

From: "AuthentiCare.TXSupport" <authenticaretxsupport@fiserv.com>
Date: Wednesday, April 20, 2022 at 10:31 AM
To: "AuthentiCare.TXSupport" <authenticaretxsupport@fiserv.com>
Subject: IMPORTANT: Updated Changes to AuthentiCare TxHmL and HCS Services

New Changes to AuthentiCare TxHmL and HCS Services



In preparation for the upcoming implementation of the new Home and Community-based Services (HCS) service group 21 and Texas Home Living (TxHmL) Service group 22, AuthentiCare has made the actions as outlined below.

Effective 05/01/2022, HCS service group 12 and TxHmL service group 15 authorizations and associated schedules will have an end date of 4/30/2022 in AuthentiCare. 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 and service group 22 for TxHmL effective 05/01/2022. HCS and TxHmL providers and Financial Management Services Agencies (FMSAs) can refer to the HCS and TxHmL Bill Code Crosswalk published on the [HHSC Long-term Care Bill Code Crosswalks page](#) to review the changes that will be effective for dates of service on or after 05/01/2022.

To reduce confusion, AuthentiCare has:

- Added “Use through 4-30-22” to the name of the expiring services. These services will remain active and can be used through 04/30/2022.
- AuthentiCare has systematically updated the effective end date to 04/30/2022 for all authorizations and schedules for HCS and TxHmL services with service groups 12 and 15 that had an end date beyond April 30, 2022.
- Added “Begin using 5-1-22” to the name of the new HCS/TxHmL service group 21 and 22 services.

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

AuthentiCare Web:

New Services

- **Obtaining New Authorizations:** Starting 05/01/2022, AuthentiCare will retrieve the electronic authorizations, if available, from Texas Medicaid & Healthcare Partnership (TMHP) for new HCS and TxHmL services with service groups 21 and 22. You will be able to recognize these authorizations as they will have a LTC21 or LTC22 in the service name. *All new authorizations will need to be approved as outlined in chapter 8 of the User Guide, pages 61-64.*

- **Schedules:** AuthentiCare will not create new schedules for the new services in the service groups 21 and 22. Existing schedules for expiring services in service groups 12 and 15 will systematically expire 04/30/2022.
- **Billing:** AuthentiCare will not support claims billing for HCS and TxHmL services. Program providers and FMSAs not using a third-party biller should be setup to bill TMHP for HCS and TxHmL services using TMHP’s TexMedConnect. The next steps for HCS and TxHmL program providers and FMSAs are posted on the [TMHP LTC](#) homepage.
- **Potential scenario that may occur on or after 05/01/2022:**

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 available and imported from TMHP.

Units Remaining: 21424	LTC100000001042	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	LTC100000001043	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 05/01/2022:

- HCS and TxHmL services with service groups 12 and 15 will no longer be available and 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.](#)

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

The AuthentiCare Staff