



TEXAS
Health and Human
Services

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

September 13, 2023

Control Panel Features



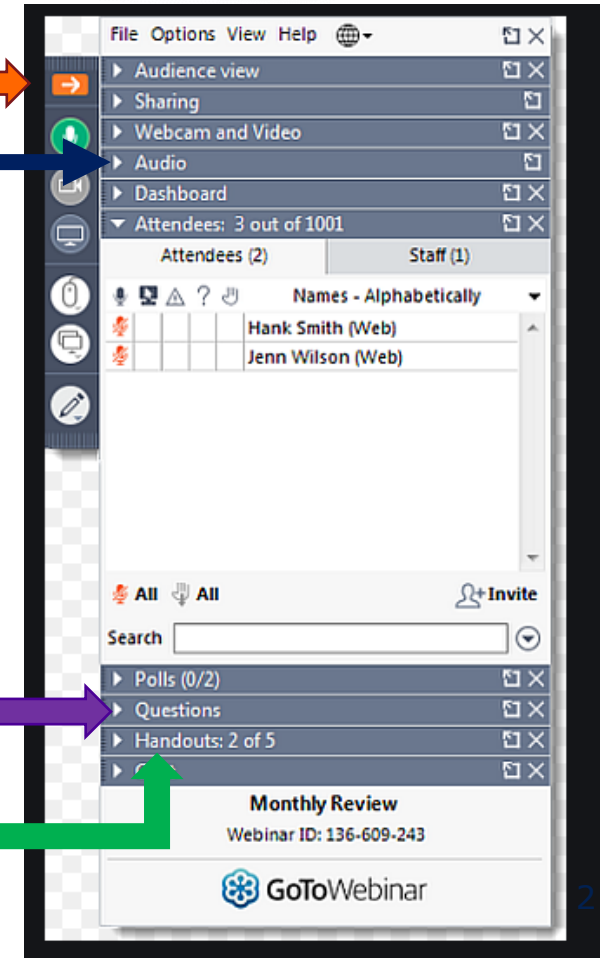
TEXAS
Health and Human
Services

Questions

Handouts

Grab Tab

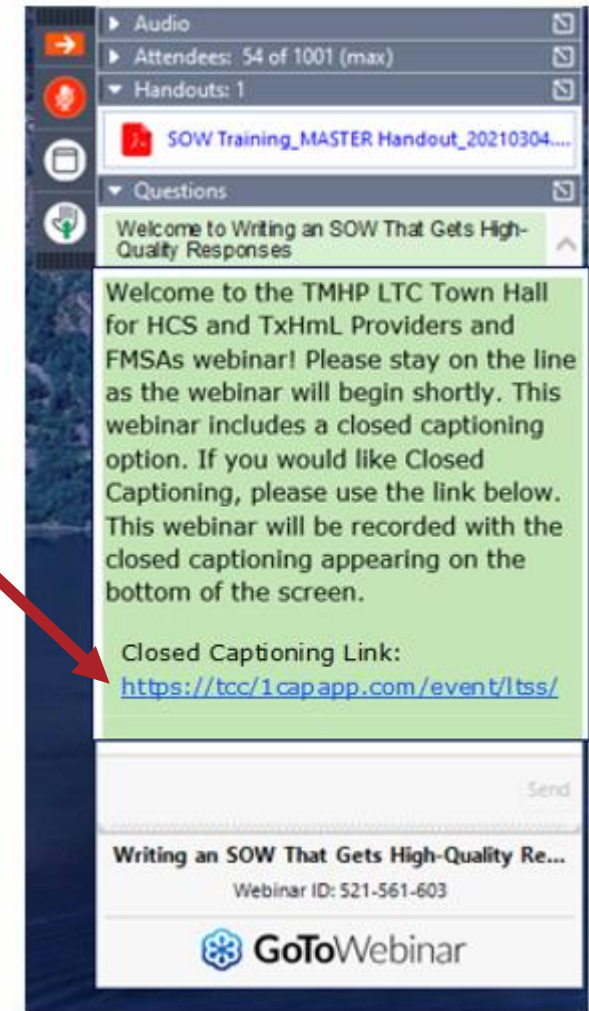
Audio



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/>



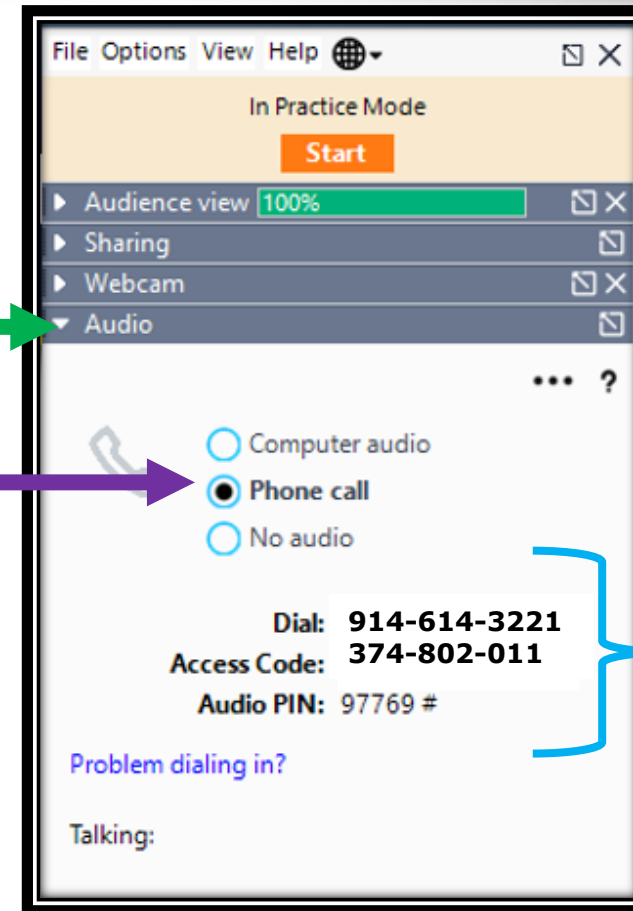
Telephone Audio Option



TEXAS
Health and Human
Services

1. Click
Audio tab

2. Select
Phone Call



3. Dial-in
Information

Town Hall Rules of Engagement

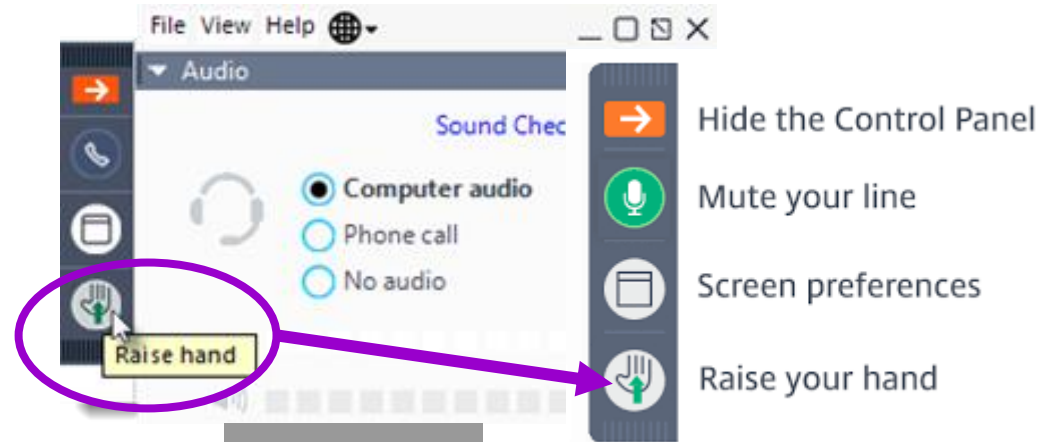
Option 1: Verbally Ask Questions



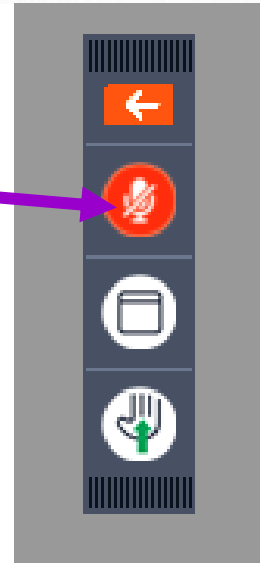
TEXAS
Health and Human
Services

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



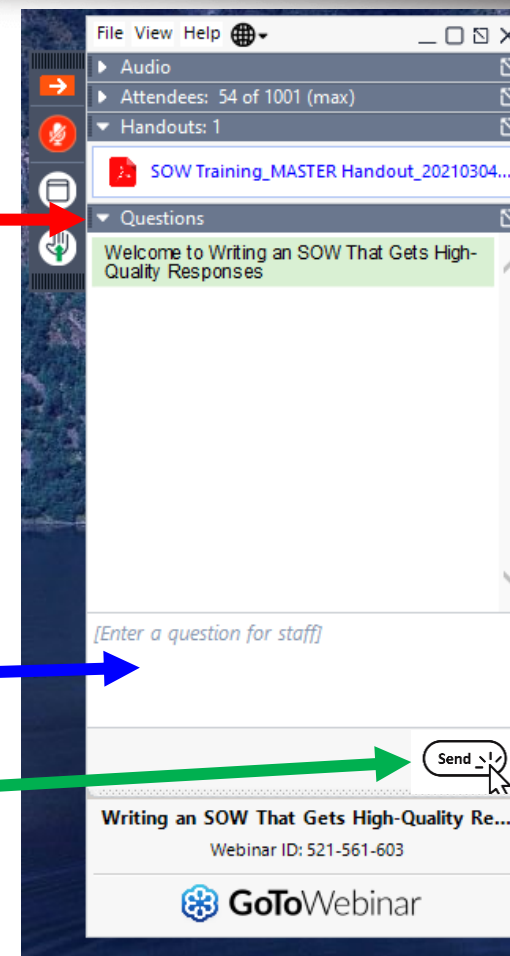
TEXAS
Health and Human
Services

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?



TEXAS
Health and Human
Services

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.)



TEXAS
Health and Human
Services

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 title 'Provider Quick Reference Contact List', a subtitle 'Healthcare Partnership (TMHP) Website for the Home ar', and a link 'mL) Medicaid Waiver Programs: /programs/1915c-waiver-programs'. Below this is a table titled 'CONTACT LIST' with two columns: 'Area' and 'Contact Information'. The table contains two rows of information about the 'TMHP LTC Help Desk'.

Please complete our survey!



TEXAS
Health and Human
Services

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





TEXAS
Health and Human
Services

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



TEXAS
Health and Human
Services

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

10:05 AM – 10:25 AM: Trending issues and information sharing

[HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 24 | TMHP](#)

10:25 AM – 10:45 AM: Training

- Suspensions and Terminations

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.

Fiscal Year 2023 Year-End Closeout Process (CARE)



- HCS and TxHmL Fiscal Year 2023 Cutoff date for Year-End Closeout processing notice was posted on July 27th 2023.
- Here is the link: [Home and Community-Based Services and Texas Home Living Providers Fiscal Year 2023 Cutoff Date for Year-End Closeout Processing | TMHP](#)
- Important claims processing cutoff dates for claims submitted in the Client Assignment and Registration (ID-CARE) system with dates of service prior to May 1, 2022, are as follows:
- Fiscal Year 2023 Claims Processing Cutoff: **Noon, Friday, August 18, 2023**

End of Fiscal Year Processing Schedule

For claims received by noon on:	Comptroller expected to issue warrant on:
August 18, 2023	August 24, 2023
September 1, 2023	September 7, 2023

Fiscal Year 2023 Year-End Closeout Process (LTC)



TEXAS
Health and Human
Services

- HCS and TxHmL Fiscal Year 2023 Cutoff date for Year-End Closeout processing notice was posted on July 27th 2023.
- Here is the link: [Long-Term Care Providers Fiscal Year 2023 Cutoff Dates for Fee-for Service Year-end Closeout Processing | TMHP](#)
- Important claims processing cutoff dates for claims to be paid by the Texas Health and Human Services Commission (HHSC) are as follows:
 - Fiscal Year 2021 (Dates of service 9/1/2020 – 8/31/2021) Miscellaneous Fee-for-Service (FFS) Claims Cutoff: **Noon, Friday, August 11, 2023**
 - Fiscal Year 2023 (Dates of service 9/1/2022 – 8/23/2023) FFS Claims Processing Cutoff: **Noon, Thursday, August 24, 2023**
- **Important:** FFS claims can take up to 24 hours to process after being submitted to Texas Medicaid & Healthcare Partnership (TMHP).

Fiscal Year 2023 Year-End Closeout Process (LTC) (cont.)



- September 1, 2023, starts state fiscal year 2024.

End of Fiscal Year FFS Processing Schedules	
For claims received at TMHP by noon on:	Comptroller expected to issue warrant on:
August 24, 2023	August 29, 2023
September 5, 2023	September 8, 2023

Fiscal Year 2023 Year-End Closeout Process (cont.)



TEXAS
Health and Human
Services

- **Important:** The date payments are issued to your account will vary by financial institution. To obtain information about the status of claim payments, providers may access the Texas Comptroller of Public Accounts website at <https://security.app.cpa.state.tx.us/Public/login> and choose the **Search State Payments Issued** link.
- All providers should continue to enter claims as usual throughout the fiscal year 2023 claims processing closeout period.
- Just keep in mind to bill for August claims in one claim and September claims in another claim to prevent from getting claim rejected for EOB:F0126: Claim line items cannot span current Fiscal Years.

Claims Processing Update



- There is a delay in the claims processing for the end of year claims.
- This means that the claims are stuck in the A (approved to pay) status.
- This is due to missing information in the accounting table, causing unbalanced warrants.
- Issue was noticed on September 8th and a fix was already put in place.
- The corrected warrants were sent to TMHP and by the end of the week, all warrants will be corrected, and the claims should be in the P (paid) status.

Reminder: Claims Overlapping IPC Service



- This is related to Claims with overlapping IPC Service Authorizations.
- Beginning July 26, 2023, claim details began denying with edit F0268(A valid service auth for client for these service dates not available) or claim dates cannot overlap more than one service auth. If the dates of service (DOS) crossed multiple IPC service authorization periods.
- 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.
- **Note:** Only claims with billing spans in the details are impacted.
- **Note:** 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 mentioned in Trending Issue Support Document Volume 24. Link is [HCS and TxHmL Waiver Programs: Trending Issue Support, Volume 24 | TMHP](#)

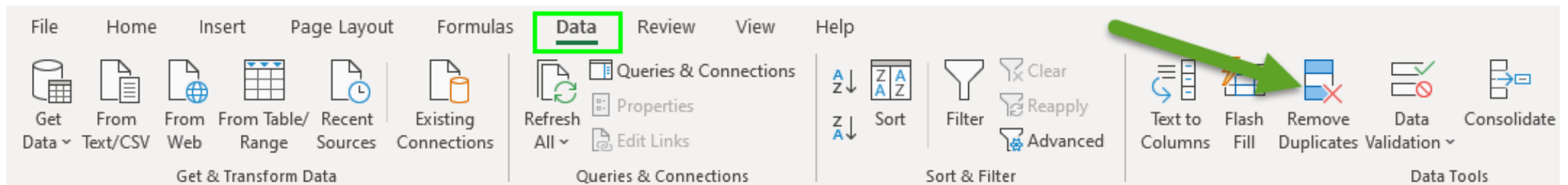
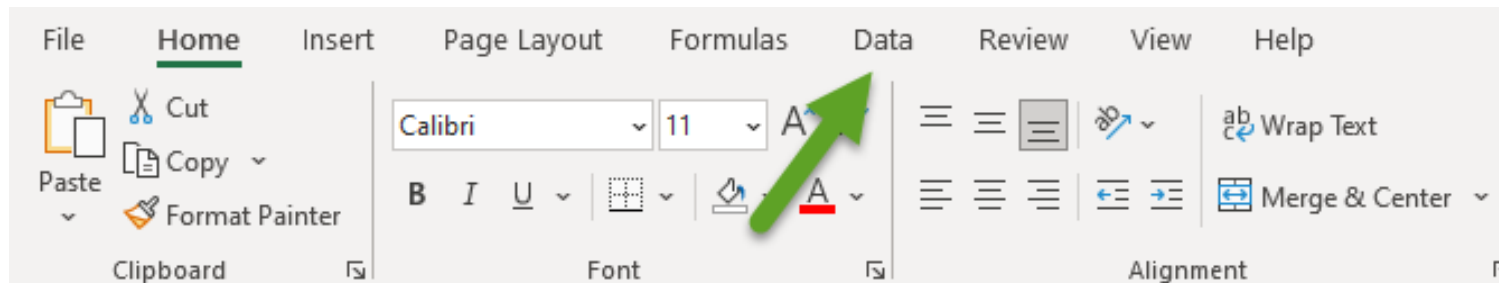
Reminder: Claims Overlapping IPC Service (cont.)



- As of August 30, 2023, EOB F0268 language was updated to say this: A unique service authorization for this client is not available for these dates such as overlapping more than one authorization.
- The reason for the change was:
 - a) To clarify that service AUTH's are available but the claim cannot be billed in a date span which covers 2 service authorizations.
 - b) To prevent inaccurate UNITS applied to the service utilization balances.
- TMHP will send an email to impacted providers alerting them of impacts to claims. As courtesy the provider can contact LTC HD to obtain their list of impacted claims (**NOTE:** the email will be sent as early as 9/15/23 or later in September 2023).

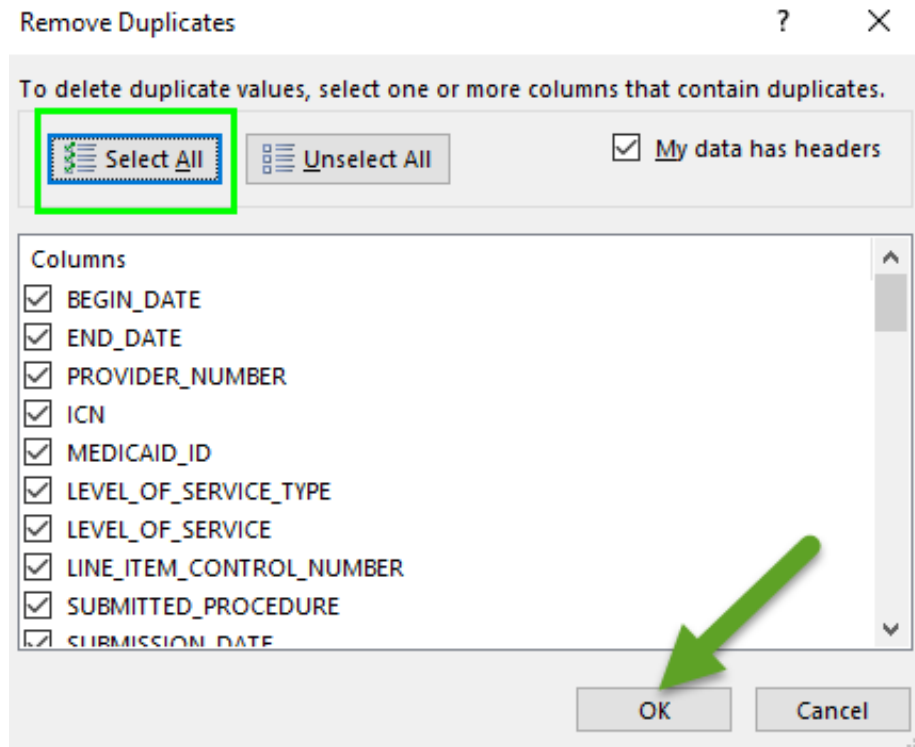
Claims Data Export: How to Remove Duplicate Lines

- The following steps will assist with removing duplicate records from CDE documents.
- After opening the CDE document (excel sheet), select Data, then select “Remove Duplicates.”



Claims Data Export: How to Remove Duplicate Lines (cont.)

- Once "Remove Duplicates" is selected, a box will pop-up. Ensure that the Select All box is enabled, then select OK.



Claims Data Export: How to Remove Duplicate Lines (cont.)



TEXAS
Health and Human
Services

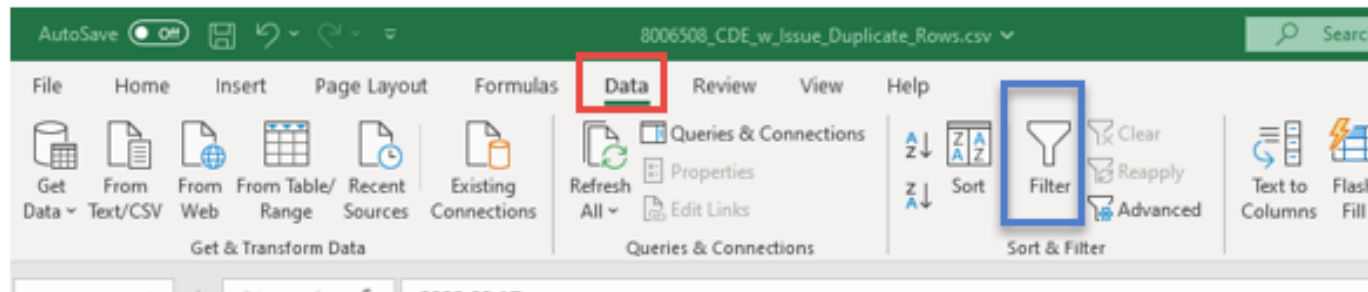
- Upon selecting "Remove Duplicates," a box will appear to note how many duplicate records were found and removed; select the **OK** button.

A screenshot of the Microsoft Excel interface. The 'Data' tab is selected in the ribbon, and the 'Remove Duplicates' button is highlighted with a green box. Below the ribbon, a data table is visible with columns A through J. A dialog box titled 'Microsoft Excel' is open in the foreground, displaying the message: '6304 duplicate values found and removed; 41304 unique values remain. Note that counts may include empty cells, spaces, etc.' The 'OK' button in the dialog box is highlighted with a green arrow.

	A	B	C	D	E	F	G	H	I	J	
1	BEGIN_DATE	END_DATE	PROVIDER_NUMBER	ICN	MEDICAID_ID	LEVEL_OF_SERVICE	LEVEL_OF_SELINE	ITEM	CONTROL	SUBMITTED_PROCEDUI	SUBMISSION
2	2022.08.17	2022.08.24	100			HC	1		T2016	2022.09.01	
3	2022.08.17	2022.08.24	100			HC	1		T2016	2022.09.01	
4	2022.08.17	2022.08.24	100			HC	1		T2016	2022.09.01	
5	2022.08.17	2022.08.24	100			HC	1 135		M0372	2022.09.01	
6	2022.08.17	2022.08.24	100			HC	1 135		M0372	2022.09.01	
7	2022.08.17	2022.08.24	100			HC	1 135		M0372	2022.09.01	
8	2022.08.17	2022.08.24	100			HC	1		T2016	2022.09.01	
9	2022.08.17	2022.08.24	100			HC	1		T2016	2022.09.01	
10	2022.08.17	2022.08.24	100							2022.09.01	
11	2022.08.17	2022.08.24	100							2022.09.01	
12	2022.08.17	2022.08.24	100							2022.09.01	
13	2022.08.17	2022.08.24	100							2022.09.01	
14	2022.08.17	2022.08.24	100							2022.09.01	
15	2022.08.17	2022.08.24	100							2022.09.01	
16	2022.08.17	2022.08.24	100			HC	1		T2016	2022.09.01	
17	2022.08.17	2022.08.24	100			HC	1 13		M0372	2022.09.01	
18	2022.08.17	2022.08.24	100			HC	1 13		M0372	2022.09.01	
19	2022.08.17	2022.08.24	100			HC	1 13		M0372	2022.09.01	

Claims Data Export: How to Remove Duplicate Lines (cont.)

- To undo the Remove Duplicates command, select **Ctrl Z**.
- At this point there might still be a chance that you will still see duplicate lines and so you might have to play with the filters to filter out unwanted information.



	A	B	C	D	E	F	G	H	I	J	K	L
1	BEGIN_DATE	END_DATE	PROVIDER_NUM	ICN	MEDICAID_ID	LEVEL	LEVEL	LINE_ITEM_CONTROL_NUM	SUBMIT	SUBMIS	SERVIC	WARRANT

Trending Issues: Upcoming Training Video – Claims DATA Export



- YouTube video on the TMHP Claims Data Export will be published on September 18th 2023.
- Some of the things that will be covered are:
 - How to convert the Claims Data Export file to a workable file.
 - Highlight some of the relevant data you can use.
 - Show how to work with the data.

How to Use Pivot Tables in Excel



- Using Pivot Tables in Excel can be very helpful when working on the TMHP Claims Data Export file.
- For training on Pivot Tables, we suggest searching YouTube for tutorials on how to use Pivot Tables.
 - Use this phrase in the search bar: "Pivot Tables Excel Tutorial"

Trending Issues: New Phone System



- Beginning September 5, 2023, TMHP had implemented improvements to the phone system, including the Automated Inquiry System(AIS).
- Here are some of the improvements:
 - A. Some of the menu options and messages have changed.
 - B. TMHP is adding direct transfers where applicable.
 - C. The new system has the ability to recognize menu options through touch-tone keypad selection or speech recognition to engage callers.

For more information call the TMHP help desk at 800-626-4117

Trending Issues: New Phone System (cont.)

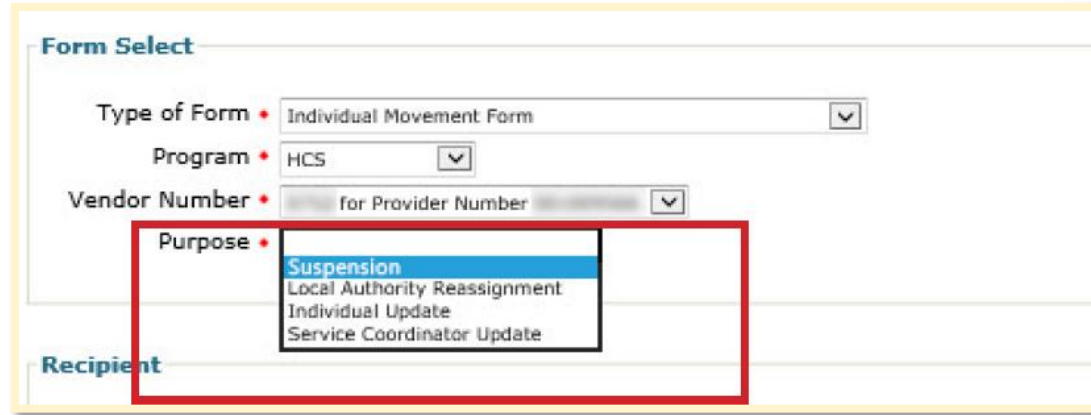


TEXAS
Health and Human
Services

LONG Term Care	800-626-4117
Option 1	LTC Customer Service
Option 2	LTC Nurse
Option 3	EDI
Option 4	EVV
Option 5	Fair Hearing (Providers only)
Option 6	Third Party Liability (TPL) Other Insurance (OI) Update to MESAV
Customer Service Line	Option 1
Sub-Option 1	HCS/TxHmL Forms and Claims Inquiries
Sub-Option 2	MN
Sub-Option 3	Claims
Sub-Option 4	All Other Forms
Sub-Option 5	All Other Inquiries

IMT Form: Suspension

- To place an individual on suspension, navigate to the submit form page to enter the IMT – Suspension Form.



Form Select

Type of Form • Individual Movement Form

Program • HCS

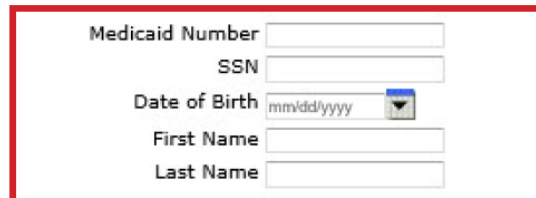
Vendor Number • for Provider Number

Purpose •
Suspension
Local Authority Reassignment
Individual Update
Service Coordinator Update

Recipient

- Enter additional criteria, then Enter Form

To prepopulate recipient information please provide one of the following:
Medicaid/CSHCN ID
or Social Security Number AND Last Name
or Social Security Number AND Date of Birth
or Date of Birth AND Last Name AND First Name



Medicaid Number

SSN

Date of Birth mm/dd/yyyy

First Name

Last Name



TEXAS
Health and Human
Services

IMT Form: Suspension (cont.)

- Fill out required information on each tab and then click "Submit Form" button at the bottom of the screen.

Individual Movement

Current Status: Name: DLN:0

Form Actions:

PROV/INDIVIDUAL INFO | SUSPENSION INFO | CERTIFICATIONS

Provider Information	
2	Provider/Facility Name
3	Provider/Facility Address
4	Provider/Facility City
5	Provider/Facility State
6	Provider/Facility ZIP Code
7	Provider/Facility Vendor No.
8	Provider/Facility Provider No.
9	Provider/Facility NPI
31	Submitter Vendor No.
32	Submitter Provider No.
32a	Submitter NPI
38	CDSA Legal Name
39	CDSA Vendor No.
40	CDSA Provider No.
40a	LA Vendor No.
40b	LA Provider No.

Individual Movement Information

10	Program
11	Duration



TEXAS
Health and Human
Services

Suspensions: 30-Day Review

Slide

- Use FSI to locate and open the IMT, search by status Suspension Review Due or Suspension Review Overdue

Submit Form Search Worklist Printable Forms Help

Form Status Inquiry

Letters

Form Status

SSN

CARE ID

Service Coordinator

From Date

To Date 06/16/2021

Pending Medicaid Eligibility Verification

Pending More Info

Pending New LA Review

Pending SAS Update

Pending Submission

Processed/Complete

Processed/Complete (Non-Cert Units)

Provider Action Required

Remanded to Submitter

Return to Service Initiated

Returned to Service

Submitted to PCS

Suspension Continuation Initiated

Suspension Continuation Review Overdue

Suspension Processed

Suspension Review Bypassed

Suspension Review Completed

Suspension Review Due

Suspension Review Overdue

Termination Initiated



TEXAS
Health and Human
Services

Suspensions: 30-Day Review (cont.)

- Document the 30-day review in the Suspension Info tab, then "Submit Suspension Review."

PROV/INDIVIDUAL INFO		SUSPENSION INFO	CERTIFICATIONS
Suspension Information			
1	No. of Suspension Continuations	0	
43	Suspension End Date	mm/dd/yyyy	
44	End Suspension Reason		
45	Suspension Reason	3. Medical hospital admission	
46	Hospital/Facility Name		
48	30 day Suspension Review Comments		

Current Status: Suspension Review Overdue		Name:	DLN:
Form Actions:		Workflow Actions:	
<input type="button" value="Print"/>	<input type="button" value="Use as template"/>	<input type="button" value="Add Note"/>	<input type="button" value="Submit Suspension Review"/>
<input type="button" value="Terminate Services"/>		<input type="button" value="Return To Service"/>	
PROV/INDIVIDUAL INFO		SUSPENSION INFO	CERTIFICATIONS



TEXAS
Health and Human
Services

Suspensions: 270-Day Review

- When documenting the final review notes at 270 days, you will request a continuation of suspension, return to services, or terminate services.

Change Status for form to Suspension Review Completed **Enter the notes below:**
If you would like the provider to see the note, please select the provider facing option from the list

2-System

Text to be added to form history

• Suspension end date:



TEXAS
Health and Human
Services

Suspensions: 270-Day Review (cont.)

LTC Online Portal HCS and TxHmL Community Service Waivers Programs Provider Guide - Adobe Acrobat Reader DC (32-bit)

File Edit View Sign Window Help

Home Tools LTC Online Portal H... x

177 / 235 121%

To submit a request through the Individual Movement Form:

- 1) Click **Search** and select **Form Status Inquiry** on the blue navigational bar. The Form Status Inquiry Screen appears.

Submit Form Search Worklist Printable Forms Help

Form Status Inquiry

Letters

- 2) Choose **Individual Movement Form** from the Type of Form drop-down box.

Form Status Inquiry

Form Select

Type of Form Individual Movement Form

Program

- 3) Choose **HCS** or **TxHmL** from the Program drop-down box.

Form Select

Type of Form Individual Movement Form

Program

Vendor Number

HCS TxHmL

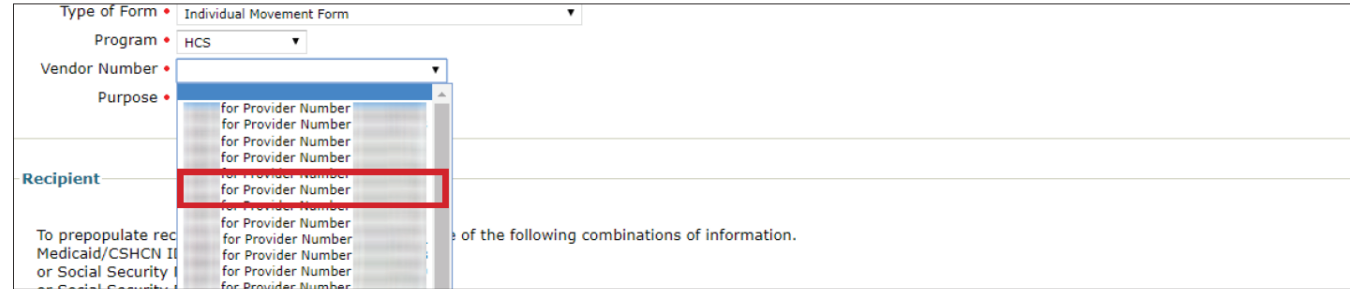
Form Status Inquiry (CFSSLC)



TEXAS
Health and Human
Services

Suspensions: 270-Day Review (cont.)

- 4) Choose the **Vendor Number** of the IMT submitter from the Vendor Number drop-down box. **Note:** For CDS-only individuals, select the LIDDA vendor number from the drop-down box.



The screenshot shows the 'Individual Movement Form' with the following fields: Type of Form (Individual Movement Form), Program (HCS), Vendor Number (dropdown menu open), and Purpose (dropdown menu open). The Vendor Number dropdown menu is open, showing a list of options. A red box highlights the selected option, which is 'for Provider Number'. The Purpose dropdown menu is also open, showing a list of options. A red box highlights the selected option, which is 'Suspension'. The Recipient field is empty. The Form Status Inquiry field is empty. The DLN field is empty. The Medicaid Number field is empty.

- 5) Choose **Suspension** from the Purpose drop-down box.



The screenshot shows the 'Individual Movement Form' with the following fields: Type of Form (Individual Movement Form), Program (HCS), Vendor Number (dropdown menu open), and Purpose (dropdown menu open). The Purpose dropdown menu is open, showing a list of options. A red box highlights the selected option, which is 'Suspension'. The Vendor Number dropdown menu is also open, showing a list of options. A red box highlights the selected option, which is 'for Provider Number'. The Recipient field is empty. The Form Status Inquiry field is empty. The DLN field is empty. The Medicaid Number field is empty.



TEXAS
Health and Human
Services

Suspensions: 270-Day Review

- 6) Choose **Suspension Review Due** or **Suspension Review Overdue** from the Form Status drop-down box.

Form Status

SSN

CARE ID

Service Coordinator

From Date *

To Date *

06/16/2021

Pending Medicaid Eligibility Verification

Pending More Info

Pending New LA Review

Pending SAS Update

Pending Submission

Processed/Complete

Processed/Complete (Non-Cert Units)

Provider Action Required

Remanded to Submitter

Return to Service Initiated

Returned to Service

Submitted to PCS

Suspension Continuation Initiated

Suspension Continuation Review Overdue

Suspension Processed

Suspension Review Bypassed

Suspension Review Completed

Suspension Review Due

Suspension Review Overdue

Termination Initiated



TEXAS
Health and Human
Services

Suspensions: 270-Day Review (cont.)

Form Status Inquiry

DLN	<input type="text"/>	Medicaid Number	<input type="text"/>
Last Name	<input type="text"/>	First Name	<input type="text"/>
Form Status	<input type="text" value="v"/>		
SSN	<input type="text"/>		
CARE ID	<input type="text"/>		
Service Coordinator	<input type="text"/>		
From Date	09/05/2020	To Date	10/05/2020

- 9) Click the **Search** button on the bottom right, and the LTC Online Portal returns any matching submissions (records).

- 10) Click the **View Detail** link at the left of the DLN to display the details of the form.

1 record(s) returned.
[Export Data to Excel](#)

	DLN	TMHP Received Date	CARE ID	Medicaid #	First Name	Last Name	Status	Contract Number	Vendor Number	Effective Date
View Detail	0000000000	3/12/2013	000000	0000000000	0000	000000	Pending TMHP Review	0000000000	0000	3/12/2013



TEXAS
Health and Human
Services

Suspensions: 270-Day Review (cont.)

- 11) Complete Field **56 Final Suspension Review Comments**.

• Final Suspension Review Comments	
<div style="border: 2px solid red; height: 40px;"></div>	
Did the Individual Receive Services on Date of Suspension?	1. Yes ▼

- 12) Click the **Submit Suspension Review** button. The Status Change Confirmation page appears.

Current Status: Suspension Review Overdue Name: DLN:	
Form Actions:	Workflow Actions:
<input type="button" value="Print"/> <input type="button" value="Use as template"/> <input type="button" value="Add Note"/> <input type="button" value="Terminate Services"/> <input type="button" value="Return To Service"/> <input type="button" value="Submit Suspension Review"/>	
PROV/INDIVIDUAL INFO SUSPENSION INFO CERTIFICATIONS	

- 13) Click the **Request Continuation of Suspension** button. The 3615 Request to Continue Suspended Services Form appears.

Note: Field **Suspension end date** on the Status Change Confirmation page will display a red dot but is only required when clicking the Return to Service button.

Change Status for form [] to Suspension Review Completed Enter the notes below: If you would like the provider to see the note, please select the provider facing option from the list below.	
2-System ▼	
Text to be added to form history <div style="border: 1px solid #ccc; height: 20px;"></div>	



TEXAS
Health and Human
Services

Suspensions: 270-Day Review (cont.)

- Enter Final Suspension Review comments and select "Submit Suspension Review."

• Final Suspension Review Comments	
Did the Individual Receive Services on Date of Suspension?	1. Yes

- You may select "Terminate Services," "Return to Service," or "Request Continuation of Suspension."

Change Status for form to Suspension Review Completed **Enter the notes below:**
If you would like the provider to see the note, please select the provider facing option from the list below.

2-System

Text to be added to form history

• Suspension end date:



TEXAS
Health and Human
Services

Suspensions: 270-Day Review (cont.)

- If you click Request to Continue Suspension, the 3615 form will be available to complete a Request to continue suspension.
- If you select Terminate Services, the 3616 will be available to complete a Request to Terminate services.
- If you select Return to Service, you will be able to select an end date and the location they will be returning to.



Termination Form 3616

You can select the 3616 from the "Submit Form" button or you can look up an existing 3616 using Form Status Inquiry (FSI).

[Submit Form](#) [Search](#) [Worklist](#) [Printable Forms](#) [Alerts](#) [Help](#)

Form Select
Type of Form • 3616 Request for Termination of Waiver program Services
Program • HCS
Vendor Number •

Recipient
To prepopulate recipient information please provide one of the following combinations of information.
Medicaid/CSHCN ID
or Social Security Number AND Last Name
or Social Security Number AND Date of Birth
or Date of Birth AND Last Name AND First Name
Medicaid Number
SSN
Date of Birth
First Name
Last Name



TEXAS
Health and Human
Services

Termination Form 3616

- Enter all required fields and submit form for HHSC review. Form will go into a status Pending DADS Review.

Current Status: Name: DLN:0

3616 - Termination

Form Actions:

Print

Save as Draft

PROV/INDIVIDUAL INFO

TERM INFO/CERTIFICATION

Termination Information

40	• Requested Termination Date	mm/dd/yyyy
41	• Termination Reason	
41a.	Termination Reason Description	
42	Hospital/Facility Name	

Certifications

43	• Waiver Program	<input checked="" type="checkbox"/>
44	• Individual/Legally Authorized Representative First Name	
45	• Individual/Legally Authorized Representative Last Name	
46	• Is the Individual/Legally Authorized Representative's signature on the form?	<input type="checkbox"/>
47	• Individual/Legally Authorized Representative Signature Date	mm/dd/yyyy
48	• Is the Service Coordinator's signature on the form?	<input type="checkbox"/>
49	• Service Coordinator Signature Date	mm/dd/yyyy
50	Provider Representative First Name	
51	Provider Representative Last Name	
52	Is the Provider Representative's signature on the form?	<input type="checkbox"/>
53	Provider Representative Signature Date	mm/dd/yyyy
54	CDSA Representative First Name	
55	CDSA Representative Last Name	
56	Is the CDSA representative's signature on the form?	<input type="checkbox"/>
57	CDSA Representative Signature Date	mm/dd/yyyy


Letter Information



TEXAS
Health and Human
Services

Termination Form 3616

- Monitor the status of the termination using FSI. Termination is complete when the status is Processed/Complete.
- You may access a copy of the termination letter by searching Letters and using the DLN.



TEXAS
Health and Human
Services

TEXAS MEDICARE & HEALTHCARE PARTNERSHIP
MHP A STATE MEDICAID CONTRACTOR

Home · TMHP.com · My Account

Submit Form Search Worklist Printable Forms Alerts Help

Letters

Generate Letter

Select Letter

Letter Search

Referenced DLN	<input type="text"/>	• Vendor Number	<input type="text"/>	Care ID	<input type="text"/>
Last Name	<input type="text"/>	Medicaid Number	<input type="text"/>	Transaction Date	<input type="text"/>
First Name	<input type="text"/>			Letter Status	<input type="text"/>
SSN	<input type="text"/>			• From Date	<input type="text"/>
				• To Date	<input type="text"/>

Requesting Inactivation

- To request inactivation of any forms discussed today, contact PES.
- Do not inactivate any of these forms on your own before discussing with PES
- This is because the data submitted through TMHP is sent and stored on a back-end application.
- If inactivation occurs, PES needs to request that the data is also removed from the back-end application



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 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 1)

EDI Help Desk:
888-863-3638

Reference Material

Last updated on 8/18/2023

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](#)

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

Note: Some of the recordings that included training on billing, such as the May webinar.

Important Reminders: Webinar Recordings (cont.)



TEXAS
Health and Human
Services

HCS and TxHmL Webinars and FAQs

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

July Webinar 2023

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

Important Reminders: FAQs



TEXAS
Health and Human
Services

- 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



TEXAS
Health and Human
Services

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

Important Reminders: October Townhall Training Topics



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

- Staff ID

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 October 11, 2023

Contact Information



TEXAS
Health and Human
Services

- 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](#)



TEXAS
Health and Human
Services

Thank you for attending

Our next meeting is October 11, 2023