



COMMISSIONER
Chris Traylor

April 5, 2012

To: Adult Foster Care (AFC) Providers
Assisted Living Facilities (ALFs)
Community Attendant Services (CAS) Providers
Community Based Alternatives (CBA) Providers
Community Living Assistance and Support Services (CLASS) Providers
Consumer Directed Services (CDS) Providers
Consumer Managed Personal Attendant Services (CMPAS) Providers
Day Activity Home Services (DAHS) Providers
Deaf Blind with Multiple Disabilities (DBMD) Providers
Emergency Response Services (ERS) Providers
Family Care (FC) Providers
Home Delivered Meals (HDM) Providers
Hospice Providers
Intermediate Care Facilities for Persons with Intellectual Disabilities (ICF/ID)
Local Authorities (LA)
Medically Dependent Children Program (MDCP) Providers
Nursing Facilities
Primary Home Care (PHC) Providers
Programs of All-Inclusive Care for the Elderly (PACE) Providers
Special Services to Persons with Disabilities (SSPD) Providers
Transition Assistance Services (TAS) Providers

Subject: Information Letter 12-32
How to Check for Long Term Care Claim Payment Information

Note: *The telephone number for the DADS Provider Claims Services (PCS) Hotline is 1-512-438-2200. The number was incorrect when this letter was initially released. DADS apologizes for the error.*

The following resources can be used when providers have questions about Long Term Care (LTC) claim payment information.

Personal Needs Allowance (PNA)

Call the Department of Aging and Disability Services (DADS) Personal Needs Hotline at 1-512-438-2200, Option 2.

Billing, Remittance and Status (R&S) Reports

Call the Texas Medicaid & Healthcare Partnership (TMHP) Call Center/Help Desk at 1-800-626-4117 or 1-800-727-5436.

Service Authorization

Call the DADS Provider Claims Services (PCS) Hotline at 1-512-438-2200:

- Option 1 - Nursing Facilities; Hospices; Intermediate Care Facilities
- Option 5 – Texas Home Living (TxHmL) Waiver Program; Home and Community-based Services (HCS)
- Option 6 – Rehabilitative Services

Payment Status – Note:

Providers should first allow 5 to 7 days from the electronic billing date for the claim to process. Log on to the Texas Comptroller of Public Accounts (CPA) website at <http://ecpa.cpa.state.tx.us> and choose the **State-to-Vendor Payment Info-Online - Search** link.

Other Payment Issues Not Listed Above

If payment has not been received after more than 10 days from the date of billing, providers may call the DADS Payment Processing Hotline answering system at 1-512-438-3989. Responses will be provided within 2 business days. Please be prepared to provide the following information:

- Contact name
- Contact telephone number
- Tax ID number
- Contract number

For questions regarding this letter, contact the DADS Accounting Department at (512) 438-3989.

Sincerely,

[signature on file]

Gordon Taylor
DADS Chief Financial Officer

GT:bp