Important Information Which Impacts Long Term Care Providers That Are Also Linked to an Acute Care Account

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Effective March 24, 2011, Acute Care providers with certain provider types must verify and update key demographic information every six months in the Provider Information Management System (PIMS) to ensure that their information is correct in the Online Provider Lookup (OPL). If not, access to functions on the secure provider portal will be blocked for Acute Care providers until the verification or update has taken place.

This can subsequently affect access to the Remittance and Status (R&S) Reports for Long Term Care (LTC) providers whose accounts are linked to an Acute Care account.

Impact on LTC providers?
LTC providers that have access to the Texas Medicaid & Healthcare Partnership (TMHP) portal AND have linked their LTC and Acute Care accounts will receive a reminder page with the message below during the initial login to their TMHP portal account when accessing their R&S Reports:

“For LTC Providers trying to access their R&S/COF Reports, please click the ‘MyAccount’ link to return to MyAccount page and reselect ‘View R&S/COF Reports’ under LTC Online Portal.”

LTC providers can bypass this reminder page by clicking the MyAccount link and reselecting the View R&S/COF Reports link under LTC Online Portal.

Until the Acute Care information is verified or updated, LTC providers will continue to receive the reminder page.

LTC providers can verify or update Acute Care provider demographic information. The link below will guide the administrator on how to verify or update the Acute Care provider demographic information:


For additional questions, please contact the TMHP LTC Help Desk at 1-800-626-4117.