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April 20, 2004

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. 04-15
Provider Letter No. 04-07
Transition from the National Heritage Insurance Company (NHIC) Bulletin Board System (BBS) to Texas Medicaid Healthcare Partnership (TMHP) Electronic Data Interchange (EDI) Gateway

In December 2003, the Texas Health and Human Services Commission (HHSC) extended the deadline for Health Insurance Portability and Accountability Act (HIPAA) compliance until mid-year 2004. As a result, all electronic claims are currently submitted to National Heritage Insurance Company (NHIC) for processing by TMHP.

Effective June 1, 2004, all HIPAA-compliant electronic submitters must begin sending files directly to TMHP. The TMHP EDI Gateway will replace the NHIC Bulletin Board System (BBS) for HIPAA-compliant submissions. Submitters who are not HIPAA compliant will continue to use the NHIC BBS until late July.

TDHconnect Users/Telephone Number Change

Because providers will be submitting claims to a new administrator (TMHP), the TDHconnect phone number (866-627-0015) currently used to dial in for file submission will be changing. To submit HIPAA-compliant files directly to THMP, TDHconnect users will be required to manually change the telephone number TDHconnect uses to transmit files. The new phone number is **800-291-3734**.

The process for changing the phone number is detailed below.

NOTE: These changes should **not** be made until June 1, 2004.

- 1) Launch TDHconnect
- 2) Click on **Communications**
- 3) Choose **System Settings** from the drop down menu
- 4) In the **Phone Number** field (lower left hand corner of the screen), change the telephone number to **800-291-3734**.

EDI Testing – Non-TDHconnect Users

Electronic submitters who do **not** use TDHconnect must successfully test their HIPAA-compliant transactions on the TMHP Edifecs website before submitting claims to TMHP. Submitters that do not complete testing will not be able to submit claims electronically to TMHP after June 1, 2004.

Please refer to the following requirements to determine your testing responsibilities.

NOTE: These testing requirements do **not** apply to TDHconnect users.

Clearinghouses, software vendors, and other electronic submitters:

Clearinghouses, software vendors, and other electronic submitters who maintain their own claims filing software must complete two phases of testing with TMHP:

- 1) **HIPAA compliance testing** on the TMHP Edifecs website, <https://editesting.tmhp.com> demonstrates a submitter's ability to produce HIPAA compliant files.
- 2) **End-to-End testing** using the TMHP FTP server ensures submitters can successfully connect, transmit files, and process responses.

Providers who use clearinghouses or third-party software packages:

Providers who use clearinghouses or third-party software packages to transmit files to TMHP are encouraged to contact their clearinghouse or software vendor to ensure testing with TMHP has been completed.

Providers using third-party software packages may need to upgrade their software version and/or connectivity methods before transmitting files to TMHP. TMHP offers dial-up and VPN connectivity for uploading files and downloading responses. Submitters using third-party software packages must configure and test one of these methods of connectivity. Please contact your software vendor to determine what changes are required.

Software vendors are responsible for working with TMHP to transition their clients. While the deadline for this transition is June 1, 2004, most HIPAA-compliant submitters not using TDHconnect will transition in April or May.

NOTE: Electronic submitters in this category should have received a testing invitation letter (sent via email in October and November 2003) with their assigned user ID and password needed to test their EDI transactions. Use this ID and password to log on to <http://editesting.tmhp.com>, download a companion guide and trading partner agreement, and test your electronic transactions.

If you did not receive a testing invitation letter or have misplaced it, send an email to edifecs@tmhp.com, or call 1-512-506-3654 to request a user ID and password.

Submitter ID/Password

Current IDs and passwords will transition from NHIC. Electronic submitters (including TDHconnect users) will **not** need to change their production ID and password.

Receiver ID and Receiver Name

The Receiver ID identifies the entity receiving the electronic transaction. Providers will have different EDI Receiver IDs for Acute Care and Long Term Care. The Receiver Name will change to "TMHP" for both Acute Care and Long Term Care.

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 – Contact TMHP at 512-506-3654 or send an email to edifecs@tmhp.com.

Sincerely,

Signature on file

Marilyn Eaton
Director
Long Term Care Services

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