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
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. 03-11
Transition from the National Heritage Insurance Company to the Texas Medicaid and Healthcare Partnership

A new contractor is taking over the Claims Management System (CMS). Effective January 1, 2004, the Texas Medicaid and Healthcare Partnership (TMHP) will replace the National Heritage Insurance Company (NHIC). The lead contractor in TMHP is Affiliated Computer Services, Inc. (ACS). They work with Accenture and other partners. We expect the same quality of service from TMHP as we now get from NHIC.

The Transition

TMHP will take over the existing computer systems and forms, with few, if any, changes. There will be some down time in late December and, maybe, early January. There may also be changes in phone numbers and mailing addresses. The Texas Department of Human Services (DHS), NHIC, and TMHP are working to minimize downtime and changes.
Available Resources/How you will get more information

DHS and TMHP will provide regular updates on the transition. You will get more information about changes through the following methods:

- DHS information letters; two or more,
- TMHP transition newsletters,
- TMHP’s website (tmhp.com); available late summer, and
- Provider agency associations.

Contact your regional contract manager if you have questions about this information letter.

Sincerely,

Signature on file

Becky Beechinor
Assistant Deputy Commissioner
Long Term Care Services

BB:wa