



TEXAS HEALTH AND HUMAN SERVICES COMMISSION

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EXECUTIVE  
COMMISSIONER  
*Broadcast MSG # 272*

November 3, 2016

To: Executive Directors, Local Mental Health Authorities

From: Suzanne Alston, Manager, Office of Decision Support  
Behavioral Health Services Section  
Medical and Social Services Division

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Re: Mental Retardation and Behavioral Health Outpatient Warehouse (MBOW): Medicaid  
Managed Care Report

**Summary:**

This broadcast message is to inform Local Mental Health Authorities (LMHAs) of a newly released Medicaid Managed Care Report in MBOW. The report allows LMHAs to identify the Managed Care Organization (MCO) selected by or assigned to their Medicaid enrollees to provide their health care benefits. The MBOW change log has been updated to reflect the addition of the MCO report.

**MBOW Medicaid Managed Care Production Report:**

The MCO report is located in MBOW/Production/Enterprise/CA Financial/Prompt/MCO Enrollment Client List Prompt FY Month Center. The MCO report can be updated daily through the manual use of the Medicaid Eligibility Verification (MEV) function in the Clinical Management for Behavioral Health Services system (CMBHS). The MCO report is also scheduled to be updated daily for all new initial and update Mental Health Uniform Assessments (UA) placed in closed complete status and for which a Medicaid number has not been returned in the last 30 days. Additionally, the MCO report will continue to be updated the first Saturday of every month in order to capture all changes made to a Medicaid enrollee's coverage. The monthly Medicaid match will not identify when someone new becomes Medicaid eligible. Only changes in coverage for those individuals previously determined eligible through the assessment process as described above will be returned. For example, if an individual with an LOCA-1S becomes Medicaid eligible after 30 days from either the initial or update UA, their new Medicaid eligibility will be returned if a new UA is performed at their next regular scheduled UA or if a manual MEV is completed in CMBHS.

### **MCO Report Specifications:**

The Texas Medicaid & Healthcare Partnership (TMHP) match criteria is as follows:

- Exact match conditions are met:
  - SSN and DOB
  - SSN and Last name
  - DOB, First & Last name
- Social Security and Medicaid are available
  - Gender
  - DOB
  - Medicaid ID
  - SSN
- Social Security/Medicaid ID is not available
  - Gender
  - DOB
  - Medicaid ID/SSN (Note: SSN and Medicaid ID can be mutually exclusive)
- Additional TMHP match criteria
  - Medicaid ID , Social Security Number and Date of Birth or
  - Medicaid ID and Date of Birth or
  - Social Security Number and Date of Birth or
  - Date of Birth and Last Name and First Name

### **Additional Report Requirements:**

In order for the MCO report to provide the most accurate and current MCO for each Medicaid enrollee served by the LMHA, the National Provider Identifier (NPI) must be correctly set up in all your CMBHS locations, especially where MEVs are performed. If one of your CMBHS locations does not have the NPI entered or if the NPI is incorrect, please contact the HHSC CMBHS Help Line at 1-866-806-7806 with the correct number and it will be inserted for you. Once the NPIs have been accurately setup in CMBHS, the LMHAs will be able to see the MCO providers for each of their Medicaid enrollees in MBOW. (Note that batching frequency impacts all MBOW reports and should always be considered when using the MBOW reports.)

### **Recommendations to ensure up to date MCO information:**

Medical and Social Services recommends the completion of the following steps in order to maintain the most accurate and current Medicaid and MCO information:

- Ensure NPIs are accurate for all CMBHS locations;
- Check that consumers demographics are correctly entered;
- Perform a manual MEV in CMBHS (see attachment), real time MCO information is returned;
- Batch UAs to HHSC on a daily basis.

For questions regarding the new MBOW MCO report, please e-mail DSHS [MHServices@dshs.state.tx.us](mailto:MHServices@dshs.state.tx.us) or [Rosa.Hernandez3@hhsc.state.tx.us](mailto:Rosa.Hernandez3@hhsc.state.tx.us) or at 1-512-206-5862.