TMHP LTC Portal for HCS/TxHmL Providers and FMSAs Webinar

November 9, 2022

Introduction

- Purpose
- Panelists
  - **Ashley Wechsler** – Program Eligibility and Support (PES)
  - **Holly Lindsey** – Utilization Review (UR)
  - **Marie Redman** – Provider Claims Services (PCS)
  - **Kali Schmidt** – Contract Administration & Provider Monitoring (CAPM)
  - **Rhonda Richie** – Local Procedure Development and Support (LPDS)
  - **McKenzie Sanchez** – Long Term Services & Supports (LTSS) Policy Unit
  - **Audra Wilson** – Texas Medicaid & Healthcare Partnership (TMHP)

Agenda

- **10:05a – 10:35a**: Trending Issues
- **10:35a – 11:05a**: What is MESAV?
- **11:05a – 11:10a**: Updates on LTC Online Portal for HCS/TxHmL
- **11:10a – 11:30a**: Questions and Answers

Please note:

- Contact List is at the end of this presentation.
- 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 – Forms Sequencing

When submitting a series of forms, make sure that each form is in a Processed/Complete status before proceeding to the next form. Adhere to guidance on who should submit a form. For e.g. only LIDDAs should submit IMT (LA Reassign) and IPC Transfers.

Appendix A: Scenarios for Selecting an IMT Purpose and IPC Type

Scenario Description	County Change?	Contract Change?	Location Code Change?	Residential Type Change?	LIDDA Change?	Sequence of Required Forms
• Contract Change • County Change • Location Code Change • Residential Type Change	Yes	Yes	Yes	Yes	No	• 3608 Transfer IPC (Submitted by the LIDDA.) • IMT—Individual Update (Update address and county) (Submitted by the receiving program provider or LIDDA if there is no program

Trending Issues – Claims Submission Tidbits

- Rejected or Denied claims submitted at TMHP must be corrected and resubmitted for processing

- **Top detail claims rejection Explanation of Benefits (EOBs) for week ending 10/28:**
  - ❑ F0077 - Billing Code was not submitted or cannot be determined. (45%)
  - ❑ F0288 - Claim cannot be paid because consumer is on Client Hold for the given waiver program and Date(s) of Service. (27%)
  - ❑ F0325 - Line Item Control Number-Required HHMM (military format). (21%)

- **Top detail claims denial EOBs for week ending 10/28:**
  - ❑ F0138 - A valid Service Authorization for this client for this Service on these dates is not available. (45%)
  - ❑ F0329 - This Service has already been paid. Please do not file for duplicate service. (29%)
  - ❑ F0187 - No units available from client Service Authorization. (13%)

- Claims in Approved to Pay (A) status will be moved to a Paid (P) status, once TMHP receives the warrant for payment confirmation (usually within 3 business days).

- Refer Important Claims Submission Information for HCS and TxHmL Programs | TMHP and HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 9 | TMHP notifications on 1915c Waivers Program website

Trending Issues – LTC Portal

- Changes to service coordination validation on IMT/IPC forms to prevent them moving to status Provider Action Required due to SAS error "GN-0034: Service Coordinator ID not valid or inactive for this Contract No.".
  - See <u>IMT and IPC Processing Improvement | TMHP</u>

- Individualized Skills and Socialization services will be available on HCS and TxHmL Individual Plan of Care (IPC) forms on 01/01/2023.
  - See initial communication: <u>HHSC Publishes IL 2022-53 Requirements for Providers Seeking to Deliver New Individualized Skills and Socialization Services | TMHP</u>

•8

- Dashboard 'Estimated Annual Cost' tab not updating to reflect latest IPC information addressed on 11/3

- Recent notifications to the recent news on 1915c Waivers website:
  - <u>EVV Personal Care Services Bill Codes Updates for STAR+PLUS, STAR Kids, STAR Health, HCS and TxHmL | TMHP</u>
  - <u>Stakeholder Comments Requested for Proposed HCS and TxHmL Billing Requirements | TMHP</u>
  - <u>EVV Claims Matching for HCS and TxHmL Starts March 1, 2023 | TMHP</u>
  - <u>HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 10 | TMHP</u>

- 9

Trending Issues – Setting up Dashboard Permissions

- Access the 'Managing Your Long-Term Care Online Portal Account: A Step By Step Guide (tmhp.com)' for instructions to set up access to the LTCOP.

- **HCS and TxHmL Permissions Basics:**
  - No hospice-related permissions enabled for any reason
  - No LA Evaluator permissions, unless it is on a separate account/username for other account(s)
  - No usernames/accounts that have both "LTC" (TMC2/MESAV) permissions and "NF/Waiver" (Portal/forms) permissions
  - A different email address is required to create separate user accounts
  - It is permissible to have accounts linked to both HCS and TxHmL contracts, if they do not violate any of the above rules

- Provider notification to be posted, while guide updates are underway

Trending Issues – Accessing the Dashboard

1. From the LTCOP Blue Navigational Bar, click Dashboard to access information about individuals associated to the specific provider or LIDDA who are enrolling in or are enrolled in HCS and TxHmL.

   • Dashboard information does not include terminated individuals.

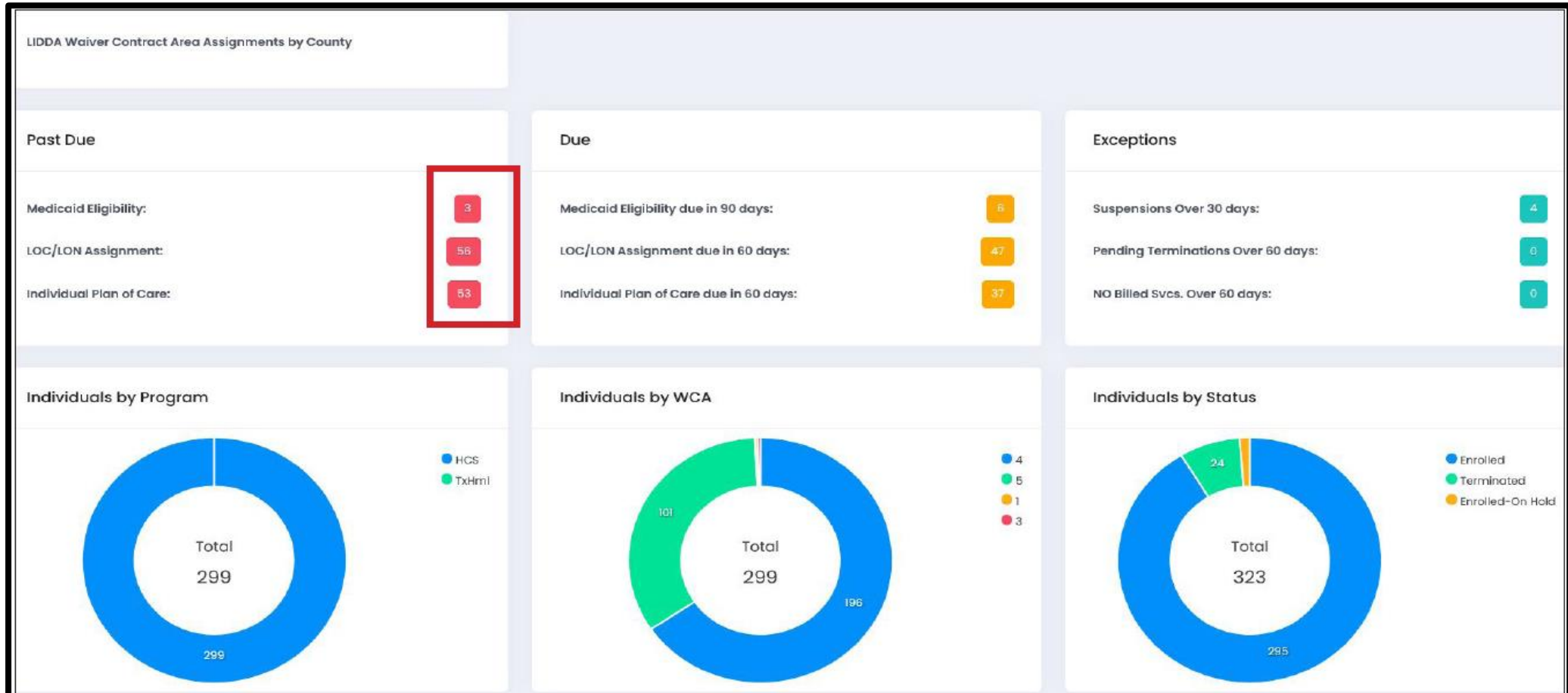# Trending Issues – Accessing the Dashboard (cont.)

Dashboard | Submit Form | Search ▾ | Worklist ▾ | Printable Forms | Alerts | Help

❑ Numbers and charts are loaded and show the total count of individuals applicable to each section.

❑ If the 'Dashboard' option is not visible on the Blue Navigational Bar – revisit permissions tied to the user account

❑ If an access error is received – revisit permissions tied to the user account

❑ If a server error is received – try refreshing the page. TMHP is currently investigating this issue

❑ If none of the above resolves the issue, call the TMHP LTC Help Desk at 800-626-4117, Option 1, then Option 7 for immediate assistance

Trending Issues – Accessing the Dashboard (cont.)

2. Information on the Dashboard is updated daily using an overnight batch job.

3. Clicking an individual-related hyperlink from the Dashboard goes to an Individual List page.

- The heading is labeled with the hyperlink that was clicked.

14

Trending Issues – Accessing the Dashboard (cont.)

4. The Individual Detail page allows users to see detailed information for the individual, estimated annual costs, levels, individual history, and Medicaid information.

Trending Issues – Accessing the Dashboard (cont.)

5A. Estimated Annual Cost tab displays a combination of the latest finalized IPC form, service authorizations and claims utilization information.

Trending Issues – Accessing the Dashboard (cont.)

5B. Estimated Annual Cost tab displays a combination of the latest finalized IPC form, service authorizations and claims utilization

Services											
Provider Services	Provider Service Description	Provider No.	Vendor No.	Begin Date	End Date	Authorized Units	Rate	Est. Cost	Claimed Unit	Claimed Dollar	% Utilized
18A	18A, HOST HOME/COMPANION CARE			3/29/2022	3/28/2023	365	$72.56	$26,484.40	213	$15,455.28	58.36%
10C	10C, HABILITATION – DAY HABILITATION			3/29/2022	3/28/2023	260	$28.13	$7,313.80	62	$1,998.58	27.33%
5A	5A, DENTAL – WAIVER PROGRAMS			3/29/2022	3/28/2023	1000	$1.00	$1,000.00	156	$156.00	15.60%
41E	41E, REQUISITION FEES – DENTAL			3/29/2022	3/28/2023	92.85	$1.00	$92.85	15.6	$15.60	16.80%
13B	13B, NURSING SERVICES – RN			3/29/2022	3/28/2023	13	$43.39	$564.07	0	$0.00	0%
13A	13A, NURSING SERVICES – LVN			3/29/2022	3/28/2023	11	$29.69	$326.59	0	$0.00	0%

Trending Issues – Accessing the Dashboard (cont.)

6. The 'Levels' tab displays the individual's LOC/LON records available at TMHP.

| Demographics | Estimated Annual Cost | **Levels** | Individual History | Medicaid | Hold Details |

Level of Care/Level of Need

Level of Care	Level of Need	LON Begin Date	LON End Date	Purpose Code
1	1	10/21/2020	10/20/2021	3
1	1	10/21/2021	10/20/2022	3
1	1	10/21/2022	10/20/2023	3

7. The 'Individual History' tab displays a history of forms for the individual that exists in the LTCOP.

	Demographics		Estimated Annual Cost		Levels		Individual History		Medicaid		Hold Details

Individual History

Prgm Vendor No.	Prgm Provider No.	Effective Date	Form Type	Form Sub Type	From Assignment	To Assignment	DLN
		6/24/2021	ID/RC 8578 Assessment	3	6/24/2021	6/23/2022	
		6/29/2021	3608 Individual Plan of Care	Renewal	6/29/2021	6/28/2022	
		11/5/2021	3608 Individual Plan of Care	Revision to increase/decrease an existing HCS Service	6/29/2021	6/28/2022	
		5/27/2015	Pre-Enrollment				
		6/24/2022	ID/RC 8578 Assessment	3	6/24/2022	6/23/2023	
		6/29/2022	3608 Individual Plan of Care	Renewal	6/29/2022	6/28/2023	

19

Trending Issues Accessing the Dashboard (cont.)

TEXAS
Health and Human
Services

8. The 'Hold Details' displays the client hold records for the individual available in the LTC CMS database.

•20

Trending Issues – Accessing the Individual Search Page

- Individual Search allows users to search for specific information for an individual.

Trending Issues – Accessing the Individual Search Page (cont.)

- **Reminders**:

  – An individual's residential address is pulled from their latest, finalized IPC.

  – If an individual's residential address is updated through an Individual Movement (IMT) Individual Update form, the updated residential address will only be reflected in Individual Search after another IPC is submitted and finalized for the individual.

  – FSI can be used to see an individual's most updated residential address on their latest form.

  – Search results pulls up the individual detail information from the Dashboard.

What is MESAV and How to Access it.

- Providers can view/access Medicaid Eligibility and Service Authorization Verifications (MESAVs) electronically using TMC

- To prevent claim denials, providers must verify a person's eligibility for Medicaid services.

- The date range is restricted to three calendar months.

- The service authorization section of a MESAV indicates the billable or allowable services for the person.

- To get more details, refer to the <u>TMC User guide</u>.

MESAV Results page

This is the Client information part

MESAV Service auth section

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	Proc. Code	Proc. Type	NPI/API	Provider Number
2/3/2022	2/2/2023	███	Active	21	HCS	18A	HOST HOME/COMPANION CARE		231.00		365.00				
2/3/2022	2/2/2023	███	Active	21	HCS	41E	REQUISITION FEES - DENTAL				92.85				
2/3/2022	2/2/2023	███	Active	21	HCS	5A	DENTAL - WAIVER PROGRAMS				1,000.00				███
2/3/2022	2/2/2023	███	Active	21	HCS	10C	Habilitation - Day Habilitation		166.00		260.00				███
2/3/2022	2/2/2023	███	Active	21	HCS	13B	Nursing Services - RN				14.00				███

Agent

-No Data-

Authorization Message

-No Data-

Monthly Units

-No Data-

MESAV Eligibility & Level section

This section shows the details for eligibility and levels.

Eligibility

Begin Date	End Date	Coverage Code	Secondary Coverage Code	Program Type	Coverage Category
2/1/2012	12/31/9999	R	Q	13	4

Other Insurance Policies
-No Data-

Medicare
-No Data-

Medical Necessity
-No Data-

Levels

Begin Date	End Date	Level	Type
1/5/2022	1/4/2023	8	HN
1/5/2022	1/4/2023	1	HC

Income/Co-Payment
-No Data-

MESAV Managed Care and Client Hold section

This section shows the details for Managed Care and Client hold.

Managed Care

Add Date	Begin Date	End Date	Plan Code	Line Of Business	Plan Desc.
11/22/2016	12/1/2016	12/31/9999	KB	STAR Kids	⬛⬛⬛

Messages

-No Data-

Client Hold Information

Effective Date	End Date	Hold Reason Code	Hold Reason Description	Service Group	Service Group Description
8/30/2022	12/31/9999	SR2	⬛⬛⬛	21	HCS

Client Hold Removal

- **Intellectual Disability Related Condition (IDRC) Timeliness Penalty (TP1) Hold:** The IDRC was initiated by a late submission.
  - The provider needs to submit a Purpose Code E (PCE) to release the hold.
  - If it is for CDS services, the LIDDA needs to submit the PCE.

- **Individual Plan of Care (IPC) Timeliness Penalty (TP2) Hold:** The IPC was initiated by a late submission.
  - To remove the hold, contact the HCS/TxHmL Utilization Review (UR) Message Line at 512-438-5055.

Client Hold Removal (cont.)

- **Suspension Reason (or Review) Hold:** There is an Individual Movement (IMT) Suspension in place.
  - To release the hold, return the individual to service and contact HHSC Provider Claims Services (PCS) at 512-438-2200, Option 5 to update MESAV.

- **ID CARE (IDC) Hold:** There is no suspension on the LTC Online Portal so the provider cannot return the individual to service.
  - Contact the HCS/TxHmL Utilization Review (UR) Message Line at 512-438-5055.

Creating a MESAV Group Template

- To verify eligibility for a group of people at one time, create a MESAV Group Template.

- Each MESAV Group Template can contain up to 250 people.
  - You can create up to 100 Group Templates for each National Provider Identifier (NPI) number.

- To get step by step instruction, refer the <u>TMC User guide</u> and see pages 14 to 22.

Updates on LTC Online Portal - TMHP 1915(c) Website

Updates on LTC Online Portal – Reference Contact List

- [1915(c) Waiver Programs](#)

- Click on "Reference Material"

- Click on "Provider Quick Reference Contact List for HCS and TxHmL"

1915(c) Waiver Programs

Reference Material

Provider Education

Provider Bulletins

Contact Us

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

Reference Material

Last updated on 11/4/2022

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

Provider Quick Reference Contact List

Provider Quick Reference Contact List for HCS and TxHmL

Updated: November 4, 2022

Texas Medicaid & Healthcare Partnership (TMHP) Website for the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Medicaid Waiver Programs:
https://www.tmhp.com/programs/1915c-waiver-programs

CONTACT LIST

Entity/Area	What they can do…
The Texas Medicaid & Healthcare Partnership (TMHP) EDI Help Desk 800-626-4117 – select option 3 or 888-863-3638 – select option 4	• create an LTC Online Portal account
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
Utilization Review (UR) 512-438-5055 deskURLONIPC@hhs.texas.gov	• 8578 ID/RC with purpose code 3 or 4 • Renewal or Revision IPCs

Updates on LTC Online Portal – Release 1 Enhancements

- **November 2022:**
  - All Release 1 Items will be posted by early next week

- **December 12, 2022:**
  - Release 1 Go-Live

Information will be posted on [TMHP 1915(c) Website](#)

Question and Answer

Thank you for attending

Our next meeting is December 8, 2022