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Human Services

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December 15, 2003

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. 03-44  
Provider Letter No. 03-34  
**Transition to Texas Medicaid and Healthcare Partnership,  
Effective January 1, 2004**

This is a reminder that effective January 1, 2004, the Texas Medicaid and Healthcare Partnership (TMHP) will be replacing the National Heritage Insurance Company (NHIC). This change means that providers will be submitting claims to TMHP instead of NHIC

**Downtime in Claims Processing/Transaction Inquiries**

Downtime in claims processing and transaction inquiries are indicated below. Please note that **dates\*** (with asterisks at the end) indicate changes to previously published dates.

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
<b>Remittance and Status (R&amp;S)</b>	<b>12/26/2003 (available for download 12/29/2003)*</b>	<b>01/09/2004 (available for download 01/12/2004)*</b>
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 12 noon	01/05/2004 01/05/2004
Provider Status Reports/Care Forms System	12/22/2003	01/12/2004

## Billing for Services Prior to the Downtime

To minimize any cash flow problems that may occur due to the transition, it is recommended that **electronic submitters** (for services provided in December) bill either from 1) the 1<sup>st</sup> to the 15<sup>th</sup> of the month and from the 16<sup>th</sup> to the 25<sup>th</sup> of the month; **OR** 2) from the 1<sup>st</sup> to the 25<sup>th</sup> of the month. **Paper submitters** should bill from the 1<sup>st</sup> to the 15<sup>th</sup> of the month and mail the claim with enough time to be received by NHIC by December 18, 2003. Once the transition has occurred, providers can bill for services provided after the last billed date.

## 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 providers. 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 providers on a limited, case-by-case basis. Pre-established criteria will be published, in the near future, at the following address:

- For Community Care Providers:  
<http://www.dhs.state.tx.us/programs/communitycare/infoletters/cbaccadletters.html>  
under Community Care Information Letters.
- For Nursing Facilities and Therapy Providers:  
<http://www.dhs.state.tx.us/providers/LTC-Policy/index.html>  
under Communications: Provider Letters.

## Minimum Data Set (MDS) System

The MDS System will not experience any downtime during this transition.

Providers should continue to call the current help desk telephone number 800/727-5436 (option 1) for assistance with transmitting assessments, running validation reports, obtaining quality indicator reports, cleaning up missing assessment reports, understanding error messages, correcting assessments, obtaining IDs/passwords, and setting up Netscape.

## OTHER REMINDERS

### Telephone Numbers/Addresses

- 1) Dial-up TDHconnect - The dial-up telephone number will change. The new telephone number is 800/291-3734. The TDHconnect telephone number must be changed prior to 01/01/2004.
- 2) LTC Call Center (previously LTC Help Desk) – The current telephone numbers will remain the same:
  - LTC – 800/626-4117 (out of Austin)
  - LTC – 512/335-4729 (Austin Local Number)
  - CARE Forms System/Forms 3618/3619/3652 – 800/727-5436
  - MDS System – 800/727-5436

The options have changed with the transition to TMHP. The following are the new menu options for the numbers listed above.

- Option 1 – CARE Forms System/Forms 3618/3619/3652, MDS, and LTC Claims (General inquiry/to speak to someone)
- Option 2 – To speak to a nurse
- Option 3 – Technical support
- Option 4 – To request a fair hearing
- Option 5 – Headlines and topics for paper submitters (To listen to recorded messages).

Note: The LTC Call Center will operate Monday through Friday, 7am to 7pm CST (excluding holidays).

When dialing the numbers above, providers will be prompted to enter the nine (9)-digit LTC provider/contract number using the telephone key pad. Providers calling about Forms 3618/3619/3652 will need to have both the nine (9)-digit LTC provider/contract number and their four (4)-digit vendor/site ID number.

- 3) Existing Addresses – The existing NHIC P.O. Box address will remain the same. The physical address is changing to Texas Medicaid and Healthcare Partnership, 12365 Riata Vista Circle, Austin, TX 78727-6422.

#### Electronic Data Interchange (EDI) – Deactivation of Current Submitter IDs

- Electronic submitters (**except for TDHconnect users**) **MUST** change their Receiver ID and Name from NHIC to TMHP to bill on January 1, 2004.
- Receiver ID and Receiver Name – 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 deactivated and submitters will not be able to transmit claims electronically. To test, providers **MUST** follow these procedures:
  - Log on to Edifecs site <http://editesting.tmhp.com> <<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.

#### **Have questions about this information letter?**

- Community Care Providers – Contact your regional contract manager or CMS Coordinator
- Nursing Facility and Therapy Providers – Contact the Provider Claims Services Help Desk

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- All LTC Providers – Please visit the HHSC website at:  
[http://www.hhsc.state.tx.us/medicaid/med\\_tmhp.html](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

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