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

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*Thank you for joining us for today's webinar!  
April 12, 2023*

# Control Panel Features



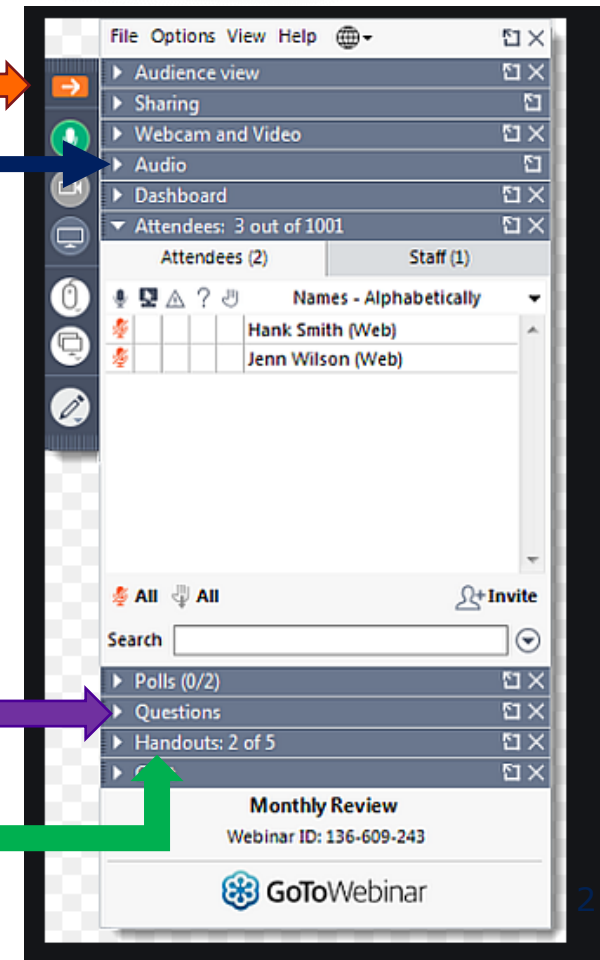
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Questions

Handouts

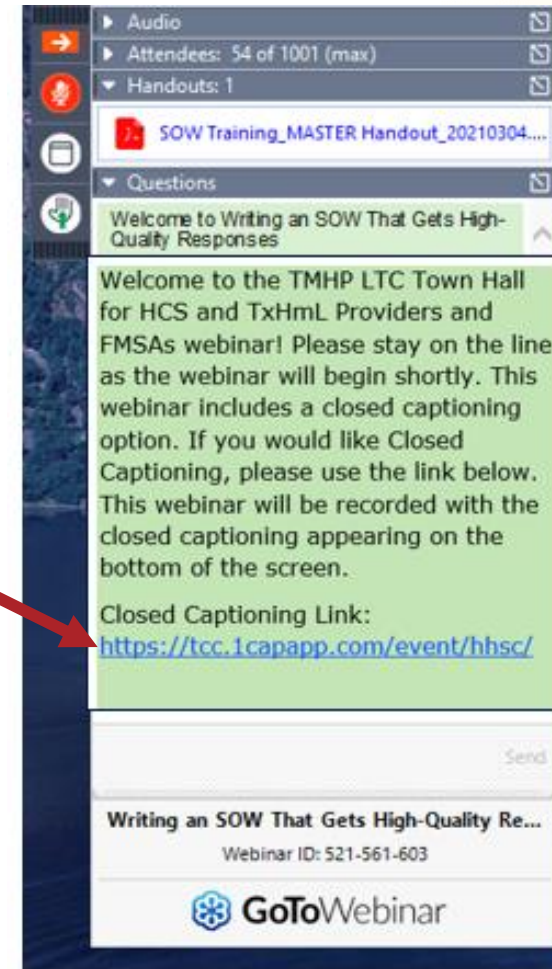
Grab Tab

Audio



# 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.



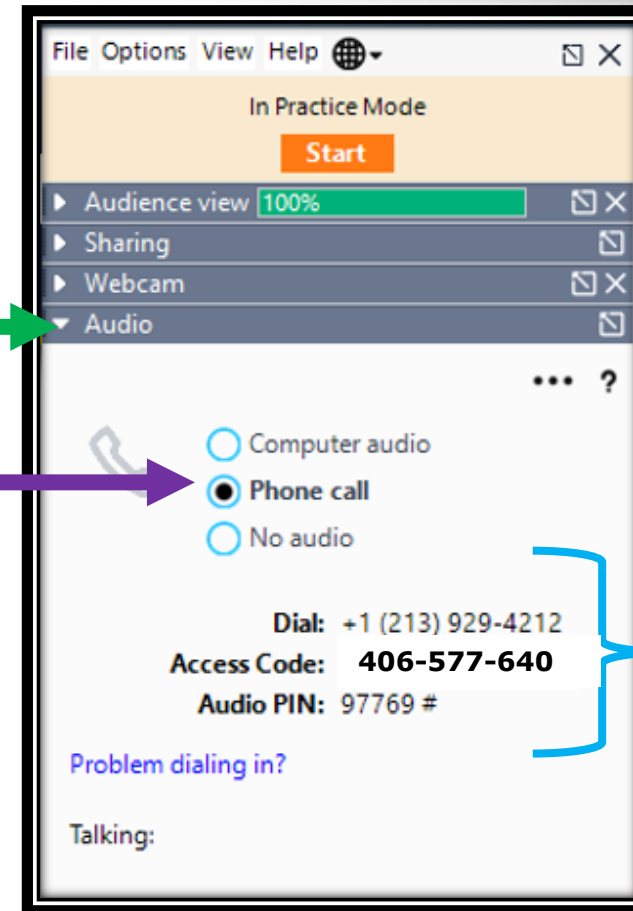
# Telephone Audio Option



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1. Click  
Audio tab

2. Select  
Phone Call



3. Dial-in  
Information

# Town Hall Rules of Engagement

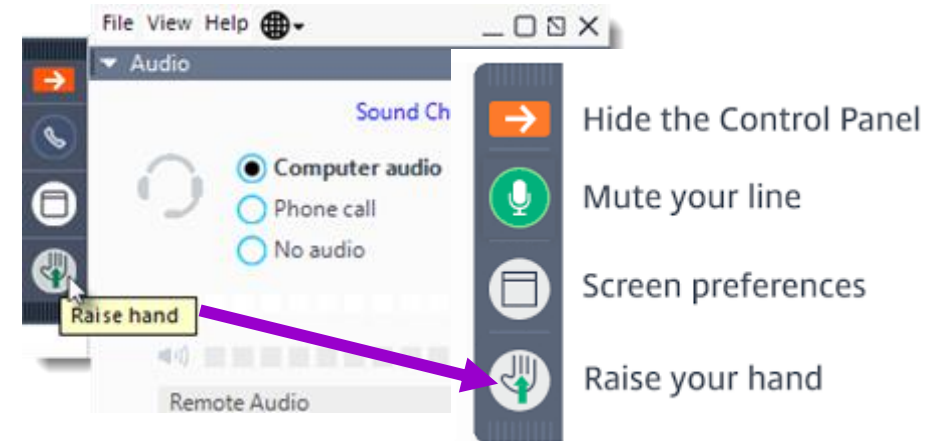
## Option 1: Verbally Ask Questions



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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



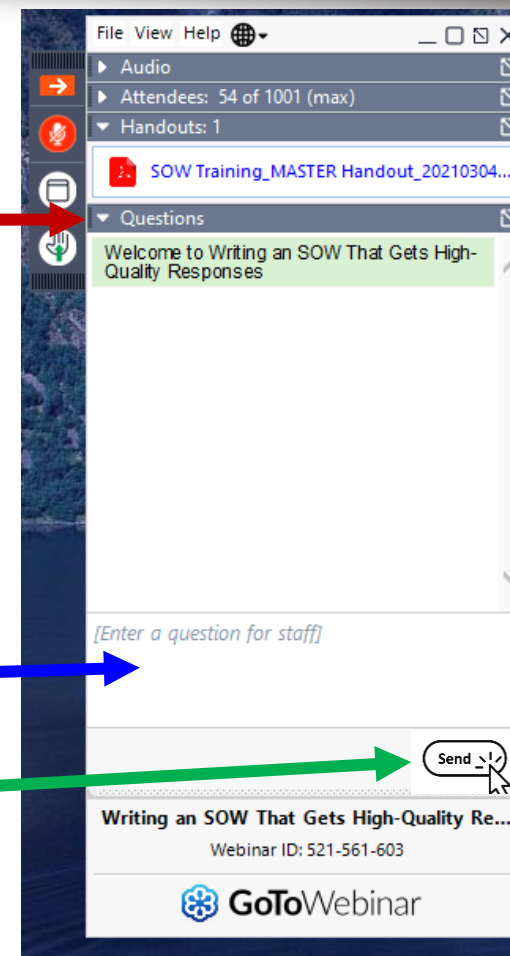
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**Note: Written questions submitted will be used as topics for the future Town Hall webinar.**

1. Open your Questions Tab

2. Type your question in the box provided.

3. Click **Send**

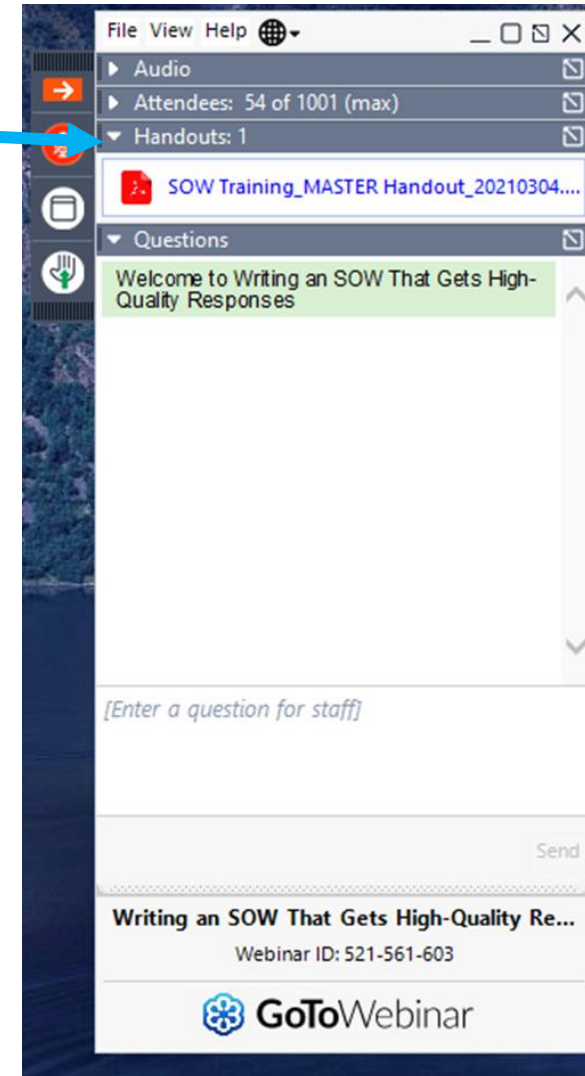




# Where can I get a copy of the presentation or handouts?

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**

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**April 12, 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
  - **McKenzie Sanchez** – 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



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

**10:05 AM – 10:15 AM: Trending issues** — Audra Wilson

- New notifications (FAQ document, Cost Reports, Trending Issue Report, Volume 19)
- Learning Tips and Best Practices

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

- Provider Location Update (PLU) moves/updates---Depesh Shah
- Enter Individualized Skills and Socialization in TMHP — Depesh Shah and Holly Lindsey (technology)
  - Individualized Skills and Socialization Bill code crosswalk — Holly Lindsey
- Individualized Skills and Socialization resources — McKenzie Sanchez

**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 - Recap of New Notifications



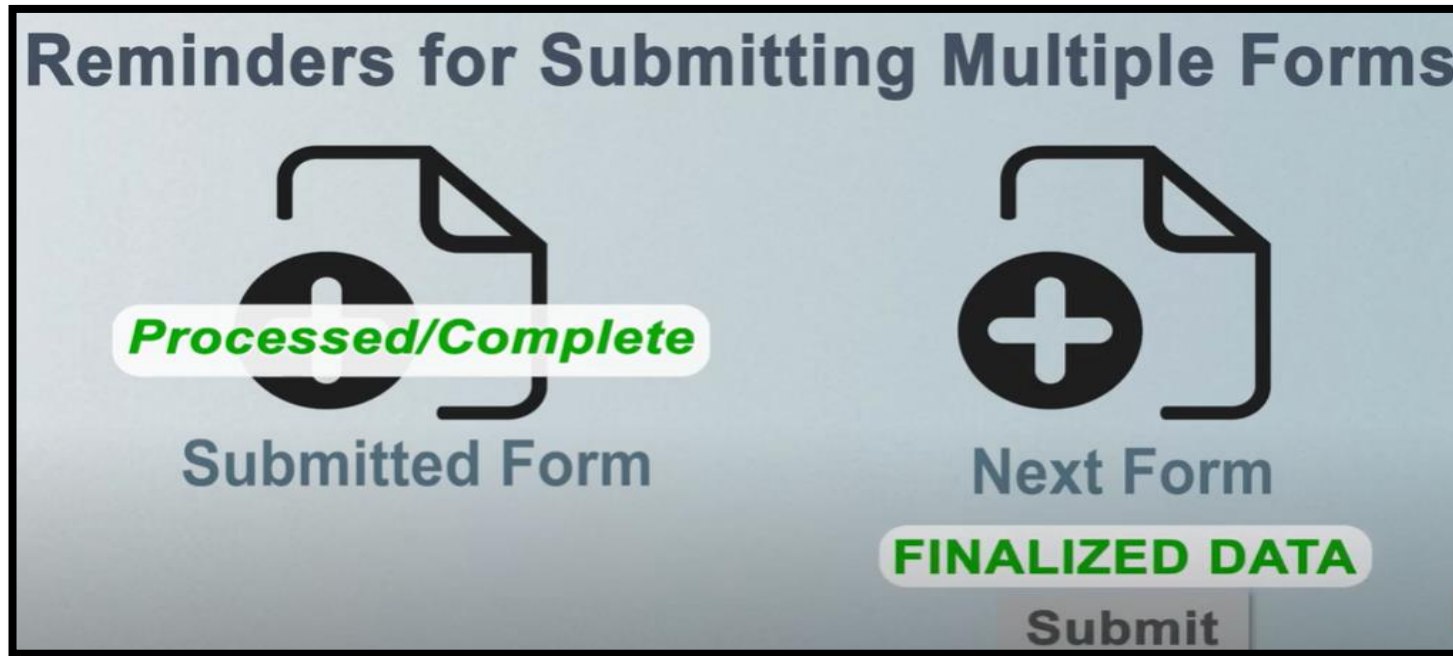
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- View the [Reminder of the LTC Online Portal Information and Resources for HCS and TxHmL Provider and LIDDAs](#) on the 1915c Waivers Program website on tmhp.com for easy access to guides, learning videos, recent news and FAQs.
- **2022 Cost Reporting:**
  - **WHERE:** [2022 Cost Report Units of Service Information for HCS and TxHmL Programs](#)
  - **HOW:** [2022 Cost Report Units of Service Tool Information for Home and Community-based Services \(HCS\) and Texas Home Living \(TxHmL\) Programs](#)
  - **WHO:** Contact [PFD-LTSS@hhs.texas.gov](mailto:PFD-LTSS@hhs.texas.gov) or (737) 867-7817, if there are questions after reviewing the above notifications
- Refer to the [HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 19](#) notification for updates including avoiding overbilling for service components limited to 1 unit per day, valid IMT suspension reasons for temporary discharge and billable units on IPC form accommodation for leap year.



# Trending Issues - Learning Tips

## Avoiding delays in billing when submitting forms for transferred clients



- ❑ **BEST PRACTICE**: Review the data auto-populated on the subsequent form (especially Program Provider section) to ensure that the correct provider is displayed.

# Trending Issues - Learning Tips *(cont.)*



## Accessing and Using Your Remittance and Status (R&S) Reports

- ❑ Web R&S (Portal\*) report remains available for 90 days after posting. After 90 days, reports are automatically removed from the website and are no longer available to the user.
- ❑ ER&S report can be downloaded from the FTP server up to 30 days after the report is posted. Once downloaded, it is no longer available for other users. Previously downloaded reports can be recovered by calling the TMHP EDI Help Desk at 888-863-3638, option 4. Turnaround time is by two weeks. Providers can also contact the EDI Help Desk to get credentials to access the FTP server.
- ❑ **BEST PRACTICE:** Download and reconcile R&S Reports on a weekly basis, as a claim is reported only once in the Non-Pending section of the R&S Report, after it is finalized.

# Purpose of a Provider Location Update (PLU) Form



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**There are 3 purposes for using the PLU form**

## **1) To Add location:**

- Used to create a location.
- The address of the new location should not be the same as any existing location codes.
- Location codes must be unique.

## **2) To Update location:**

- Only the Location Type and Location effective date is updateable.
- The effective date can be changed to a future date but not for today's date.

# Purpose of a Provider Location Update (PLU) Form *(cont.)*



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**There are 3 purposes for using the PLU form**

## **3) To End location:**

- Used when the location does not have any residents and needs to be closed.
- Ensure all individuals have been assigned to a new location before ending a location.

If a service location is ended by the provider, it cannot be reopened.

- The provider must add the ended location as a new location to reopen it.

# Common PLU Submission Errors



- Here are some of the common submission rejection response codes, when the PLU form is in 'Provider Action Required' status. These can be seen in the History section of the form:

SAS Rejection Response Code	Meaning
PL-0000	Provider Location Updated
PL-0001	The Location being requested on the form must exist in the Provider System in order for the end user to change its type. If the location for which the form is being submitted to change the type does not exist, SSAS must reject the form.
PL-0002	If the Capacity of the Location is being exceeded by the change in the Location Type, SSAS must reject the request. Example: change from a 4-Bed Home to a 3-Bed Home will not be successfully processed in SAS if there are 4 individuals currently assigned to that location. Changing it to a 3 Bed Home, will result in exceedance of the capacity of the Location.
PL-0003	This request to end a Location record in the Provider system cannot be processed because individuals are still assigned to that Location.
PL-0004	The request cannot be processed because the Service County on the Provider Location form is not within the Providers Service Delivery area.
PL-0005	The request cannot be processed because the Location type 'OHFH' should only be used with Location ID 'OHFH'



# Common PLU Submission Errors

(cont.)



- Here is an example screenshot of one of those submission errors.

Rejected by SAS	Changed by System on 3/1/2023 9:41:02 AM
3/1/2023 9:40:45 AM	System : Internal: Service Authorization System (SAS) Change Request unsuccessful. PL-0005.
3/1/2023 9:40:45 AM	System : External: Service Authorization System (SAS) Change Request unsuccessful. PL-0005.
3/1/2023 9:40:46 AM	System : Internal: PL-0005: The request cannot be processed because the Location type 'OHFH' should only be used with Location ID 'OHFH'
3/1/2023 9:40:46 AM	System : External: PL-0005: The request cannot be processed because the Location type 'OHFH' should only be used with Location ID 'OHFH'
Provider Action Required	Changed by System on 3/1/2023 9:41:02 AM

# Common Location Submission Issues



**When creating a location, the wrong location effective date is entered on the form, and the form moved to 'Processed/Complete' status.**

- a) To correct this:
  - Do not end that location and try to add it again.
  - Instead, submit a new PLU with the action type 'Update Location' to change the effective date.
  
- b) In the event you are still not able to change the effective date, then, you can reach out to UR if this was related to a renewal/revision. Or reach out to PES if it was related to a transfer.

# Common Location Submission Issues *(cont.)*



- Handling PLU forms that are in 'Pending Dads Review' status.
- Just like any other forms in this status, HHSC will need additional documentation. For PLU, supplemental documentation must be submitted by email to Survey Operations at [HCSFourPersonResidenceRequests@hhs.Texas.gov](mailto:HCSFourPersonResidenceRequests@hhs.Texas.gov)

# Common Location Submission Issues *(cont.)*



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- Location Capacity Issues with submitted forms.
- Best practice is to check the location Capacity.
- To look for the location capacity information you will use CARE Screen C84 to get the general information.
- This will prevent the forms being stuck for a long time till the verification is complete.

```
04-04-23          C84:PROVIDER LOCATION: INQUIRY          VC061070

PLEASE ENTER THE FOLLOWING:

COMPONENT CODE:  ____

LOCATION CODE:    ____

VIEW CLIENTS?:  y  (Y/YES,N/NO) AS OF DATE:  03152022
                                           (MMDDYYYY)

PRINTER CODE:   _____ (ENTER FOR HARD-COPY)

*** PRESS ENTER ***

INFORMATION ENTERED INTO TMHP MAY TAKE SEVERAL DAYS TO BE VIEWABLE IN CARE.
```

# Viewing Provider Locations on the Dashboard



- Individuals
- Provider Information
- Locations

## Locations

Total # of Locations: 101

Location Code	Location Type	Location Name	Open Date	Closed Date
	2		10/1/2021 12:00:00 AM	12/31/2199 12:00:00 AM
	2		6/24/2021 12:00:00 AM	12/31/2199 12:00:00 AM
	2		7/5/2022 12:00:00 AM	12/31/9999 12:00:00 AM
	2		7/20/2020 12:00:00 AM	12/31/2199 12:00:00 AM
	2		10/30/2018 12:00:00 AM	12/31/2199 12:00:00 AM
	2		8/26/2021 12:00:00 AM	12/31/2199 12:00:00 AM
	2		4/17/2019 12:00:00 AM	12/31/2199 12:00:00 AM
	2			



# Billing for Individualized Skills and Socialization



## Things to know before billing:

- 1) You will be authorized for 1,560 hours during an IPC year.
- 2) Can only bill up to six hours per calendar day.
- 3) Can only bill five days per calendar day.
- 4) Cannot date span on claims.
- 5) Must use HCPCS code H2014 and bill per hour.
- 6) Use the bill code crosswalk to see the codes and modifiers needed for the particular Individualized Skills and Socialization service.
- 7) Rate information can be found at this website [Long-term Services & Supports | Provider Finance Department \(texas.gov\)](https://www.texas.gov/long-term-services-supports-provider-finance-department) Select the appropriate Service from the left side menu.

# How to look up Individualized Skills and Socialization



- As of January 1, 2023, you will automatically get Individualized Skills and Socialization authorization if you were already getting day habilitation authorization.
- This information can be verified on the MESAV.
- These units for individualized skills and socialization will not be visible on the current IPC form nor on the dashboard until a revision or renewal IPC is entered.

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	Pro Cod
4/11/2022	4/10/2023	██████	Active	21	HCS	10C	Habilitation - Day Habilitation		54.00		120.00	
4/11/2022	4/10/2023	██████	Active	21	HCS	13B	Nursing Services - RN		9.00		20.00	
4/11/2022	4/10/2023	██████	Active	21	HCS	43A	BEHAVIORAL SUPPORT		7.00		26.00	
4/11/2022	4/10/2023	██████	Active	21	HCS	46	RESIDENTIAL SUPPORT SERVICES		320.00		365.00	
1/1/2023	4/10/2023	██████	Active	21	HCS	23	INDIVIDUALIZED SKILLS AND SOCIALIZATION				240.00	

# Individualized Skills and Socialization IPC Scenarios



- Any new IPC forms submitted with the effective date on or after 3-1-2023, will have the Individualized Skills and Socialization service (23 or 23V) and not Day Hab (10C) service in the drop-down list.
- If submitting an IPC transfer which has Day Hab and the effective date is on or after 3-1-2023:
  - 1) You will first need to submit a Revision IPC to end Day Hab.
  - 2) Once the revision is in a 'Processed/Complete' status, then the Transfer IPC can be submitted.

# Individual Skills and Socialization IPC Entry Tips



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## Individualized Skills and Socialization - Tips for data entry

- **Units**

- Dayhab is a daily unit, max 260
- Individual Skills and Socialization is an hourly unit, max 1560
- $260 = 1560$
- 1560 (max) covers the extra day for Leap Year


# Individual Skills and Socialization Entry Tips *(cont.)*



## Individualized Skills and Socialization - Tips for data entry

- Editing an auto-authorization on a revision
  - Select Revise IPC
  - On Prov/Ind tab, select -

9a	IPC Begin Date	03/28/2022
9b	IPC End Date	03/27/2023
10	Residential Type	Own Home/Family Home
12a	Effective Date	03/28/2022

 If Effective date is updated, please click the search icon to refresh the client information based on the Effective date.

- Make changes on IPC/Cost tab



# Individual Skills and Socialization Entry Tips *(cont.)*



## Individualized Skills and Socialization - Tips for data entry

- **Prorating**

- Determine how many days used for dayhab
- Subtract that from 260 (or the number of days requested for dayhab)

$$260 - 55 \text{ (days utilized)} = 205$$

- Multiply remaining days by 6 to determine how many **hours** needed of Individual Skills and Socialization

$$205 \times 6 = 1230$$

# Individual Skills and Socialization Resources



- For information on Provider Training, Webinars, Resources, and more see:
  - [Texas Health and Human Services Individualized Skills and Socialization website](#)
- Send HCS/TxHmL/DBMD Policy Individualized Skills and Socialization Questions to: [HCSPolicy@hhs.Texas.gov](mailto:HCSPolicy@hhs.Texas.gov), [TxHmLPolicy@hhs.Texas.gov](mailto:TxHmLPolicy@hhs.Texas.gov), or [DBMDPolicy@hhs.Texas.gov](mailto:DBMDPolicy@hhs.Texas.gov)
- Send Licensure Policy and Rules Questions to: [LTCRPolicy@hhs.Texas.gov](mailto:LTCRPolicy@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, 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/Townhall are listed below each month.

### HCS and TxHmL Webinars and FAQs

#### 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:

- Joint Training Provider Opportunities
- Trending Issue Support Volume 18
- Appendix A and Dashboard YouTube Videos
- Updated Quick Reference Guide
- Suspension Discussion and Training
- Placeholder/Admin Locations

#### February Webinar 2023

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

# Important Reminders-FAQs



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## Use the Frequently Asked Questions document:

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

# Important Reminders- May Townhall Training Topics



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

- Enrollment Process
- Location Code Issues



# Important Reminders-Post Webinar



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- 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 **May 10, 2023**
- Tips for Revisions, enrollments, transfers, renewals and forms processing.
- Focused training sessions by process for ongoing townhalls.

# Contact Information



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

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# **Thank you for attending**

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**Our next meeting is May 10, 2023**