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Human Services

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July 11, 2003

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To: CBA Home and Community Support Services (HCSS) Agencies
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Medically Dependent Children Program (MDCP)
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. 03-08
SECOND REMINDER: Submittal of Claims within 12 Months

This information letter serves as a second reminder of the implementation of the 12-Month Rule. Reference Information Letter PL'02-46 titled "Submittal of Claims within 12 Months" and Information Letter 03-03, titled First Reminder, Submittal of Claims within 12 Months". These information letters provided 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.

Denial of Claims

Upon implementation of the rule, any claim submitted more than 12 months from the last day of the month in which services were delivered will not be paid. This includes initial claims, resubmitted claims, and claims for unpaid units. See examples below for the distinction between an initial claim and a re-billed claim for unpaid units.

New Claim

Example: Effective date of the rule is November 1, 2002

- Service dates are November 1, 2002 through November 15, 2002
- Claim is submitted November 20, 2003
- Service dates are after November 1, 2002 (For purposes of this rule, "date of service is defined as the last day of the month in which the service was provided."). The claim **can** be paid as long as it is submitted prior to December 1, 2003, and the claim is approved for payment.

Re-Bill

Example: Effective date of the rule is November 1, 2002

- Initial claim for 30 hours for service dates of November 1, 2002 through November 15, 2002 was paid on December 8, 2002.
- Claim is submitted December 5, 2003 for an additional 20 hours for service dates of November 1, 2002 through November 15, 2002.
- Service dates are after November 1, 2003. The claim **cannot** be paid. Although the agency billed/received payment for the first 30 hours, the claim for the additional hours was submitted more than 12 months from the last day of the month in which services were delivered.

Resources Available

Provider agencies should continue to work with DHS staff to submit unpaid claims. As indicated in previous information letters, prompt submission and payment of claims is a priority for DHS. DHS has several resources available to help resolve outstanding billing issues prior to the billing deadline. 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. PL'02-46) 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 further assistance.

Availability of Previous Information Letters

Previous information letters on same subject, 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 address:

<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 regional 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

BB:wa