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

October 11, 2023

Control Panel Features



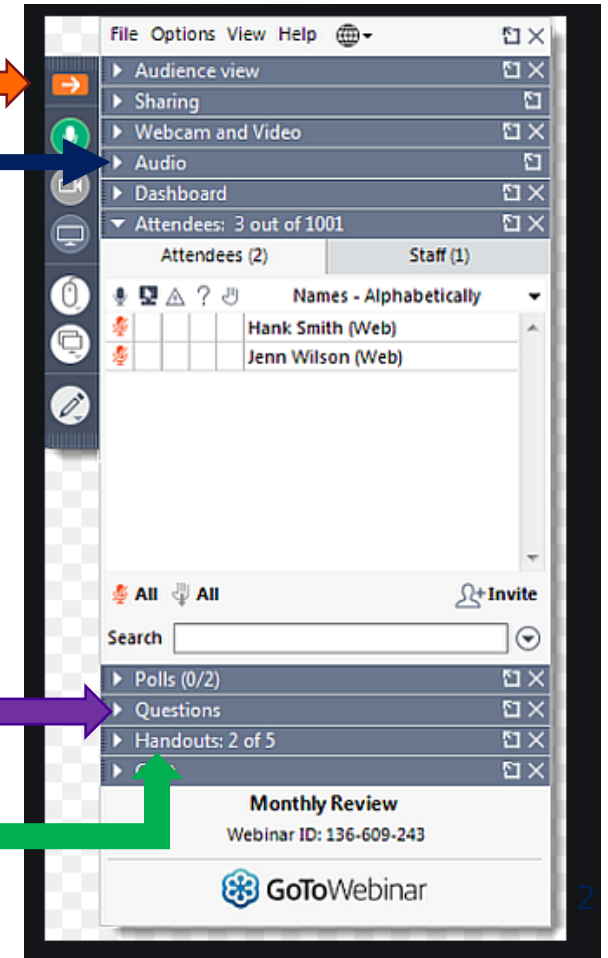
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Questions

Handouts

Grab Tab

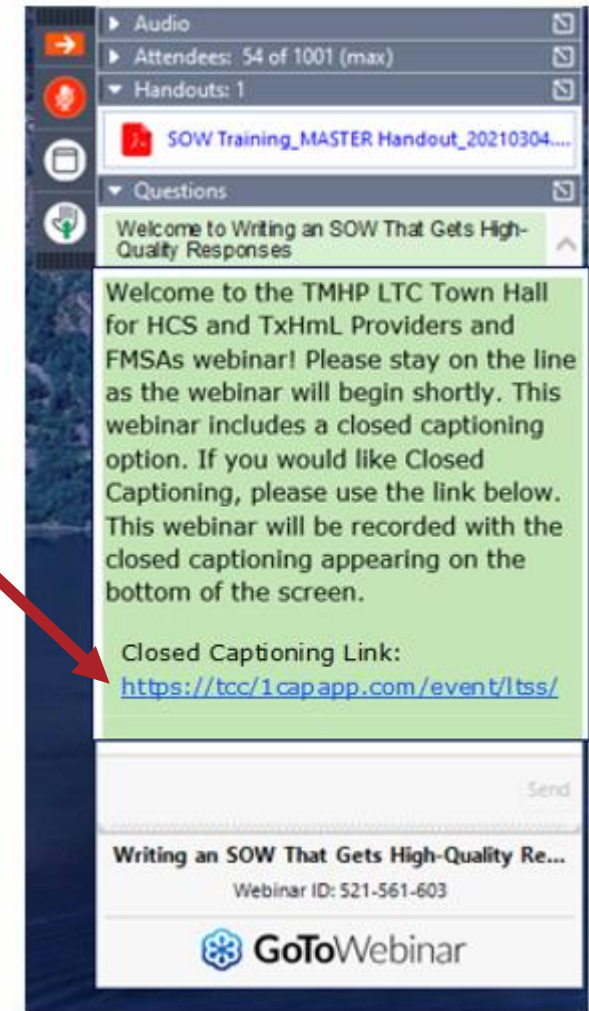
Audio



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 displaying more lines of text.

Today's Closed Captioning Link is:
<https://tcc.1capapp.com/event/ltss/>



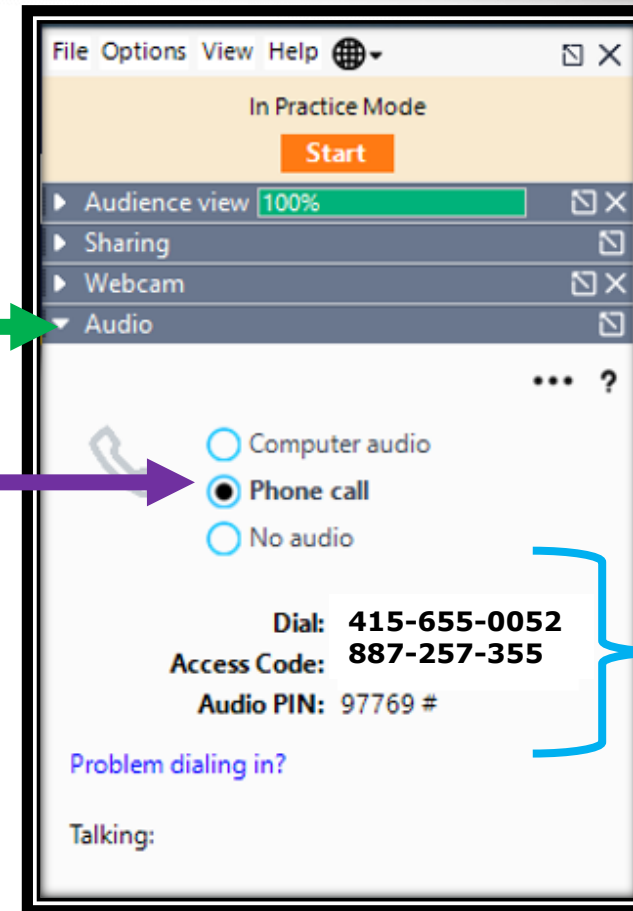
Telephone Audio Option



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1. Click
Audio tab

2. Select
Phone Call



3. Dial-in
Information

Town Hall Rules of Engagement

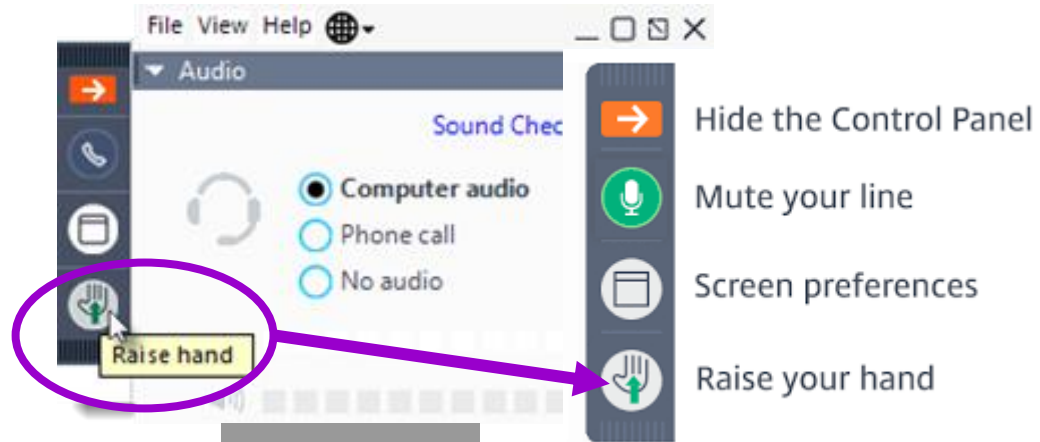
Option 1: Verbally Ask Questions



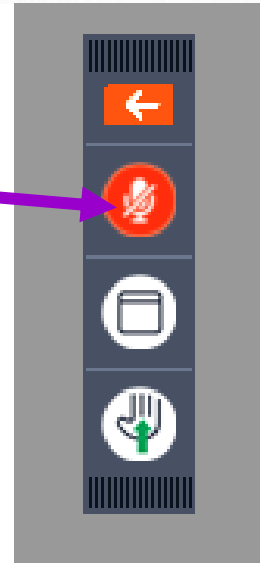
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How To Verbally Ask A Question

1. Click on the "Raise your Hand" icon.
(This will signal us that you have a verbal 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



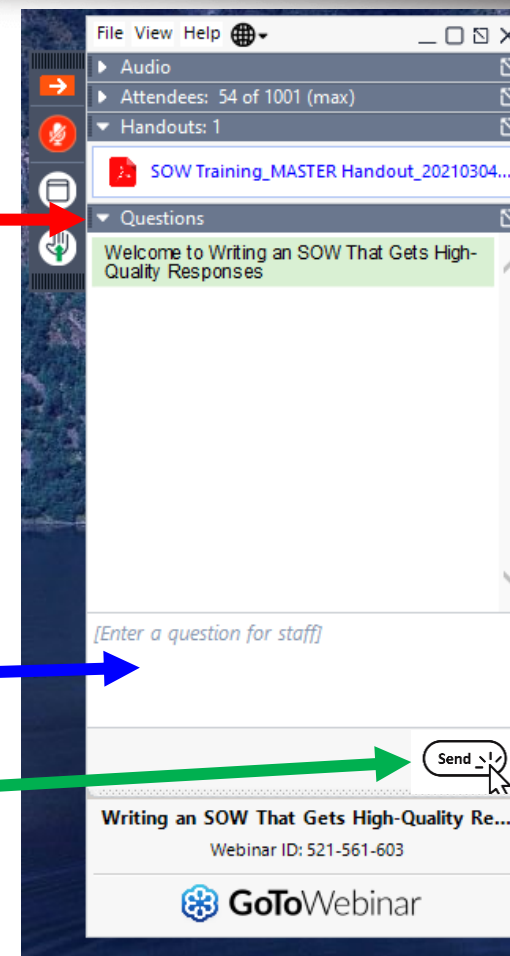
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Note: Written questions submitted will be used as topics for the future Town Hall webinar.

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?



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1. Click to open the "Handouts" tab.
2. Double-click on the presentation handout to download it to your computer.



Where can I get a copy of the presentation or handouts? (cont.)



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3. Open the presentation, click
"File"> "Save As"

4. Select desired location to save
presentation (Ex: Desktop)

5. Click "Save" when done.

A screenshot of the Adobe Acrobat Pro DC interface. The 'File' menu is open, and the 'Save As...' option is highlighted with a red circle. A red arrow points from the text '3. Open the presentation, click "File"> "Save As"' to this menu item. The background shows a PDF document titled 'Provider Quick Reference Contact List V9_3-29-23 (002).pdf'. The document content includes a table with contact information for the TMHP LTC Help Desk.

CONTACT LIST	
Area	
Healthcare Partnership (TMHP)	• Create an LTC C
EDT Help Desk 800-626-4117 – select option 3 or 888-863-3638 – select option 4	
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 Po etc. • LTC Online Po Online Portal

Please complete our survey!



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- Questions?
 - Suggestion?
 - Comment?
- Let us know!
- Your responses will provide valuable input to the development of future Town Hall webinars!





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Thank you

Technical Questions:

Email: Dawn.Roland@hhs.texas.gov

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)
 - **Rhonda Kay Richie** – Local Procedure Development and Support (LPDS)
 - **Kali Schmidt** – Contract Administration & Provider Monitoring (CAPM)
 - **Rick Bishop** – Claims Management
 - **Amy Aubin** – Long Term Services and Supports (LTSS) Policy Unit
 - **Joan Workman** – HHSC Information Technology (IT)
 - **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—Depesh Shah

- [Claims Data Export Video](#)
- [Overlapping Claims Across Multiple Service Authorizations](#)
- [HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 24 | TMHP](#)

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

- Staff ID Assignments—Depesh Shah
- Best Practice and Troubleshooting—Fabián Aguirre

10:45 AM – 12:00 PM: Questions and Answers

- Questions asked during registration, during the townhall and raised hands.
Raised hands first.

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

Upcoming Training Video



- New YouTube video Claims Data Export has now been published on TMHP.
- Discuss how to convert the Claims Data Export to a workable file.
- Highlight some of the relevant data you can use for cost reporting.
- Show how to work with the data.
- YouTube and in the HCS/TXHML playlist, you can access the playlist at this link ([HCS and TxHmL YouTube Playlist](#)), which is also posted for providers in the Reference Material section of the 1915c Waiver Programs page on the TMHP website.

Reminder for Claims with Overlapping IPC Service Authorization



- This was covered in the trending Issue Support, Volume 24
- [HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 24](#)
- Recap – Please do not bill multiple IPC service authorization in one single detail line.
- Claims submitted with overlapping DOS prior to July 26, 2023, can be adjusted to split the affected claim detail into two separate details to ensure accurate utilization tracking.
- To request a list of claims with potential billing span issues, contact the TMHP LTC Help Desk at 800-626-4117 (select option 1 and then option 1).

- This is a feature only for providers to access Texas Medicaid Staff Id information that are associated to the online portal user account.
- To access the feature, providers must have the Staff ID Inquiry permission or Staff ID Maintenance permission assigned to their LTC Online Portal user account by the account administrator.
- To get the permission, the account administrators can check the “Modify Permissions of Existing User” section of the [Managing Your Long-Term Care Online Portal Account: A Step-by-Step Guide](#).



Staff ID Inquiry Permission

- With the Staff ID Inquiry Permission, providers can:
- Search only staff records under the Staff ID inquiry page using a four-digit vendor number. This is required.
- Can sort results using the column headings such as:
 - a) Staff Name.
 - b) Credential/License Type.
 - c) Staff Id.
 - d) Begin Date.
 - e) End Date.
 - f) Actions.
- Print all results.

Staff ID Maintenance Permission



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- With the Staff ID Maintenance Permission, providers can:
- Search Staff records using the 4-digit vendor number. This is required.
- Manage Staff records with functions such as:
 - a)Add records.
 - b)Edit records.
 - c)Delete records.
 - d)Reactivate Records.
- Print all records.

Staff ID Required Permissions

- Staff ID inquiry permission for both HCS and TxHmL providers will be the Staff ID Viewer.

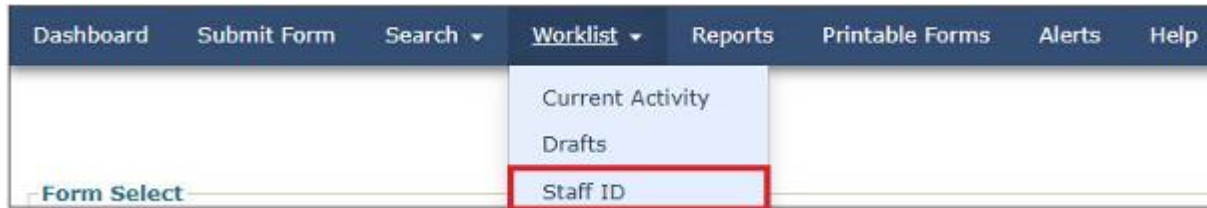


- Staff ID Maintenance Permission for both HCS and TxHmL providers will be Staff ID Add Edit Delete Reactivate.



Accessing Staff ID

- On the LTC online portal, under worklist drop-down box select Staff ID.



- Once the Staff ID Inquiry page shows up then select the vendor number from the drop-down field and then hit search button.

STAFF ID INQUIRY

To search for staff records, choose a vendor number and click "Search" or press enter.



The screenshot shows the 'STAFF ID INQUIRY' search form. A red rectangular box highlights the 'Vendor Number' dropdown menu and the 'Search' button. The dropdown menu currently displays 'select' as the chosen option.

Accessing Staff ID (cont.)

- Users will see a list of vendor staff being populated.

To search for staff records, choose a vendor number and click "Search" or press enter.

* Vendor Number
select

Show 25 entries

Staff Name	Credential/License Type	Staff ID	Begin Date	End Date	Actions
			01/01/2017		...
			10/01/2020		...
			03/01/2021		...
			01/01/2017		...
			03/28/2019		...
			01/01/2021		...

- From here, users can sort the results by clicking the column headings or print the results.

Accessing Staff ID Maintenance



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- On the LTC online portal, under worklist drop-down box select Staff ID.

A screenshot of the LTC online portal navigation menu. The menu is dark blue with white text. The "Worklist" dropdown is open, showing three options: "Current Activity", "Drafts", and "Staff ID". The "Staff ID" option is highlighted with a red rectangular box. Below the menu, there is a "Form Select" label.

- Once the Staff ID Inquiry page shows up then select the vendor number from the drop-down field and then hit search button.

A screenshot of the "STAFF ID INQUIRY" page. The page has a white background with a blue header. Below the header, there is a text box with instructions: "To search for staff records, choose a vendor number and click 'Search' or press enter. To add a record, choose a vendor number and select 'Add'. To view an individual record, choose a vendor number and enter a staff ID, and click 'Search' or press enter." Below the text box, there are two input fields: a dropdown menu labeled "* Vendor Number" and a text box labeled "Staff ID". Both fields are highlighted with red rectangular boxes. To the right of the "Staff ID" field, there are two buttons: "Search" and "Add". The "Search" button is highlighted with a red rectangular box.

Accessing Staff ID Maintenance (cont.)



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- Users will see a list of vendor staff being populated.

To search for staff records, choose a vendor number and click "Search" or press enter. To add a record, choose a vendor number and select "Add". To view an individual record, choose a vendor number and enter a staff ID, and click "Search" or press enter.

* Vendor Number Staff ID

The selected vendor staff is displayed below.

Show 25 entries

Staff Name	Credential/License Type	Staff ID	Begin Date	End Date	Actions
					...
					...
					...

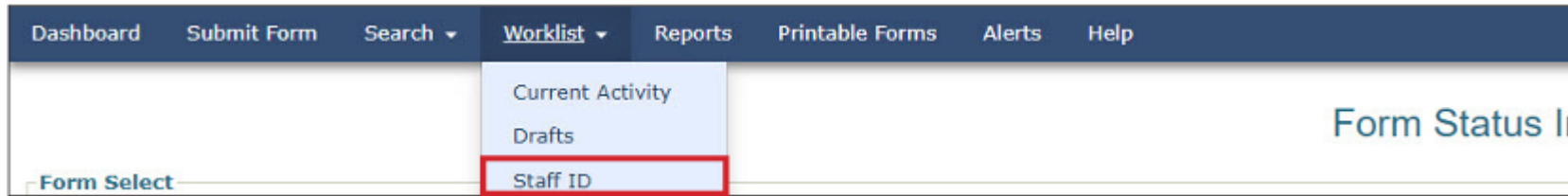
- From here, users can sort the results by clicking the column headings or print the results.
- Repeat these steps if you need to search for a different vendor.

Staff ID Maintenance

View an Individual Record



1) Click Staff ID from the Worklist drop-down menu on the blue navigational bar.



2) Select a vendor number from the Vendor Number drop-down field and enter a staff ID in the Staff ID field.

3) Click Search and you might see multiple records for the same Staff ID if there are different begin and end dates.

Staff ID Maintenance

Add Record



To add a staff member's record for the selected vendor:

- 1) Select a vendor number from the Vendor Number drop-down field on the Staff ID Inquiry page and click Add .

A screenshot of the "STAFF ID INQUIRY" web form. At the top, the title "STAFF ID INQUIRY" is centered. Below it is a horizontal line. A paragraph of instructions reads: "To search for staff records, choose a vendor number and click 'Search' or press enter. To add a record, choose a vendor number and select 'Add'. To view an individual record, choose a vendor number and enter a staff ID, and click 'Search' or press enter." Below the instructions are two input fields: a drop-down menu labeled "* Vendor Number" and a text box labeled "Staff ID". To the right of the "Staff ID" field are two buttons: "Search" and "Add". The "Vendor Number" drop-down menu and the "Add" button are both highlighted with red rectangular boxes.

- 2) Complete all required fields and any other fields, as needed.
- 3) Click Submit and a confirmation message appears if you correctly entered all required fields .

Staff ID Maintenance

Add Record (cont.)



Add Record

VENDOR:

To add a staff member, please provide the information below and click "Submit" or press enter.

* Staff ID	License/Credential Type		
<input type="text"/>	<input type="text"/>		
* Last Name	Suffix	* First Name	M.I.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Begin Date	End Date		
<input type="text"/>	<input type="text"/>		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			

4) Click Add Another or click Cancel to return to the search results.

Staff ID Maintenance

Edit Record



- To edit a staff member’s record for the selected vendor:
- 1) Select a vendor number from the Vendor Number drop-down field on the Staff ID Inquiry page and click Search.

STAFF ID INQUIRY

To search for staff records, choose a vendor number and click "Search" or press enter. To add a record, choose a vendor number and select "Add". To view an individual record, choose a vendor number and enter a staff ID, and click "Search" or press enter.

* Vendor Number Staff ID

- 2) Click the “Actions” option for the staff member’s record you want to update and click Edit.

25 entries

Staff Name	Credential/License Type	Staff ID	Begin Date	End Date	Actions
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	Edit

- 3) Click Submit to populate the updated record.

Staff ID Maintenance

Delete Record

To delete a staff member's record for the selected vendor:

- 1) Select a vendor number from the Vendor Number drop-down field on the Staff ID Inquiry page and click Search.
- 2) Click the "Actions" option for the staff member's record you want to delete and click Delete. Then click Submit.

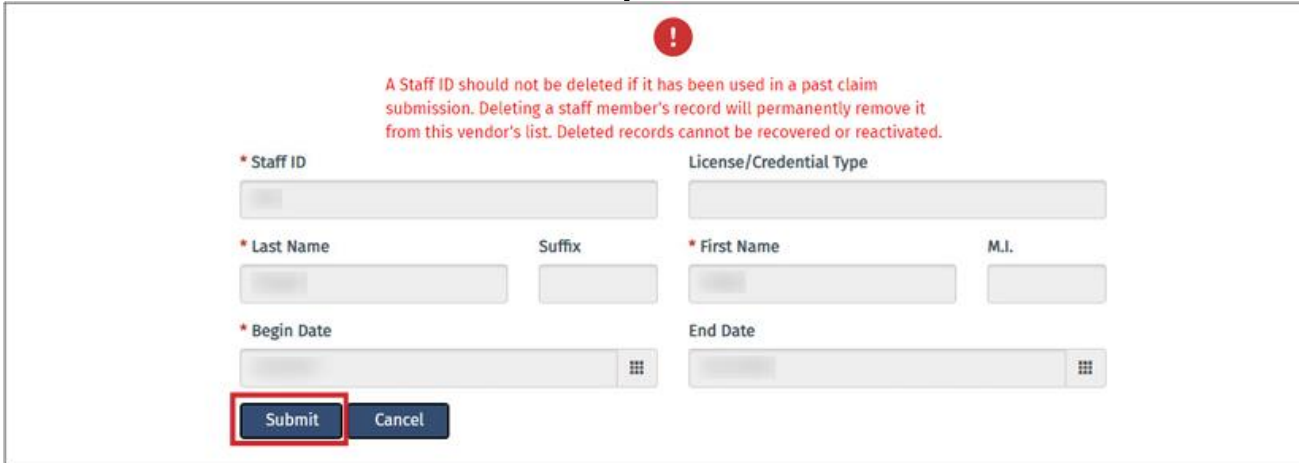
25 entries Print

Staff Name	Credential/License Type	Staff ID	Begin Date	End Date	Actions
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	Edit
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	Delete
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	Reactivate

Staff ID Maintenance

Delete Record (cont.)

3) Then click Submit and you will see the below screen.



!

A Staff ID should not be deleted if it has been used in a past claim submission. Deleting a staff member's record will permanently remove it from this vendor's list. Deleted records cannot be recovered or reactivated.

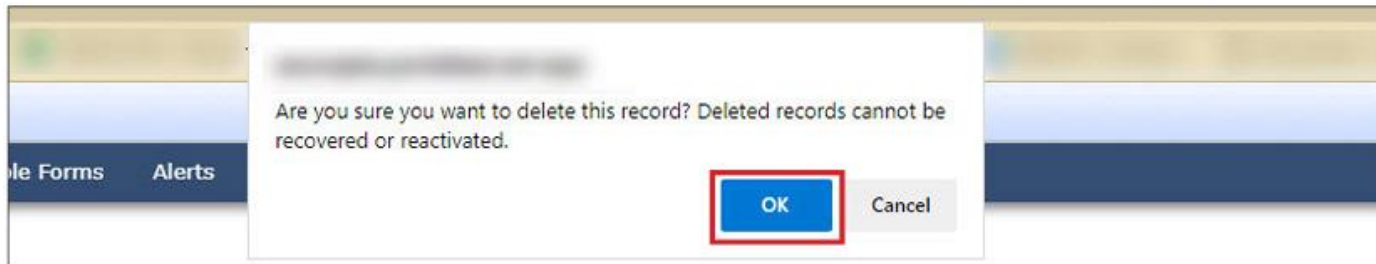
* Staff ID License/Credential Type

* Last Name Suffix * First Name M.I.

* Begin Date End Date

Submit **Cancel**

4) Click OK once the confirmation screen appears.



Are you sure you want to delete this record? Deleted records cannot be recovered or reactivated.

OK **Cancel**

Staff ID Maintenance Reactive Records



To reactivate a staff member's record for the selected vendor:

- 1) Select a vendor number from the Vendor Number drop-down field on the Staff ID Inquiry page and click Search.

A screenshot of the "STAFF ID INQUIRY" web form. The form has a title "STAFF ID INQUIRY" at the top. Below the title is a horizontal line. Underneath the line is a paragraph of instructions: "To search for staff records, choose a vendor number and click 'Search' or press enter. To add a record, choose a vendor number and select 'Add'. To view an individual record, choose a vendor number and enter a staff ID, and click 'Search' or press enter." Below the instructions are two input fields: a dropdown menu labeled "* Vendor Number" and a text box labeled "Staff ID". To the right of the "Staff ID" text box are two buttons: "Search" and "Add". Red rectangular boxes highlight the "* Vendor Number" dropdown menu and the "Search" button.

- 2) Click the "Actions" option for the staff member's record you want to reactivate and click Reactivate .

Staff ID Maintenance

Reactive Records (cont.)



25 entries

Print

Staff Name	Credential/License Type	Staff ID	Begin Date	End Date	Actions
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	...
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	Edit
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	Delete
[REDACTED]	[REDACTED]	[REDACTED]	12/6/2022	1/1/2023	Reactivate

3) Complete the required Begin Date calendar field . The End Date calendar field is optional.

4) When entering dates, users should keep the following in mind:

- Begin dates must not be more than five years in the past.
- End dates must be on or after the begin date.
- Begin dates must not be over 31 days in the future.
- Begin and end dates cannot overlap another segment's, begin and end dates

Staff ID Maintenance Reactive Records (cont.)

5) Click Submit and the record will be reactivated.

VENDOR:

To reactivate a staff member's record, please provide the information below and click "Submit" or press enter.

* Staff ID	License/Credential Type		
<input type="text"/>	<input type="text"/>		
* Last Name	Suffix	* First Name	M.I.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Begin Date	End Date		
<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="MM/DD/YYYY"/>		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>			

Staff ID Maintenance Important Information



Important information to remember:

- a) Staff IDs, first names, and last names cannot be updated.
- b) To update these fields, you must end or delete the current record, and add a new record for the staff member.
- c) To prevent issues with claims, users should not delete records that have been used in a past claim submission. It is recommended that you end the record
- d) Deleted records cannot be recovered or reactivated and are permanently removed from the vendor list.
- e) Only staff member records with a blank or future end date can be deleted.
- f) Only one record can be active per Staff ID.

Best Practice – IPC Renewals and “Submit Form”



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- In general, use “Submit this Form” instead of “Use as Template” on IPC Renewals when:
 - there have been rate changes or enhancements,
 - a provider or FMSA has been *removed, added, or changed*, or
 - the form is not pre-populating with the most current information and all other forms (e.g., transfers, individual updates) are correctly processed and in “processed/complete” status.
- **Note:** A general best practice is to ensure all related forms are correctly processed and “processed/complete” prior to using “Use as Template.”

Best Practice – Location Closures



- Before closing any location, confirm no one is in that location:
 - Use “Provider Location Search”

Dashboard Submit Form Search ▾ Worklist ▾ Reports Printable Forms

Provider Location Search

Search Criteria

Provider

Vendor No.* 1234

Provider No. 123456789

Location

Location Code AAAA

Currently Open/Closed All ▾

Location County Select one or more vi ▾

Search

Reset

Total # of Individuals at Location: 3

Individuals Assigned As Of Begin Date:* 10/02/2023

End Date: 10/02/2023

Best Practice – Provider Location Search



For step-by-step instructions on “Provider Location Search”

- View “**Recordings Now Available for LTC Online Portal Enhancements for HCS and TxHmL Waiver Programs Webinars**”

<https://www.tmhp.com/news/2023-07-28-recordings-now-available-ltc-online-portal-enhancements-hcs-and-txhtml-waiver>

- Log into the Learning Management System (LMS) to access the recording

Users not familiar with LTC Online Portal 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.

Best Practice – Transfers/Moves



- Prior to transferring or moving an individual, please use Appendix A (located in the Provider User Guide)
- Appendix A helps identify the specific order of form submission based on transfer/move scenario
 - Appendix A - https://www.tmhp.com/sites/default/files/file-library/ltc/LTC%20HCS-TxHmL_Provider%20UG_CmmtyservWaiverPrgrms_2022_1214r.pdf
 - Appendix A videos – <https://youtube.com/playlist?list=PLIe60BLvrbESNOLho-L03v4Vf-GH4TNv1>

Best Practice – Transfers/Moves (cont.)



- Important Reminders
 - Know when a transfer is required (e.g., removing FMSA)
 - Double check information on forms (e.g., location, county, contract, etc.)
 - Not all moves are a transfer (e.g., moving Residential Type).
 - Several scenarios require an "Individual Movement Form (IMT) - Individual Update" after the transfer.
 - Not following the order and/or entering other forms prior to forms being "Processed/Complete" will require manual intervention and delay the process of forms.
- Additional Resources
 - **"Updated IPC IBI Guides to Clarify IPC Transfers Without Changing Provider/FMSA Contract"** – Trending Issues Volume 22
 - **"Submitting Forms for Transfers"** – Trending Issues Volume 21 and 20

Best Practice – Transfers/Moves (cont.)



- Receiving Providers
 - Confirm location availability (use requested began date).
 - Ensure the location code is correct on all documentation.
 - Do not enter a Renewal if the "IMT - Individual Update" is not "Processed/Complete."
 - For subsequent forms, **always** align the location code and address to the "IMT – Individual Update" (may require manual entry)
- Transferring Providers
 - Ensure the location is open.
 - Correct all overbilled claims.
 - Do not enter an IPC Renewal if the Transfer is not "Processed/Complete."

Best Practice – Transfers/Moves (cont.)



- Additional Resources
 - May 2023 TMHP LTC Town Hall for HCS/TxHmL
 - Claim Adjustments Recap
 - July 2023 TMHP LTC Town Hall for HCS/TxHmL
 - Individual Movement Forms (IMT)
 - Provider Location Updates (PLUs)
 - Administrative Moves (“Same day moves”)
 - IPC Transfers
 - August 2023 TMHP LTC Town Hall for HCS/TxHmL
 - Span billing across IPC billings
 - Clarification of Pending DADS Review Notification
 - **“Adjusting Claims with Overlapping IPC Service Authorization Details”** – Trending Issues Volume 24

Troubleshooting – Where is my Transfer?



- ***Not in MESAV...***

- First, check TMHP and ensure the form is in “processed/complete” status.
- If it is “processed/complete,” contact the TMHP LTC Help Desk listed on the [Provider Quick Reference Contact List for HCS and TxHmL](#)

- ***Not in TMHP...***

- Contact the LIDDA or Program Eligibility and Support (IDD PES) listed on the [Provider Quick Reference Contact List for HCS and TxHmL](#) for a status update.
- *Note: IDD PES cannot process a transfer until the Transfer form and packet have been submitted.*
 - View “**Updated: Clarification on HCS and TxHmL IPCs in Pending DADS Review Status**”

<https://www.tmhp.com/news/2023-07-20-updated-clarification-hcs-and-txhtml-ipcs-pending-dads-review-status>

Troubleshooting – Location Availability



"Location Availability" status on Transfer

- First, use Appendix B (also in the Provider User Guide).
 - Appendix B list each status with a description and needed action.
- Next, check if the location code and date are correct.
- Last, use "Provider Location Search" to identify who is in that location.

Location code/date is incorrect

- Ensure there is availability, then contact the LIDDA for corrections.

Location code/date is correct

- Ensure there is availability, then contact IDD PES to reactive location availability.

Troubleshooting – Tangled Transfer



- "Tangled Transfer"
 - A Transfer's location availability is being prevented by one or more forms (e.g., IMT, Transfer, Termination) in "pending" status.
- Identify the Processing Order
 - *Example:*
 - Person 1 - No availability in Location AAAA (3-bed) effective 10/15/23.
 - Person 2 - Moved from Location AAAA to Location BBBB (3-bed) on 10/15/23, but IMT is in "Provider Action Required – Location Availability."
 - Person 3 – Terminated program from Location BBBB effective 10/1/23, but Termination in "Pending DADS Review" status.

Troubleshooting – Tangled Transfer (cont.)



- *If the last form is a movement form*
 - Providers can troubleshoot and reactivate “location availability” without sending to State Staff.
- *If the last form is a transfer/termination*
 - Please contact IDD PES. Use subject line “Tangled Transfer” and include:
 - all individuals tangled,
 - DLNs,
 - Status,
 - location codes, and
 - applicable move/transfer/enrollment/termination dates.

Example Email – Tangled Transfer



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Please assist with this tangled transfer. These individuals are preventing Person 1's transfer to Location AAAA.

1st - Person 3 (ME: 345678912) – Terminated effective 10/1/23

- DLN: 3456789012, "Pending DADS Review"
- Loc code: Out of BBBB
- Effective Date: 10/15/23

2nd - Person 2 (ME: 234567891) – Transferred out effective 10/15/23

- DLN: 2345678901, "Provider Action Required – Location Availability."
- Loc code: From AAAA To BBBB
- Effective Date: 10/15/23

3rd - Person 1 (ME: 123456789) – Transferred in effective 10/15/23

- DLN: 1234567890, "Provider Action Required – Location Availability."
- Loc code: Into AAAA
- Effective Date: 10/15/23

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.**
- **If you have a question and do not have a microphone, you may type the question in the post survey.**
- **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, MESAV, Appendix A and Data Claims Export.

1915(c) Waiver Programs	<h2>Reference Material</h2> <p><i>Last updated on 8/18/2023</i></p>
Reference Material	<h2>General Information</h2> <ul style="list-style-type: none">• 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
Provider Education	
Provider Bulletins	
<h3>Contact Us</h3> <p> LTC Help Desk: 800-626-4117 (Option 1, then Option 1)</p> <p>EDI Help Desk: 888-863-3638</p>	

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.
- Recordings Now Available for LTC Online Portal Enhancements Webinars


Important Reminders - Webinar Recordings (cont.)



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HCS and TxHmL Webinars and FAQs


September Webinar 2023

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

Topics Discussed:

- Suspensions
- Terminations

August Webinar 2023

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

Topics Discussed:

- Volume 22 and 23 additions
- Span billing across IPC billings
- Claims Data Export
- Correction to overall enhancements (not RNS)
- Revision and renewal IPCs
- Clarification of Pending DADS Review Notification

Important Reminders – FAQs



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

Frequently Asked Questions

- [Frequently Asked Questions – Home and Community-based Services \(HCS\) Texas Home Living \(TxHmL\) Waiver Programs](#)
- [Frequently Asked Questions – TexMedConnect Claim Processing, Denials, and Rejections](#)

Claims Resources--TMHP



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- Use the Claims Resources:
- [Reference Material | TMHP](#)

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](#)

Important Reminders – November Townhall



November Townhall will be mostly Q&A

- No featured training topics
- Quick review of previous training topics covered
- Open it to Q&A

Important Reminders – Post webinar



- 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 November 15, 2023

Contact Information



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

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](#)



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Thank you for attending

Our next monthly meeting is November 15, 2023