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DATE: February 17, 2017 PPL 17-003

TO: Local Governmental Agency (LGA) Coordinators and the Executive Committee for the Targeted Case Management (TCM) Program

SUBJECT: **Updated TCM Online System**

Purpose

This Policy and Procedure Letter (PPL) notifies LGAs participating in the TCM Program about the deployment of an updated TCM online system. Included in this PPL are important dates and times for LGAs to remember.

Background

The TCM online system is a web-based application created in 1996 that is used by LGAs and Department of Health Care Services (DHCS) staff. The TCM online system was last updated in 2008. LGAs use the TCM system to download and upload encounters, create invoices, generate reports, and submit claims. Using the online system, LGAs view rates, target populations, subprogram codes, beneficiary information, and dates of service. Each county has an online profile that lists the county details such as the county name and code, contact information, and the county LGA coordinator for TCM. DHCS staff use the online system to verify eligibility and approve payments for claims to be reimbursed. Each user has a user name and password allocated by DHCS staff.

Implementation of the Updated TCM Online System

The updated TCM online system is functionally the same as the current TCM online system. Users will not see any changes from their end. All data in the current TCM online system will automatically be transferred to the updated TCM online system. Additionally, LGA login and profile information will remain the same.

The current TCM online system will be down for services beginning February 24, 2017, at 8:00 a.m. until February 27, 2017, at 8:00 a.m. During this

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period, the TCM online system will be inaccessible. LGAs are advised to not access the TCM online system between the above stated time period. Prior to this date, participating LGAs will receive a reminder e-mail of the application installation. If LGAs are having difficulties accessing the reengineered TCM online system on Monday February 27, 2017, please contact the TCM staff.

If there are any questions regarding this PPL, e-mail the TCM Program at dhcs-tcm@dhcs.ca.gov.

Sincerely,

ORIGINAL SIGNED BY

Shelly Taunk, Chief
County-Based Claiming and Inmate Services Section