

Introduction

To use the Prior Authorization on the Portal system, including Prior Authorization Search and Submission, providers must enable Internet Explorer 11's compatibility mode. This guide provides instructions for accessing Prior Authorization on the Portal and enabling the compatibility mode.

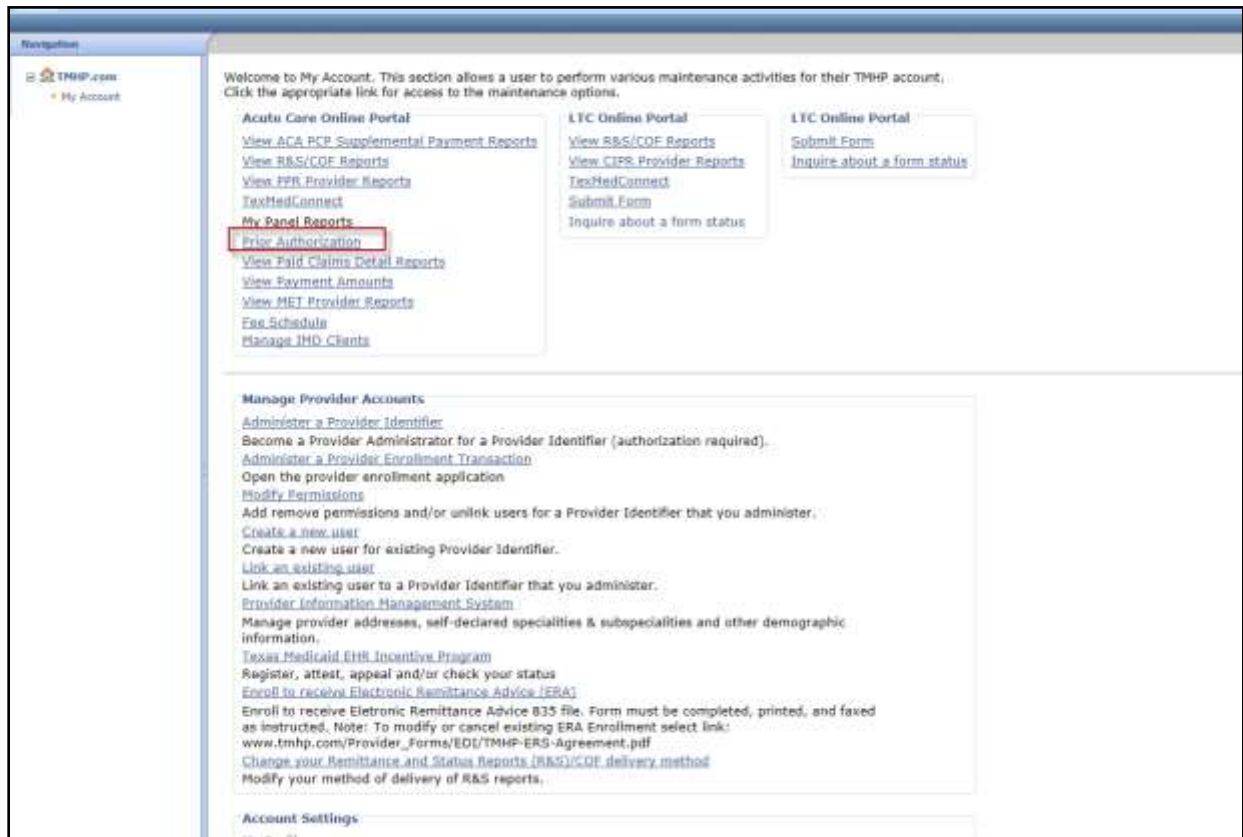
How to Access Prior Authorization on the Portal

Before you can enable compatibility mode, you must first access Prior Authorization on the Portal.

1. Go to the TMHP website at www.tmhp.com, and click on **Provider**. The Provider page will open.
2. On the Provider page, click on **I would like to...** at the top right-hand side of the page.
3. Click **Submit a prior authorization request**. The Login window will open.

The screenshot shows the Texas Medicaid Provider Portal. At the top, there is a navigation bar with 'Providers' and 'Texas Medicaid' prominently displayed. A 'Log in to My Account' button is visible in the top right corner. Below the navigation bar, the main content area is divided into sections. On the left, there is a vertical menu with various links. The main content area has a heading 'I would like to...' followed by a list of tasks. The 'Unsecured Provider Tasks' section lists several actions that can be performed without logging in. The 'Secure Provider Tasks' section lists actions that require logging in. A red box highlights the 'I would like to...' link in the top right corner. Another red box highlights the 'Submit a prior authorization request' link in the 'Secure Provider Tasks' list. The right sidebar contains several promotional banners, including one for 'The wait is over.', 'ICD-10 IS HERE!', 'Provider Re-enrollment is here.', and 'TEXAS WOMEN'S HEALTH PROGRAM'.

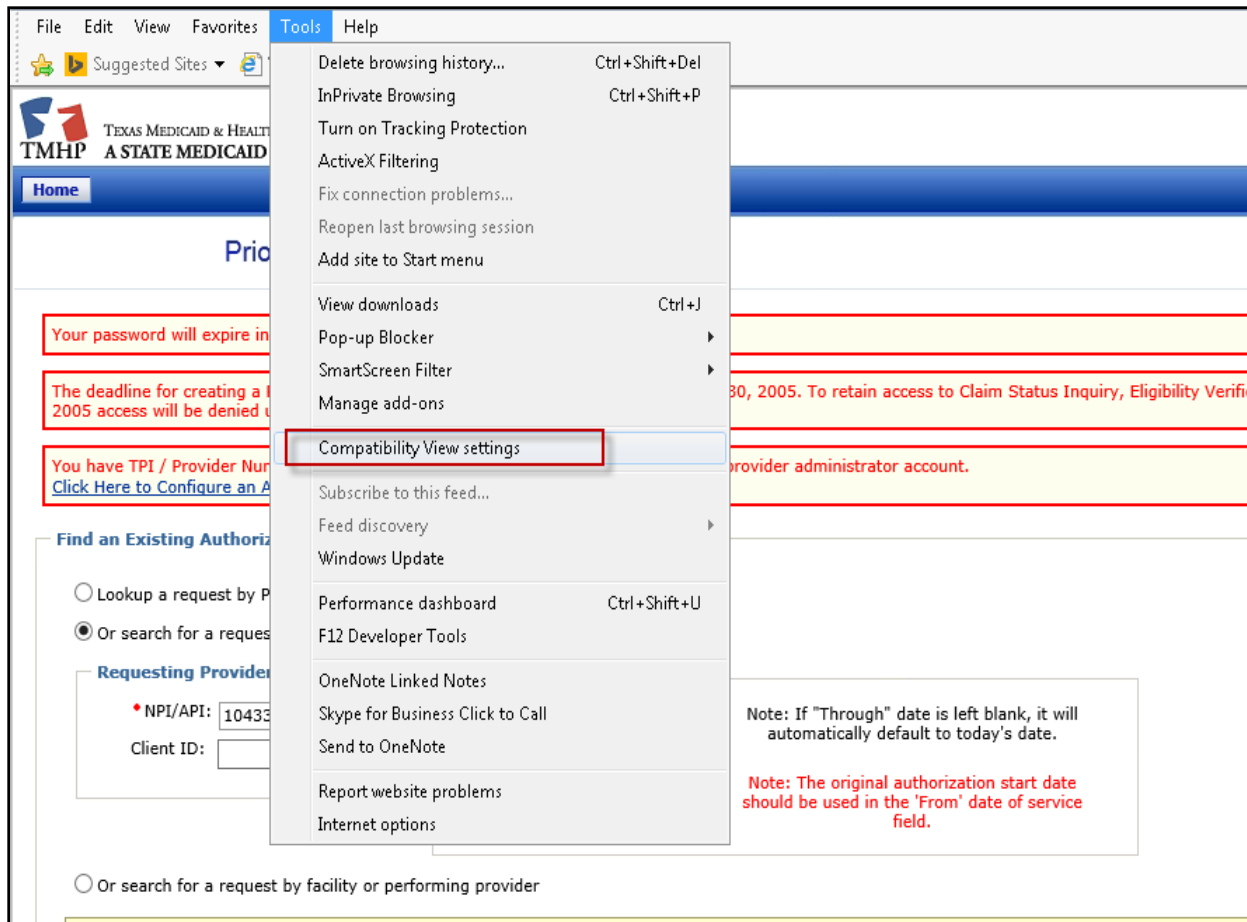
4. Enter your login information. The My Account page will open.



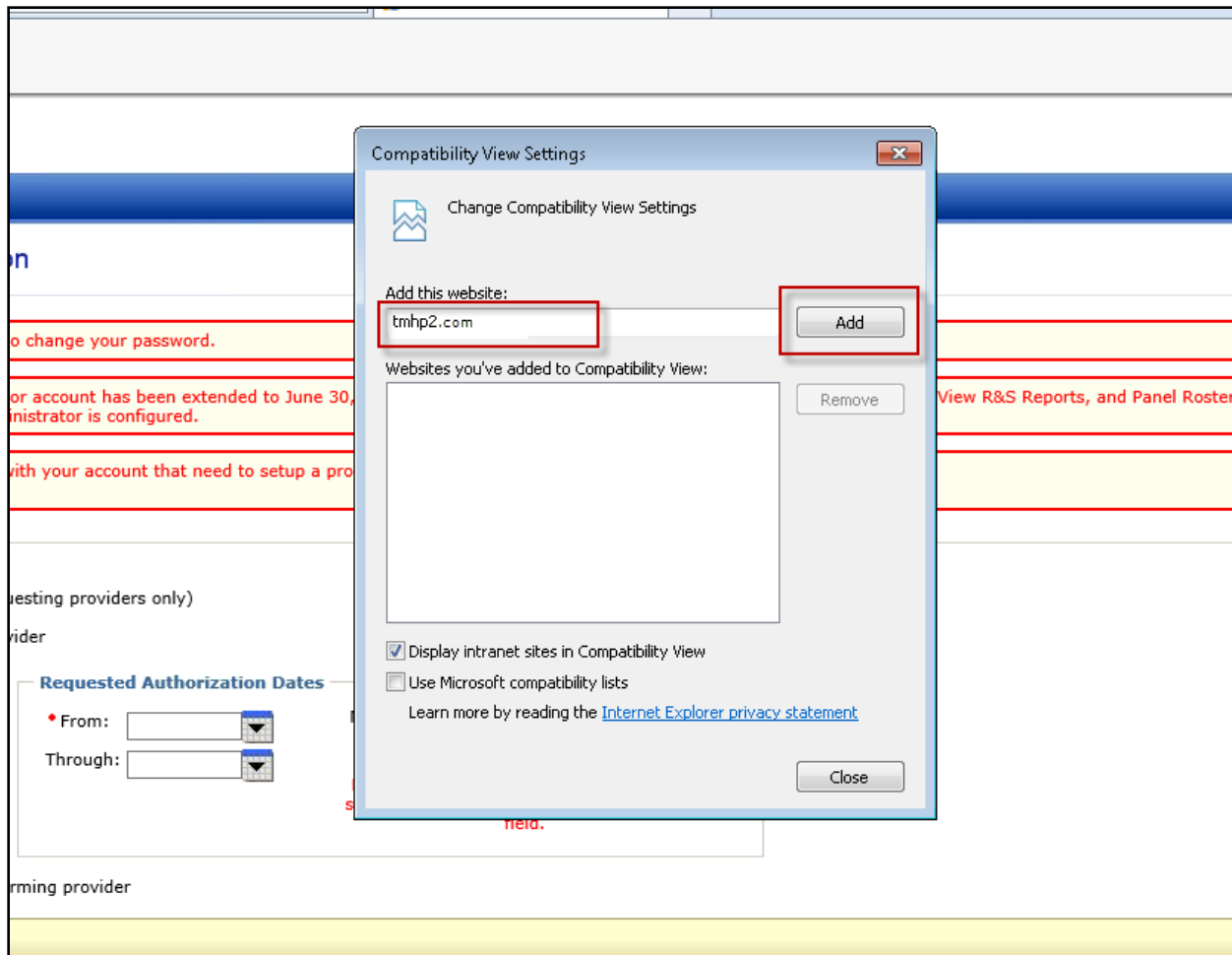
How to Set-Up Compatibility Mode for Prior Authorization on the Portal

After you login to Prior Authorization on the Portal, you can enable compatibility mode.

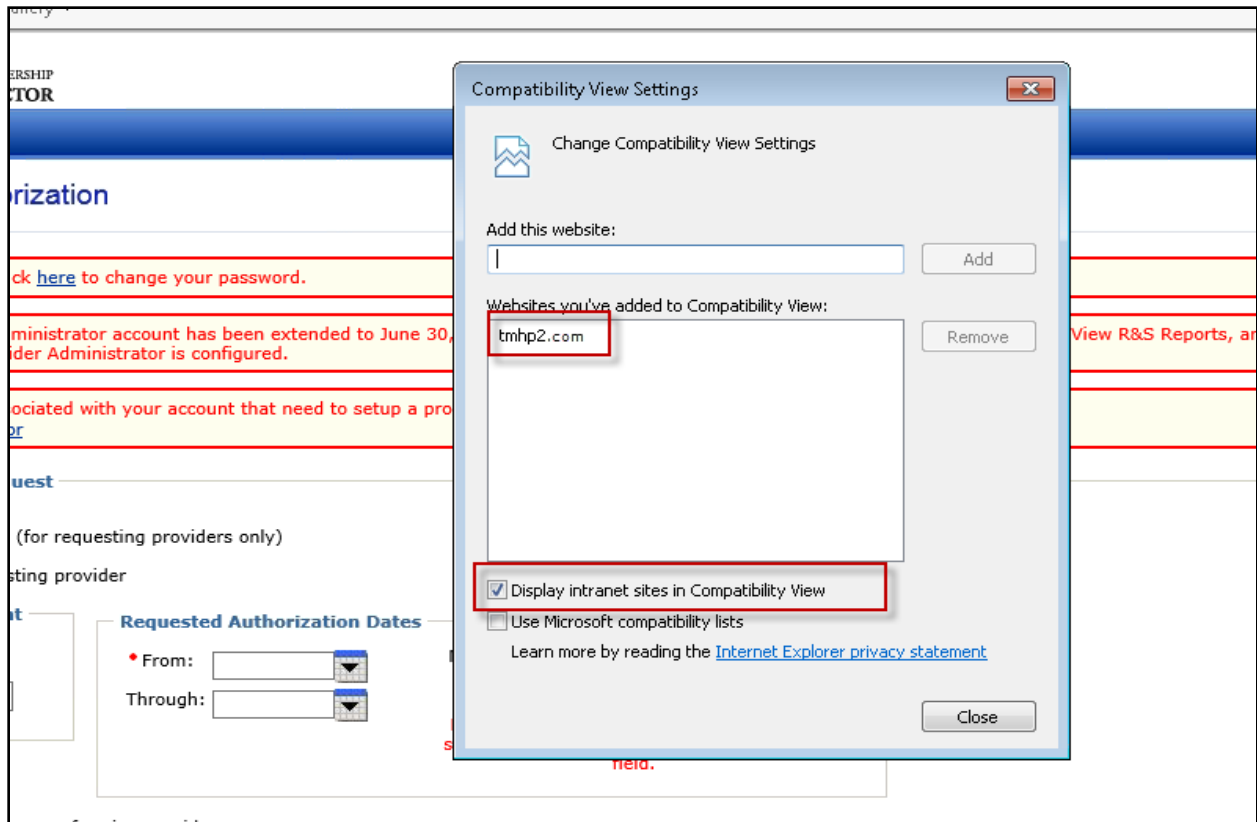
1. On your Internet Explorer 11 tool bar, click **Tools**. The Tools drop-down menu opens.



2. Click **Compatibility View Settings**. The Compatibility View Settings window will open and "tmhp2.com" will appear in the "Add this website" window.



3. Click the **Add** button. The compatibility view will be enabled for Prior Authorization on the Portal, and tmhp2.com will appear in the “Website you’ve added to Compatibility View” window.



4. Verify that there is a check in the box labeled "Display intranet sites in Compatibility View."
5. Click **Close**. The web page will reload and you can begin using Prior Authorization on the Portal.