



COMMISSIONER  
James R. Hine

July 16, 2003

**BOARD MEMBERS**

John M. Bradley  
Chair, Dallas

Jerry Kane  
Vice Chair, Corpus Christi

Abigail Rios Barrera, M.D.  
San Antonio

John A. Cuellar  
Dallas

Manson B. Johnson  
Houston

Terry Durkin Wilkinson  
Midland

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