



## **Process for Provider Reporting of Therapy Waiting Lists**

**Background:** Per Rider 57, MCOs report to HHSC monthly on complaints, waiting lists, providers that are not accepting new members, and provider terminations for therapy services. HHSC has worked with therapy provider associations and the MCOs to ensure that therapy providers know how to report to MCOs if they have waiting lists and/or are no longer accepting new Medicaid patients.

**Current Process:** HHSC currently collects data from MCOs on therapy providers that place enrollees on waiting lists for therapy services. The current process requires therapy providers to report this information to MCOs, and for MCOs to report these data to HHSC.

**New Process:** Providers will now have the *option* to report waiting list data directly to HHSC in addition to continuing to report it to the MCO. If the data is reported to HHSC, then HHSC will share it with the MCO for them to respond to members that are submitted on waiting list reports.

**Action:** Roles and responsibilities for Occupational, Physical, Speech Therapy or MCOs under this new process are:

Effective June 3, 2019 therapy providers that have placed children on waiting lists for services for any reason have the option to report this information directly to HHSC. Alternatively, providers may also continue sending waiting lists to El Paso Health for reporting. Waiting list information sent to HHSC must be reported on the HHSC “Therapy Waitlist Provider Reporting Template”. Please visit our website at [www.elpasohealth.com](http://www.elpasohealth.com), select HHSC Updates under the Provider menu to locate this process and the Therapy Waitlist Provider Reporting Template.

- If the waiting list has been updated, send it the appropriate MCO (via the current process) or to HHSC via the HHSC dedicated email:  
El Paso Health Provider Relations email: [ProviderServicesDG@elpasohealth.com](mailto:ProviderServicesDG@elpasohealth.com)  
HHSC: [TX\\_HHS\\_THERAPY\\_MONITORING@hhsc.state.tx.us](mailto:TX_HHS_THERAPY_MONITORING@hhsc.state.tx.us)
- A patient placed on the waiting list should stay on the list until she or he receives the necessary therapy service.
- HHSC staff will check the dedicated email box every Monday and Wednesday. Frequency of reporting will be monitored and schedule will be adjusted if necessary.
- HHSC will send waiting list information reported by therapy providers to the applicable MCO.

If you have any questions regarding this correspondence, please feel free to contact our Provider Relations Department at 915-532-3778 x 1507.