

Extended System Outage Scheduled for 7 p.m. Friday, May 27, 2016, through 4 a.m., Tuesday, May 31, 2016

Information posted April 12, 2016

TMHP electronic data interchange (EDI) systems will be down beginning 7:00 p.m. on Friday, May 27, 2016, and lasting through 4:00 a.m. on Tuesday May 31, 2016. During this time, providers will not be able to submit electronic claims, prior authorization requests, or other electronic transactions.

The following systems will not be available during the outage window:

- TexMedConnect
- Long Term Care (LTC) Online Portal
- Online Provider Look-up (OPL)
- Prior Authorization (PA) on the Portal
- Provider Enrollment on the Portal (PEP)
- TMHP secure portal
- Automated Inquiry System (AIS)
- Right Fax

All systems will be back up after 4 a.m. on Tuesday, May 31, 2016. Transaction processing will resume at that time.

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.