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June 22, 2001

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To: CBA Home and Community Support Services (HCSS) Agencies
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CBA/CCAD Assisted Living Residential Care (AL/RC) Agencies
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Program of all Inclusive Care for the Elderly (PACE) Agencies
Primary Home Care (PHC) Agencies
Special Services to Persons with Disabilities (SSPD) Agencies

Subject: Long Term Care
CMS Information Letter No. 2001-06
New Confidential Website for Reporting Problems

Effective June 1, 2001, the Department of Human Services (DHS) implemented a secure Internet Website for reporting payment problems and/or requesting information from the Provider Claims Services Help Desk. The website will take the place of the existing *problems.ltccms@dhs.state.tx.us* email address. The new Internet Website address is *http://ausmis31.dhs.state.tx.us/cmsmail*. A copy of the website screen titled "Provider Inquiry System" is attached to this information letter. Data entry into the Provider Inquiry System is self-explanatory. The old email address will remain open until July 1, 2001 to allow sufficient time to convert to the new method.

For your convenience, the new website will allow individual cases, spreadsheets, and other documents containing multiple clients to be transmitted.

The website is available on line and will allow provider agencies to better protect the confidential information related to the clients they serve. A response time of five (5) working days will remain in effect to either correct the problem or respond with a reason why the problem cannot be immediately resolved.

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Before accessing the website, provider agencies should check the level of encryption support to ensure that it is 128 bit. After testing the site, some provider agencies may have to update their Internet browser. The attached document titled "Website Instructions" provides instructions on how to update the Internet browser.

We hope that you will find this website useful. If you have questions about how to use the Provider Inquiry System or checking the level of encryption support, after following the attached instructions, please contact the Provider Claims Services Help Desk at 512-490-4666 for assistance.

Sincerely,

signature on file

Becky Beechinor
Assistant Deputy Commissioner
Long Term Care Services

BB:mgm

Attachments

WEBSITE INSTRUCTIONS

For INTERNET EXPLORER:

To check the level of encryption support on Internet Explorer, open Internet Explorer, click on "Menu Help", then click on "About Internet Explorer". You will find information about the version. Below this is "Cipher Strength" which will specify the encryption support.

If your encryption level is less than 128 bit, go to the following download site:

<http://www.microsoft.com/windows/ie/download/>

Download one of the following security enhancements:

Internet Explorer High Encryption Pack (128-bit encryption) or Windows 2000 High Encryption Pack.

Note:

If you wish to upgrade your browser, the newest version of Internet Explorer 5.5 has the following minimum system requirements:

A 486 with a 66 Mhz processor or higher (Pentium processor recommended)

If your system meets the minimum requirements you can also download Internet Explorer 5.5 from the above site.

For NETSCAPE NAVIGATOR:

To check the level of encryption on Netscape Navigator, open Netscape, click on "Menu Help" then click on "About Netscape". You may have to scroll down a little, but the information can be found where it starts with "Contains Encryption Software".

If your encryption level is less than 128 bit, go to the following download site:

<http://home.netscape.com/download/index.html/cp=briupg>

Enter the Netscape Product Archive and download the Version 4.08 with 128-bit encryption, or the appropriate version.

Note:

If you wish to upgrade your browser, the newest version of Netscape 6.01 has the following minimum system requirements:

Windows 95, Windows 98, Windows NT 4.0, Windows 2000 (or ME)

Pentium 233 Mhz, 64 MB of RAM

If your system meets the minimum requirements you can also download Netscape 6.01 from the above site.