TEXAS
Health and Human Services

TMHP LTC Portal for HCS/TxHmL Providers and FMSAs Webinar

October 5, 2022

Introduction

- Purpose
- Panelists
  - **Ashley Wechsler** – Program Eligibility and Support (PES)
  - **Holly Lindsey** – Utilization Review (UR)
  - **Marie Redman** – Provider Claims Services (PCS)
  - **Kali Schmidt** – Contract Administration & Provider Monitoring (CAPM)
  - **Rhonda Richie** – Local Procedure Development and Support (LPDS)
  - **McKenzie Sanchez** – Long Term Services and Supports (LTSS) Policy Unit
  - **Audra Wilson** – Texas Medicaid & Healthcare Partnership (TMHP)

Agenda

- **1:05p – 1:40p**: Trending Issues
- **1:40p – 1:50p**: Updates on LTC Online Portal for HCS/TxHmL
- **1:50p – 2:00p**: Questions and Answers

Please note:

- Contact List is at the end of this presentation.
- 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 – How is data updated in TMHP?

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When the current form (for e.g., ID/RC, IPC or IMT) has moved to one of the Processed/Complete status today (check form's history to confirm), see below chart on when updated information will be available.

Elements	Subsequent Form Submission	Individual Search Page	Dashboard	MESAV
Individual Name	Eligibility System	Eligibility System	Eligibility System	Eligibility System
Physical Individual Address	Real-time	Next day (latest finalized IPC form)	Next day (latest finalized IPC form)	N/A
County	Real-time	Next day/CMS	Next day/CMS	Next day/CMS
Residential Type	Real-time (latest finalized IPC form)	Next day (latest finalized IPC form)	Next day (latest finalized IPC form)	N/A
Individual Location Code	Real-time	Next day (latest finalized IPC form)	Next day (latest finalized IPC form)	N/A
LAR Information	Real-time	Next day (latest finalized IPC form)	Next day (latest finalized IPC form)	N/A
LOC/LON Information	Real-time (latest finalized IDRC form)	Next day (latest finalized IDRC form)	Next day (latest finalized IDRC form)/CMS	Next Day/CMS
Estimated Cost/Services	Real-time	Next day (latest finalized IPC form)	Next day (latest finalized IPC form)	Next Day/CMS
LIDDA Information	Real-time	Next day/CMS	Next day/CMS	Next day/CMS

Trending Issues – Where can I find cost reporting data?

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11-07-19 C72:SERVICE DELIVERY BY IPC - DOLLARS VC060635

MRA/SVC COORD.: REC 1 OF 15
COMPONENT: LOCAL CASE NUMBER:
COMPONENT: CONTRACT: LOCAL CASE NUMBER:
NAME: CLIENT ID:
BEGIN DATE: 03-16-2018 REVISION DATE: 04-19-2018 END DATE: 03-15-2019
LATEST CS BILLING DATE:
IPC PLAN YEAR 100% COMPLETE AGE: 48 LOC/LON: 1/5
WAIVER TYPE: TXHML RES TYPE: OWN/FAMILY HOME LOCATION: OHFH

SERVICE	TOTAL DOLLARS	DOLLARS CLAIMED	DOLLARS REMAINING	PERCENTAGE UTILIZED
DH	5926.78	1438.00	4488.78	24.26
REH	7615.20	2705.40	4909.80	35.53
NUR	130.17	0.00	130.17	0.00
NUL	89.07	0.00	89.07	0.00
CFPH	19534.04	9551.24	9982.80	48.90
TR	2939.78	466.50	2473.28	15.87
TOTAL	36235.04	14161.14	22073.90	

AUTHORIZED 17000.00
MHM LIFETIME 0.00 CFC EST ANNTOT 19534.04
TAS LIFETIME 0.00

* AA/MHM/DE ONLY APPEAR WHEN CALCULATING DOLLARS

11-07-19 C73:SERVICE DELIVERY BY PROVIDER (ALL) VC060625
COMPONENT :
SERVICE BEGIN DATE: 09-01-2018 DOLLARS SERVICE END DATE: 09-30-2018

NAME:
CASE NO./ID/MEDICAID:

SERVICE CATEGORY	SERVICE DATE	STAFF ID	PAID	APPROVED TO PAY	NOT PAID	TOTAL
RSS	09-01-2018		143.09	0.00	0.00	143.09
RSS	09-02-2018		143.09	0.00	0.00	143.09
RSS	09-03-2018		143.09	0.00	0.00	143.09
NUL	09-04-2018	12229	14.85	0.00	0.00	14.85
RSS	09-04-2018		143.09	0.00	0.00	143.09
RSS	09-05-2018		143.09	0.00	0.00	143.09
RSS	09-06-2018		143.09	0.00	0.00	143.09
RSS	09-07-2018		143.09	0.00	0.00	143.09
RSS	09-08-2018		143.09	0.00	0.00	143.09
RSS	09-09-2018		143.09	0.00	0.00	143.09
NUL	09-10-2018	12229	22.27	0.00	0.00	22.27
RSS	09-10-2018		143.09	0.00	0.00	143.09
RSS	09-11-2018		143.09	0.00	0.00	143.09
RSS	09-12-2018		143.09	0.00	0.00	143.09
RSS	09-13-2018		143.09	0.00	0.00	143.09
RSS	09-14-2018		143.09	0.00	0.00	143.09
NUL	09-15-2018	12229	7.42	0.00	0.00	7.42
RSS	09-15-2018		143.09	0.00	0.00	143.09
RSS	09-16-2018		143.09	0.00	0.00	143.09
RSS	09-17-2018		143.09	0.00	0.00	143.09
RSS	09-18-2018		143.09	0.00	0.00	143.09
RSS	09-19-2018		143.09	0.00	0.00	143.09
RSS	09-20-2018		143.09	0.00	0.00	143.09
RSS	09-21-2018		0.00	143.09	0.00	143.09
RSS	09-22-2018		0.00	143.09	0.00	143.09
TOTALS BY INDIVIDUAL			2906.34	286.18	0.00	3192.52

TOTALS FOR COMPONENT:	PAID	APPR TO PAY	NOT PAID	TOTAL
	5796.11	286.18	0.00	6082.29

Trending Issues – Where can I find cost reporting data? *(cont.)*

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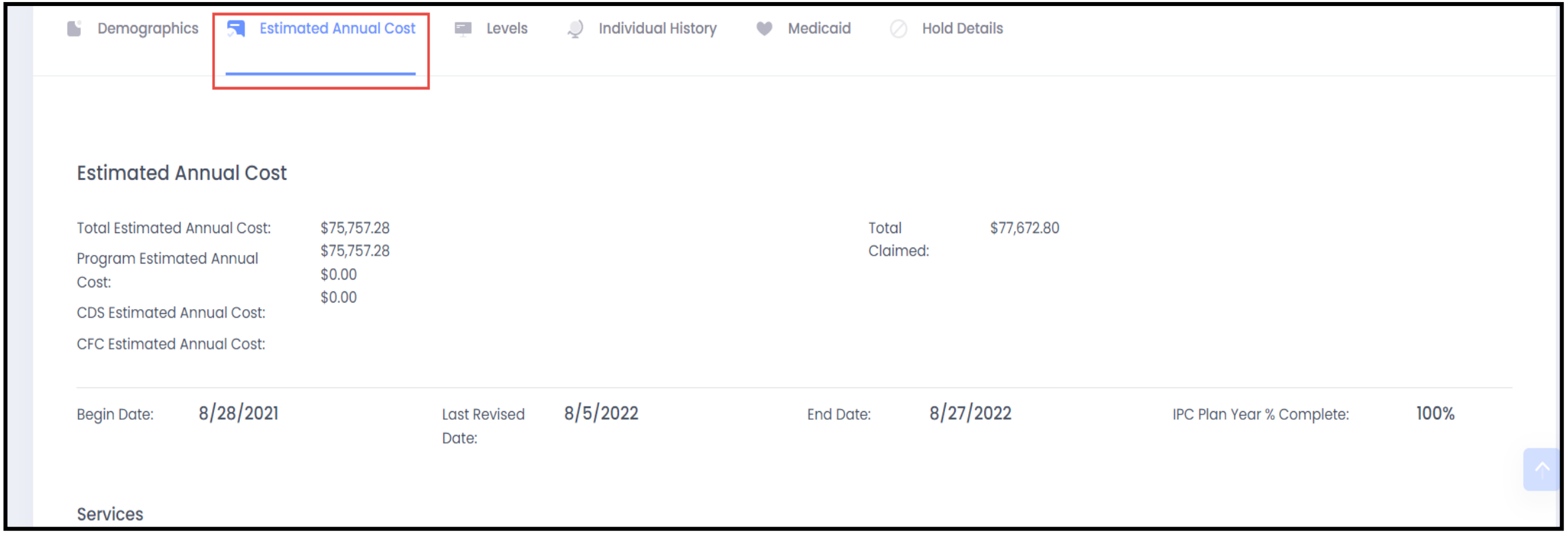
C72 Equivalent – Individual Detail (Individual Search Page or Dashboard)



Trending Issues – Where can I find cost reporting data? *(cont.)*

TEXAS Health and Human Services

C72 Equivalent – Individual Detail (Individual Search Page or Dashboard)

Services

Provider Services	Provider Service Description	Provider No.	Vendor No.	Begin Date	End Date	Authorized Units	Rate	Est. Cost	Claimed Unit	Claimed Dollar	% Utilized
15	15, ADAPTIVE AIDS/DME			8/28/2021	8/27/2022	715	$1.00	$675.00	37.5	$37.50	5.56%
41	41, REQUISITION FEES - ADAPTIVE AIDS			8/28/2021	8/27/2022	54.03	$1.00	$54.03	3.75	$3.75	6.94%
10C	10C, HABILITATION - DAY HABILITATION			8/28/2021	8/27/2022	260	$39.07	$10,158.20	232	$11,953.56	117.67%
5A	5A, DENTAL - WAIVER PROGRAMS			8/28/2021	8/27/2022	550	$1.00	$200.00	225	$225.00	112.50%
41E	41E, REQUISITION FEES - DENTAL			8/28/2021	8/27/2022	55	$1.00	$20.00	22.5	$22.50	112.50%
13B	13B, NURSING SERVICES - RN			8/28/2021	8/27/2022	40	$43.39	$1,301.70	21.75	$1,052.52	80.86%
13A	13A, NURSING SERVICES - LVN			8/28/2021	8/27/2022	40	$29.69	$1,484.50	21.5	$704.23	47.44%
46	46, RESIDENTIAL SUPPORT SERVICES			8/28/2021	8/27/2022	365	$169.49	$61,863.85	351	$63,673.74	102.93%

Trending Issues – Where can I find cost reporting data? (*cont.*)

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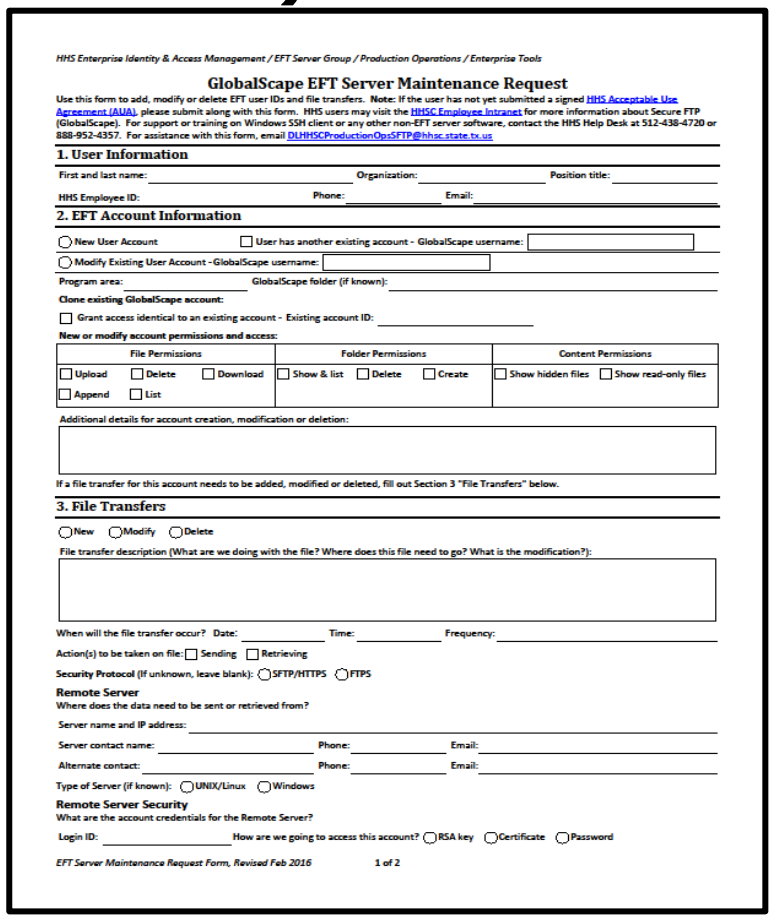
C72 Equivalent – Service Utilization File (GC062310)

If you do not have access to GlobalScape:

- Complete the "GlobalScape EFT Server Maintenance Request" form
- Form submission instructions are on the form
- For assistance with this form, email DLHHSCProductionOpsSFTP@hhsc.state.tx.us



HHS Enterprise Identity & Access Management / EFT Server Group / Production Operations / Enterprise Tools

GlobalScape EFT Server Maintenance Request

Use this form to add, modify or delete EFT user IDs and file transfers. **Note:** If the user has not yet submitted a signed HHS Acceptable Use Agreement (AUA), please submit along with this form. HHS users may visit the HHSC Employee Intranet for more information about Secure FTP (GlobalScape). For support or training on Windows SSH client or any other non-EFT server software, contact the HHS Help Desk at 512-438-4720 or 888-952-4357. For assistance with this form, email DLHHSCProductionOpsSFTP@hhsc.state.tx.us

1. User Information

First and last name: Organization: Position title:

HHS Employee ID: Phone: Email:

2. EFT Account Information

◯ New User Account ☐ User has another existing account - GlobalScape username:

◯ Modify Existing User Account - GlobalScape username:

Program area: GlobalScape folder (if known):

Clone existing GlobalScape account:

☐ Grant access identical to an existing account - Existing account ID:

New or modify account permissions and access:

File Permissions	Folder Permissions	Content Permissions
☐ Upload ☐ Delete ☐ Download ☐ Append ☐ List	☐ Show & list ☐ Delete ☐ Create	☐ Show hidden files ☐ Show read-only files

Additional details for account creation, modification or deletion:

If a file transfer for this account needs to be added, modified or deleted, fill out Section 3 "File Transfers" below.

3. File Transfers

◯ New ◯ Modify ◯ Delete

File transfer description (What are we doing with the file? Where does this file need to go? What is the modification?):

When will the file transfer occur? Date: Time: Frequency:

Action(s) to be taken on file: ☐ Sending ☐ Retrieving

Security Protocol (If unknown, leave blank): ◯ SFTP/HTTPS ◯ FTPS

Remote Server

Where does the data need to be sent or retrieved from?

Server name and IP address:

Server contact name: Phone: Email:

Alternate contact: Phone: Email:

Type of Server (if known): ◯ UNIX/Linux ◯ Windows

Remote Server Security

What are the account credentials for the Remote Server?

Login ID: How are we going to access this account? ◯ RSA key ◯ Certificate ◯ Password

EFT Server Maintenance Request Form, Revised Feb 2016 1 of 2

Trending Issues – Where can I find cost reporting data? (cont.)

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C73 Equivalent – Claims Data Export (TexMedConnect (TMC))

- To request an extract of claims data for a particular date range (max. date range 3 months)
- Claims Data Export is available only to users with administrative rights on their account
- Must know the NPI/API, Submitter ID, password, Service Begin/End dates
- Requested file will be ready the next day, and available for download 3 months afterwards

Trending Issues – What to do if you cannot access the Dashboard?

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- To access the Dashboard, you would need to have a user account for HCS and TxHmL.
  - Cannot access this using an administrator account.
- The administrator should give the user account the correct permissions for that provider type.
- There should be no LA Evaluator permission given to any contracts associated to that user account.
  - This permission will restrict all other permissions (such as workflow actions).
- Create a separate user account for HCS and TxHmL to avoid issues seen when other programs like Hospice is tied to that account.

Trending Issues – What to do if you cannot access the Dashboard? (cont.)

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- Make sure you are using either Chrome or Edge Web browser and it is the current version with a current update.
- To check if you have the right permission, please access the 'Managing Your LTC Online Portal Account: A step by step guide located under the 1915c waiver program'.
- If nothing else works, please call LTC help desk at 800-626-4117 opt 1, opt 7.

What is MESAV and how to access it.

- Providers can view Medicaid Eligibility and Service Authorization Verifications (MESAVs) electronically using TMC
- To prevent claim denials, providers must verify a person's eligibility for Medicaid services.
- The date range is restricted to three calendar months.
- The service authorization section of a MESAV indicates the billable or allowable services for the person.

What is MESAV and how to access it. (cont.)

- To verify eligibility for a group of people at one time, create a MESAV Group Template.
- Each MESAV Group Template can contain up to 250 people.
  - You can create up to 100 Group Templates for each National Provider Identifier (NPI) number.
- To get more details, refer the TMC User guide and see pages 10 to 21.

How to access MESAV

Submitting a MESAV

To verify a person's eligibility:

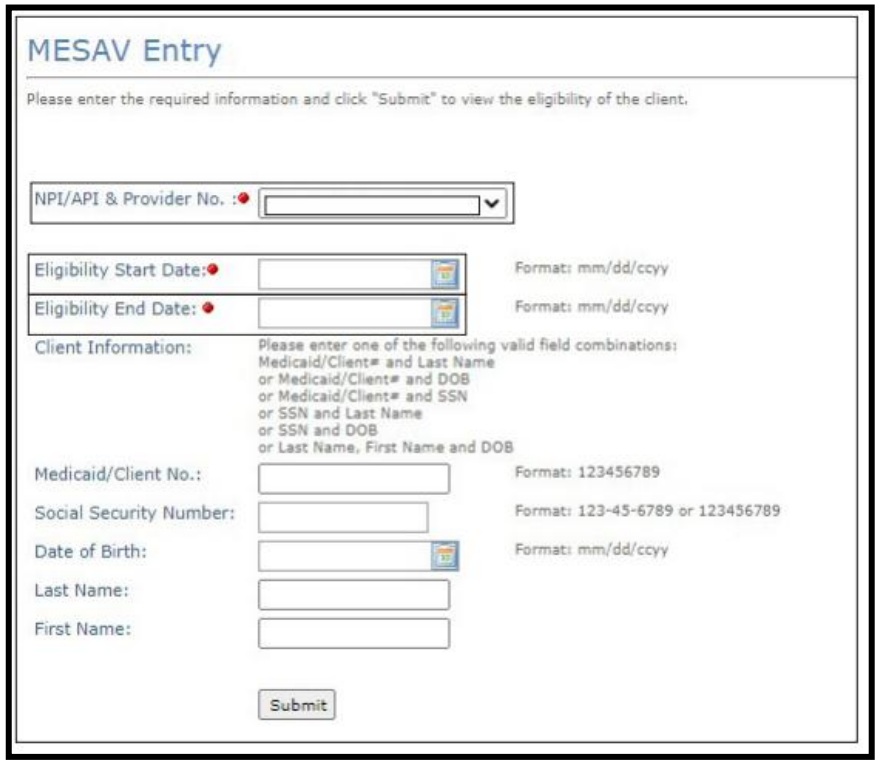
1. Click the MESAV link under the MESAV section on the navigation panel

How to access MESAV

Submitting a MESAV

2. Complete the following required fields:

- Provider NPI/API* & Provider No. *National Provider Identifier (NPI)/Atypical Provider Identifier (API)
- Eligibility Start Date
- Eligibility End Date Note: The date range may not exceed three calendar months.
  - Selecting a date range greater than three months will result in an error.

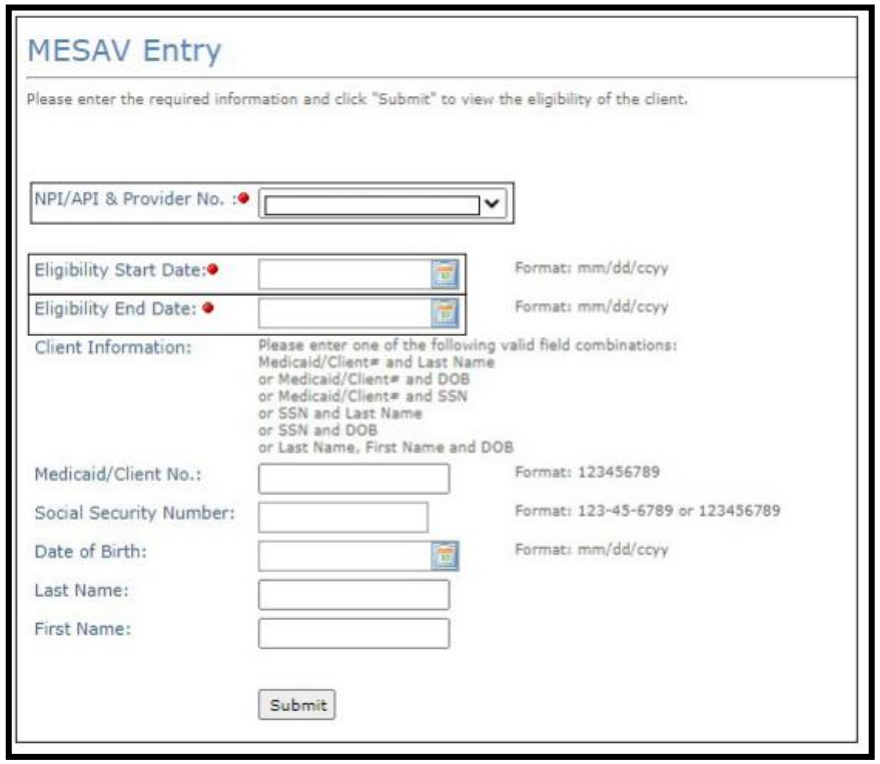


How to access MESAV

Submitting a MESAV

2. Complete the following required fields (cont.):

- The Eligibility Start Date cannot be more than 36 months before the current date or be more than 3 consecutive months from the Eligibility End Date.
- The Eligibility End Date can include future dates of service but cannot be more than 3 consecutive months from the Eligibility Start Date.
  - For example, if the Eligibility Start Date of the MESAV is today, the Eligibility End Date can be up to 3 months in the future.



How to access MESAV

Submitting a MESAV

3. You must also enter additional information in any of the following field combinations:
   - Medicaid/Client No. and Last Name
   - Medicaid/Client No. and Date of Birth
   - Medicaid/Client No. and Social Security Number
   - Social Security Number and Last Name
   - Social Security Number and Date of Birth (DOB)
4. Click the Submit button.
5. The MESAV results screen will then be displayed.
   - It shows the person's demographic information.

How to access MESAV

Submitting a MESAV

6. The MESAV results screen will allow you to print the MESAV results as a (PDF) file.
   - To print the PDF, click the PDF icon at the top right of the screen.
   - If you want to print a paper copy of the results, click the Print button on your browser's toolbar.

Note:

- PDF copies of MESAVs are current only at the time of printing and are not necessarily accurate afterwards. MESAV information can change daily.
- For the most up-to-date information, you should perform another MESAV electronically.

MESAV Results page

(Slide 1 of 2)

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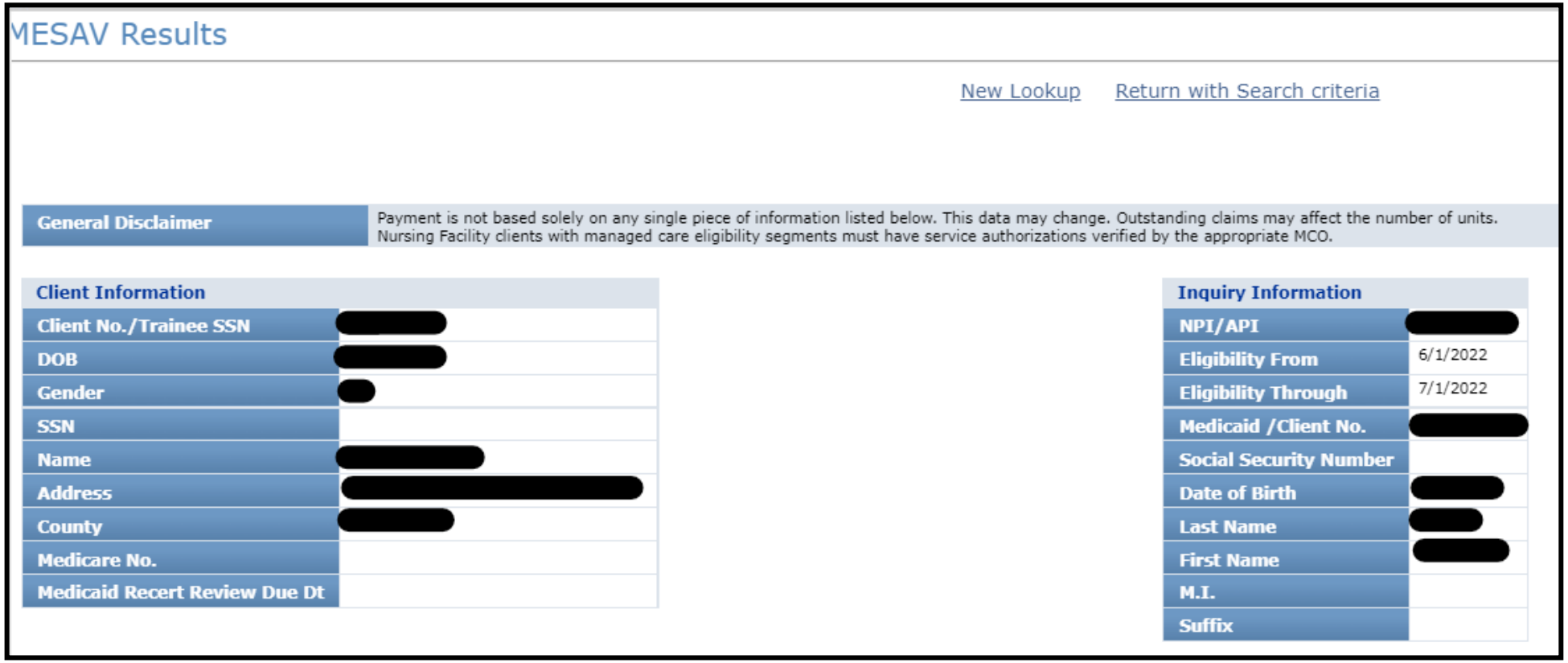
This is the Client information part



MESAV Results

New Lookup Return with Search criteria

General Disclaimer	Payment is not based solely on any single piece of information listed below. This data may change. Outstanding claims may affect the number of units. Nursing Facility clients with managed care eligibility segments must have service authorizations verified by the appropriate MCO.

Client Information	
Client No./Trainee SSN	[redacted]
DOB	[redacted]
Gender	[redacted]
SSN	
Name	[redacted]
Address	[redacted]
County	[redacted]
Medicare No.	
Medicaid Recert Review Due Dt	

Inquiry Information	
NPI/API	[redacted]
Eligibility From	6/1/2022
Eligibility Through	7/1/2022
Medicaid /Client No.	[redacted]
Social Security Number	
Date of Birth	[redacted]
Last Name	[redacted]
First Name	[redacted]
M.I.	
Suffix	

MESAV Results page

This is the Service authorization section.

In this section you will be able to see the following information:

- Service authorization effective and end date.
- Referral number for the member
- Status of the authorization
- Service Group
- Service Code
- Service Code Description
- Units Paid
- Units (these are the authorized units)
- NPI/API
- Provider number

MESAV Service auth section

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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	Proc. Code	Proc. Type	NPI/API	Provider Number
2/3/2022	2/2/2023	[redacted]	Active	21	HCS	18A	HOST HOME/COMPANION CARE		231.00		365.00			[redacted]	
2/3/2022	2/2/2023	[redacted]	Active	21	HCS	41E	REQUISITION FEES - DENTAL				92.85			[redacted]	
2/3/2022	2/2/2023	[redacted]	Active	21	HCS	5A	DENTAL - WAIVER PROGRAMS				1,000.00			[redacted]	
2/3/2022	2/2/2023	[redacted]	Active	21	HCS	10C	Habilitation - Day Habilitation		166.00		260.00			[redacted]	
2/3/2022	2/2/2023	[redacted]	Active	21	HCS	13B	Nursing Services - RN				14.00			[redacted]	

Agent

-No Data-

Authorization Message

-No Data-

Monthly Units

-No Data-

MESAV Eligibility & Level section

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This section shows the details for eligibility and levels.

Eligibility

Begin Date	End Date	Coverage Code	Secondary Coverage Code	Program Type	Coverage Category
2/1/2012	12/31/9999	R	Q	13	4

Other Insurance Policies

-No Data-

Medicare

-No Data-

Medical Necessity

-No Data-

Levels

Begin Date	End Date	Level	Type
1/5/2022	1/4/2023	8	HN
1/5/2022	1/4/2023	1	HC

Income/Co-Payment

-No Data-

Creating a MESAV Group Template

The Group Template feature allows you to create a list of people for whom you would like to verify eligibility.

- To create a MESAV group template:
  1. Click the Group Template link under the MESAV section in the navigation panel.

Creating a MESAV Group Template (cont.)

2. The MESAV/CSI Group Template screen will open.
   - Choose the appropriate NPI or API and provider number from the NPI/API & Provider No. drop-down box, and then click the Continue button.

Creating a MESAV Group Template (cont.)

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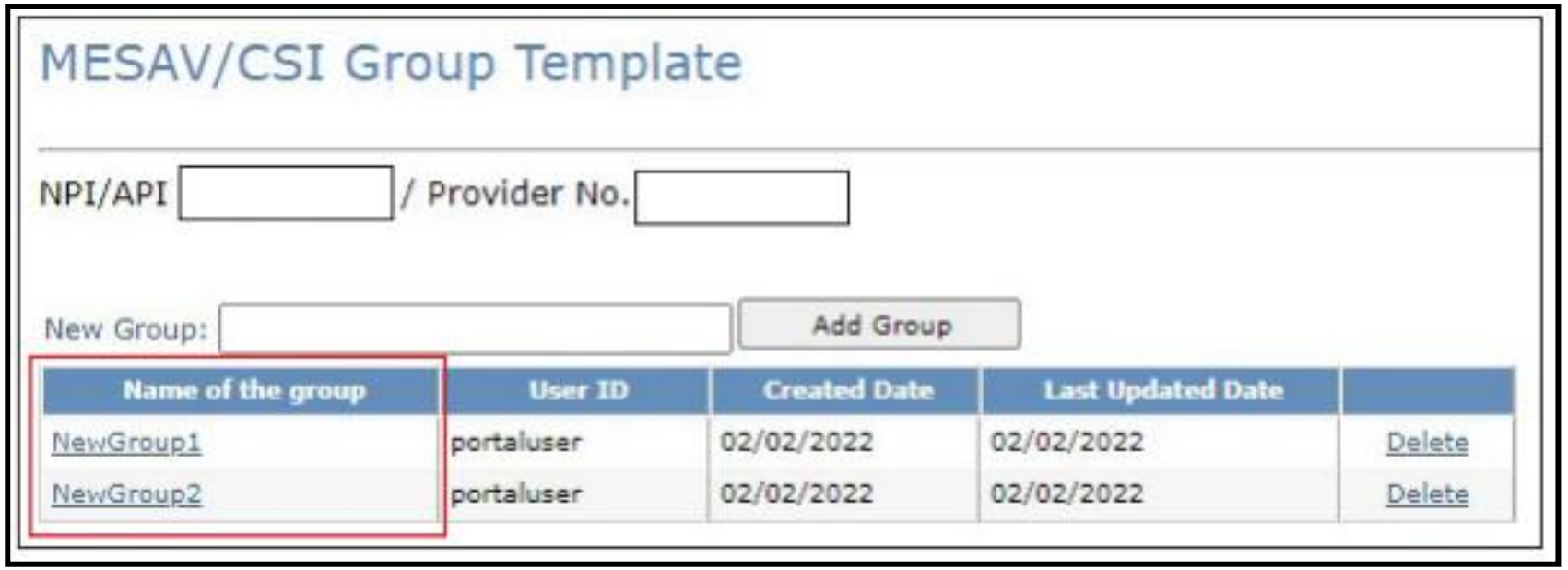
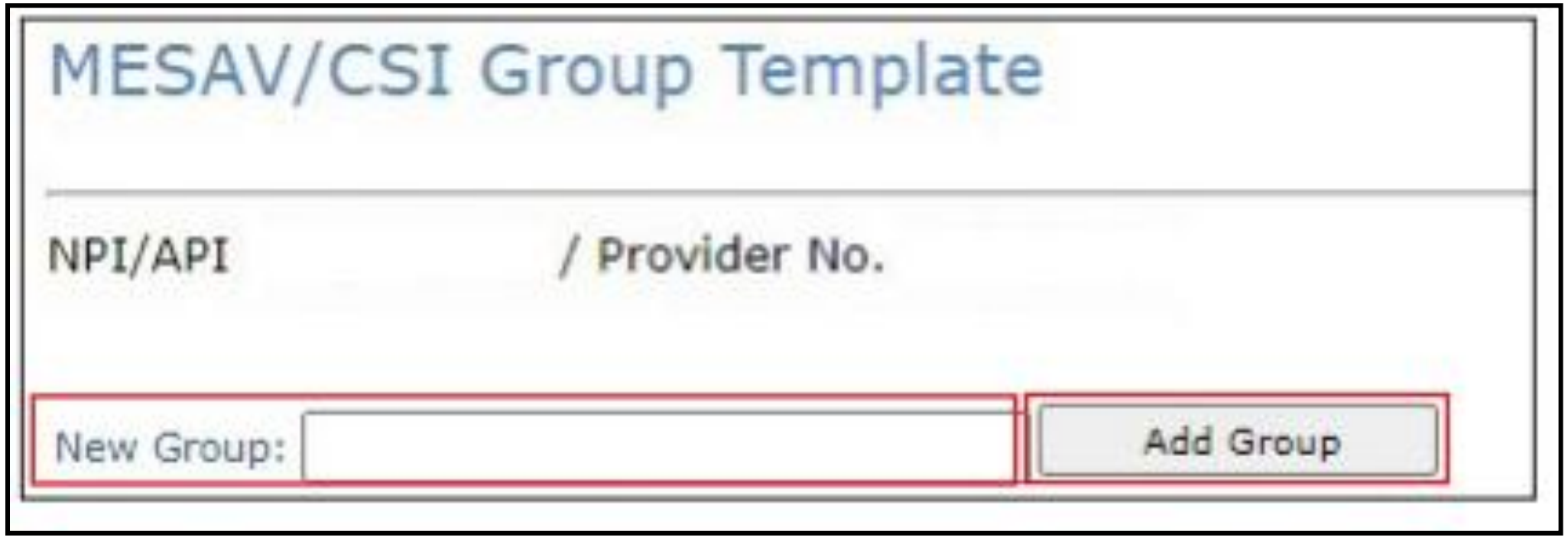
3. If you have already created a group and want to add a person to an existing Group Templates, click the link from the list that is displayed under the Name of the group column and skip to Step 5.



Creating a MESAV Group Template (cont.)

4. If you have not created a group or want to add a person to a new Group Template, enter the New Group name of your choice, and click the Add Group button.



Creating a MESAV Group Template (cont.)

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How to add a person to the Group Template.

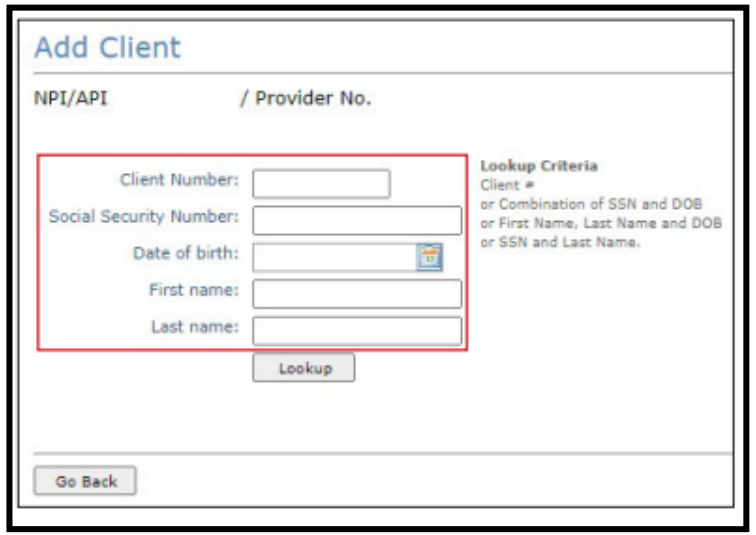
5. To add a person to the Group Template, click the Add Client button.

Creating a MESAV Group Template (cont.)

TEXAS Health and Human Services

How to add a person to the Group Template.

6. The Add Client page will open.
   - Enter the person's information.
   - If you do not have the person's Client Number, you must use one of the following combinations to find the person:
     - Social Security number and last name
     - Social Security number and date of birth
     - Last name, first name, and date of birth



Creating a MESAV Group Template (cont.)

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How to add a person to the Group Template.

7. Click the Lookup button.

8. To add the person, click the Add to group link.

Creating a MESAV Group Template (cont.)

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How to add a person to the Group Template.

9. The person will be added to the MESAV Group Template that you are working on.
   - You can create up to 100 groups for each NPI or API and provider number.
   - Each group can contain up to 250 people.
   - You can view, add, and delete people.

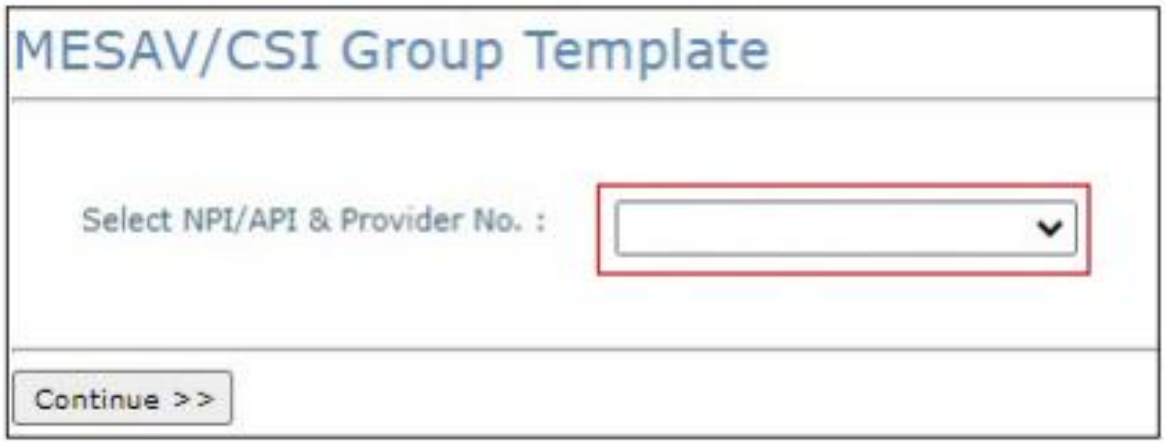
Submitting a MESAV Group Template

To verify eligibility using a group template:

1) Click the **Group Template** link under the MESAV section in the left navigation panel.

Submitting a MESAV Group Template (cont.)

2) Choose the appropriate NPI or API and provider number from the NPI/API & Provider No. drop-down box, and click the **Continue** button.



Submitting a MESAV Group Template (cont.)

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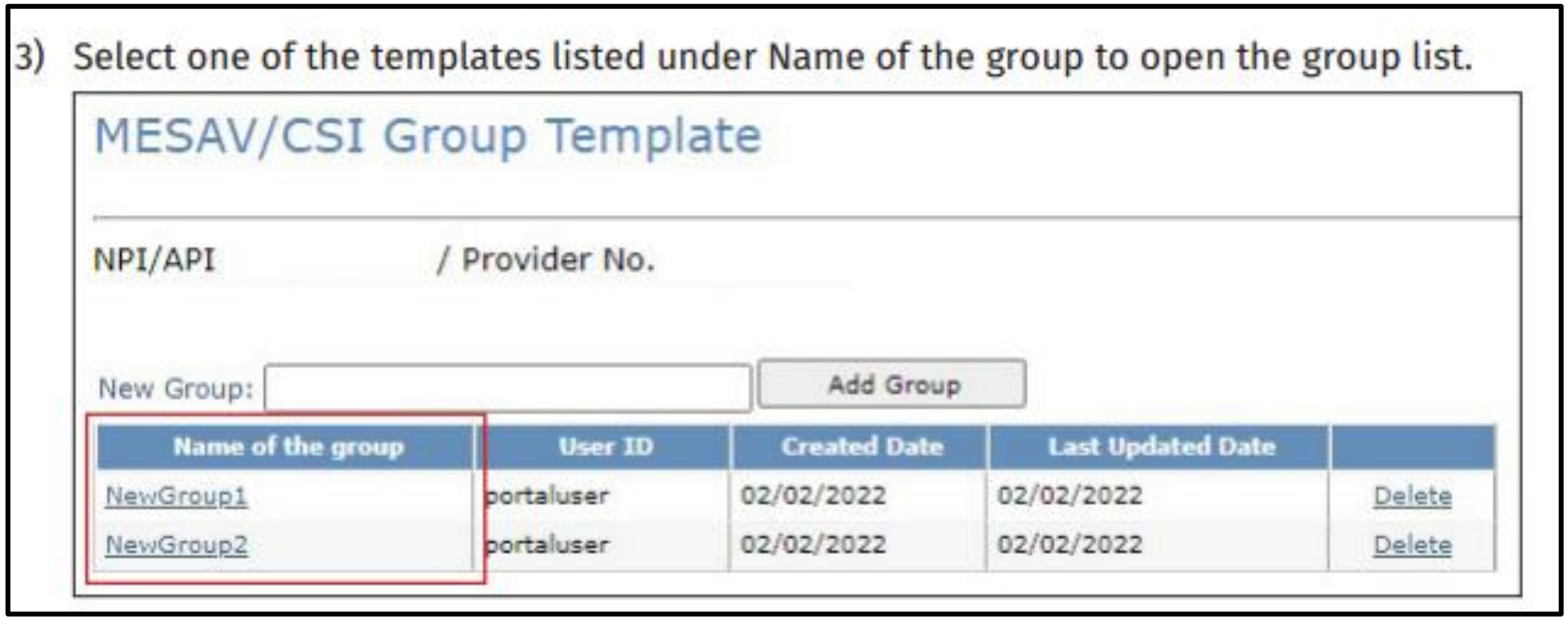
3) Select one of the templates listed under Name of the group to open the group list.



Submitting a MESAV Group Template (cont.)

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4) Enter a date range in the From Date of Service and To Date of Service fields. The date range can be up to three months long.

Submitting a MESAV Group Template (cont.)

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5) Check the individual boxes of the templates that you want to submit, or to submit all the templates, check the **Select All** box.

Submitting a MESAV Group Template (cont.)

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6) Click the **Submit MESAV Batch** button at the bottom left of the screen. The batch will process and be ready for viewing within 24 hours.

Submitting a MESAV Group Template (cont.)

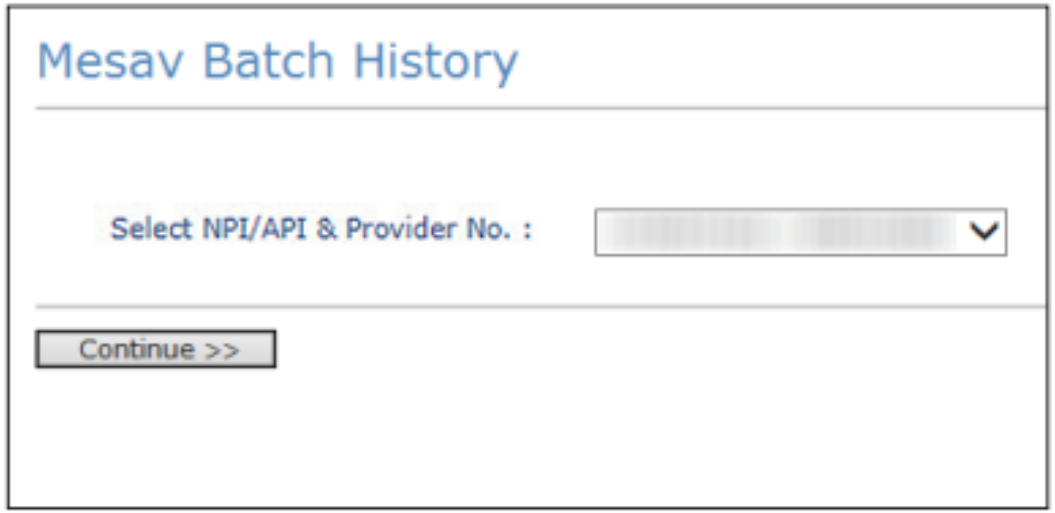
Viewing a MESAV Batch History

To view a MESAV Batch History:

1) Click the **MESAV Batch History** link under the MESAV section on the navigation panel.

Viewing a MESAV Batch History

2) Choose the appropriate NPI or API and provider number from the NPI/API & Provider No. drop-down box, and click the **Continue** button.



Viewing a MESAV Batch History (cont.)

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3) Click the **Batch ID** of the MESAV batch that you would like to view.

Batch History

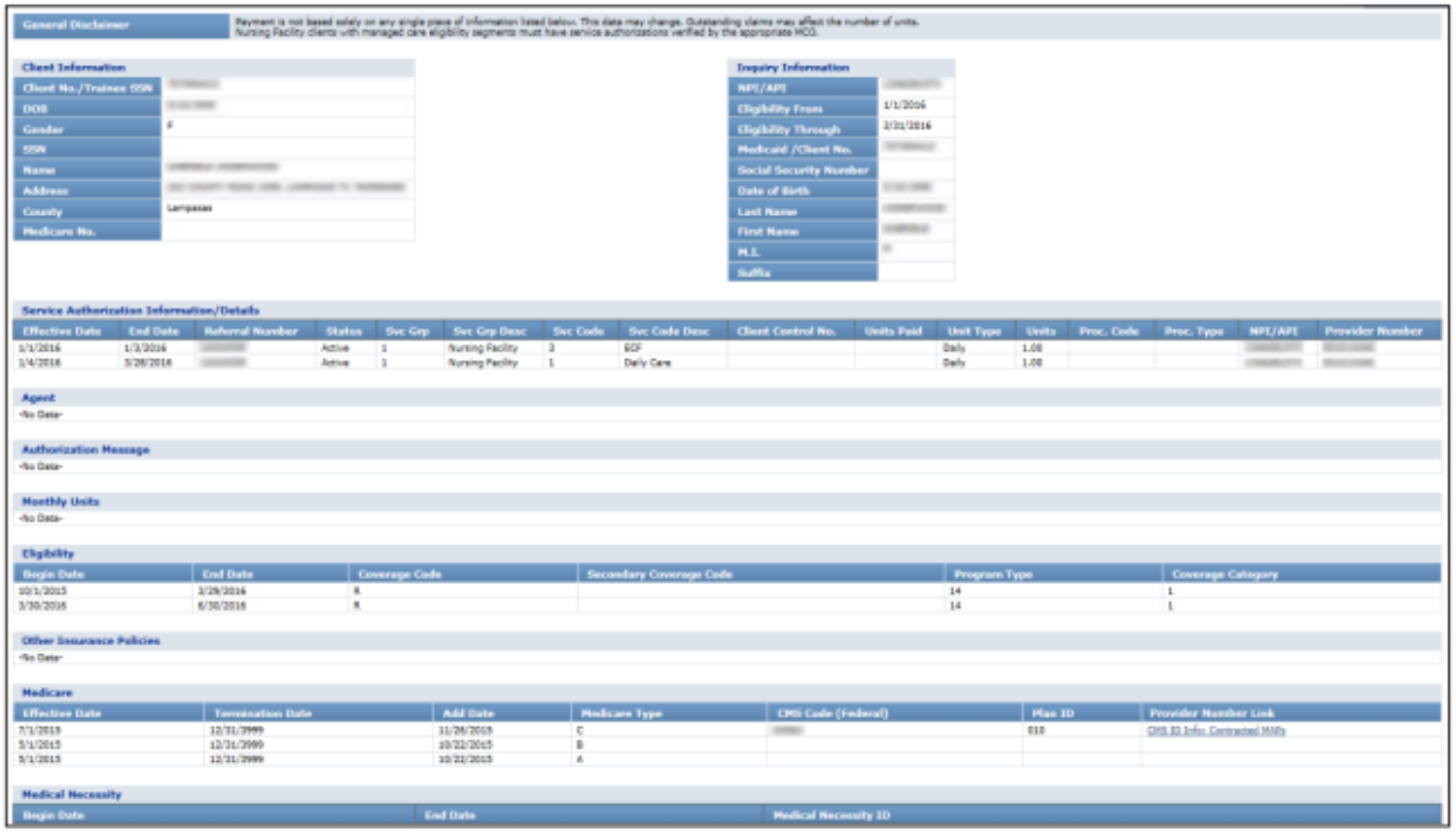
NPI/API [redacted] / Provider No. [redacted]

Batch ID	Status	Claim Count	Total Billed Amount	Transmission Date	Submitted By
G184L8CZ	Processed	2	$ 5,477.40	08/06/2014 01:03:57 PM	[redacted]
G244LBSX	Processed	1	$ 3,800.32	08/12/2014 11:51:16 AM	[redacted]
G254LCS2	Processed	1	$ 10.00	08/13/2014 04:11:45 PM	[redacted]
G274LEBU	Processed	2	$ 2,748.70	08/14/2014 08:35:09 AM	[redacted]
G374LIU3	Processed	1	$ 10.00	08/25/2014 09:37:49 AM	[redacted]
G374LIU6	Processed	1	$ 3,800.32	08/25/2014 10:17:28 AM	[redacted]
G374LIU7	Processed	1	$ 10.00	08/25/2014 10:25:21 AM	[redacted]
G374LIUA	Processed	1	$ 2,738.70	08/25/2014 10:28:15 AM	[redacted]
G374LIUB	Processed	1	$ 3,800.32	08/25/2014 10:32:19 AM	[redacted]
G374LIUC	Processed	1	$ 120.00	08/25/2014 10:38:17 AM	[redacted]
G654MVJN	Processed	2	$ 2,748.70	09/22/2014 12:34:54 PM	[redacted]
G654MVJO	Processed	2	$ 2,748.70	09/22/2014 12:42:28 PM	[redacted]
G654MVJP	Processed	1	$ 3,800.32	09/22/2014 12:42:28 PM	[redacted]
H144PPGP	Processed	1	$ 2,738.70	11/10/2014 11:12:12 AM	[redacted]
H184TXMH	Processed	3	$ 8,216.10	11/14/2014 02:07:00 PM	[redacted]

Viewing a MESAV Batch History (cont.)

TEXAS Health and Human Services

4) The MESAV will open in a new window. Review the status for each client number you selected.



General Disclaimer

Payment is not based solely on any single piece of information listed below. This data may change. Outstanding claims may affect the number of units. Nursing Facility clients with managed care eligibility segments must have service authorizations verified by the appropriate MCO.

Client Information

Client No./Trainee SSN	
DOB	
Gender	F
SSN	
Name	
Address	
County	Lampasas
Medicare No.	

Inquiry Information

NPI/API	
Eligibility From	1/1/2016
Eligibility Through	3/31/2016
Medicaid /Client No.	
Social Security Number	
Date of Birth	
Last Name	
First Name	
M.I.	
Suffix	

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	Proc. Code	Proc. Type	NPI/API	Provider Number
1/1/2016	1/3/2016		Active	1	Nursing Facility	3	EOF			Daily	1.00				
1/4/2016	3/28/2016		Active	1	Nursing Facility	1	Daily Care			Daily	1.00				

Agent

-No Data-

Authorization Message

-No Data-

Monthly Units

-No Data-

Eligibility

Begin Date	End Date	Coverage Code	Secondary Coverage Code	Program Type	Coverage Category
10/1/2015	3/29/2016	R		14	1
3/30/2016	6/30/2016	R		14	1

Other Insurance Policies

-No Data-

Medicare

Effective Date	Termination Date	Add Date	Medicare Type	CMS Code (Federal)	Plan ID	Provider Number Link
7/1/2013	12/31/2999	11/26/2013	C		010	CMS ID Info: Connected MAPs
5/1/2015	12/31/2999	10/22/2015	B			
5/1/2013	12/31/2999	10/22/2013	A			

Medical Necessity

Begin Date	End Date	Medical Necessity ID

Claims Status Inquiry (CSI) (Slide 1 of 2)

TEXAS Health and Human Services

Claims Status Inquiry is used to determine the status of submitted claims.

- There are several ways to perform a CSI:
  1. Lookup Fee For Service Claim by Claim Request.
  2. Lookup Fee For Service Claim by Client Claim Request.
  3. Lookup Managed Care Claim by Transaction Number.

Claims Status Inquiry (CSI) (cont.) (Slide 2 of 2)

TEXAS Health and Human Services

4. Lookup Managed Care Claim by MCO ICN.
   - TMHP will forward certain Institutional claims to MCOs.
   - These claims can be set to the following statuses:
     - Forwarded: the claim has been forwarded to (but not yet accepted or rejected by) an MCO.
     - Rejected: the claim has been rejected by TMHP or the MCO to which it was forwarded.
     - Accepted: the claim has been accepted by TMHP or an MCO.
       - Claims handled by TMHP (not an MCO) can be set to the following statuses:
         - I: In Process
         - D: Denied
         - A: Approved for Payment
         - FT: Forced Transfer
         - S: Suspended
         - T: Transferred
         - P: Paid
         - PF: Paid Forced Transfer
         - PT: Paid Transfer
         - PZ: Paid Zero Net Balance to the Provider

CSI Search Screens

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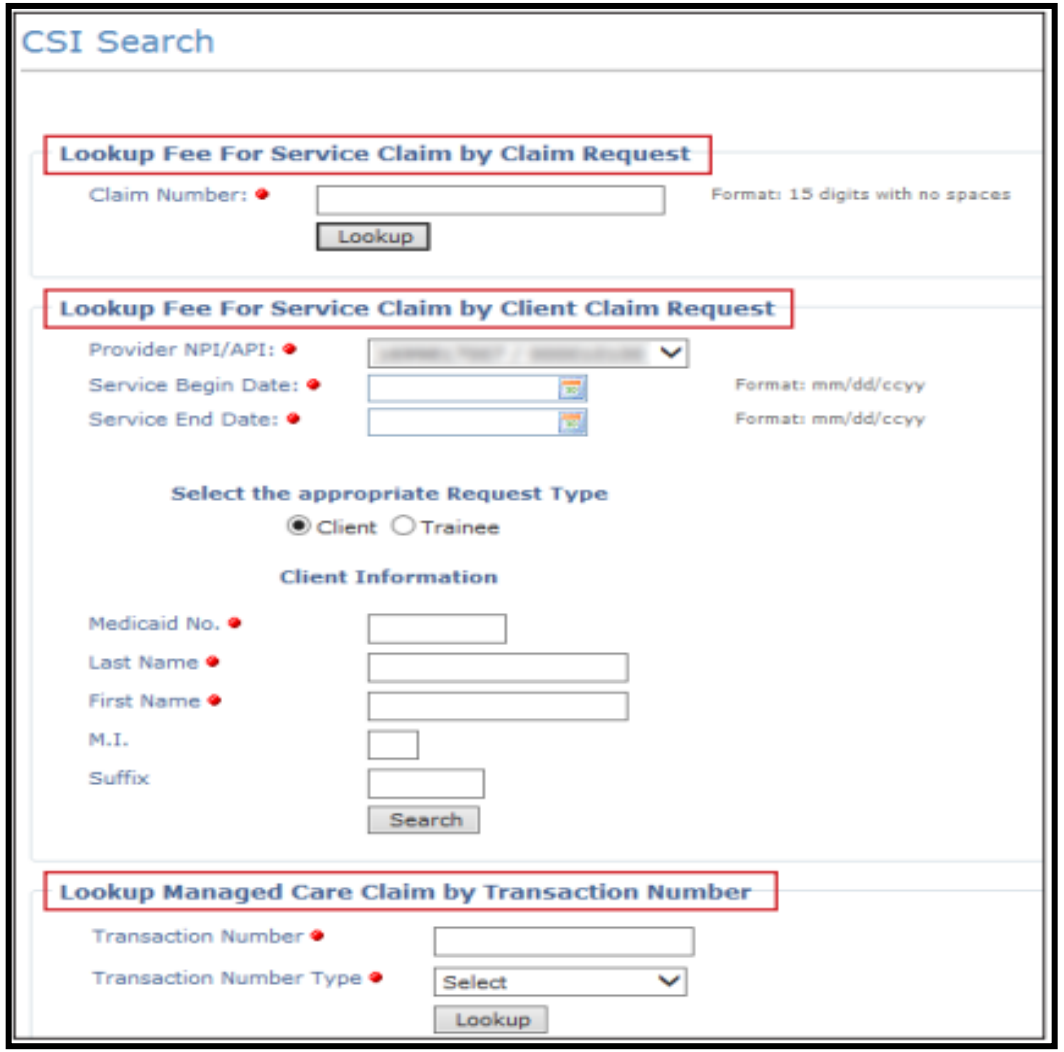
Three years of claims history are available.

- The system returns a maximum of 250 results for each search.
- The CSI Search screen is shown

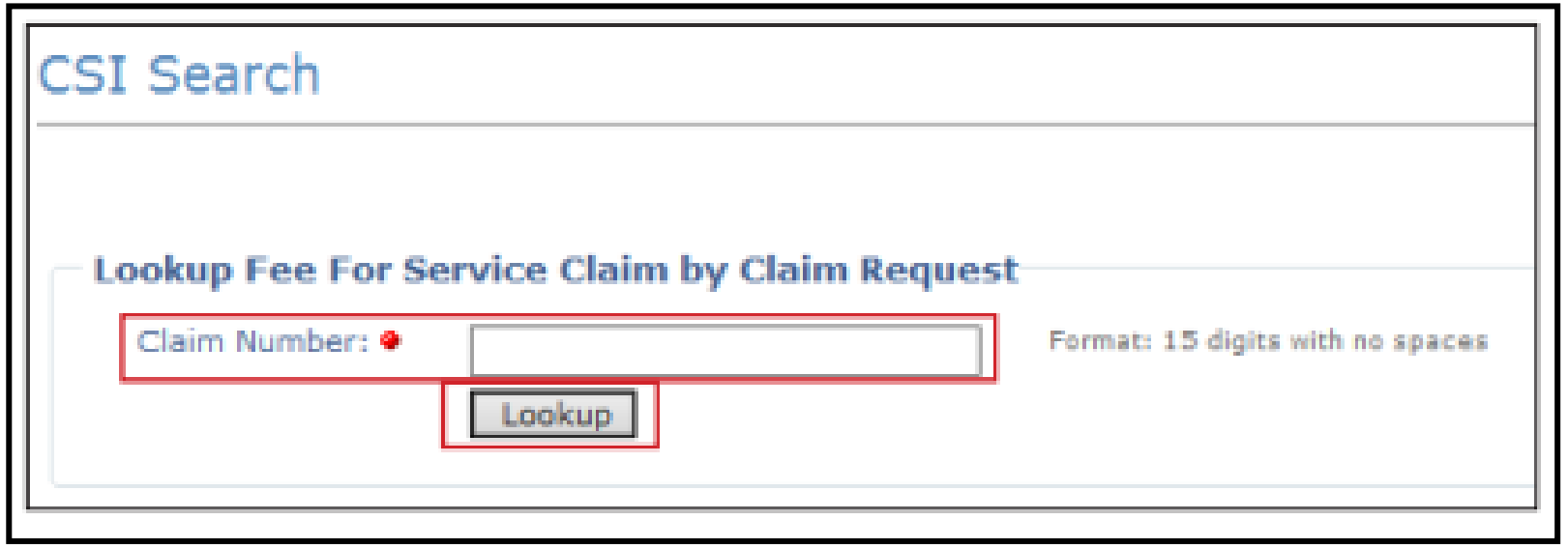


CSI Search Screens (cont.)

Lookup Fee For Service Claim by Claim Request

To search for a claim-by-Claim Request:

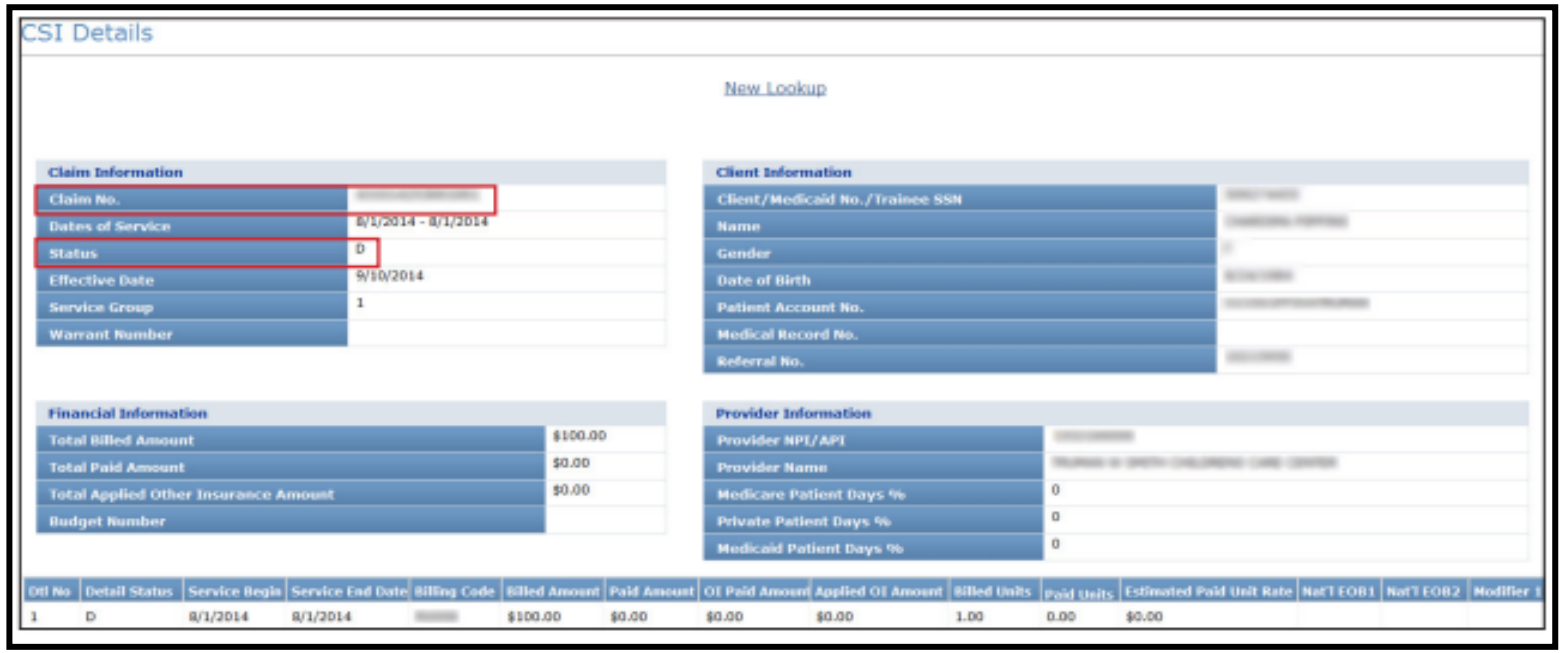
1. Enter the claim number in the Claim Number field and click the Lookup button



CSI Search Screens (cont.) Slide 3 of 4)

Lookup Fee For Service Claim by Claim Request

2. The CSI Details page will be displayed and auto-populate most of the fields, including the status of the claim, claim number, Warrant number Dates of Service etc.



CSI Search Screens (cont.)

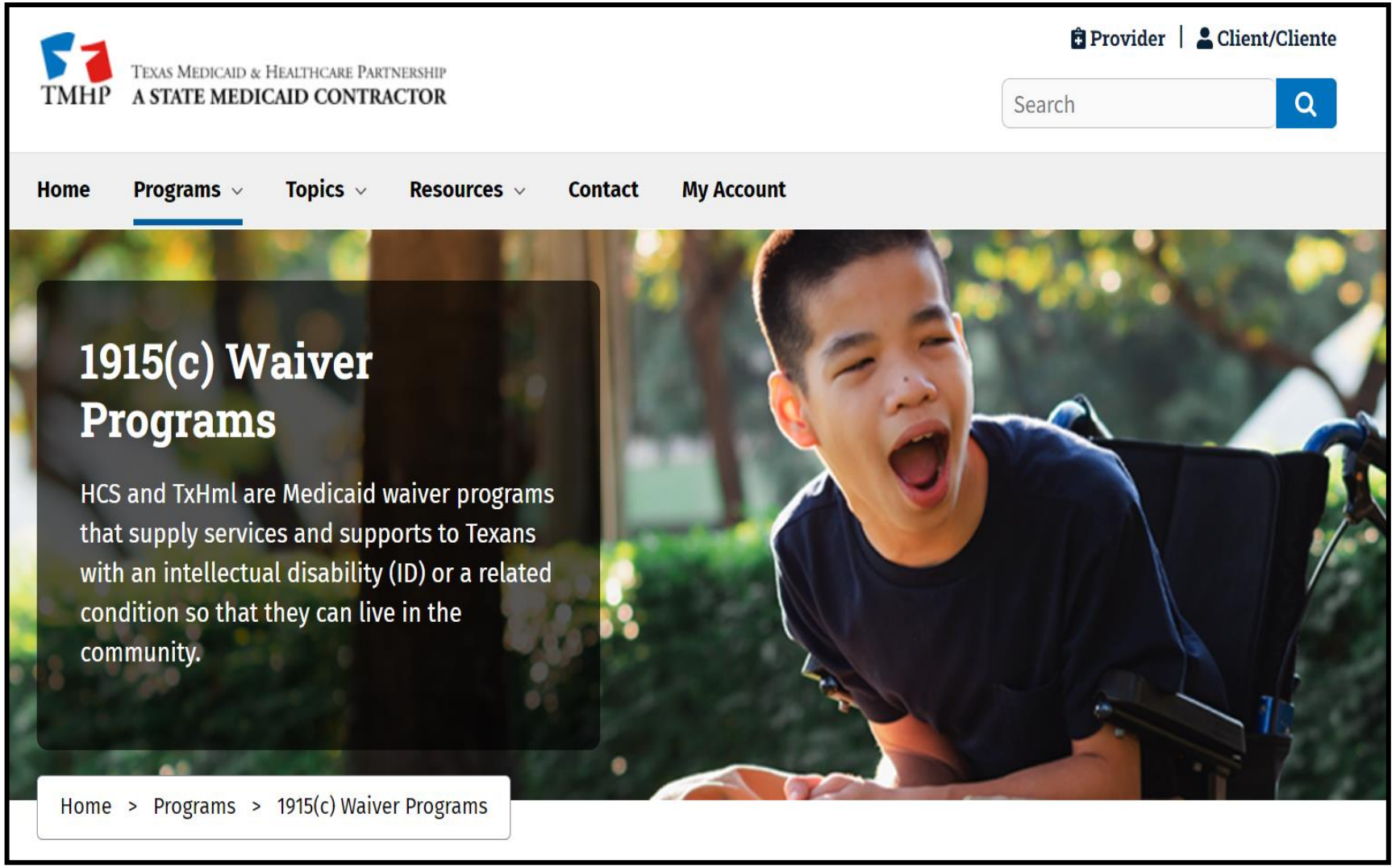
Lookup Fee For Service Claim by Client Claim Request

When searching by client information, the following conditions apply:

- You must enter both a Service Begin Date and a Service End Date.
  - The End date cannot be more than three consecutive months from the Begin date.
- The Service Begin Date cannot be more than 36 months before the current date.
- You must complete all required fields indicated by a red dot.
- Click the Search button.

Updates on LTC Online Portal - TMHP 1915(c) Website

TEXAS Health and Human Services



Updates on LTC Online Portal – Release 1 Enhancements

TEXAS Health and Human Services

- **Mid-October 2022:** Release 1 Announcement
- **Late-November 2022:** Release 1 Items Posted
- **December 2022:** Release 1 Implementation

Questions and Answers -

As a reminder…

…to comply with HIPAA requirements, questions that include any identifying information for a specific individual will not be allowed during the monthly meetings.

TEXAS
Health and Human
Services

Thank you for attending

Our next meeting is November 9, 2022

Contact List – TMHP

Entity/Area	What they can do…
The Texas Medicaid & Healthcare Partnership (TMHP) EDI Help Desk 800-626-4117 opt 3 or 888-863-3638 opt 4	• Creating an LTC Online Portal account
TMHP LTC Help Desk 800-626-4117, Option 1, then Option 7 or 800-727-5436 Option 1, then Option 7	• LTC Online Portal access issues, slowness, timing out, etc. • LTC Online Portal forms not functioning per the LTC Online Portal User Guide • CARE data did not migrate or did not migrate correctly • MESAV is not showing the correct information

Contact List – UR, PES, PCS

TEXAS Health and Human Services

Entity/Area	What they can do…
Utilization Review (UR) 512-438-5055 deskURLONIPC@hhs.texas.gov	• 8578 ID/RC form with purpose code 3 or 4 on the LTC Online Portal • Renewal or revision IPCs
Program Eligibility and Support (PES) 512-438-2484 enrollmenttransferdischargeinfo@hhs.texas.gov	• 8578 ID/RC with a purpose code 2 forms • initial or transfer IPCs forms • Suspensions • 3615 Continuation of Suspension forms • 3616 Request for Termination forms • Individual Movement (IMT) forms for LA Reassignments
Provider Claims Services (PCS) 512-438-2200, Option 5	• Forms in 'Submitted to PCS' status

Contact List – CAPM

Entity/Area	What they can do…
Contract Administration & Provider Monitoring (CAPM) -Provider Monitoring 512-438-5359 providerfiscalcompliance@hhs.texas.gov	• HCS and TxHmL monitoring review questions • Questions about a monitoring recoupment • Questions about corrective action plans
CAPM – Contract Administration – Waiver Provider Enrollment 512-438-3234 IDDWaiverContractEnrollment@hhsc.state.tx.us	• Vendor Holds • Contract enrollments/amendments • Change of ownership • Contract capacity changes