



**COMMISSIONER**  
James R. Hine

July 22, 2003

To: Nursing Facilities  
Therapy Providers

Re: Provider Letter #03-17 - Transition from the National Heritage Insurance  
Company to the Texas Medicaid and Healthcare Partnership

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

**The Transition**

TMHP will take over existing computer systems and forms with few, if any, changes. There will be some down time in late December and, perhaps, 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 down time and changes.

**Available Resources/Additional 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 ([www.tmhp.com](http://www.tmhp.com)) will be available in late summer; and
- Provider agency associations.

Thank you for your continued support. Please contact the Provider Claims Services Help Desk at (512) 490-4666 if you have any questions about this information letter.

Sincerely,

*[signature on file]*

Evelyn Delgado  
Assistant Deputy Commissioner  
Long Term Care-Regulatory

ED:mgm