TEXAS Health and Human Services

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

Thank you for joining us for today's webinar!
Housekeeping Notes
January 11, 2023

Control Panel Features

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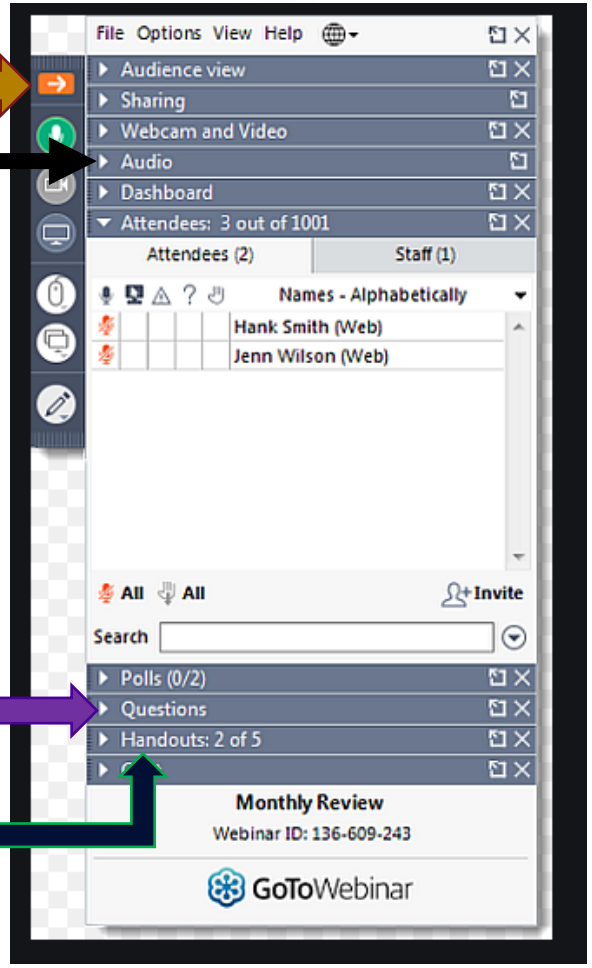
Grab Tab

Audio

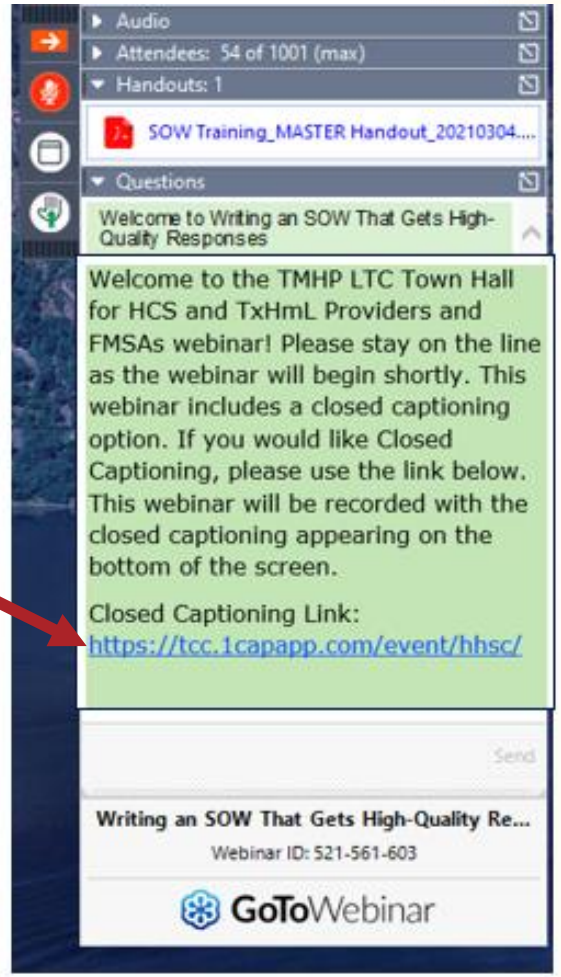
Questions

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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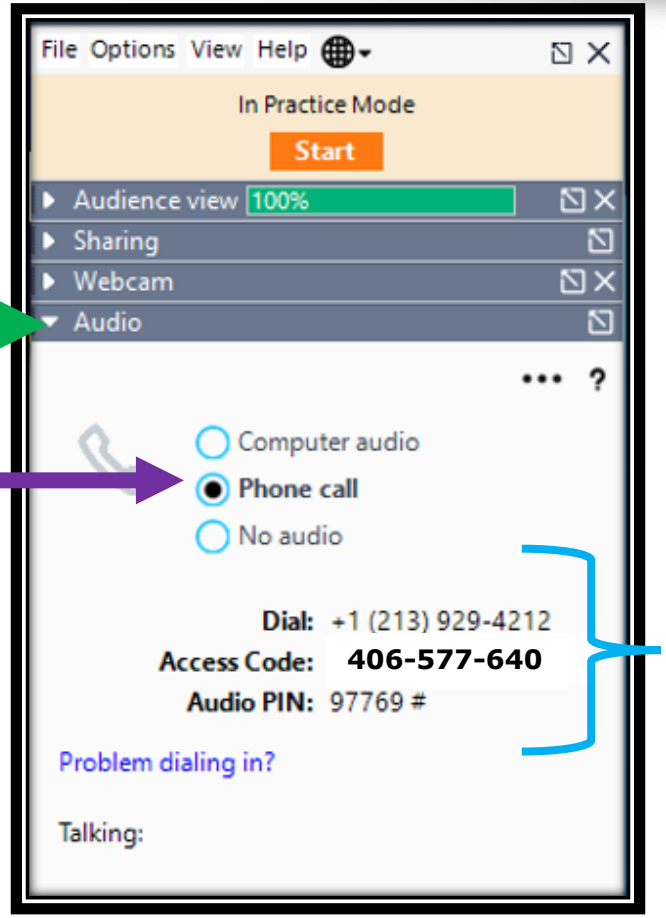
1. Click Audio tab

2. Select Phone Call



3. Dial-in Information

Town Hall Rules of Engagement
Option 1: Verbally Ask Questions

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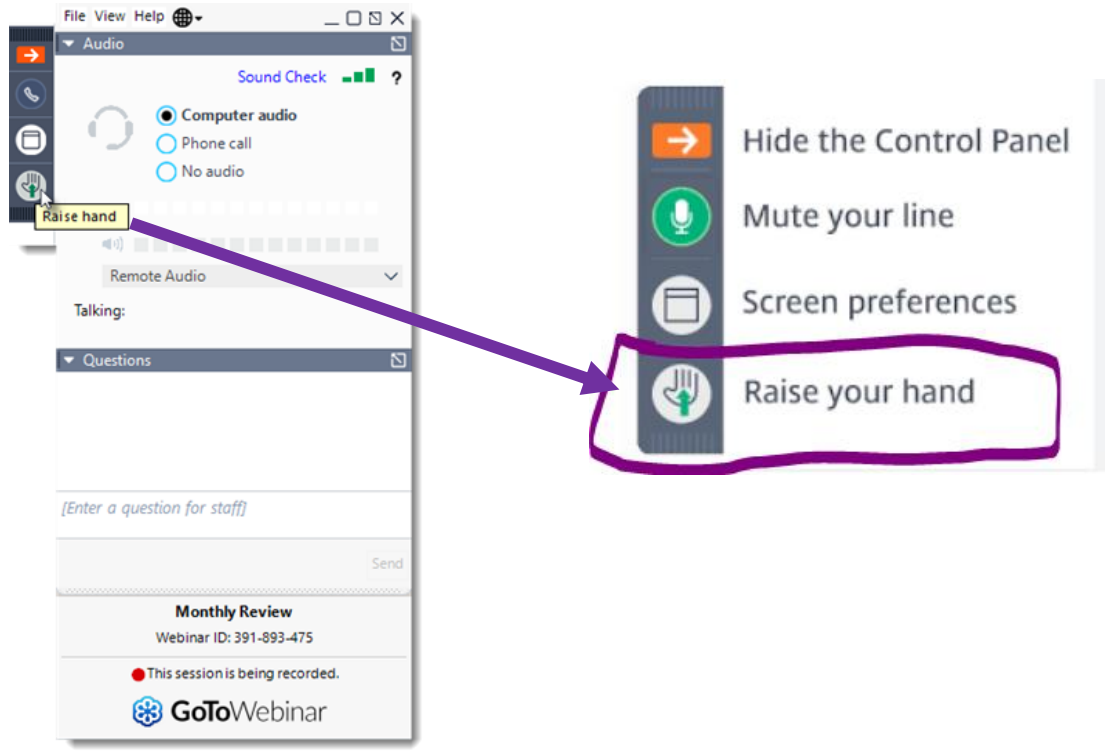
- **Questions submitted during the registration process will be answered first.**
- **Then, the panelists will take "live" questions. Two options for this.**

Option 1: Verbally Ask Question

Use the raise your hand icon. (This will signal us that you have a question.)

Rick will call on you, then Dawn will open your microphone. You will then be able to unmute your microphone and ask a question.

Don't forget to mute your microphone and lower your hand when you are finished.



Town Hall Rules of Engagement Option 2

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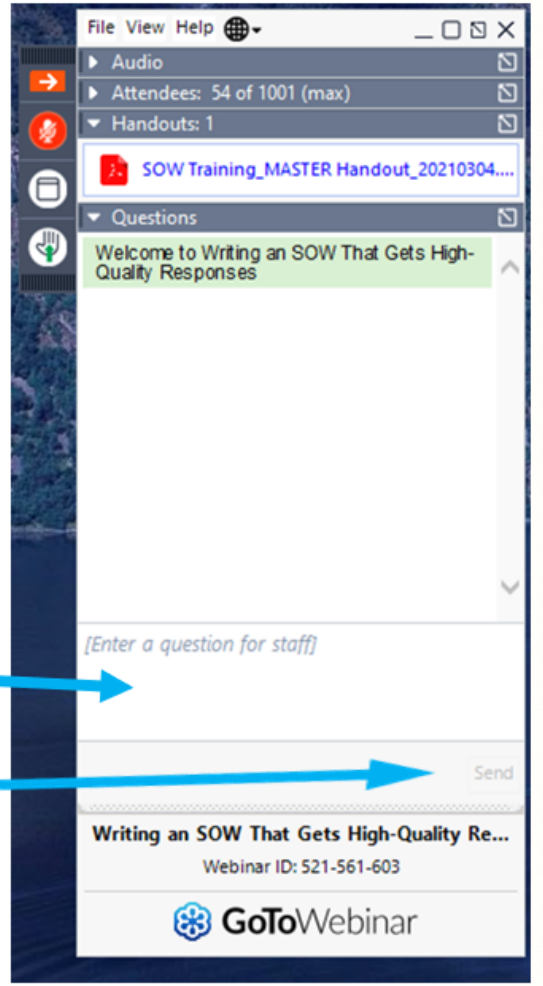
Option 2: Written Questions using the Questions Box

Please note: Written Questions will be answered after the Verbal Questions, if time allows.

1. Submit your question by typing your question in the Questions box

2. Click **Send**



Survey: Your Input Matters!

- Please take a moment to complete the Post Survey for the TMHP LTC Portal Town Hall Webinar.
- Your feedback is important to us, and it will help us plan for future webinars.

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Thank you

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

January 11, 2023

Introduction

- Purpose – Town Hall, information sharing, training

Panelists	
Fabian Aguirre	Individuals with Developmental Disabilities (IDD) & Program Eligibility and Support (PES)
Philip Arrendondo	Texas Medicaid & Healthcare Partnership (TMHP)
Rick Bishop	Claims Management Division (CMD) & Electronic Visit Verification (EVV)
Janet Deng	Texas Medicaid & Healthcare Partnership (TMHP)
Subha Kumar	Texas Medicaid & Healthcare Partnership (TMHP)
Holly Lindsey	Utilization Review (UR)
Danielle Lopez	Provider Recoupments & Holds
Rhonda Kay Richie	Local Procedure Development & Support (LPDS)
Kali Schmidt	Contract Administration & Provider Monitoring (CAPM)
McKenzie Sanchez	Long-Term Services & Supports (LTSS) Policy
Depesh Shah	Texas Medicaid & Healthcare Partnership (TMHP)
Ashley Wechsler	Program Eligibility & Support (PES)

Agenda

- **10:00 AM Start of webinar and Housekeeping--Dawn**
- **10:05 AM – 10:15 AM**: Trending issues --- Depesh Shah
- **10:15 AM – 11:30 AM**: Questions and Answers (allowing more time)

Training on Cost Reporting will be discussed in the February Townhall.

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 Enhancements on LTCOP

- Enhancements to Individual Plan of Care (IPC) revisions and corrections, Individual Movement (IMT) correction forms have now been implemented.
- LTCOP users submitting these forms will see the following message for the effective date: "If Effective date is updated, please click the search icon to refresh the client information based on the Effective date."
- The user must click the **search** button (the magnifying glass icon) after changing the effective date to refresh the client data to reflect the new effective date.
- If the user does not click the search button after changing the effective date, the following error message will be displayed: "Search button for the effective date needs to be clicked to get latest client information."
- More information on how to enter the effective date for these forms can be found in the 3608 HCS Individual Plan of Care Item-by-Item Guide, 8582 TxHmL Individual Plan of Care Item-by-Item Guide, and Individual Movement Form Item-by-Item Guide.

Trending Issue Support

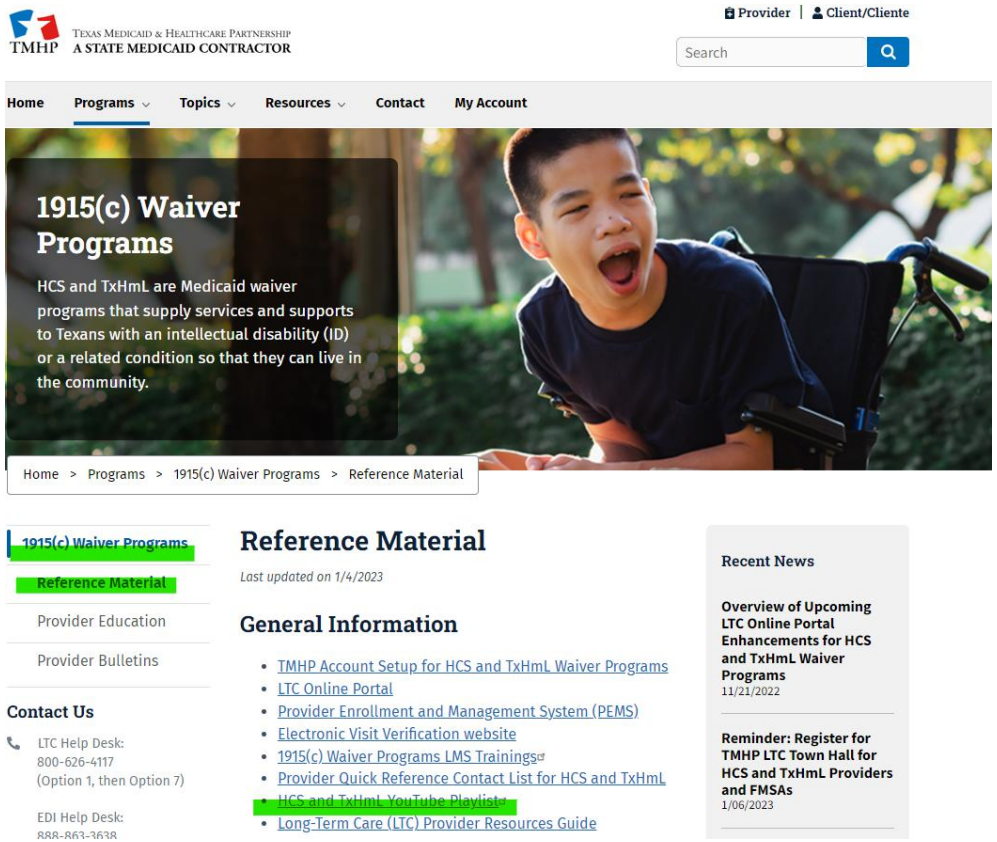
- Trending Issue Support Volume 14 and 15 are now published.
- Refer TMHP notification in the ‘Recent News’ section on the 1915c Waivers Program website on tmhp.com.

Trending Issues – Upcoming training video – R&S

- Youtube videos on the TMHP Remittance and Status (R&S) has now been published.
- ➢ 3-part videos to accommodate easy viewing:
- ❑ Part 1: General information and details how to set permissions to access R&S Reports
- ❑ Part 2: How to read section one of the R&S Reports
- ❑ Part 3: How to read section two through four.
- Upcoming additions to the videos include Appendix A, B and Dashboard

Upcoming training video- where to find them.

- These can be found under the 1915c Webpage, reference material under TMHP.com. Hyper link as HCS and TxHmL YouTube Playlist.



Question & Answer Protocol

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- **Raise hand to ask question (you will be called on and unmuted)** ✋
- **Please lower hand after asking your question**
- **Please be professional when speaking**
- **Do not use identifying information when referencing cases**

Important Reminders

- Cost reporting will be discussed in the February Townhall.
- Please remember to complete the post webinar survey
- Webinar Recordings will be posted at:
  - HCS and TxHmL Webinars and FAQs | Texas Health and Human Services and on TMHP 1915c webpage
- The next monthly meeting is scheduled for February 8, 2023

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Thank you for attending

Our next meeting is January 11, 2023