

## MEDICAID ADMINISTRATIVE CLAIMING (MAC) Local Health Departments (LHD)

### FREQUENTLY ASKED QUESTIONS

#### Enrolling in MAC

##### **How do I get started in MAC?**

In order to participate in the MAC program, entities must first enter into a contract and a Data Use Agreement with the Health and Human Services Commission (HHSC). In addition to completing the contracting process, each entity must also meet HHSC training requirements and participate in the Random Moment Time Study (RMTS). The RMTS includes the certification of the participant list and participation in the time study.

All participation documents can be found on the HHSC MAC website. The executed contract with HHS and Data Use Agreement is not available on the website but must be retrieved by contacting Contract Administration & Provider Monitoring (CAPM) via e-mail at:

[CAPM\\_MedicaidAdministrativeClaimsContracts@hhsc.state.tx.us](mailto:CAPM_MedicaidAdministrativeClaimsContracts@hhsc.state.tx.us)

##### **What is the re-enrollment process?**

Participation in the Medicaid Administrative Claiming (MAC) program requires an executed contract between HHSC and the entity. The entity submits all required forms and information to the HHSC Medicaid/CHIP Services Department (MCS), Contract Administration & Provider Monitoring (CAPM) office at the following e-mail address:

[CAPM\\_MedicaidAdministrativeClaimsContracts@hhsc.state.tx.us](mailto:CAPM_MedicaidAdministrativeClaimsContracts@hhsc.state.tx.us)

CAPM will use the information submitted by the entity to complete a contract packet that will be routed via DocuSign to the Signature Authority with a copy to the Contract Point of Contact. After HHSC signs the contract in DocuSign, a contract number will be assigned, and the executed contract will be sent to the Signature Authority and Contract Point of Contact. The required list of forms and information to assemble the contract packet are as follows:

- Security and Privacy Inquiry (SPI) Form
- Active Data Universal Numbering System (DUNS)
- Application for Texas Identification Number
- Vendor Direct Deposit Form
- Vendor Information Form

The listed forms can be found on the MAC Contracting Information page:

<https://rad.hhs.texas.gov/medicaid-administrative-claiming/mac-contracting-information>

#### Training

##### **How do I sign up for training?**

You can sign up for training at the following links, depending on your program type:

ISD: <https://rad.hhs.texas.gov/time-study/time-study-independent-school-districts-isd/time-study-isd-training-information>

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ECI: <https://rad.hhs.texas.gov/time-study/early-childhood-intervention-eci/time-study-eci-training-information>

LHD: <https://rad.hhs.texas.gov/time-study/time-study-local-health-districts-lhd/time-study-lhd-training-information>

MH/IDD: <https://rad.hhs.texas.gov/time-study/time-study-mental-healthintellectual-and-developmental-disability-mhidd/time-study-mhidd-training-information>

For all program types, scroll down to the “Register for training” section and look at the options for “MAC Training” or “MAC Financial Contact Training.” Select the dropdown menu for the current federal fiscal year to see a list of training dates and signup links. Click on the link for your desired training date to sign up via GoToWebinar.

#### **How often do I need training?**

MAC Financial Contacts must take a MAC Financial training once per federal fiscal year. HHSC strongly recommends that all MAC participating providers have multiple trained contacts every year to ensure that the Financials can still be completed if one of the trained contacts is unavailable. MAC is no longer separating the Initial and Refresher training for MAC Financial Contacts. These have been combined into a single annual MAC Financial Training. Random Moment Time Study (RMTS) currently separates the training into these two categories, but MAC does not. Please consult with RMTS at [TimeStudy@hhs.texas.gov](mailto:TimeStudy@hhs.texas.gov) for more information about their requirements.

#### **Where is my training credit?**

In the Fairbanks Cost Report system for MAC ([mac.fairbankslc.com](http://mac.fairbankslc.com)), go to your STAIRS Dashboard and click on the Manage tab on the right. On the resulting page, click the “Manage Training Status” link. This link will allow you to view the training status of all contacts for your district. Be sure to select the appropriate filters for your search (filtering for MAC Financial Contact Trainings for the appropriate fiscal year).

#### **I just received my training credit. Why can I not immediately enter my financials?**

Training is from federal fiscal year to federal fiscal year and is not retroactive. Entities must train for the federal fiscal year in which they wish to participate. HHSC does not send out a notice or certificate verifying that credit has been awarded, but we will reach out to you if we have questions about your participation in training and will investigate credit-related issues upon request. Credit is awarded based on participation in the MAC Financial training and is processed by multiple teams at HHSC using GoToWebinar system data. There can be delays in processing, but we aim to have the credit awarded within a maximum of nine business days.

#### **MAC Financials/STAIRS**

#### **How do I change roles for a district contact/add a new contact?**

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Once logged into the STAIRS Dashboard, click the Manage tab in the right corner of the title bar. In the Manage Contacts screen, you will now be able to add a new contact, edit contact info, add a new role, and delete a contact.

#### **I discovered an error in the Financials. How do I get this corrected?**

*For an open quarter:* Please send an e-mail requesting submitted open quarter MAC Financials to be released back to the provider with a detailed explanation of the correction to [MedicaidAdministrativeClaiming@hhs.texas.gov](mailto:MedicaidAdministrativeClaiming@hhs.texas.gov).

*For Closed Quarter (Reimbursement Payment Not Received):* If the entity has not received the closed quarter MAC Financials reimbursement payment, please send an e-mail requesting submitted closed quarter MAC Financials to be released back to the provider with a detailed explanation of the correction to [MedicaidAdministrativeClaiming@hhs.texas.gov](mailto:MedicaidAdministrativeClaiming@hhs.texas.gov).

*For Closed Quarter (Reimbursement Payment Received):* If the entity has received a closed quarter MAC Financials reimbursement payment and is requesting a quarter correction, please send an e-mail to [MedicaidAdministrativeClaiming@hhs.texas.gov](mailto:MedicaidAdministrativeClaiming@hhs.texas.gov). The e-mail must contain a detailed explanation of what needs to be corrected and contain the supporting documentation.

#### **How can I upload my corrected QSI after a quarter has closed?**

Please contact our Random Moment Time Study Team at HHSC PFD Time Study:  
[TimeStudy@hhs.texas.gov](mailto:TimeStudy@hhs.texas.gov)

#### **When will we receive payment?**

Medicaid Administrative Claiming (MAC) payments are made approximately three months after a quarter opens. To sign up for Advance Payment Notification, please use the following link:  
<https://fmx.cpa.texas.gov/fmx/payment/resources/info.php>

#### **Other**

#### **Who do I contact regarding the Participant List?**

Please contact our Random Moment Time Study Team at HHSC PFD Time Study:  
[TimeStudy@hhs.texas.gov](mailto:TimeStudy@hhs.texas.gov)