



COMMISSIONER
James R. Hine

November 14, 2003

BOARD MEMBERS

Jerry Kane
Chairman, Corpus Christi
Manson B. Johnson
Vice Chairman, Houston
Abigail Rios Barrera, M.D.
San Antonio
John A. Cuellar
Dallas
Terry Durkin Wilkinson
Midland

To: CBA Home and Community Support Services (HCSS) Agencies
CBA/CCAD Adult Foster Care (AFC) Providers
CBA/CCAD Assisted Living Residential Care (AL/RC) Agencies
CBA/CCAD Emergency Response Services (ERS) Agencies
CBA/CCAD Home Delivered Meals (HDM) Agencies
CBA/CCAD Respite Care Agencies
Community Living Assistance and Support Services (CLASS) Agencies
Consolidated Waiver Program (CWP) Providers
Consumer Directed Services (CDS) Agencies
Consumer Managed Personal Assistant Services (CMPAS) Agencies
Day Activity and Health Services (DAHS) Agencies
Deaf-Blind with Multiple Disabilities (DB-MD) Agencies
Hospice Provider Agencies
Medically Dependent Children Program (MDCP) Providers
Nursing Facilities
Primary Home Care (PHC) Agencies
Programs of All-Inclusive Care for the Elderly (PACE) Agencies
Special Services to Persons with Disabilities (SSPD) Agencies
Therapy Providers

Subject: Long Term Care (LTC)
Information Letter No. 03-40
Provider Letter No. 03-31
UPDATE: Transition of Texas Medicaid and Healthcare Partnership Effective January 1, 2004

In July, providers were informed that a new contractor, Texas Medicaid and Healthcare Partnership (TMHP), would be replacing the National Heritage Insurance Company (NHIC) effective January 1, 2004. This letter provides additional information on the transition.

Tentative TMHP Turnover Planning – Claims Management System (CMS)

Due to the transition, there will be some downtime in claims processing and transaction inquiries as indicated below.

Transaction/Interface Files	Last NHIC Process Date	First TMHP Process Date
Paper Claims	12/19/2003	01/05/2004
Electronic Claims	12/26/2003 – 12 noon	01/05/2004
Medicaid Eligibility & Service Authorization Verification (MESAV)	12/31/2003 - 6 p.m.	01/05/2004
Remittance and Status (R&S)	12/29/2003	01/06/2004
Claims Status Inquiries (CSI) Transactions	12/31/2003 - 6 p.m.	01/05/2004
Care Forms System/Forms 3618/3619/3652	Paper – 12/17/2003 Electronic – 12/26/2003 noon	01/05/2004 01/05-2004
Provider Status Reports/Care Forms System	12/22/2003	01/12/2004

Nursing Facilities that use the Care Forms System (CFS) to process Forms 3618, 3619, and 3652 are reminded that to avoid forms expiring during this downtime, reviews can be done up to

45 days in advance. It is recommended that forms expiring during the downtime be transmitted as early in the 45-day window as possible to avoid delays in payment. Waiver service provider agencies should submit the annual Form 3652 on a timely basis, to assure a determination is made before the current medical necessity approval expires on December 31, 2003.

Contingency Plan

The Texas Department of Human Services (DHS) has every intention of ensuring that the transition is implemented as smoothly as possible and without financial impact on provider agencies. Therefore, in the event that DHS is unable either to accept or process electronic claims due to a problem with the conversion, DHS will use pre-established criteria to issue administrative payments to provider agencies, on a limited, case-by-case basis. DHS will communicate additional information if this scenario occurs.

Telephone Numbers/Addresses

- Care Forms System/Forms 3618/3619/3652 - The dial-up telephone number will transition.
- EDI Contact Information – The current EDI Help Desk telephone number (800-626-4117 and 888-863-3638), fax numbers, and post office boxes will transition from NHIC to TMHP.
- Existing telephone numbers and addresses - TMHP is working to transition existing NHIC telephone numbers and P.O. Box addresses. Provider agencies will be notified of any changes in future publications.
- TDHconnect - The dial-up telephone number will change. The telephone number will be provided in future TMHP Transition Bulletins. TDHconnect telephone number must be changed prior to 01/01/2004.

TMHP Communication Tools and Resources

TMHP will be offering the following tools and resources to support communication with providers.

- Contact Center – The TMHP Contact Center will be operational on January 1, 2004, and will be the main point of contact for provider agencies. Provider agencies will be able to access the Contact Center through the following:
 - Multiple toll-free numbers currently available,
 - Mail,
 - Email, and
 - Faxes.
- Web Chat (New Service) – Effective January 1, 2004, Web Chat will be available through the Contact Center. Provider agencies will be able to correspond with a customer service representative and get questions answered. Details on this service will be included in future TMHP Transition Bulletins.
- TMHP Website – This website will incorporate information currently available to provider agencies on the NHIC website, including publications, banner messages, workshop information, and on-line registration, etc.

Electronic Data Interchange (EDI)

- Submitter ID – Long Term Care provider agencies will continue to use the same submitter IDs issued by NHIC.
- Receiver ID and Receiver Name – The Receiver ID and Receiver Name will change to TMHP. **ALL** electronic submitters (**except for TDHconnect users**) will need to submit files with TMHP's Receiver ID and Name on January 1, 2004.

Electronic submitters **MUST** test on the TMHP testing website to determine changes that need to be made to transmit transactions to TMHP. If testing is not completed before January 1, 2004, current Submitter IDs will be de-activated and submitters will not be able to transmit claims electronically. To test, provider agencies **MUST** follow these procedures.

- Log on to Edifecs site <http://editesting.tmhp.com> with assigned User ID and password.
- If a User ID and password has not been assigned, log on to the Edifecs site and click on the link to "Register for a TMHP Community Account". A User ID and password will be sent via email.
- Download, sign, and mail the Trading Partner Agreement to TMHP.
- Download applicable Companion Guides (for the transactions that will be sent).
- Complete successful testing on the Edifecs site.
- Review the TMHP Connectivity/Communication Changes on the testing website to determine changes that need to be made to transmit transactions to TMHP.

Communications about TMHP

For information on TMHP and the transition effort, please watch for one additional DHS information letter and transitional bulletins from TMHP scheduled for distribution in November and December 2003.

Have questions about this information letter?

- Community Care Provider Agencies – Contact your regional contract manager or CMS Coordinator
- Nursing Facility and Therapy Providers – Contact the Provider Claims Services Help Desk
- All LTC Providers – Please visit the HHSC website at: http://www.hhsc.state.tx.us/medicaid/med_tmhp.html for more information on TMHP and the transition effort.

Sincerely,

Signature on file

Marilyn Eaton
Lead Director
Long Term Care Services

ME:wa