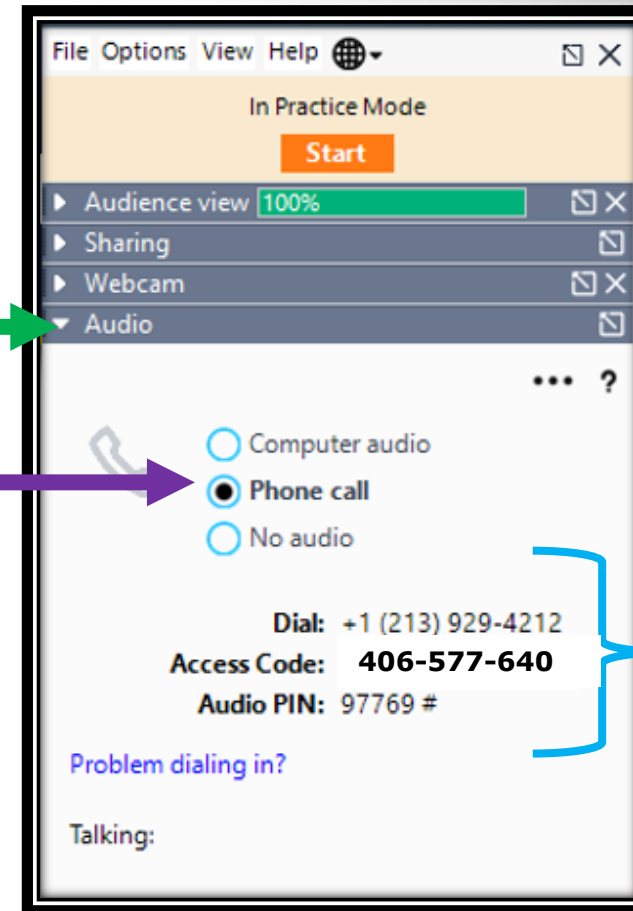
Telephone Audio Option



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1. Click
Audio tab

2. Select
Phone Call



3. Dial-in
Information

Town Hall Rules of Engagement

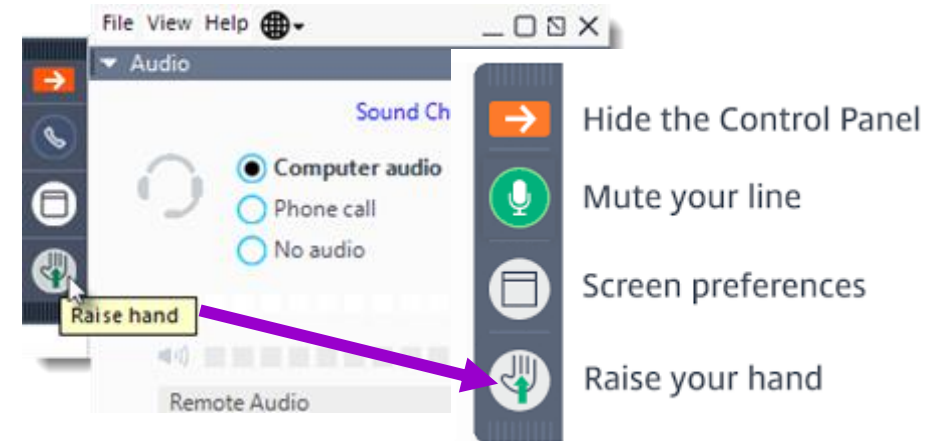
Option 1: Verbally Ask Questions



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How To Verbally Ask A Question

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



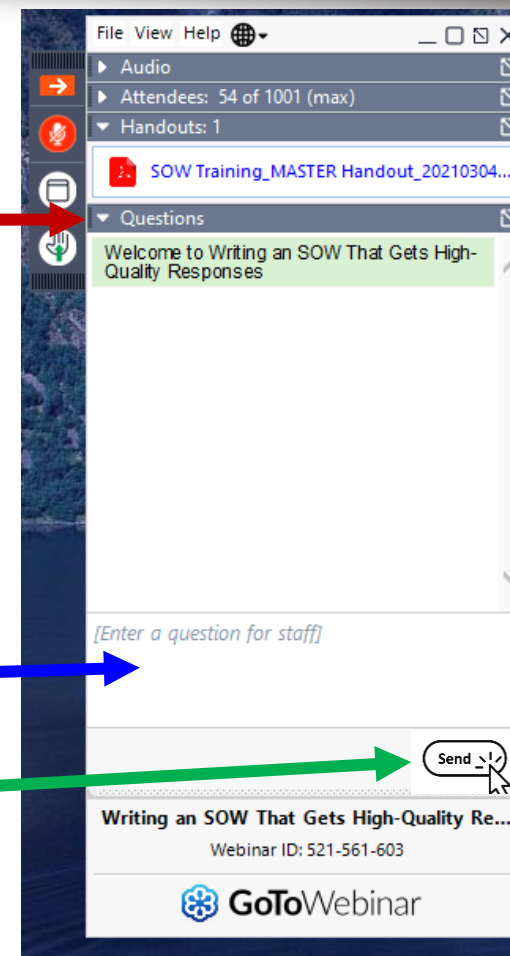
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Note: Written questions submitted will be used as topics for the future Town Hall webinar.

1. Open your Questions Tab

2. Type your question in the box provided.

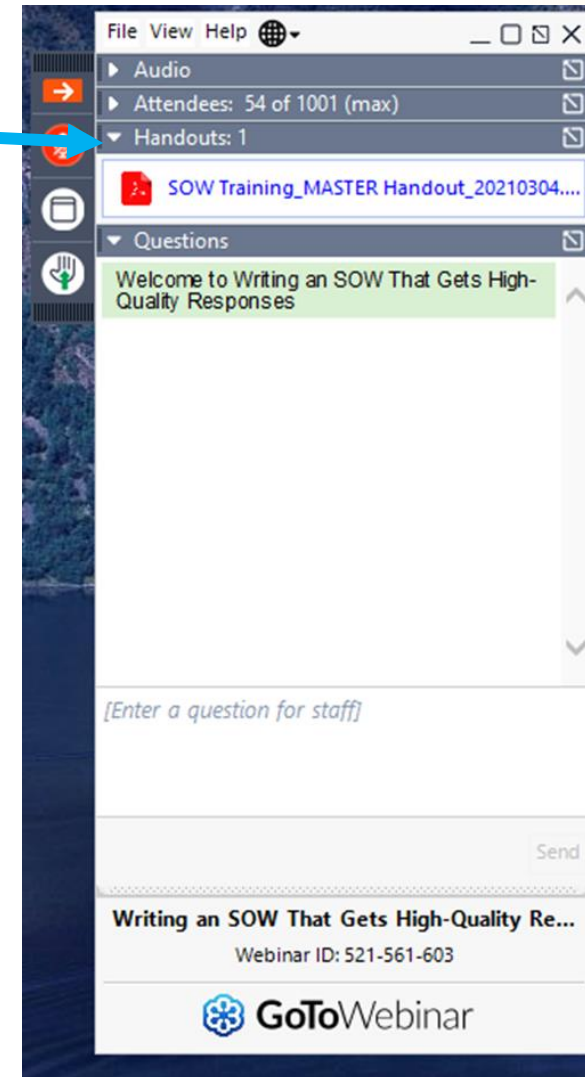
3. Click **Send**



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

1. Find a copy of the presentation and/or handouts under the "Handouts" tab.

2. **Remember!**
Save a copy of the presentation or handouts to your computer before ordering a print.



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Please complete our survey!



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- **How did we do?**
 - **Suggestion?**
 - **Comment?**
- Let us know! Please take a moment to complete our Post Survey!
- Your responses will provide valuable input to the development of future webinars!





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Thank you



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

May 10, 2023

Introduction



- **Purpose** – Town Hall, information sharing, training
- **Panelists**
 - **Ashley Wechsler** – Program Eligibility and Support (PES)
 - **Tricia Barrett** – Electronic Visit Verification (EVV)
 - **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
 - **McKenzie Sanchez** – Long Term Services and Supports (LTSS) Policy Unit
 - **Sameer Bootwalla** – HHSC Information Technology (IT)
 - **Janet Deng** - Texas Medicaid & Healthcare Partnership (TMHP)
 - **Depesh Shah** – Texas Medicaid & Healthcare Partnership (TMHP)

Agenda



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

10:05 AM – 10:15 AM: Trending issues — Depesh Shah

- New notifications (Release 2 Coming Soon, Republish Pending Dads Review (Alert), MESAV Videos, Trending Issue Report, Volume 20)
- Learning Tips and Best Practices---Depesh Shah
 - Providers waiting for transfers to be complete before entering revisions/renewals
 - How to back out claims-training in December webinar---Depesh Shah

10:15 AM – 10:45 AM: Training and information sharing

- Enrollments and Location Code Issues—order of the forms---Depesh Shah
- TP2 holds---Fabian Aguirre
- EVV matching edit---Tricia Barrett

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 Issues - New Notifications



- Release 2 of the Portal Enhancements coming in July.
- Pending Dads Review for IPC forms. Refer to the recent news section of the 1915c Waivers Programs site on [TMHP.com](https://www.tmhp.com) for more information.
- EVV Claims Matching For HCS and TxHmL started on 5-1-2023.
- New Claims Resources under the Reference Material section of the 1915c Waiver Programs section of [TMHP.com](https://www.tmhp.com)

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](#)

Trending Issues – Upcoming Training Video – MESAV



- YouTube videos on the TMHP MESAV has now been published.
 - 3-part videos to accommodate easy viewing:
 - ❑ **Part 1: Verifying Eligibility for an Individual**
 - ❑ **Part 2: How to create a group template to verify Eligibility for multiple members**
 - ❑ **Part 3: Verify Eligibility for Multiple members using a Group template.**
- YouTube and in the HCS/TxHmL playlist, you can access the playlist at this link (<https://youtube.com/playlist?list=PLIe60BLvrbESNOLho-L03v4Vf-GH4TNv1>), which is also posted for providers in the Reference Material section of the 1915c Waiver Programs page on the TMHP website.
- Upcoming additions to the videos include Addressing IPC Rate changes, Entering IPC Revisions and entering Transfers in the correct order.

Trending Issue Support

Trending Issue Support Volume 20 is now published. Refer to this notification for:

- a) Updates to prorating the Individualized Skills and Socialization services.
 - b) Dental claims billed using the dollar amount as the units.
 - c) Entering “+” symbol when Medicaid number is pending or unknown for IDRC PC2.
 - d) Information for submitting forms for transfers.
-
- Refer TMHP notification in the ‘Recent News’ section on the 1915c Waivers Program website on tmhp.com.
 - [HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 20 | TMHP](#)

Best Practice – IMT FORM

Issue- When the LIDDA is doing an IMT individual movement form for a LA Reassignment on the Online Portal, the new county is populating on the form.

Reason- This occurs when the NEW LIDDA(receiving LIDDA) has submitted a claim for Targeted Case Management (TCM) BEFORE the reassignment is processed which creates a Service Authorization. The IMT-LA Reassignment form must be in a processed complete status before the new LIDDA submits TCM claims.

Solution-

- a) The new LIDDA must do a claims adjustment to return all the units billed.
- b) Then call Provider Claims Service at 512-438-2200 opt 5 to request deletion of the service auth and notify the sending LIDDA of the fix.
- c) The sending LIDDA can now submit the IMT- LA Reassignment.
- d) The new LIDDA can now submit the TCM claim

This information was also in the IDD Services Broadcast 2023-23.

Learning Tip IPC Forms

- IPC Renewal getting error message that there is no IDRC for the effective date of the IPC.
- Scenario - This happens when the IPC renewal effective date is after the end date of the IDRC. The IPC renewal effective date should be on or after the IDRC effective date but not after the IDRC end date.

Enrollment Form Sequencing Recap



- The Pre-enrollment Form is submitted by the applicant's LIDDA after they accept the slot offer for HCS or TxHmL. Only one Pre-enrollment Form can be submitted for an individual. When the form is successfully submitted, it moves to status Pre-enrolled.
- The LIDDA then submits the 8578 Intellectual Disability/Related Condition PC 2(IDRC) No Current Assessment.
- Once the 8578 IDRC is approved then the LIDDA would submit the 3608 or 8582 IPC Enrollment form.

Location Code issues



- To prevent Location code issues, the submitter would need to verify the location Capacity before submitting the form to ensure there is no delay in form processing.
- Providers can go to CARE Screen C84 to get the general information.
- This will prevent the forms being stuck for a long time till the verification is complete.
- With the upcoming enhancements, you will also be able to look at location information from the LTC online portal Dashboard which will include how many members are in a particular location.

Location Code Issues for Transfers

- Transfer IPC issues with locations.
- When you have to do transfer involving 2 members, make sure that the location is not full before submitting the transfer forms.
- If the location is full, then you might have to create a Admin Location which you will use as a place holder. It should be opened using a PLU form for 3 bed.
- You would 1st move a member that should not be in that location to the Admin Location.
- Then move the new member to this location.
- Once this is done then move the member from the Admin Location to the new location.
- Remember, Admin locations can remain open but should be empty.
- **This information can also be found on the March 2023 TMHP LTC Townhall - [HCS and TxHmL Webinars and FAQs | Texas Health and Human Services](#)**

How to do Claim Adjustments Recap



- Please review both the December 2022 and Feb 2023 Webinars for information on how to do a claims adjustment.
- The links for the webinar can be located in 1915c Waivers Program page on TMHP.COM under the Helpful Links section.
- [HCS and TxHmL Webinars and FAQs | Texas Health and Human Services](#)

Training and Information Sharing

- TP2 Holds



TP2 Holds

- Timeliness holds
- Existed in CARE as well
- Occur when the meeting / signature date occurs after the Begin Date of a new IPC cycle
- Only applies to Renewals

Training and Information Sharing

- TP2 Holds (cont.)



TP2 Holds

- Texas Administrative Code Title 26, Part 1, Chapter 263, Subchapter D Rule §263.302(a)(4)

(a) Renewal of an IPC. At least annually and before the expiration of an individual's IPC, an individual's IPC must be renewed in accordance with this subsection and HHSC's instructions.(4) The program provider must ensure that a meeting between the service planning team and the program provider occurs at least 30 but no more than 60 calendar days before the expiration of the individual's IPC to:(A) review the PDP and, if CFC PAS/HAB is included on the PDP, the completed HHSC HCS/TxHmL CFC PAS/HAB Assessment form; and (B) develop the renewal IPC that meets the requirements described in §263.301(c) of this subchapter (relating to IPC Requirements), including completion of the CDS option portion of the renewal IPC, if applicable, and the non-HCS Program services and non-CFC services.

Training and Information Sharing

- TP2 Holds (cont.)

(Slide 3 of 3)



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TP2 Holds

UR will *consider* adjusting dates, if –

- There is documentation that the meeting was held late for reasons outside the provider's control. Documentation should include:
 - 1) Proof of meetings scheduled (or attempts to schedule) at least 30-60 days prior to renewal date,
 - 2) Rescheduled attempts to meet including why meeting did not occur, and
 - 3) Any emails communicating with service coordinator, guardian and individual.
- Documentation must be submitted to deskURLONIPC@hhs.texas.gov.

Training and Information Sharing

EVV Claims Matching



EVV Claims Matching for HCS and TxHmL Started May 1, 2023

- EVV claims for HCS and TxHmL with dates of service of May 1, 2023, and after that do not have an EVV visit match will deny.
- This includes EVV claims with in-home individualized skills and socialization.
- For more information, including resources to help avoid future payment denials or recoupments, reference the notice "EVV Billing Updates for HCS and TxHmL (PDF)." Contact EVV Operations with any questions
 - <https://www.hhs.texas.gov/sites/default/files/documents/evv-billing-updates-hcs-txhtml.pdf>
 - EVV@hhs.texas.gov

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.**
- **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.

1915(c) Waiver Programs

Reference Material

Provider Education

Provider Bulletins

Contact Us
 LTC Help Desk:
800-626-4117
(Option 1, then Option 7)

EDI Help Desk:
888-863-3638

Reference Material
Last updated on 2/16/2023

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](#)
- [Long-Term Care \(LTC\) Explanation of Benefits Table](#)

User Guides

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/Town Hall are listed below each month.

HCS and TxHmL Webinars and FAQs

April Webinar 2023

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

Topics Discussed:

- 2022 Cost reporting information
- Submitting multiple forms
- Accessing and Using R&S reports
- Purpose of a Provider Location Update Form
- Viewing Provider Locations on the Dashboard
- Billing for Individualized Skills and Socialization

March Webinar 2023

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

Topics Discussed:



Important Reminders-FAQs

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

- [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](#)

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](#)

Additional Resources

- [Long Term Care Service Group Codes](#)

Important Reminders-June Townhall Training Topics



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

- Navigate TMHP website
- Dashboard demo
- Release 2 Enhancements

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 June 14, 2023

Contact Information



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

General Information

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Thank you for attending

Our next meeting is June 14, 2023