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

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

Control Panel Features



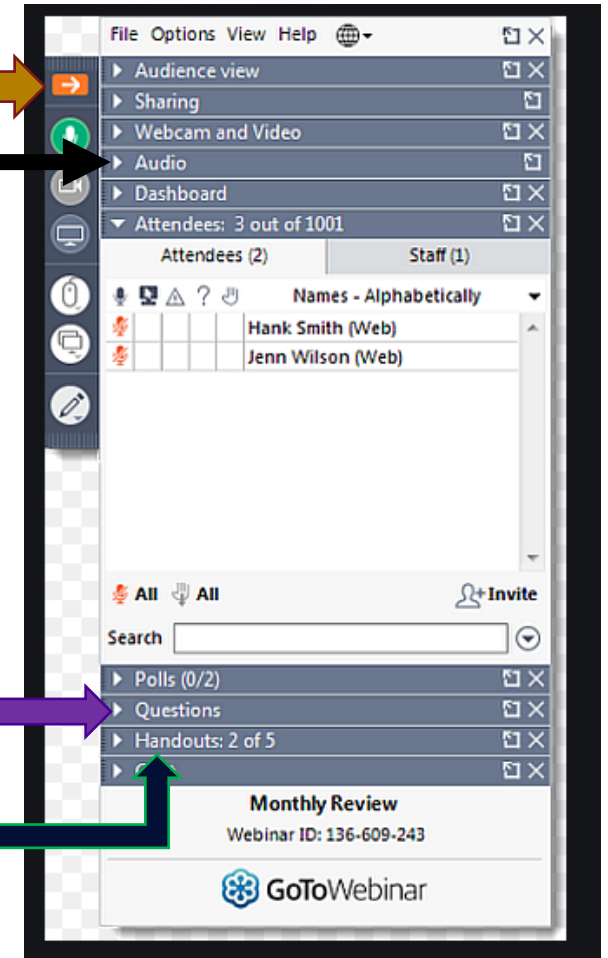
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Grab Tab

Audio

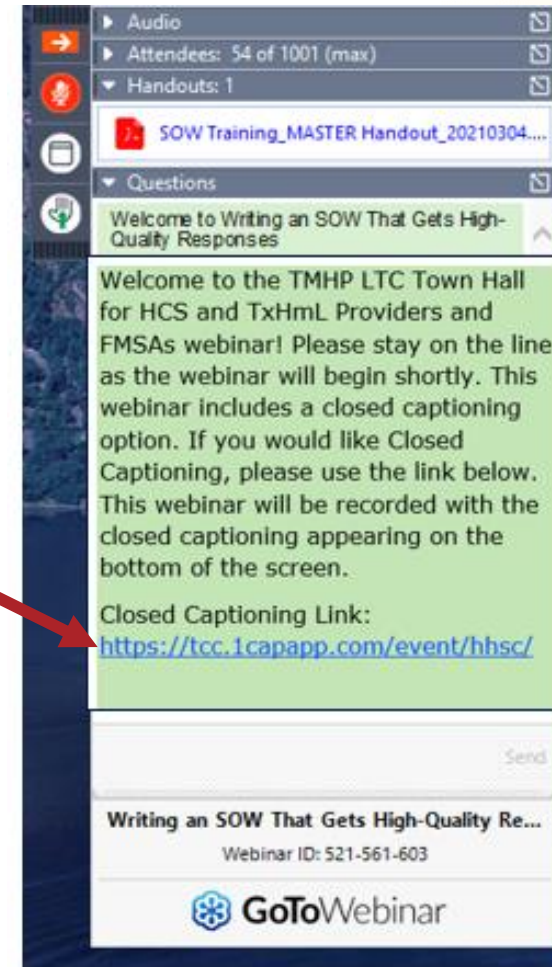
Questions

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.



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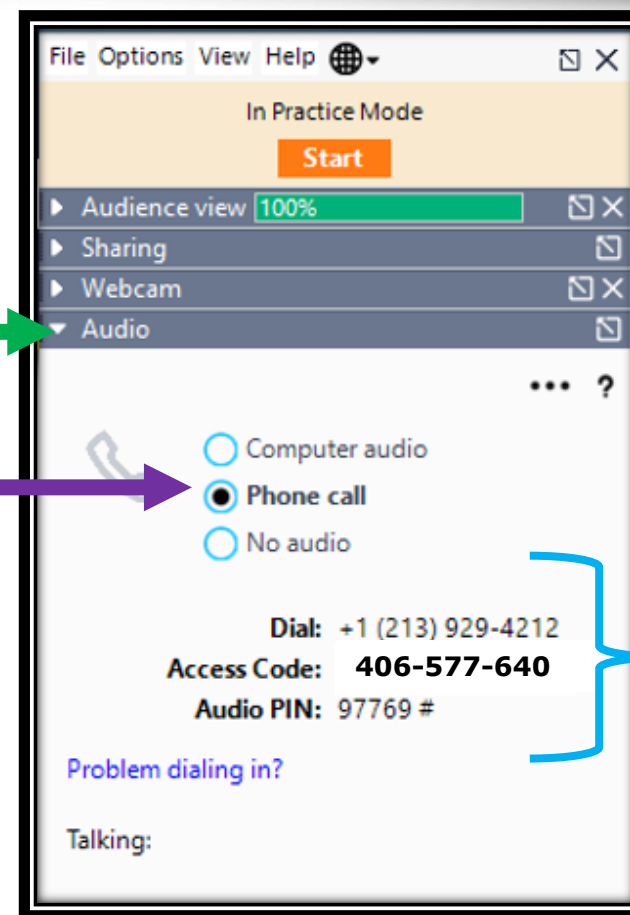
Telephone Audio Option



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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



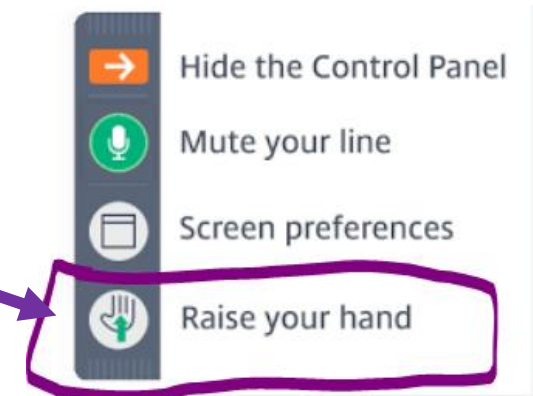
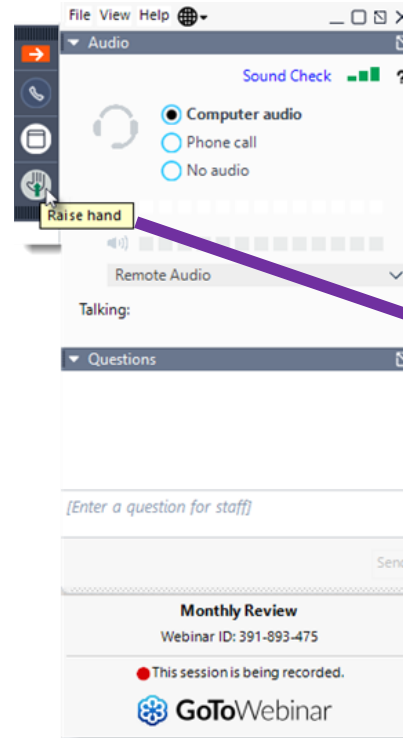
- Questions submitted during the registration process will be answered first.
- Then, the panelists will take “live” questions. Two options for this.

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



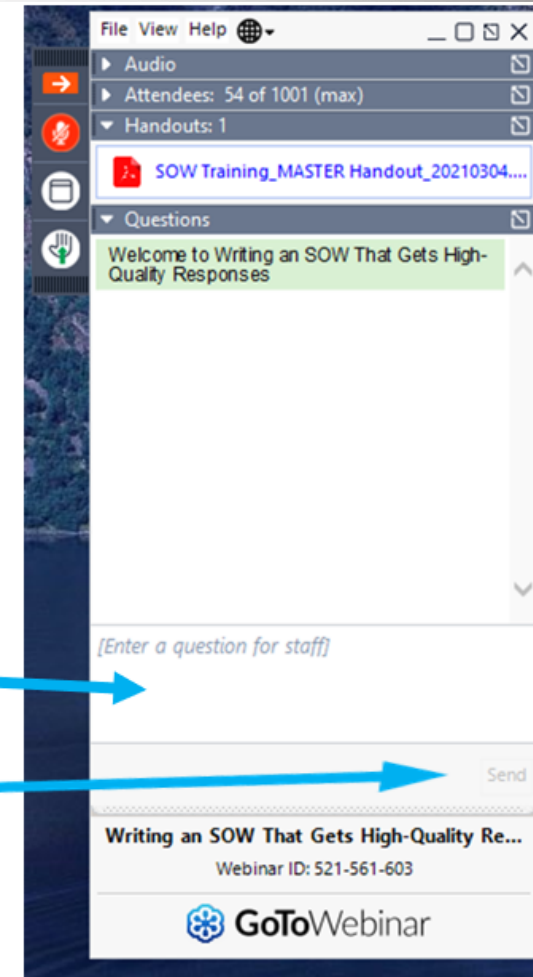
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Option 2: Written Questions using the Questions Box

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!



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- 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 FMSSAs 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.

The screenshot shows the TMHP (Texas Medicaid & Healthcare Partnership) website. The header includes the TMHP logo, navigation links (Home, Programs, Topics, Resources, Contact, My Account), and a search bar. The main content area features a large image of a young boy in a wheelchair with the text "1915(c) Waiver Programs" and a description: "HCS and TxHmL are Medicaid waiver programs that supply services and supports to Texans with an intellectual disability (ID) or a related condition so that they can live in the community." Below this is a breadcrumb trail: Home > Programs > 1915(c) Waiver Programs > Reference Material. The left sidebar has a "1915(c) Waiver Programs" section with a "Reference Material" link highlighted. The main content area under "Reference Material" (last updated 1/4/2023) includes a "General Information" section with a list of links: 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 (highlighted), and Long-Term Care (LTC) Provider Resources Guide. A "Recent News" section on the right mentions "Overview of Upcoming LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs" dated 11/21/2022 and a "Reminder: Register for TMHP LTC Town Hall for HCS and TxHmL Providers and FMSAs" dated 1/06/2023.

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A STATE MEDICAID CONTRACTOR

Provider | Client/Client

Search

Home Programs Topics Resources Contact My Account

1915(c) Waiver Programs

HCS and TxHmL are Medicaid waiver programs that supply services and supports to Texans with an intellectual disability (ID) or a related condition so that they can live in the community.

Home > Programs > 1915(c) Waiver Programs > Reference Material

1915(c) Waiver Programs

Reference Material

Last updated on 1/4/2023

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](#)

Recent News


Overview of Upcoming LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs
11/21/2022

Reminder: Register for TMHP LTC Town Hall for HCS and TxHmL Providers and FMSAs
1/06/2023

Contact Us

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

EDI Help Desk:
888-863-3638

- **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