

HCS/TxHmL Resources

RESOURCES

All this information can be found on TMHP 1915c website:

<https://www.tmhp.com/programs/1915c-waiver-programs>

- Reminder of LTC Online Portal Information and Resources for HCS and TxHmL Providers and LIDDAs – This document is helpful for learning how to navigate the TMHP 1915c website.
 - o <https://www.tmhp.com/news/2023-03-17-reminder-ltc-online-portal-information-and-resources-hcs-and-txhtml-providers-and>
- Appendix A (pg 256) and Appendix B (pg 266) of the User Guide- Appendix A is very important. It lists the order in which forms need to be processed based on each move/transfer scenario (please note: If an individual is moving residence type and not changing contract, this would be an IPC Revision, not an Individual Movement). Appendix B list the statuses, provides a description, and what action is needed, for each status.
 - o <https://www.tmhp.com/sites/default/files/file-library/ltc/LTC%20HCS-TxHmL Provider%20UG CmntyServWaiverPrgrms 2022 1214r.pdf>
- YouTube videos – These instructional videos demonstrate how to use Appendix A and MESAV. In addition, there are videos on R&S Reports, Assigning Permission & Accessing the LTCOP Dashboard, Addressing IPC Rate Changes, Entering a Revision IPC, and Entering a Transfer in the Correct Order.
 - o <https://youtube.com/playlist?list=PLIe60BLvrbESNOLho-L03v4Vf-GH4TNv1>
- Past TMHP LTC Town Hall for HCS/TxHmL Providers and FMSAs Town Halls. Please note: The topics to each town hall are listed for your convenience.
 - o <https://www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/hcs-txhtml-webinars-faqs>
- Updated: Clarification on “pending DADS review” – This notification clarifies what is meant by “pending DADS review” and is updated to reflect the enhancement related to uploading documents on TMHP
 - o <https://www.tmhp.com/news/2023-07-20-updated-clarification-hcs-and-txhtml-ipcs-pending-dads-review-status>
- Correction to “Overview of Upcoming LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs” – This notification includes the enhancements released July 2023.
 - o <https://www.tmhp.com/news/2023-06-21-correction-overview-upcoming-ltc-online-portal-enhancements-hcs-and-txhtml-waiver>
- TMHP Enhancement Webinar Recordings (posted on 7/28/23) – In June and July 2023, TMHP hosted separate webinars for Providers and LIDDAs. These recording demonstrate using the new features, such as “Provider Location Search” and “Staff IDs.” These recordings are now available using the link below. Please Note: If the user is not familiar

HCS/TxHmL Resources

with LTC Online Portal, they should complete parts 1 and 2 of the LTC Online Portal Training for HCS & TxHmL Waiver Programs Webinar in the [TMHP Learning Management System \(LMS\)](#) before viewing these recordings.

- <https://www.tmhp.com/news/2023-07-28-recordings-now-available-ltc-online-portal-enhancements-hcs-and-txhtml-waiver>
- Trending issues – Common issue are posted here and is consistently updated.
 - <https://www.tmhp.com/news?created=All&title=Trending+Issue+Support&program id=1741&topic id=All&category id=All>
 - Here is an example of Trending Issues Volume 22 (posted on 7/14/23) ([HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 22 | TMHP](#)), which had information on how IPC Transfers should be entered when there is no change to Provider/FMSA contract.
 - Here is an example of Trending Issues Volume 24 (posted on 8/11/23) ([HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 24 | TMHP](#)), which had information on adjusting claims with overlapping IPC service authorization details.
- FAQs – This is a comprehensive FAQ document and is consistently updated.
 - <https://www.tmhp.com/sites/default/files/file-library/ltc/Long-term-care-HCS-TxHmL-FAQ.pdf>
- Contact List – This is helpful in identifying the correct area to contact depending on form and situation.
 - <https://www.tmhp.com/sites/default/files/file-library/ltc/Contact%20List%20Quick%20Reference%20Guide v3.pdf>

Location Availability and Backing Out Claims

- Location Availability
 - **Best Practice:** Prior to moving and/or receiving individuals from a transfer or enrollment, **please ensure there is location availability in the specified location** (*specifically on and after the requested began date*) **and please double check the correct location code is used.** Providers can use the “Provider Location Search” feature to determine if there in availability in the specified location for the specific move/transfer/enrollment date.
 - For information on using the “Provider Location Search” please view the Provider Enhancement Webinar Recording (posted on 7/28/23) – <https://www.tmhp.com/news/2023-07-28-recordings-now-available-ltc-online-portal-enhancements-hcs-and-txhtml-waiver>

HCS/TxHmL Resources

- For a movement/transfer/enrollment (or Revision if they are only moving Residential Type and not changing contracts) to process, there must be location availability. Otherwise, the form will not process.
 - *Very Important: Please ensure the move/transfer is in "processed/complete" before entering other forms. If a transfer is "pending," and you enter an IPC Renewal, it will require manual intervention and delay the process of forms. This is also mentioned on the Trending Issues – Volume 20 and well as at multiple Town Halls.*
 - *Please note: If this is a "same day move" please view July 2023 Town Hall for additional instructions: [HCS and TxHmL Webinars and FAQs | Texas Health and Human Services](#)*
 - *Please note: Please also view the July 2023 Townhall for additional instructions on Provider Location Update (PLU) moves/updates and location code issues: [HCS and TxHmL Webinars and FAQs | Texas Health and Human Services](#)*
 - *If the provider needs IDD PES to reactive location availability, please ensure there is availability in the specified location before contacting IDD PES at EnrollmentTransferDischargeInfo@hhs.texas.gov. Otherwise, the form will not process.*
 - *If there is another movement/transfer/termination in "pending" status that is preventing the location availability, please contact IDD PES at EnrollmentTransferDischargeInfo@hhs.texas.gov. Use subject line "Tangled Transfer" and include: the individuals tangled, DLNs, location code, and applicable move/transfer/enrollment/termination dates.*
- Backing out Claims: At times, providers will need to back out claims to submit a transfer. Please use the information below for guidance.
- **Best Practice:** If you have claims that span billed across multiple IPC authorization periods, we suggest contacting TMHP for a list of those claims so you can correct them.
 - View Trending Issues Volume 24 (posted on 8/11/23) ([HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 24 | TMHP](#)) for details.
 - Also view the August 2023 Town Hall, which has information on this topic. ([HCS and TxHmL Webinars and FAQs | Texas Health and Human Services](#)).
 - Important: TMHP recently added a "Claims Resource" section on the TMHP website ([Reference Material | TMHP](#)). It includes several resources on claims. We highly suggest viewing the May 2023 Town Hall, as we cover a recap on **adjusting claims**.

HCS/TxHmL Resources

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](#)
- [TMHP LTC Portal for HCS and TxHmL Providers and FMSAs Webinar](#)
 - May 2023 - Claim Adjustments recap
 - April 2023 - Billing for Individualized Skills and Socialization
 - February 2023 - Claims Adjustment follow-up
 - December 2022 - How to do batch billing using TexMedConnect (TMC) and claim adjustments
 - November 2022 - Claims Submission (rejected and denied claims)
- [Remittance and Status \(R&S\) Reports for LTC Providers: A Quick Reference Guide](#)
- [Remittance and Status Reports Video Series](#)
- [MESAV Video Series](#)