



Date: January 8, 2018

To: Nursing Facility Providers

Subject: Information Letter No. 18-02 — Avoiding Mistakes that Commonly Result in Nursing Facility Specialized Services Denial

The purpose of this letter is to explain to nursing facility (NF) staff how to avoid making the two most common mistakes that result in the denial of authorization requests for Health and Human Services Commission (HHSC) Preadmission Screening and Resident Review (PASRR) NF specialized services or assessments. Authorization requests are submitted using the Nursing Facility Specialized Services (NFSS) form through the Texas Medicaid and Healthcare Partnership (TMHP) Long-Term Care (LTC) Online Portal.

The two most common reasons HHSC denies authorization requests for PASRR specialized services and assessments are:

1. NF staff fail to respond to "Pending Denial" status requests for additional information made through the TMHP LTC Online Portal within the required time frames.
2. After receiving a "Pending Denial" status alert, NF staff fail to update the submission status to "Pending State Review" after responding to the request for additional information made through the TMHP LTC Online Portal NFSS Form.

To avoid a "Denied" status:

1. After receiving a "Pending Denial" status alert and request for additional information through the TMHP LTC Online Portal, NF staff must submit the additional information or attachment within 7 calendar days for habilitative therapy assessments and service authorization requests, or within 14 calendar days for durable medical equipment and customized manual wheelchair assessments and service authorization requests.
2. After submitting the requested additional information, the NF staff must update the request status to "Pending State Review" to alert the reviewer of the updated submission.

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Failure to submit requested additional information and update the request status back to "Pending State Review" will result in a denial after the timeframe has expired.

The general procedure for submitting a request for PASRR specialized services can be found in [Information Letter 17-12](#).

NFs who use third-party vendors

If a NF utilizes a third-party vendor for the PASRR Process, HHSC recommends that the NF gain a full understanding of the vendor's capabilities within the TMHP LTC Online Portal to avoid unnecessary denials of authorization for NF specialized services and assessments.

For more detailed instructions on submitting assessment and NFSS requests through the TMHP LTC Online Portal, refer to the [Item-by-Item Guide for Completing the Authorization Request for PASRR NFSS Form](#) available on the Health and Human Services website at - <https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/preadmission-screening-resident-review-pasrr/pasrr-forms-instructions>.

For assistance regarding submission of the NFSS form, NF providers should contact TMHP at 1-800-626-4117 and select option 1.

For questions regarding the content of this letter, contact the HHSC Intellectual and Developmental Disability PASRR unit at 1-855-435-7180.

Sincerely,

[signature on file]

Haley Turner
Deputy Associate Commissioner
Intellectual and Developmental Disabilities