

**From:** "AuthentiCare.TXSupport" <[authenticaretxsupport@fiserv.com](mailto:authenticaretxsupport@fiserv.com)>  
**Date:** Thursday, February 17, 2022 at 2:24 PM  
**To:** "AuthentiCare.TXSupport" <[authenticaretxsupport@fiserv.com](mailto:authenticaretxsupport@fiserv.com)>  
**Subject:** Changes to AuthentiCare TxHmL and HCS Services

## Changes to AuthentiCare TxHmL and HCS Services



Good Afternoon,

**Effective 03/01/2022**, Home and Community-based Services (HCS) authorizations containing service group 12 and Texas Home Living (TxHmL) authorizations for service group 15 will expire. You can recognize these authorizations by LTC12 or LTC15 shown in the Service ID description. New authorizations must be used with service group 21 for HCS authorizations and service group 22 for TxHmL effective 03/01/2022. HCS/TxHmL providers can refer to the HCS and TxHmL Bill Code Crosswalk published on the [HHSC LTC Bill Code Crosswalks page](#) to review the changes to HCS/TxHmL services that will be effective for dates of service on or after 03/01/2022.

### Impact to Program Providers, FMSAs, CDS option 1 or Designated Representatives:

#### AuthentiCare Web:

##### Expiring Services

- Effective February 17, 2022, the AuthentiCare system will add “Expiration 02-28-22” to the name of impacted services and authorizations. AuthentiCare users will still be able to create manual visits for these services after 03/01/2022 as long as the visit date of service is on or before 02/28/2022.
- Effective February 17, 2022, the AuthentiCare system will systematically update the effective end date to 02/28/2022 for all Authorizations for TxHmL and HCS services with service groups 12 and 15 that currently have an end date of March 2022 and beyond.

Authorizations											
Event Actions	ID	Service ID	Client	Provider	Status	Worker	Payer	Service Period	Effective Dates	Information	Delete Selected
Units Remaining: 1000	<a href="#">WEB100000015691</a>	Expiration 2-28-22 CDS Hourly Respite LOC 8 HCS (LTC12-M0146)			A		Long Term Care FFS (LTC)	Monthly	01/26/2022 - 02/28/2022		<input type="checkbox"/>

Name of LTC service impacted will show expiration date
End date systematically updated to 2/28/2022

## New Services

- **Obtaining New Authorizations:** Starting 02/18/2022, AuthentiCare will retrieve the electronic authorizations, if available, from TMHP for new TxHmL and HCS services with service groups 21 and 22. You will be able to recognize these authorizations as they will have a 21 or 22 in the service name.
- **Schedules:** Schedules will need to be created for the new services in groups 21 and 22. Existing schedules for expiring services in groups 12 and 15 will systematically expire 02/28/2022.
- **Billing:** AuthentiCare will not be supporting claims billing for HCS/TxHmL services. Program providers/FMSAs not using a third-party biller that is setup to bill TMHP for HCS/TxHmL services can use TMHP's TexMedConnect to bill for those services. The link to instructions on setting up a TMHP TexMedConnect account can be found here: [TMHP Account Setup for HCS and TxHmL Waiver Programs Quick Reference Guide \(QRG\)](#)
- **Potential scenario that may occur on or after 03/01/2022:**

Visits may show the following critical exception of an unauthorized visit.

*"Action required: This visit does not have a valid authorization."*

Steps to resolve this issue:

- Make sure that the service on the visit has a matching, non-expired authorization in AuthentiCare.
- Validate that the new imported authorization from TMHP is active and not in pending status. If it is in pending status, approve it and resave the visit to resolve the critical exceptions.
- If an authorization for the new service does not exist in AuthentiCare, create a manual authorization. Manually created authorizations can be used until the electronic version is imported from TMHP.

Units Remaining: 21424	<a href="#">LTC100000001042</a>	CDS Hourly Respite LOC 1 HCS (LTC21-S9125)		A		Long Term Care FFS (LTC)	Per Auth	10/31/2020 - 02/28/2022		<input type="checkbox"/>
Units Remaining: 19200	<a href="#">LTC100000001043</a>	Day habilitation LOC 1 TxHmL (LTC22-T2020)		P		Long Term Care FFS (LTC)	Per Auth	01/27/2021 - 02/28/2022		<input type="checkbox"/>



Name of new authorization will show 21 or 22 in the service name

Authorization retrieved from TMHP will show a P for pending status. You must approve this authorization before 3/1/22.

## Impact to Service Providers

### Mobile Application and Interactive Response System (IVR) effective 03/01/2022:

- Although TxHmL and HCS services with service groups 12 and 15 will no longer be available, the new service groups 21 and 22 will be displayed. [The impact to service providers will be minimal as the same service names are used for the new services.](#)

Over the coming weeks, documentation for training, user guide, and provider notifications will be updated to provide further information and instruction on this new functionality.

For additional questions or concerns, please feel free to contact AuthentiCare® Support at 877-829-2002, or by email at [AuthentiCareTXSupport@firstdata.com](mailto:AuthentiCareTXSupport@firstdata.com).

The AuthentiCare Staff

You are receiving this communication because you have been identified as either an end user of AuthentiCare® Texas or a partner that interacts with AuthentiCare® Texas. Please distribute the information in this notification to those within your organization that would benefit from this message