

Coming Soon: Updates to PEP, OPL/PIMS and TMHP Portal Account Activation Effective October 27, 2017

Information posted October 13, 2017

Note: *Texas Medicaid managed care organizations (MCOs) must provide all medically necessary, Medicaid-covered services to eligible clients. Administrative procedures such as prior authorization, pre-certification, referrals, and claims/encounter data filing may differ from traditional Medicaid (fee-for-service) and from MCO to MCO. Providers should contact the client's specific MCO for details.*

Updates to Provider Enrollment on the Portal (PEP), the Online Provider Lookup (OPL), Provider Information Management System (PIMS), and TMHP Portal Account Activation will be effective Oct. 27, 2017.

Updated Provider Enrollment on the Portal (PEP)

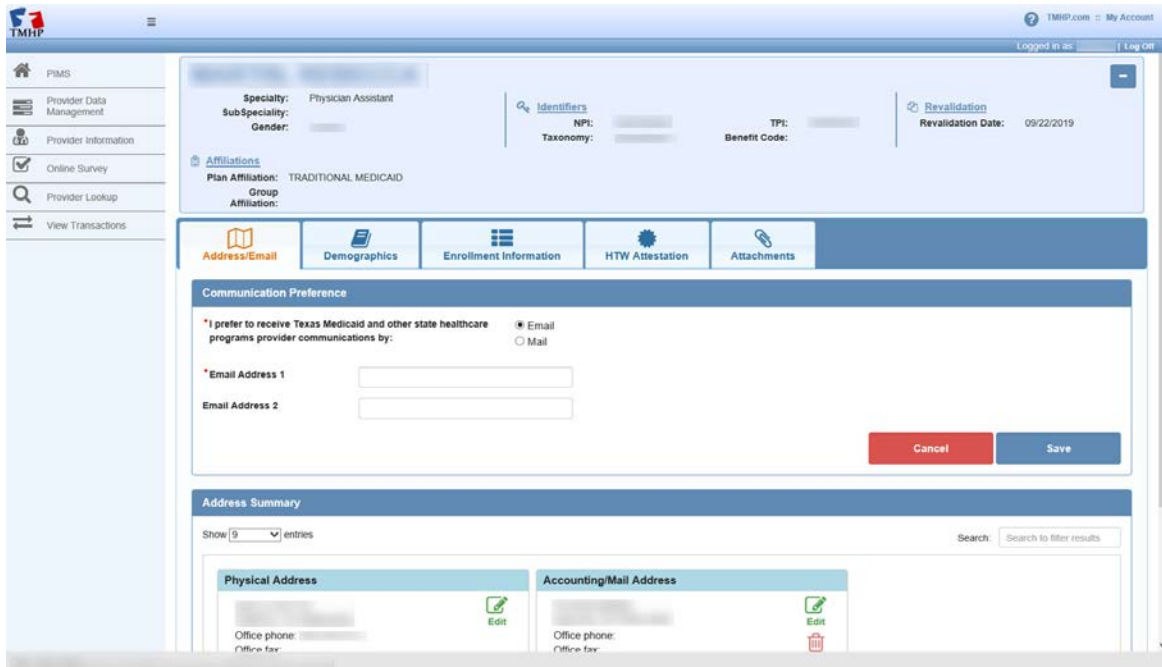
The PEP updates include:

- Revised email address requirements:
 - Provider Business Email has been renamed Email Address 1, and this is now a required field.
 - The ability to provide Email Address 2 as a secondary email address to receive certain communications from TMHP has been added.
- The Delivery Notification preference has been moved to the Provider Demographics page.

Updated Online Provider Lookup / Provider Information Management System (OPL/PIMS)

The TMHP PIMS and OPL applications have been updated with improved navigation and enhanced functionality for providers to include the ability to:

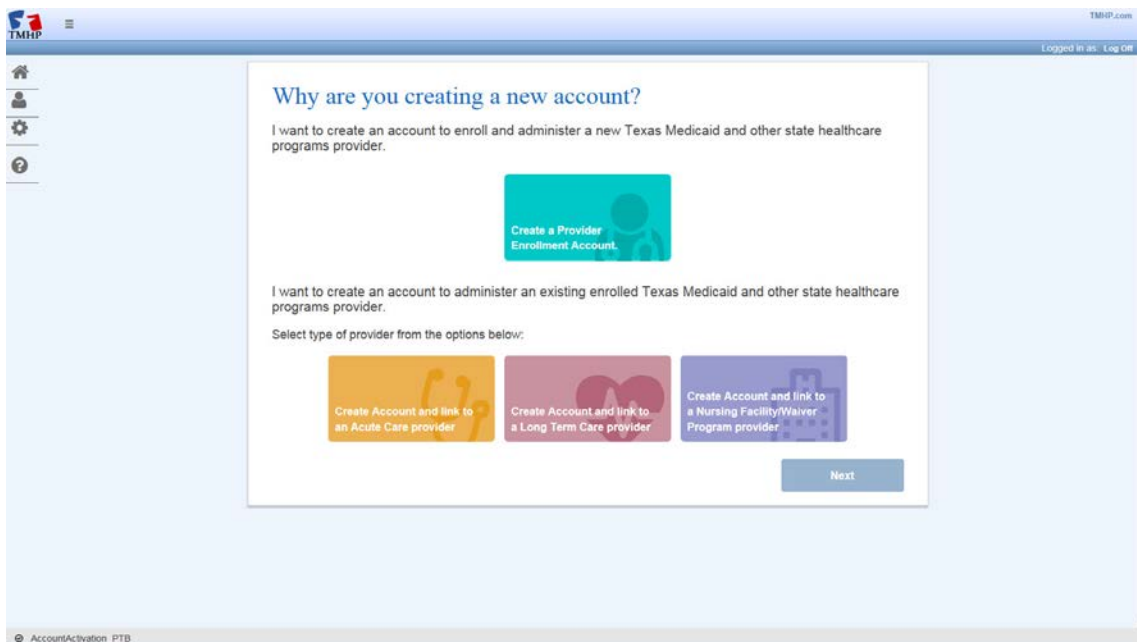
- Electronically upload and transmit documents through PIMS to maintain enrollment
- Confirm up to two email addresses and set communication preferences to receive certain communications from TMHP
- Submit real time updates for the following scenarios:
 - Alternate physical address updates for limited risk performing providers (user will select from addresses that are already established for the Group)
 - Phone and fax number updates for any address type



Updated TMHP Portal Account Activation

The TMHP Portal Account Activation process has been enhanced for group administrator and performing provider portal access for enrollment and re-enrollment purposes to include:

- The ability to use email to receive personal identification number (PIN) information when linking providers
- Enhanced ability to use the claim internal control number (ICN) at detail level to link performing providers
- An enhanced look and feel for the user experience



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.