# Basic Tasks for Managing an Account on the TMHP Secure Provider Portal

Job Aid

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# 1.0 Creating a Secure Provider Account on the TMHP Portal

You may need to create a secure provider account for one or more of the following reasons:

- Texas Medicaid and other state health-care program providers who have not yet enrolled, and want to submit an electronic application using Provider Enrollment and Management System (PEMS)

- Enrolled provider who wants to create a secure account on the TMHP portal and access TMHP online tools

- Enrolled provider who wants to link their account to an existing user account and access TMHP online tools

## 1.1 Enroll a New Provider Identifier and Create a New TMHP User Account

To create a secure provider account on the TMHP portal and access PEMS, follow these steps:

1) Go to the Account Activation Home Page at [https://secure.tmhp.com/AccountActivation](https://secure.tmhp.com/AccountActivation).

2) Click **Create a Provider Enrollment Account**, select your *Provider Type*, then click **Next**.

3) Fill in the required fields indicated by a red dot, and click the *Terms and Conditions* box.

4) Confirm you are not a robot by clicking the box, then click **Submit**.

5) Three confirmation emails will be sent to you. At this point, the new TMHP User Account has been created.

6) To continue the TMHP provider enrollment process:

    I.   Log in to [My Account](My Account).

    II.  Under *Manage Provider Accounts*, click **Provider Enrollment and Management System** (PEMS).

    III. Once you're in PEMS, click **Start New Enrollment** at the top right.

## 1.2 Activate an Existing Provider Identifier and Create a New TMHP User Account

To create a secure new provider account on the TMHP portal, follow these steps:

1) Go to the Account Activation Home Page at [https://secure.tmhp.com/AccountActivation](https://secure.tmhp.com/AccountActivation).

2) Select the provider's type, then click **Next**.

3) Fill in the provider's NPI/API, then click **Look-up**.
   **Note:** *Linking an NPI/API will associate all provider information with the account you are creating.*

4) Once the search returns with your NPI/API, you will then select the appropriate values from a series of drop-down boxes, based on the information you provided during the enrollment process. Field options may include the following:

   - **Taxonomy**

- **Physical ZIP Code**
- **Benefit Code**
- **Physical Street Address**

   **Note:** *Fields may vary, depending on your provider type and fields with a red dot are required.*

5) After filling in the necessary fields, you have the option to answer security questions or enter a PIN to link your account with your designated provider. First time users will need to either request a PIN or answer security questions, to continue.

   The Answer Security Questions method will require that you fill in the multiple fields, which are attributed to the NPI/API you are linking to.

   The fields that may be displayed include the following:

   - Security fields Tax ID/Social Security Number (SSN)
   - Electronic Data Interchange (EDI) submitter ID - If this field is displayed as one of the required fields, the NPI/API has an EDI submitter ID associated with it and a PIN must be requested.
   - Medical license number
   - Texas Identification Number (TIN) (Long-Term Care providers only)
   - Current Internal Control Number (ICN) for a claim listed on one of the last three weekly Remittance and Status (R&S) Reports you received before the account activation date
   - PIN—Only required if validation of other security information is not possible. For more information about requesting a PIN, refer to section 2.4 "How to Request a PIN " of the [TMHP Portal Security Provider Training Manual](#).

6) Click **Next**, once you've entered in a PIN or answered your Security Questions.

7) Fill in all of the required account information indicated by a red dot. Review the Terms and Conditions, then click the **I agree to these terms** check box. Confirm that you are not a robot, then click **Submit**.

## 1.3 Activate an Existing Provider Identifier With an Existing TMHP User Account

To add a provider account to an existing user account, follow these steps:

1) Click **My Account** (located on the right side of the top Menu bar). Log in to your account.

2) Under Manage Provider Accounts, select **Administer a Provider Identifier**.

3) Select your provider type, then click **Next**.

4) Search for the provider by entering their NPI/API and clicking **Look-up**.

5) Once the NPI/API is confirmed, you will then select the appropriate values from a series of drop-down boxes, based on the information you provided during the enrollment process. Field options may include the following:

- **Taxonomy**
- **Physical ZIP Code**
- **Benefit Code**
- **Physical Street Address**
  **Note:** *Fields may vary, depending on your provider type and fields with a red dot are required.*

6) After filling in the necessary fields, you have the option to answer security questions or enter a PIN to link your account with your designated provider. First time users will need to either request a PIN or answer security questions, to continue.

   The Answer Security Questions method will require that you fill in the multiple fields, which are attributed to the NPI/API you are linking to.

   The fields that may be displayed include the following:

   - Security fields Tax ID/Social Security Number (SSN)
   - Electronic Data Interchange (EDI) submitter ID.  If this field is displayed as one of the required fields, the NPI/API has an EDI submitter ID associated with it and a PIN must be requested.
   - Medical license number
   - Texas Identification Number (TIN) (Long-Term Care providers only)
   - Current internal control number (ICN) for a claim listed on one of the last three weekly Remittance and Status (R&S) Reports you received before the account activation date
   - PIN—Only required if validation of other security information is not possible. For more information about requesting a PIN, refer to section 2.4 "How to Request a PIN" of the [TMHP Portal Security Training Manual](#).

7) Click **Next**, once you've entered in a PIN or answered your Security Questions.

8) Validate all of the required account information indicated by a red dot. Review the Terms and Conditions, then click the **I agree to these terms** check box. Click the **Link Provider Number** button.

# 2.0 Identifying an Online Account Administrator

Certain account tasks can be performed only by users who have administrative access to the account. To identify the person(s) currently designated as administrators for a provider account, follow these steps.

1) Click **My Account** (located on the right side of the top Menu bar). Log in to your account.

2) Under *Account Settings* (near the bottom of the screen), select **Provider Administrator Lookup**. A list of the account's associated provider identifiers appears.

3) If the TMHP User Account has administrator rights to multiple NPI/API numbers, click on the NPI/API of the account for which you need to identify the administrator(s). A screen with the account administrator's name and contact information appears.

# 3.0 Modifying Permissions for a User or Administrator (Requires Administrative Access)

Account administrators can modify the permissions for users or administrators who are associated with an account. When modifying permissions, account administrators have the ability to do the following:

• Grant access to additional functionality to users

• Remove access to functionality from users

• Unlink a user from a provider identifier

• Promote users to administrators on the account

• Remove administrator rights from other administrators on the account

**Note:** *For more information on functional roles and permissions for those roles, refer to section 3.3 of the* [TMHP Portal Security Training Manual](#)*.*

To modify permissions, follow these steps:

1) Go to the TMHP website at [www.tmhp.com](http://www.tmhp.com).

2) Click **My Account** (located on the right side of the top Menu bar). Log in to your account.

3) Under *Manage Provider Accounts*, select **Modify Permissions**. A list of provider identifiers that you administer appears.

4) If the TMHP User Account has administrator rights to multiple NPI/API numbers, click on the NPI/API of the provider account for which you want to modify permissions. A screen appears with all of the administrators and users for the selected account.

5) Perform the desired actions:

   • To add or remove access to specific functionality for a user, check or uncheck the box in the corresponding column.

   • To remove all access for a user to the provider account, click **Unlink**. You will then be asked to confirm changes.

   • To promote a user to an administrator, click **Make Administrator**.

   • To remove administrative rights from an administrator, click **Remove Administrator Rights**.
     **Note:** *If you are the only administrator for an account, you should promote another user to*

*administrator before removing administrator rights from yourself; otherwise, you will leave the provider account without an administrator.*

6) After making all of the desired changes, click **Update Permissions** to make the changes active.

7) After verifying the changes, click **Confirm Changes**.

# 4.0 Removing Administrator(s) When There Are No Other Active Administrators on the Account

If the administrator(s) of a provider account needs to be removed and they are unable to remove themselves or there are no other administrator to remove them, follow these steps to have TMHP remove the administrator:

**Note:** *It can take up to 30 calendar days from the date the request is received for TMHP to remove an administrator from an account.  For more information about this process or to make an urgent request, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.*

Fill out the [TMHP Portal Request Change Form](#).

Requests can be submitted to TMHP by fax or mail:
Fax:    512-514-4228 or 512-514-4230
Mail:   TMHP
            Attn: EDI Help Desk MC-B14
            PO Box 204270
            Austin, Texas 78720-4270

TMHP will notify the provider by fax when the administrator has been removed from the account. Once an administrator is removed from the account and if no other administrators are on the account, the provider must designate a new administrator. This can be accomplished in one of two ways:

1) A user with an existing account for the provider can designate themselves to be the administrator for the account by clicking on **Administer a Provider Identifier** on their My Account page.

2) A new user can create an account for the provider. Whenever an account does not have an administrator, a user that creates an account will be designated as the administrator.

# 5.0 Resetting a Forgotten Password

If you have forgotten the password for your account, follow these steps to reset the password:

Go to the Forgot Password Home Page at [https://secure.tmhp.com/AccountActivation/Account/Forgot Password](https://secure.tmhp.com/AccountActivation/Account/ForgotPassword).

1) Enter the email address associated with the password you want to reset.

2) Click **Submit**.

A new password will be generated and sent to the email address on file. Allow up to 15 minutes to receive the new password. After receiving the new password, you can use that password to log into the account and create a new unique password.

**Do not copy and paste the temporary password from the email. It must be manually entered.**

# 6.0 Changing a Password

It is a good practice to change your account password as often as every 30 days. To change an account password, follow these steps:

Go to the TMHP website at [www.tmhp.com.](www.tmhp.com.)

1) Click **My Account** (located on the right side of the top Menu bar). Log in to your account.

2) Under Account Settings, click **Change Password**. The Change Password screen appears.

3) Enter the current password.

4) Enter the new password and then enter it again to confirm it.

5) Click **Change Password**.

# 7.0 Updating an Email Address and Other Account Information

To change the email address that is associated with an online account, follow these steps:

Go to the TMHP website at [www.tmhp.com](www.tmhp.com).

1) Click **My Account** (located on the right side of the top Menu bar). Log in to your account.

2) Under *Account Settings* click **My Profile**. The account contact information update screen appears.

3) Change the name, telephone, or email address associated with this account as needed.

   • Note: For the new email address, you must enter it in both the *Email* and *Confirm Email* fields.

4) Click **Update** to save the changes.

# 8.0 Having TMHP Update an Email Address

If you cannot access your account but need the email address to be updated, you can have TMHP update the information for you. To do so, follow these steps:

**Note:** *It can take up to 30 calendar days from the date the request is received for TMHP to update an email address.*

Fill out the [TMHP Portal Request Change Form](TMHP Portal Request Change Form)

1) Request may be submitted to TMHP by fax or mail:
   Fax:          512-514-4228 or 512-514-4230
   Mail:         TMHP

Attn: EDI Help Desk MC-B14
PO Box 204270
Austin, Texas 78720-4270

You will be notified by fax when the process has been completed.

# 9.0 Changing the R&S Delivery Method

An account administrator can change the way the Remittance and Status (R&S) Report is delivered for an account. To change the R&S Delivery Method, an account administrator should follow these steps:

Go to the TMHP website at [www.tmhp.com.](www.tmhp.com)

1) Click **My Account** (located on the right side of the top Menu bar). Log in to your account.

2) Under Manage Provider Accounts, click on **Change your Remittance and Status Reports (R&S)/COF delivery method**. A list of provider identifiers that you administer appears.

3) If the TMHP User Account has administrator rights to multiple NPI/API numbers, click on the NPI/API of the provider account for which you want to modify the R&S delivery method.

If you currently receive paper R&S Reports, you will have the option to receive your R&S Reports on the TMHP website by checking the box and clicking **Change R&S Delivery Method**.

If you currently receive your R&S Reports on the TMHP website, you will have the option to cancel and return to receiving paper R&S Reports by checking the box and clicking **Submit**.