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August 29, 2003

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To: CBA Home and Community Support Services (HCSS) Agencies
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Primary Home Care (PHC) Agencies
Programs of All-Inclusive Care for the Elderly (PACE) Agencies
Special Services to Persons with Disabilities (SSPD) Agencies

Subject: Long Term Care (LTC)
Information Letter No. 03-03
FIRST REMINDER: Submittal of Claims within 12 Months

This information letter serves as a reminder of the implementation of the 12-Month Rule. Reference Information Letter No. PL'02-46 dated November 21, 2002 titled "Submittal of Claims within 12 Months." The information letter provides notification to all providers that effective November 1, 2002, the Texas Department of Human Services (DHS) required providers to submit claims for services to DHS within 12 months. The letter further states that although the rules were effective November 1, 2002, the rules would not be applied to claims until on or after November 1, 2003.

The delay in implementation of the rule provides agencies time to submit claims for unpaid services. At this time, provider agencies may bill for any unpaid services provided before November 1, 2003.

Provider agencies should continue to work with DHS staff to submit unpaid claims. As indicated in Provider Letter No. PL'02-46, prompt submission and payment of claims is a priority for DHS. DHS has several resources available to help resolve outstanding billing issues. Provider agencies should try to resolve these issues through the regular chain of command, e.g., caseworker, caseworker's supervisor, program manager, etc. This includes contacting the regional Claims Management System (CMS) Coordinator in the agency's region (list included with Information Letter No. PL'02-46) or the DHS Provider Claims Services Help Desk at (512) 490-4666. Additionally, payment problems can be submitted to the Provider Claims Services Problem website at ausmis31@dhs.state.tx.us/cmsmail.

We are confident that provider agencies can resolve outstanding billing issues by using the above-mentioned resources. However, if provider agencies are unable to resolve these issues, agencies may contact the Regional Director for Long Term Care Services in their region (list also included with Information Letter No. PL02-46) for assistance.

For State Office administered programs (CLASS, DB-MD, MDCP, and PACE), if the provider agency has already called the DHS Provider Claims Services Help Desk and contacted DHS through the Provider Claims Services Problem Website for assistance and the problem has not been resolved, the agency should contact Jeanette Delgado, System Support Specialist, at 512-438-5208 for assistance.

Electronic versions of the complete information letter, the Code of Federal Regulations (CFR), the list of Claims Management System (CMS) Regional Coordinators, and the list of Regional Directors for Long Term Care Services may be found at the following addresses:

1) For LTC Community Care Providers:
<http://www.dhs.state.tx.us/programs/communitycare/infoletters/cbaccadletters.html> -
under Community Care Information Letters.

Thank you for your continued support. Please contact your contract manager or CMS Coordinator if you have any questions regarding this information letter.

Sincerely,

Signature on file

Becky Beechinor
Assistant Deputy Commissioner
Long Term Care Services

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