

Reminder: Beginning December 17, 2018, Providers Can Submit Administrative Appeals Electronically

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This is a reminder that beginning Monday, December 17, 2018, providers will be able to submit Medicaid fee-for-service administrative appeals electronically through the TMHP Portal.

Providers will be able to submit and view the status of their administrative appeals through the My Account page on the TMHP portal.

The screenshot shows the TMHP My Account portal. The navigation menu on the left includes the TMHP logo and a link to 'My Account'. The main content area is titled 'Welcome to My Account' and provides instructions for users. It is divided into three main sections: 'Acute Care Online Portal', 'LTC Online Portal', and 'Manage Provider Accounts'. The 'Acute Care Online Portal' section contains links for R&S/COF Reports, PPE Provider Reports, TexMedConnect, My Panel Reports, Prior Authorization, Paid Claims Detail Reports, MET Provider Reports, ACA PCP Supplemental Payment Reports, Payment Amounts, Fee Schedule, and a Message Dashboard (highlighted with a red box) indicating 0 unread messages. The 'LTC Online Portal' section contains links for R&S/COF Reports, CIPR Provider Reports, Submit Form, TexMedConnect, and Inquire about a form status. The 'Manage Provider Accounts' section includes links for Administer a Provider Identifier, Administer a Provider Enrollment Transaction, Modify Permissions, Create a new user, Link an existing user, Provider Information Management System, Texas Medicaid EHR Incentive Program, Register, attest, appeal and/or check your status, Enroll to receive Electronic Remittance Advice (ERA), EVV Portal, and Change your Remittance and Status Reports (R&S)/COF delivery method. The 'Other Services' section contains a link to Submit Administrative Appeal (highlighted with a red box) and a note that this is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.

TMHP

Navigation

TMHP.com
My Account

Welcome to My Account. This section allows a user to perform various maintenance activities for their TMHP account. Click the appropriate link for access to the maintenance options.

Acute Care Online Portal

- [View R&S/COF Reports](#)
- [View PPE Provider Reports](#)
- [TexMedConnect](#)
- [My Panel Reports](#)
- [Prior Authorization](#)
- [View Paid Claims Detail Reports](#)
- [View MET Provider Reports](#)
- [View ACA PCP Supplemental Payment Reports](#)
- [View Payment Amounts](#)
- [Fee Schedule](#)
- [Message Dashboard \(You have 0 unread messages\)](#)

LTC Online Portal

- [View R&S/COF Reports](#)
- [View CIPR Provider Reports](#)
- [Submit Form](#)
- [TexMedConnect](#)
- [Inquire about a form status](#)

Manage Provider Accounts

- [Administer a Provider Identifier](#)
Become a Provider Administrator for a Provider Identifier (authorization required).
- [Administer a Provider Enrollment Transaction](#)
Open the provider enrollment application
- [Modify Permissions](#)
Add remove permissions and/or unlink users for a Provider Identifier that you administer.
- [Create a new user](#)
Create a new user for existing Provider Identifier.
- [Link an existing user](#)
Link an existing user to a Provider Identifier that you administer.
- [Provider Information Management System](#)
Check re-enrollment information, Manage provider addresses, self-declared specialties & subspecialties and other demographic information.
- [Texas Medicaid EHR Incentive Program](#)
Register, attest, appeal and/or check your status
- [Enroll to receive Electronic Remittance Advice \(ERA\)](#)
Enroll to receive Electronic Remittance Advice 835 file. Form must be completed, printed, and faxed as instructed. Note: To modify or cancel existing ERA Enrollment select link: www.tmhp.com/Provider_Forms/EDI/TMHP-ERS-Agreement.pdf
- [EVV Portal](#)
Add a new Provider Vendor Selection Form or search and update an existing form.
- [Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
Modify your method of delivery of R&S reports.

Other Services

- [Submit Administrative Appeal](#)
Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.

Providers can upload up to 10 files, and each file cannot exceed 50 MB for electronic submission of administrative appeals.

Once the appeal has been submitted, providers can view the status of administrative appeals that were submitted electronically and on paper. Providers can also view letters sent to them from Texas Health and Human Services regarding the appeals.

Providers may refer to the current *Texas Medicaid Provider Procedures Manual, Volume 1, Section 7, "Appeals"* for more information about administrative appeals.

Questions about the status of submitted administrative appeals can be emailed to MCD_Administrative_Appeals@hhsc.state.tx.us.

For more information, call the TMHP Contact Center at 1-800-925-9126.