

System Outage Affecting Secure Services

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TMHP is experiencing a system issue that is impacting secure services. All providers (Acute Care and Long Term Care) are affected. Until the issue is resolved, providers may be unable to submit or check status of claims, perform eligibility verification, or submit electronic prior authorizations. TMHP is attempting to resolve this issue as quickly as possible; however, these services may not be available until later this evening.

Since it is not currently possible to log in to My Account on the secure provider portal, providers are also unable to access the Electronic Health Record (EHR) Incentive portal.

Providers should monitor this website for details about the availability of My Account, claims status inquiry, eligibility verification, prior authorization, and claims processing.

TMHP regrets any inconvenience this may cause providers.