

** UPDATE: HHSC OIG RAC Program

Extensions Due to Covid-19

End May 31, 2021 **

Effective June 1, 2021, the Texas Health and Human Services Commission Office of the Inspector General is ending all Covid-19 related deadline extensions.

Deadlines will revert to pre-pandemic requirements:

- Request for medical records – deadline to submit records is 30 days from the date of the request letter.
- Preliminary technical denial – deadline to submit missing documentation is 30 days from the date of the request letter.
- Notice of Adverse Determination – deadline to submit a first-level appeal is 30 days from the date of the notice letter.

NOTE: Deadlines for second-level appeals were not extended and are not affected by this notice.

Each letter details the information that is required to be submitted and will include any change in procedures.

Providers should check the HMS website regularly (at least weekly) for updates to the RAC Program:

<https://www.hms.com/us/tx-providers/home/>

You may sign up for email updates for the RAC Program on the website.

The HHSC OIG encourages providers to register for the HMS Provider Portal, where requested documents can be uploaded to HMS and receipt is acknowledged immediately. The HHSC OIG prefers all documents be submitted electronically.

For more information, please contact HMS Provider Services at (877) 401-3635.