



COMMISSIONER
Adelaide Horn

May 13, 2009

To: Integrated Care Management (ICM) Long-term Services and Supports (LTSS) Providers

Subject: Information Letter No. 09-47 - Revised
ICM Contract Termination and Program Changes

The purpose of this information letter is to inform ICM-LTSS providers of important ICM program changes and transition information. Evercare retains responsibility for current ICM Waiver (ICMW), ICM-Primary Home Care (PHC), and ICM-Day Activity and Health Services (DAHS) consumers until May 31, 2009. Evercare is responsible for:

- all ICM Waiver Reassessments for ISPs that expire in April, May, and June 2009;
- all requests for changes to existing ICM Waiver Individual Service Plans (ISPs); and,
- all requested changes to existing ICM PHC and DAHS authorizations.

The Texas Department of Aging and Disability Services (DADS) has revised this information letter to correct information related to the processing of ICMW reassessments due to expire in July and August 2009.

ICM-LTSS Program Transition Information

Effective June 1, 2009, DADS will be responsible for all ICMW, PHC, and DAHS activities in the ICM service areas. LTSS providers needing assistance regarding individuals in the ICM service areas may contact a DADS case manager. DADS will provide LTSS providers with a current list of DADS case managers no later than May 25, 2009.

ICMW: The ICM 1915(c) waivers will continue to operate in the ICM service areas; however, DADS will assume case management responsibilities for these waivers. DADS is amending the ICM 1915(c) waivers to reflect administrative and operational changes resulting from HHSC's termination of the ICM contract with Evercare. DADS is also amending program rules at [40 Texas Administration Code \(TAC\), Part 1, Chapter 53, ICM 1915\(c\) Waiver Services](#), to reflect these changes. One aspect of the ICM program that will not change relates to interest list management. Supplemental Security Income (SSI) and SSI-related ICMW applicants who meet medical necessity and other eligibility criteria will continue to be able to receive ICMW services without waiting on an interest list. Medical Assistance Only (MAO) ICMW applicants will continue to be placed on the ICMW Community Services Interest List (CSIL).

PHC and DAHS: DADS will also assume case management responsibilities for the PHC and DAHS programs in the ICM service areas. DADS is amending program rules at [40 Texas Administration Code \(TAC\), Part 1, Chapter 48, Subchapter H, Eligibility](#), to reflect this change.

DADS case managers will continue to use the established ICMW, PHC, and DAHS procedures as outlined in the respective DADS' Community Based Alternatives (CBA) and Community Care for

the Aged and Disabled (CCAD) Case Manager Handbooks, which can be accessed at the following links:

- www.dads.state.tx.us/handbooks/cm-cba-hb/; and
- www.dads.state.tx.us/handbooks/cm%2Dccad/ .

New Requests for ICMW, PHC, and DAHS

Effective April 1, 2009, DADS receives all new requests for ICMW, PHC, and DAHS. ICM members who are not currently receiving LTSS are being referred to the DADS Intake Unit at 1-888-337-6377 to request these services.

Revised Information regarding ICMW Reassessments

Evercare is responsible for completing reassessments for ICMW ISPs expiring in April, May, and June 2009. Evercare has extended its vendor service agreements with several home and community support services agencies (HCSSAs) to assist them with reassessments due to be completed during the transition period. HHSC is monitoring Evercare to ensure that all outstanding reassessments are completed before May 31, 2009.

Immediately following the ICM transition, Individual Service Plans (ISPs) expiring in July and August 2009 will be extended for one plan year. This means that the HCSSAs will not need to complete the Medical Necessity (MN)/Level of Care (LOC) Assessments or ISPs for ICMW consumers with ISPs that expire in July and August 2009.

In accordance with Information Letter 09-52, ICMW Quarterly Nursing Assessments, HCSSAs will resume quarterly assessments beginning in September 2009. If, during the quarterly assessment, the HCSSA determines an ISP is not meeting the consumer's needs, they should submit an ISP change request to the DADS case manager.

ICM-HCSSAs are responsible for completing ICMW ISPs due to expire in September 2009, and going forward, for their current ICMW consumers. HCSSAs will resume submitting MN/LOC assessments to the Texas Medicaid Healthcare Partnership (TMHP) for ICMW consumers with ISPs due to expire in September 2009. ICM-HCSSAs must transmit ICMW reassessment packets to DADS according to timeframes outlined in [Appendix XIX of the Community Based Alternatives \(CBA\) Provider Manual](#). For example, ICM-HCSSAs must submit September 2009 ISP reassessment packets to DADS between July 1 - 31, 2009.

ICM-LTSS Service Codes

ICM Waiver Services: DADS will continue to authorize ICMW services using existing ICMW service codes. For example, ICMW nursing services will continue to be designated on the ICMW consumer's Form 3671, ISP and Medicaid Eligibility Service Authorization Verification (MESAV) screen as 13W or 13Y. DADS identifies the ICMW-SSI population with a "Y" suffix in the service code. Similarly, DADS identifies the ICMW-MAO population with a "W" suffix in the service code. ICMW providers should continue their usual billing processes for services, medical supplies, adaptive aids, and minor home modifications that are delivered in accordance with the ISP.

ICM-PHC and ICM-DAHS: Effective June 1, 2009, DADS will change current ICM-PHC and ICM-DAHS service authorizations to reflect traditional PHC and DAHS program service codes. In other words, the current ICM-PHC service codes will change from 17Y to 17 and current ICM-DAHS service codes will change from 29Y to 29. For services provided through May 31, 2009, providers should bill using ICM service codes (i.e., 17Y and 29Y). For PHC and DAHS provided

on or after June 1, 2009, providers should bill using traditional service codes (i.e., 17 and 29).

Providers may bill for ICM-PHC and ICM-DAHS provided prior to June 1, 2009, after that date but must bill using the service codes that were in effect on the date of service. For example, if the provider **bills on June 1, 2009**, for ICM-PHC services **provided on** April 20, 2009, the provider must bill using service code 17Y.

For a complete list of ICM service codes, please refer to the LTC Bill Code Crosswalk at:
<http://www.dads.state.tx.us/providers/hipaa/billcodes/index.html#ltc>.

ICM-LTSS Contracts

The current ICM-LTSS contracts will remain active in the ICM service area. Since the ICM 1915(c) waiver programs remain operational, DADS will not terminate or amend ICMW contracts. DADS will not amend ICM-PHC or ICM-DAHS contracts; however, DADS will remove the ICM-PHC and ICM-DAHS service codes from the applicable contracts with an end date of May 31, 2009. ICMW, PHC, and DAHS consumers will continue to receive LTSS services from the same LTSS provider.

DADS will process new requests for ICM-LTSS contract applications without requiring the provider to also contract with Evercare. Evercare is responsible for completing ICM provider enrollment for contract applicants who submitted all required documents to Evercare by March 13, 2009. Any contract applicants who have not completed the Evercare credentialing and contracting process by May 1, 2009, will be enrolled as a DADS-only provider. DADS will continue normal processing and enrollment of providers in DADS Region 3 for all other programs which are not affected by changes to the ICM program.

ICMW Pre-Enrollment Assessments

Effective April 1, 2009, DADS began authorizing ICM- HCSSAs to conduct pre-enrollment assessments. Effective with the posting date of this letter, HCSSAs are required to begin conducting pre-enrollment assessments. Until the ICM 1915(c) Waiver rules are amended, ICM- HCSSAs should follow DADS program rules at *40 TAC, Part 1, §48.6020, Pre-Enrollment Home Health Assessment*, and *§48.6021, Delay of Pre-Enrollment Home Health Assessment*, for information regarding timeframes for completing pre-enrollment assessments. In addition to amending the ICM 1915(c) Waiver rules, DADS is amending the ICM 1915(c) waivers to reflect this operational change. DADS will also revise the Contract Oversight and Support Contract and Fiscal Compliance Monitoring Tools to incorporate this requirement.

DADS is authorizing pre-enrollment assessments using service codes 40AW (ICMW-MAO) and 40AY (ICMW-SSI)). These service codes have been added to the DADS Service Authorization System (SAS). DADS is adding them to the ICM-HCSSA contracts and service authorizations. DADS anticipates completing SAS updates to include service codes 40AW and 40AY by May 1, 2009, with an effective date of April 1, 2009. This will enable ICM-HCSSAs to submit claims for pre-enrollment assessments completed as of the posting date of this letter and going forward.

MN/LOC Assessments

Effective with the posting of this letter, HCSSAs will resume the responsibility for submitting MN/LOC assessments to the Texas Medicaid Healthcare Partnership (TMHP) for ICMW applicants. On or about May 28, 2009, DADS will add three hours to each existing ICMW nursing authorization so that ICM-HCSSAs may complete the assessments and receive reimbursement for that task. ICM-HCSSAs should submit MN/LOC assessments as needed using their

established User IDs. If a provider has questions regarding their access, please contact TMHP at 1-800-626-4117 or 1-800-727-5436.

ICM Contact Information

- For assistance regarding ICM members who are *currently* receiving ICM-LTSS, please call Evercare at 1-866-915-6474 or TDD-800-735-2989 **through May 31, 2009**. After that date, please call the assigned DADS case manager.
- For information regarding ICM-LTSS contracts, please contact DADS Community Services Contracts by:
 - phone: (512) 438-2080;
 - voicemail: (512) 438-3550; or
 - e-mail: communityservicescontracts@dads.state.tx.us.
- For information about ICM-LTSS claims, providers may call the TMHP Call Center/Help Desk at 1-800-626-4117 or 1-800-727-5436.
- For general questions about the ICM Program Transition, please call Rhonda Pratt, ICM Project Manager, at (512) 438-5813.

For published information regarding changes to the ICM program, please refer to the following HHSC and DADS websites:

HHSC

- <http://www.hhsc.state.tx.us/index.shtml>
- <http://www.hhsc.state.tx.us/ICMMenmbersMoving.html>
- <http://www.hhsc.state.tx.us/medicaid/ICM.html>

DADS

- <http://www.dads.state.tx.us/>
- <http://www.dads.state.tx.us/providers/icm/index.cfm>

Sincerely,

[signature on file]

Tommy Ford
Interim Director
Community Services

TF:ss