



COMMISSIONER
Adelaide Horn

June 2, 2009

To: Integrated Care Management (ICM) Home and Community Support Services Agencies (HCSSAs)

Subject: Information Letter No. 09-61
ICM 1915(c) Waiver (ICMW) and Medical Necessity/Level of Care (MN/LOC) Assessments

The Texas Health and Human Services Commission (HHSC) and Evercare have agreed to end the contract for the ICM program. While the ICM contract with Evercare is ending, the ICMW will continue to operate in the ICM service area. The Texas Department of Aging and Disability Services (DADS) will assume operating responsibilities, including case management, for this waiver program. The purpose of this letter is to inform ICM-HCSSAs on how to access their consumer's ICMW MN/LOC assessments that were previously completed by Evercare or one of their sub-contracted HCSSAs (Subcontractor).

Effective April, 1, 2009, HCSSAs resumed the responsibility for submitting MN/LOC assessments to the Texas Medicaid and Healthcare Partnership (TMHP) for new ICMW applicants. DADS regional staff is authorizing pre-enrollment nursing assessments in the Service Authorization System (SAS) so the ICM-HCSSAs can be reimbursed for these assessments.

Additionally, on or about May 29, 2009, DADS will process an automated conversion which will add three hours to each existing ICMW nursing authorization so that ICM-HCSSAs may complete reassessments for ongoing cases and receive reimbursement for that task. ICM-HCSSAs should submit MN/LOC assessments as needed using their established User Identification Numbers (User IDs). If a provider has questions regarding their access, they may contact TMHP at 1-800-626-4117 or 1-800-727-5436.

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

Access to Forms 3652, Client Assessment, Review and Evaluation (CARE) and MN/LOC Assessments Submitted by Evercare or Evercare Subcontractor

In order for the ICM-HCSSA to review their ICMW consumer's previous Form 3652 and MN/LOC assessment or change current MN/LOC assessment in the TMHP LTC Online Portal, DADS has requested that TMHP transfer the ICM history of Form 3652 and MN/LOC records with "CS Processed /Complete", "Invalid/Complete", and "Processed/Complete" statuses dated February 1, 2008 – May 29, 2009, to the ICM-HCSSA for access. Beginning June 1, 2009, the ICM-HCSSA will be able to access their ICMW consumer's Form 3652 and MN/LOC assessments via the TMHP LTC Online Portal.

Effective May 29, 2009, ICM-HCSSAs with inquiries regarding Form 3652 and MN/LOC assessments with statuses of "Pending More Information", "Pending Fair Hearing", "Pending Fair Hearing Request Expired" submitted to TMHP by Evercare or one of their subcontractors should contact Evercare at 1-866-915-6474.

Training on MN/LOC Assessments and Resource Utilization Group (RUG)

In order to comply with current DADS requirements in [§53.203\(b\), Medical Necessity and Level of Care Determination](#), all HCSSA registered nurses who will be completing the MN/LOC assessment must complete the certification training conducted by Texas State University prior to completing an MN/LOC assessment. In addition, TMHP provides training on how to use the LTC Online Portal to submit MN/LOC assessments. The links for accessing the Texas State University and TMHP training registration are:

- [TILES to RUGS \(DADS\)](#) - found under "Trainings" at the bottom of the page, and
- [LTC Community Services Waiver Programs](#).

Evercare Responsibilities for ICMW MN/LOC Assessments

In order to comply with its ICM transition requirements, Evercare is responsible for completing the following tasks pertaining to ICMW MN/LOC assessments:

- Submit a MN/LOC assessment to TMHP by May 29, 2009, for all ICMW consumers with plans due to expire by June 30, 2009;
- Make corrections within 14 days on any ICMW MN/LOC assessments submitted by May 29, 2009;
- Represent DADS at Fair Hearings for Forms 3652 and MN/LOC assessments submitted on or before May 29, 2009; Respond to additional information requests by TMHP for all Forms 3652 and MN/LOC assessments that are in a "Pending Denial", "Pending Fair Hearing", and "Pending Fair Hearing Request Expired" status at TMHP that were submitted on or before May 29, 2009; and,
- Respond to denied MN assessments as necessary.

Beginning June 1, 2009, ICM HCSSAs should submit inquiries about the status of an application or reassessment to the DADS case manager. DADS will mail the list of case managers ICM LTSS providers by Wednesday, May 27, 2009. DADS will also share a list of regional management, supervisors, and their locations and contact information with providers at the upcoming ICM-Transition Provider Forums scheduled May 27-28, 2009. Should initial service plan development or plan renewal be delayed following worker contact, the inquiry should be escalated within the region using the contact information provided at the May 2009 provider forums and on the DADS website at: http://www.dads.state.tx.us/contact/regional_facility/region3.html.

DADS is committed to doing everything possible to avoid a delay in application processing or an interruption in consumer services. Any pending applications or reassessments discovered during the transition will be viewed as priority and handled in an expedited manner.

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.

Published Information

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/ICMMembersMoving.html>; and
- <http://www.hhsc.state.tx.us/medicaid/ICM.html>.

DADS

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

If you have any questions regarding this letter, please contact the ICM policy specialist at (512) 438-3015.

Sincerely,

[signature on file]

Tommy Ford
Interim Director
Community Services

TF:ss