

TMHP Schedules System Maintenance Dates for 2014

Information posted December 27, 2013

TMHP has announced the 2014 scheduled system maintenance dates for the C21 claims engine for acute care and claims management system for Long Term Care.

Interactive claims submission through TexMedConnect or electronic data interchange (EDI) may be unavailable during the following scheduled dates and times:

Outage Date	Time Period
January 12, 2014	4 p.m. to Midnight
February 9, 2014	4 p.m. to Midnight
March 9, 2014	4 p.m. to Midnight
April 13, 2014	4 p.m. to Midnight
May 18, 2014	4 p.m. to Midnight
June 8, 2014	4 p.m. to Midnight
July 13, 2014	4 p.m. to Midnight
August 10, 2014	4 p.m. to Midnight

Batch claims and batch claims status inquiries may be submitted during these maintenance periods.

TMHP will schedule emergency maintenance as required. Providers will be notified if emergency maintenance will result in downtimes of critical applications that exceed one hour.

For more information, call the TMHP Contact Center at 1-800-925-9126 or the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413.