The LTC Online Portal

The LTC Online Portal is used to submit, monitor, and manage MN/LOC Assessments.

Benefits of Using the LTC Online Portal

- Web-based application.
- 24/7 system availability.
- TMHP provides LTC Online Portal technical support by telephone at 1-800-626-4117, Option 3, from 7:00 a.m.–7:00 p.m., Central Time, Monday through Friday–excluding holidays.
- Edits are in place to verify the validity of data entered.
- Provides error messages that must be resolved before submission.
- Providers have the ability to monitor the status of their assessments by using Form Status Inquiry (FSI) or Current Activity.
- Allows providers to submit additional information.

LTC Online Portal Security

Security clearance and access to needed LTC Online Portal features are based on the role of the user, allowing them to complete the tasks associated with their job requirements. The options available on the blue navigational bar are based on the security profile assigned to each user; therefore, some options on the blue navigational bar may not be available for all users.

To utilize the LTC Online Portal, providers (and Managed Care Organizations) must request access to the LTC Online Portal. Your agency may already have an account. You may need to contact your agency’s administrator for user access. An administrator account is required for LTC Online Portal access, but it is strongly recommended to have multiple administrator accounts, in case one administrator is unavailable.

The administrator account is the primary user account for a provider number.

The administrator account provides the ability to add/remove permissions (access to LTC Online Portal features) for other user accounts on the same provider number.

A user account can be created by an administrator. User account permissions and limitations are set by the holder of an administrator account. This allows administrators to set the level of access according to employees’ responsibilities.

If you already have either an administrator or user account, go to www.tmhp.com/Pages/LTC/Ltc_home.aspx. Click the Log In to LTC Online Portal button.
If you do not have an account, you can create one by following the steps below. To do so, you will need to have your:

- **Provider number** – assigned by HHS when the provider signs the contract to provide HHS Program services.
- **Vendor number** – four-digit number assigned by HHS when the provider signs the contract to submit assessments on the LTC Online Portal.
- **Vendor password** – provider must call the Electronic Data Interchange (EDI) Help Desk at 1-888-863-3638, Option 4 to obtain their vendor password. The Help Desk is available Monday through Friday, 7:00 a.m. – 7:00 p.m. Note that it may take three to five business days to receive the password, which is randomly generated by TMHP.

**How to Create an LTC Online Portal Administrator Account**

1. Go to [www.tmhp.com](http://www.tmhp.com).
2. Click **providers** in the green bar located at the top of the screen.
3. Click **Long Term Care** in the yellow bar.
4. Click **I would like to...** in the blue bar located at the top of the screen.
5. Click the **Activate my account** link.

![Image showing Long Term Care provider options](image)

6. From here you have a few options:

   a. If you are not currently a Texas Medicaid provider, you will be prompted to enroll in Texas Medicaid. To enroll as a Texas Medicaid Provider, visit the Doing Business with HHS section of the [HHS.texas.gov](http://HHS.texas.gov) website for more information.

   b. To create a new TMHP User Account with an existing provider/vendor account, click the **Create Account and link to a Nursing Facility/Waiver Program provider** link. This option will allow you to submit 3618s, 3619s, MDS, MDS Quarterly, MN/LOC, 8578s, Individual Movements, PASRR Level 1 Screenings, or PASRR Evaluations.

![Image showing why creating a new account](image)
7. Enter your Provider Number, Vendor Number, and Vendor Password.

8. Click the **Next** button.

9. To create a New Account, you will fill in all the required fields as indicated by the red dots.

10. Check the **I agree to these terms** box at the bottom of the screen under the General Terms and Conditions section, to indicate agreement. You won’t be able to agree to these terms until you have scrolled through all of the General Terms and Conditions.

11. In the I’m not a robot box, click the white check box on the left side of the screen. You will be required to authenticate your status before moving forward in the process.
12. Click the **Submit** button to create your account and link it to a Nursing Facility/Waiver provider. Click the **My Account** button to be directed to your account.

![Success Message](image)

**Note:** The user name and password are used for future log ins to your account. Make a copy for your records.

### My Account

My Account is used to perform various maintenance activities for your account, such as: setting up user accounts, changing passwords, and other administrative tasks.

To access My Account:

1. Go to [www.tmhp.com](http://www.tmhp.com).

2. Click **providers** in the green bar located at the top of the screen.
3. Click the **Log in to My Account** button in the blue bar located at the top of the screen.

   **Note:** You may be prompted to enter your LTC Online Portal user ID and password.

4. The **My Account** page will appear.

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**Login to the LTC Online Portal**

1. Go to [www.tmhp.com](http://www.tmhp.com).

2. Click **providers** in the green bar located at the top of the screen.
3. Click **Long Term Care** in the yellow bar.

4. Click the **Log In to LTC Online Portal** button.

5. Enter your user name and password.

6. Click the **OK** button. After login, Form Status Inquiry (FSI) will display by default.