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June 22, 2001

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To: CBA Home and Community Support Services (HCSS) Agencies
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Subject: Long Term Care
CMS Information Letter No. 2001-05
Implementation of TDHconnect **2.0**

IMPLEMENTATION OF TDHconnect 2.0/COMPASS 21

As you know, TDHconnect 2.0/Compass 21 will be implemented on **August 6, 2001**. The Claims Management System (CMS) currently used by DHS and National Heritage Insurance Company (NHIC) to process all transactions from Long Term Care (LTC) provider agencies will remain the same with the implementation of TDHconnect **2.0** software.

Claims Payment

Electronic Claims. Since the payment system is already in place for LTC provider agencies and ANSI (vendors), transactions submitted using CMSconnect will be accepted through **4:59 p.m., August 3, 2001**.

Paper Submitters. LTC provider agencies who submit paper claims (Form 1290) will continue to submit claims with no change or transition period.

NHIC has done a mailout on Compass 21 (C21) to all LTC provider agencies. The brochure includes a Check List of requirements that a provider agency must follow to ensure a smooth transition to C21 and some Important Notes. We encourage provider agencies to review the brochure as it contains very important information about the implementation of C21.

Major highlights of the C21 mailout are summarized below.

Check List. Provider agencies must:

- 1) Attend a TDHconnect **2.0** workshop for LTC Provider agencies.
- 2) Have received and installed TDHconnect **2.0** software.
- 3) **DO NOT** use TDHconnect **2.0** until **August 6, 2001**.
- 4) **DO NOT** use CMSconnect after converting data base to TDHconnect **2.0**.
- 5) Submit claims and other transactions in CMSconnect through **4:59 p.m. August 3, 2001**.
- 6) Begin LTC transactions through TDHconnect **2.0** on **8:00 a.m., August 6, 2001**.
- 7) Download and retrieve responses using the same application that was used to submit them.

Important Notes.

- 1) There is no change in the submission of Forms 3618,3619, and 3652.
- 2) **DO NOT** use TDHconnect **2.0** until **August 6, 2001**.
- 3) **DO NOT** use CMSconnect after converting data base to TDHconnect **2.0**.
- 4) The Data Conversion Wizard converts claims, templates, MESAVs, adjustments, and Claims Status Inquiry (CSI) information except those in submitted or submit error status. It also converts client and provider agency information and Electronic Remittance and Status Report (ER&S).

- 5) If a provider agency is not using CMSconnect **1.03** and/or has not downloaded all software patches, the agency will experience problems converting data.
- 6) Maintaining CMSconnect on provider agency's computer until agency has successfully processed transactions using TDHconnect **2.0** is recommended.
- 7) Check the LTC Website for updates on C21 at **<http://www.edsnhic.com/LTC/default.htm>**.

We ask that provider agencies pay special attention to the Check List and Important Notes to ensure a smooth transition to C21.

Extraordinary measures have been taken by both the Texas Department of Human Services and NHIC to ensure that the impact to LTC provider agencies is minimal. If you have questions or need additional support, please contact the NHIC LTC Help Desk at 1/800-626-4117 or 512/335-4729. Additionally, if you have any questions about this information letter, please contact your regional contract manager.

Sincerely,

signature on file

Becky Beechinor
Assistant Deputy Commissioner
Long Term Care Services

BB:mgm