TORT PORTAL USER GUIDE

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TMHP
Texas Medicaid & Healthcare Partnership
A STATE MEDICAID CONTRACTOR

v2024_0919

Contents

Overview

Welcome to the Tort Portal.

The Tort Portal is a hub for attorneys and clerks to easily create and manage tort cases, upload PDF documents, check case statuses, and request information all directly in one convenient location. The portal also lists previous requests submitted, which you can view and update.

The Tort Portal user guide helps you:

- Understand user roles.
- Access the portal for new and established users.
- Create new cases.
- View and update existing cases.
- View sign-up requests.
- Activate and deactivate Administrators (Admins).
- Regenerate Tort Centers for Medicare & Medicaid Services Case Management System (CMS) letters.
- Locate other Tort Portal resources.

Note: The preferred web browser is Google Chrome. Red asterisks in the Tort Portal denote required fields that must be completed. Also, all dates will use the mm/dd/yyyy format.

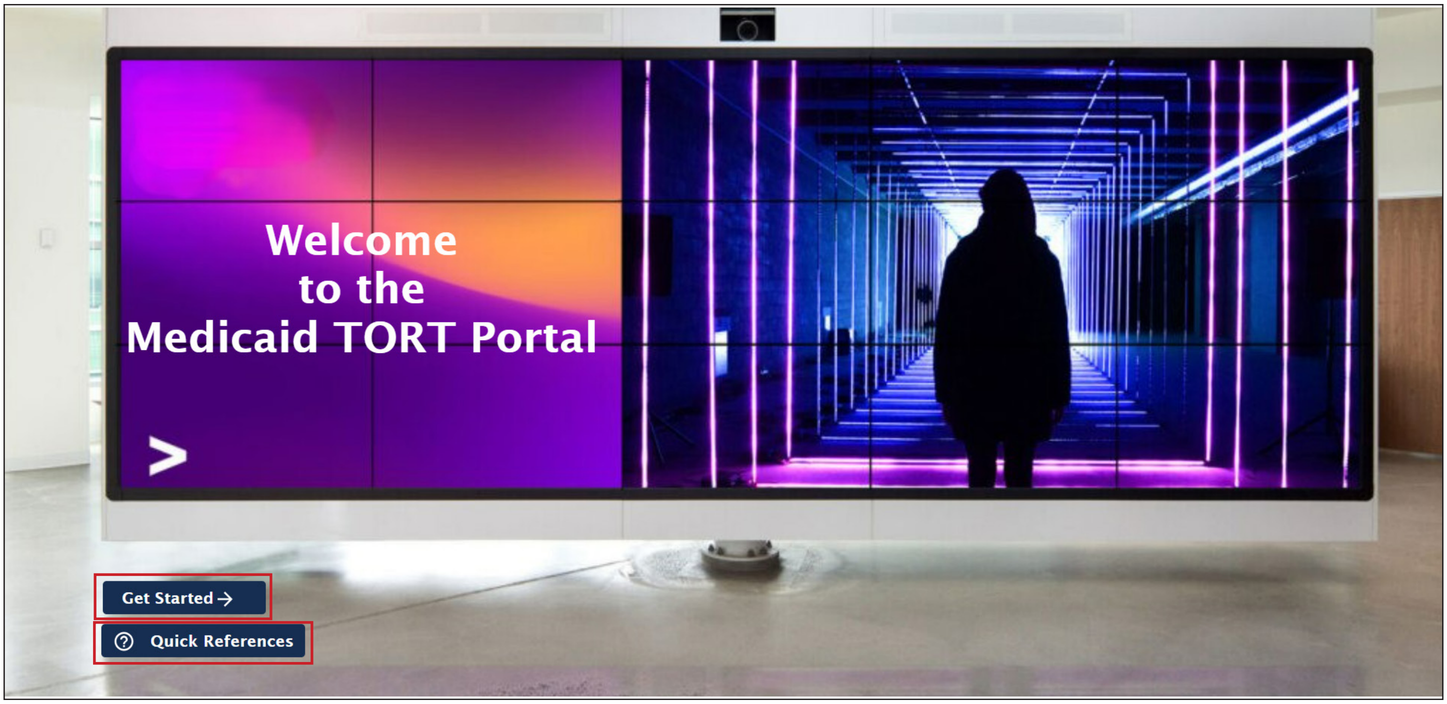
User Roles

There are two user roles to select from upon sign up.

1) Administrator (Admin):
    a) Attorneys sign up and sign in as Admins.
    b) Admins have access to the full Tort Portal, which consists of the Home page, Admin page, letters, and documents.
    c) There's a maximum of two Admins for each law firm.
2) User:
    a) Users have access to the Home page, letters, and documents.
    b) Attorneys can upgrade users to the Admin user role as necessary.

Access the Tort Portal

To access the Tort Portal, visit https://psanalytics.accenture.com/tortportal/. You'll be directed to the Welcome page where you can sign up or sign in by clicking **Get Started** or access resources by clicking **Quick References**.



The Quick References includes the following

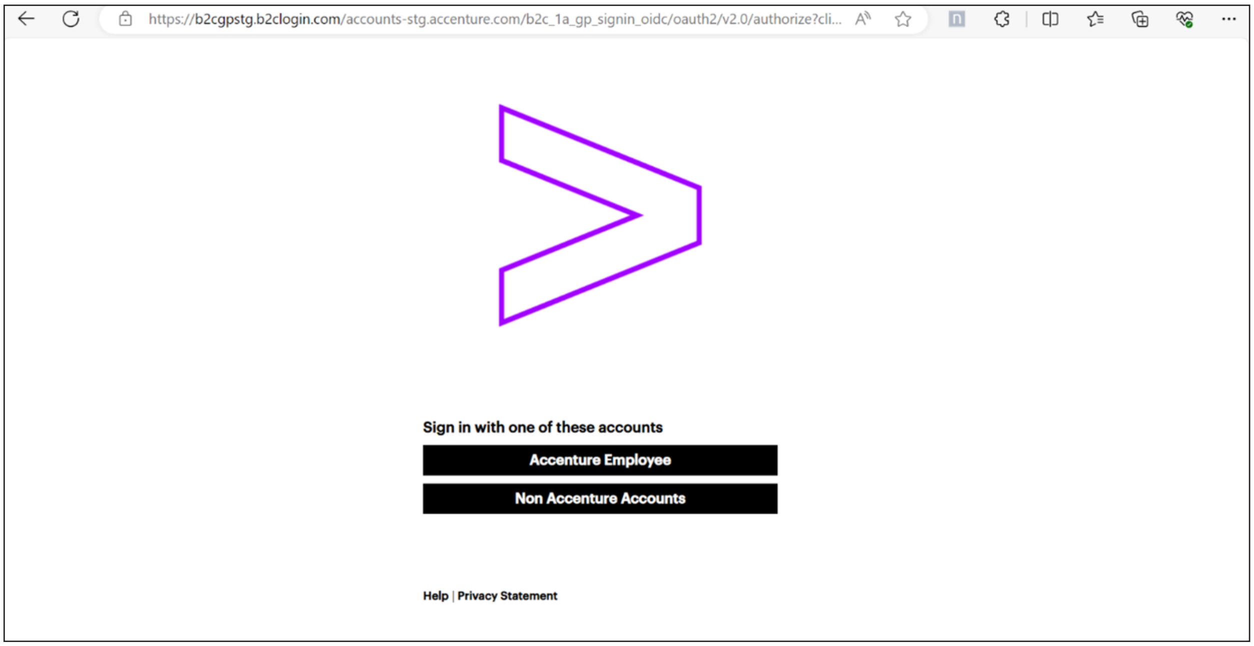
- Guides
    - Tort Frequently Asked Questions (Accessible only from the Welcome page)
    - Tort Portal User Guide
    - State Rules On Digital Signatures
- Links
    - Tort Portal YouTube Video
    - Texas Administrative Code
- Forms (Accessible only from the Welcome page)
    - HMA (English)
    - HMA (Spanish)
    - Tort Response Form
- 95/155-Restriction Deadline Calendars (Accessible only from the Welcome page)
    - 2024
    - 2025
    - 2026
    - 2027

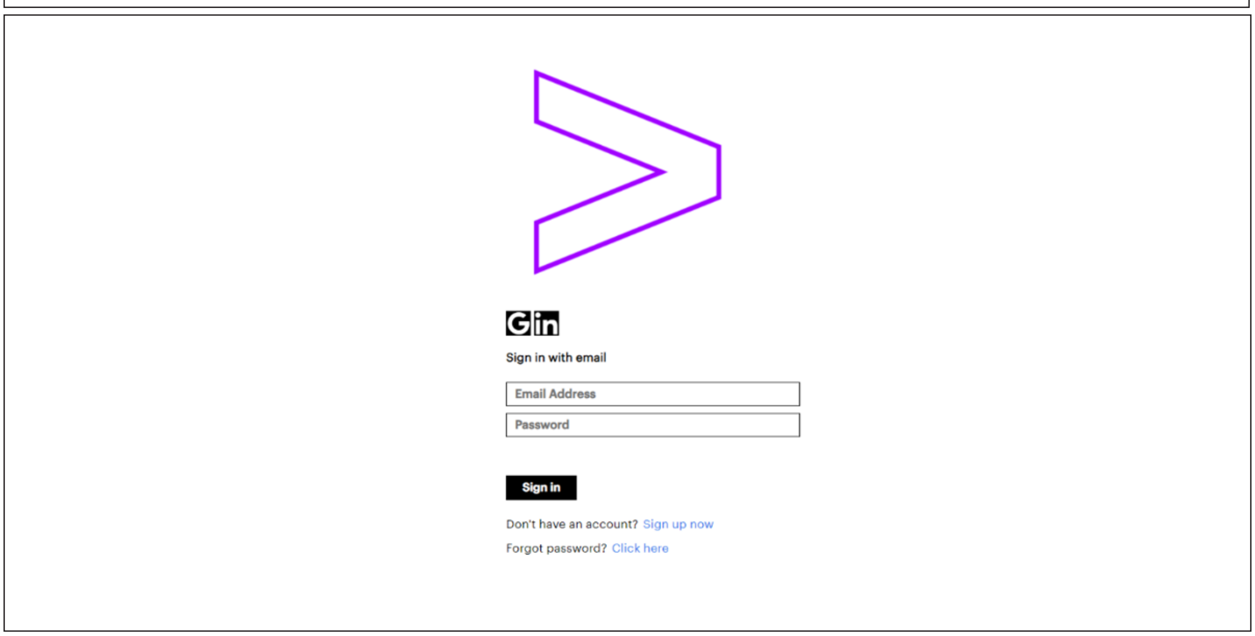
- 2028
- 2029

Sign-Up or Sign In-Page

After clicking Get Started on the Welcome page, you'll be directed to the Sign-In/Up page. From there, you have the option to:

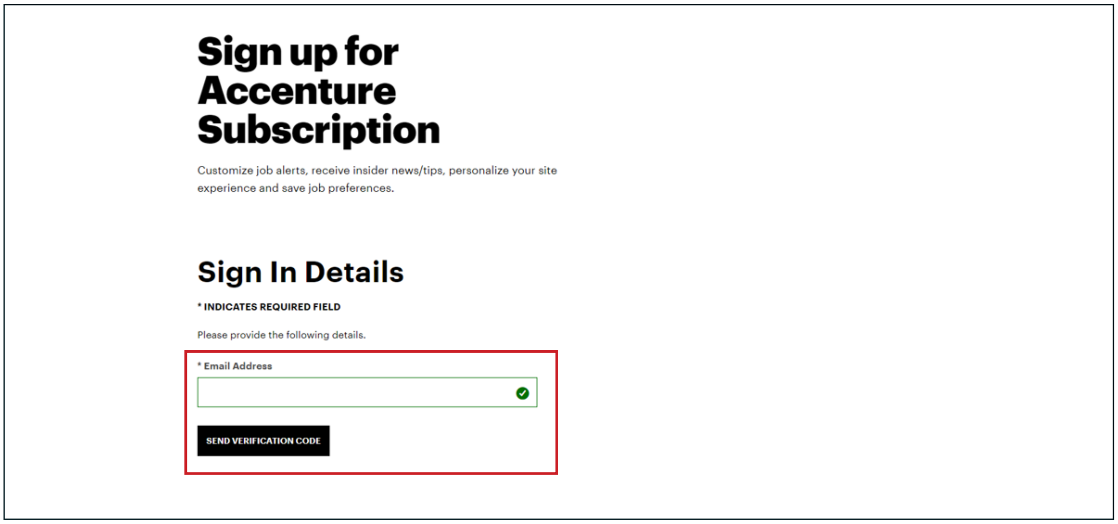
- Register for access by signing up.
- Sign in using the email address you used for registration.



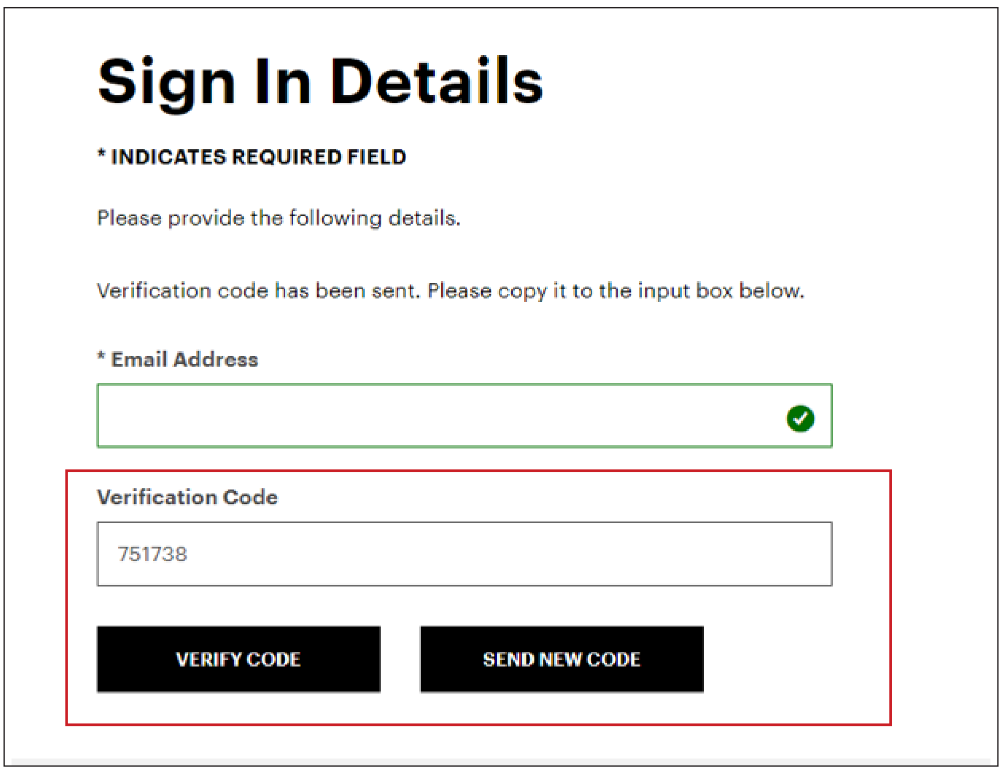


Sign-In Details

a) Provide your email address, and click **Send Verification Code**.



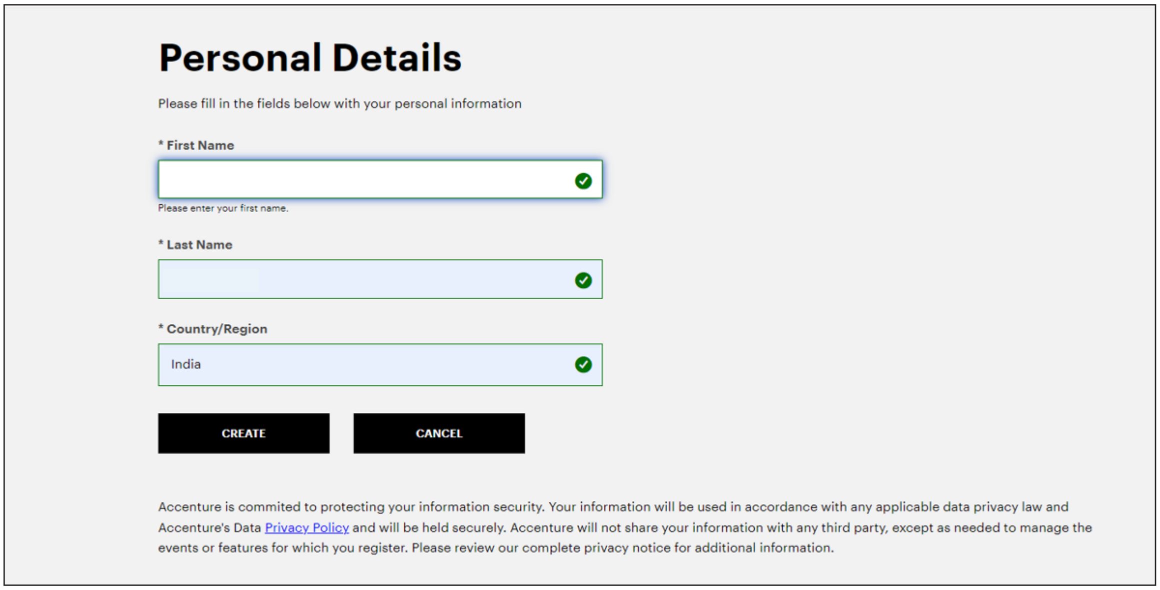
b) Input the verification code into the Verification Code field, and click **Verify Code**.



Personal Details

a) Fill in your first name, last name, and country/region.

b) Click **Create** to proceed or **Cancel** to exit the sign-up process.



Password Set Up

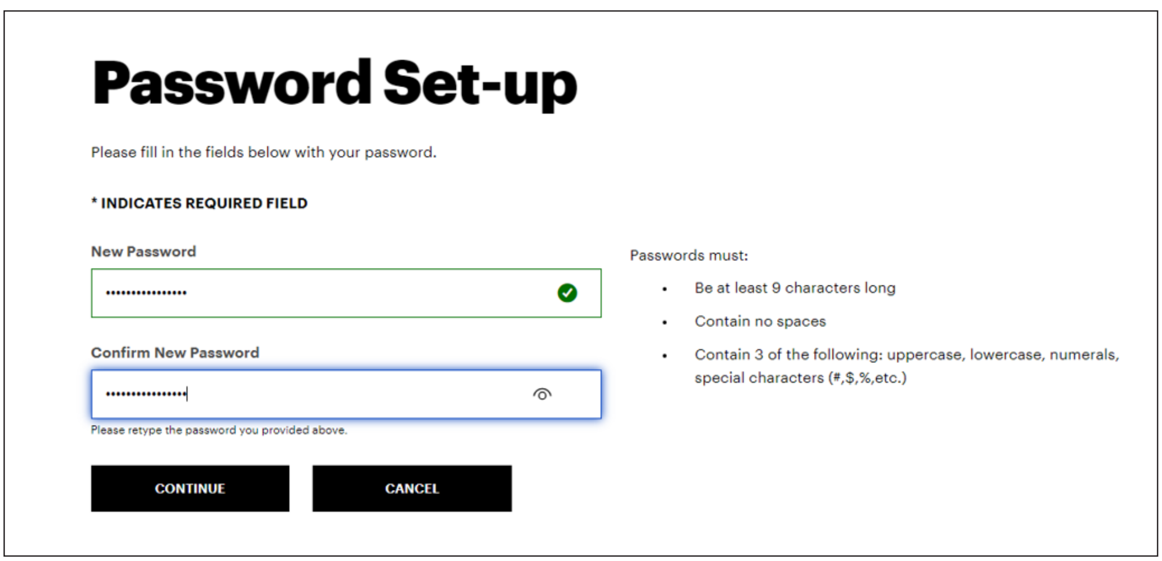
a) Create and confirm your password. Passwords must:

   i. Be at least 9 characters long.

   ii. Contain no spaces.

   iii. Contain three of the following: uppercase, lowercase, numerals, special characters.

b) Click **Continue** to proceed or **Cancel** to exit.



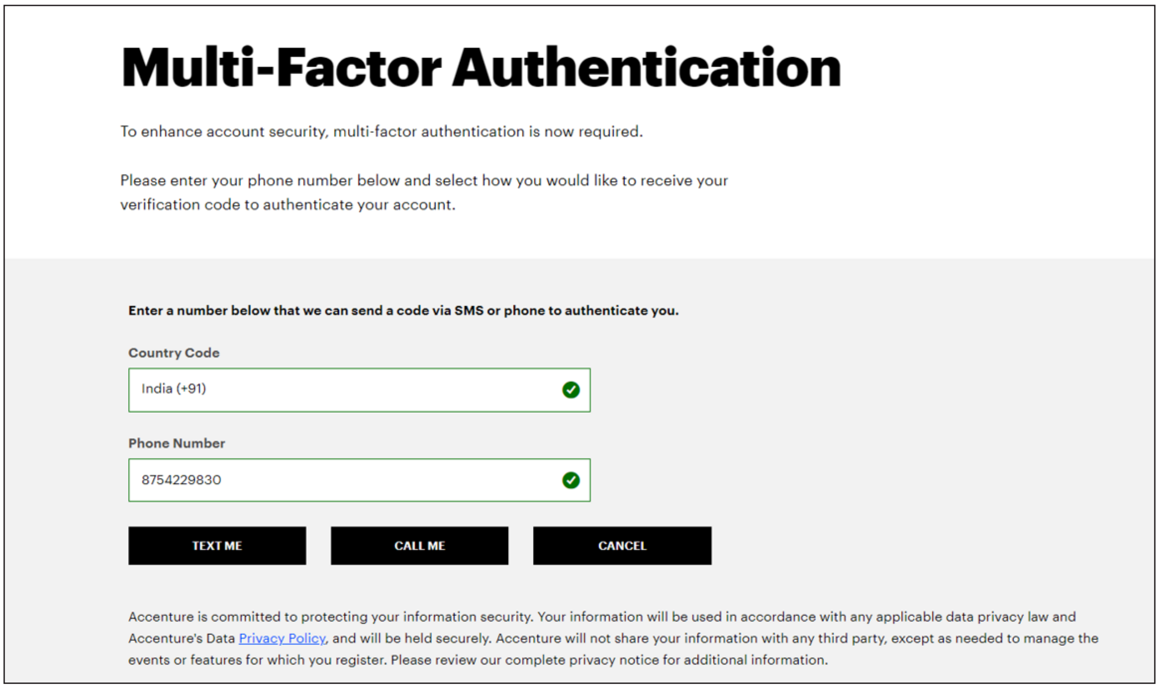
Multi-Factor Authentication

a) Select your country code in the Country Code field.

b) Enter a phone number where you can be reached 24-7. If you must change this number after you've signed up, submit a request to the Tort Ops team.

c) Click **Text Me** for SMS or **Call Me** for a phone call to authenticate your account. Click **Cancel** to exit the sign-up process.

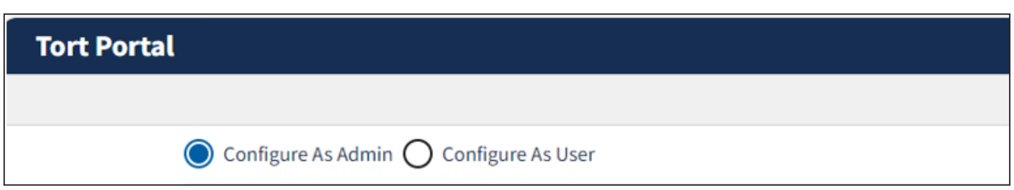
d) Enter the authentication code provided. The page will advance automatically after you enter the code.



There are two options. Choose the appropriate user role.

a) Configure as Admin

b) Configure as User



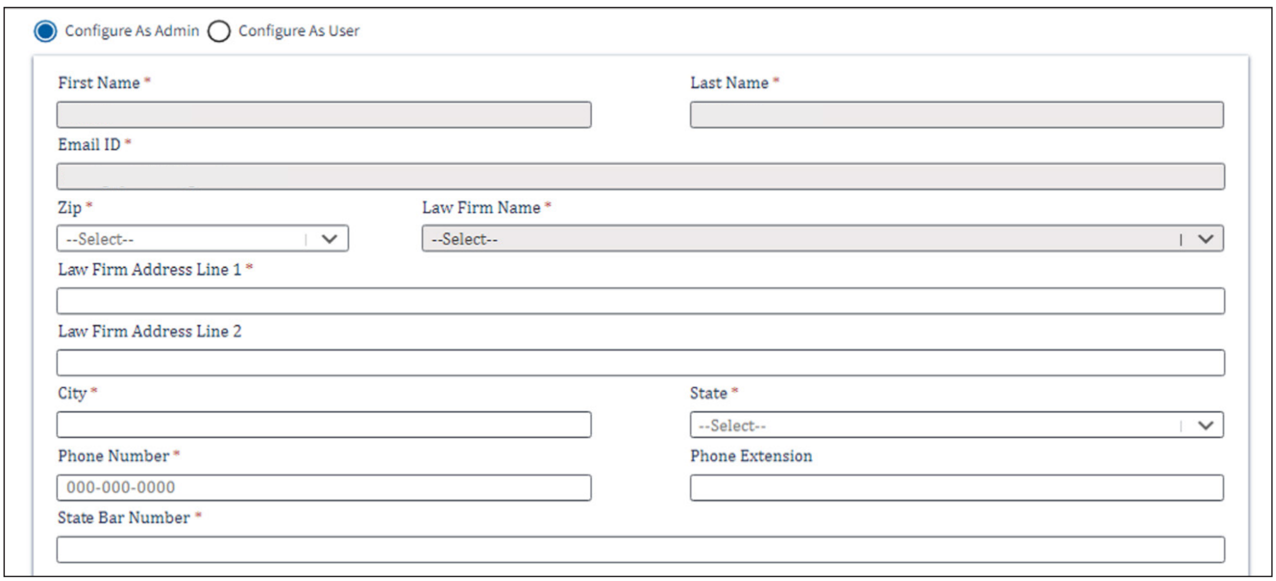
Admin Sign Up

- Attorneys sign up as Admins.
- Only one Admin per law firm can submit the sign-up request. If multiple Admins attempt to sign up for the same firm, a message will appear stating that the firm is already registered. The registered Admin's name and email address are provided in a pop-up notification. Unique law firms are identified by the firm name and ZIP code.

Note: Although only one Admin submits sign-up requests, each law firm may have a maximum of two Admins.

Admin Sign-Up Fields

- Fill in all mandatory fields.
- *Law Firm Address Line 2* is the only field that is not mandatory.
- Attorneys should enter the email address that was used during sign-up when completing the Email ID field.



After completing all the required fields and submitting the Admin sign-up form, you'll receive an email confirming the successful submission of your sign-up request. Additionally, you'll receive an email notification upon approval or rejection of your request. If your request is rejected, the reason for rejection will be provided in the email.

After the Texas Medicaid & Healthcare Partnership (TMHP) approves your request, you can start using the Tort Portal.

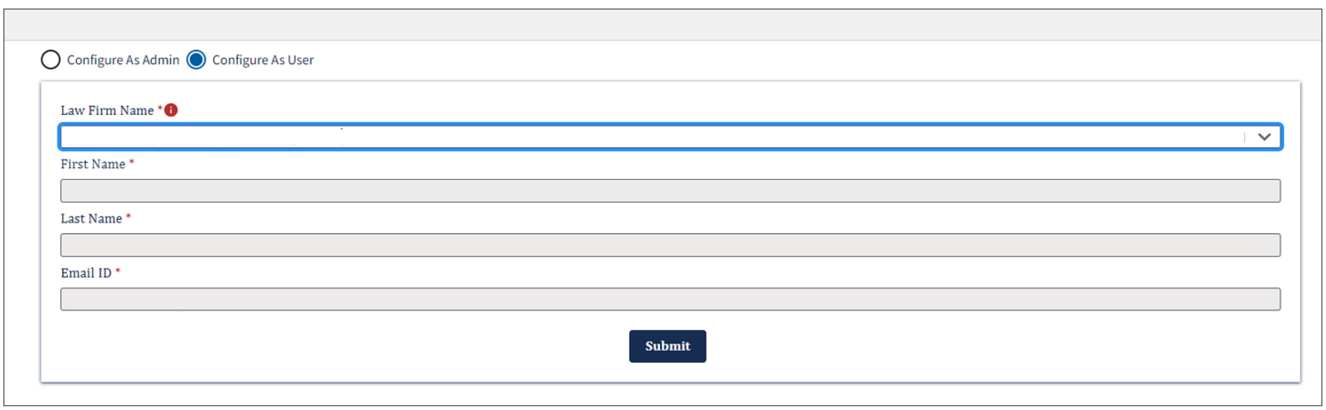
User Sign Up

There are four fields to complete upon selecting the user sign-up option. All fields for this sign-up option are mandatory.

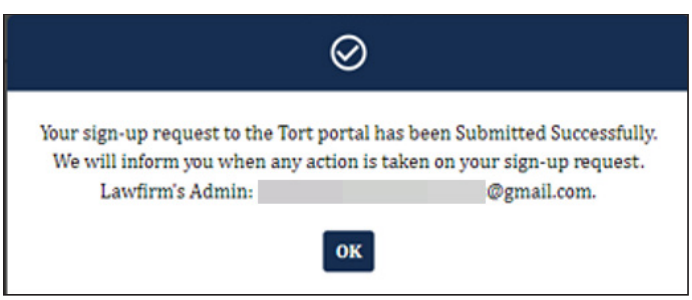
User Sign-Up Fields

1) Law Firm Name: Select the law firm name from the searchable drop-down menu. Possible search entities include:
   a) Law firm name
   b) State of law firm
   c) ZIP code of law firm
2) First Name: Enter the user's first name.
3) Last Name: Enter the user's last name.
4) Email ID: Enter the email address used during sign-up.

Only law firms that are successfully enrolled in the Tort Portal database will populate. If the law firm does not appear in the drop-down menu, users won't be able to continue with the sign-up process. In that case, and Admin must sign up and enroll the law firm before the user reattempting to sign up.



After completing all the required fields and submitting the User sign-up form, a pop-up screen will appear to indicate that you have successfully submitted the request. It will dispaly the law firm's Admin name and email address. Take note of the law firm's information.



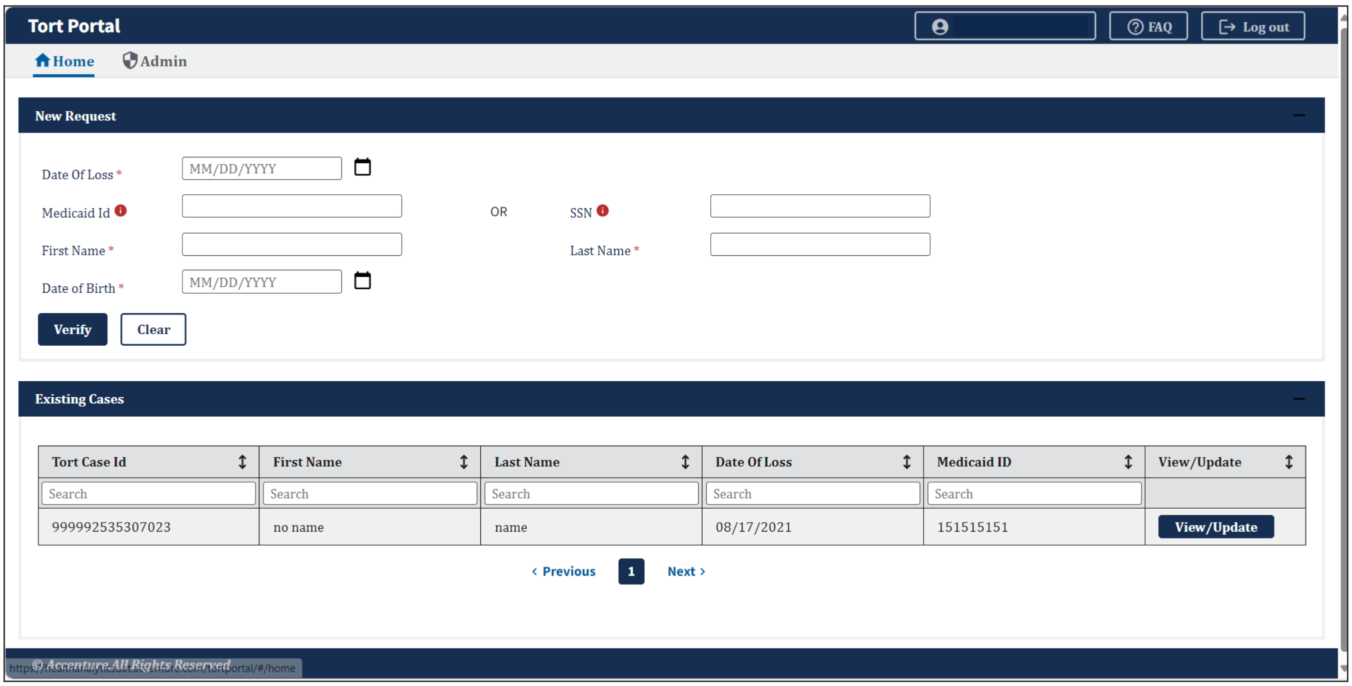
You and your attorney will receive an email confirming the successful submission of your sign-up request. Additionally, you'll receive an email notification upon approval or rejection of your request. If your request is rejected, the reason for rejection will be provided in the email.

After TMHP approves your request, you can start using the Tort Portal.

Home Page

You'll be directed to the Home page after successfully logging in. Here, you'll find:

- The option to submit a new case request.
- A grid that contains a list of previous requests submitted by your law firm.



New Case Requests

To start a new case request, you must first verify that the client is a valid client in the tort or state database.

1) In the New Request grid, fill out the mandatory fields, which are:

    a) Date of Loss

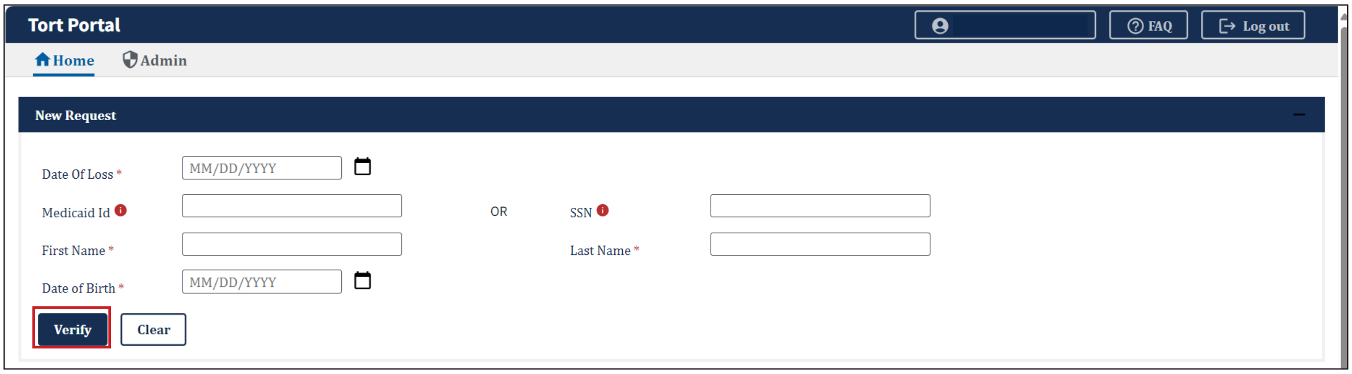
    b) First Name

    c) Last Name

    d) Date of Birth

    e) Medicaid ID or Social Security number (SSN)

2) Click **Verify**.



Client Details Failed Verification

If the client details cannot be verified, a pop-up screen will appear stating that verification has failed. Click **OK**. You should then send the request through fax or mail to TMHP at:

TMHP Tort Department fax number: 512-514-4225

Address:

TMHP TPL-Tort Department

Attn: Tort Receivables

PO Box 202948

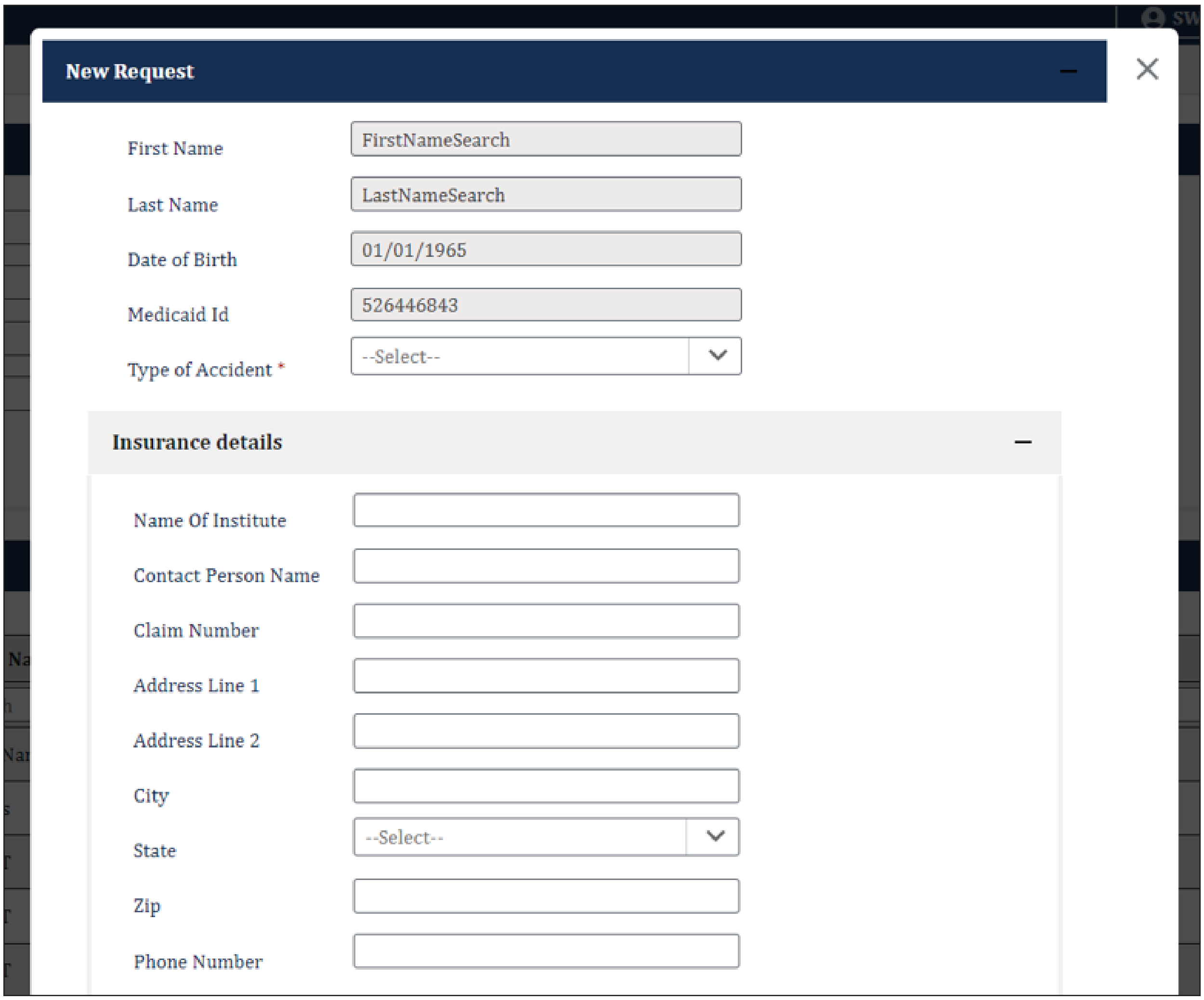
Austin, TX 78720-2948

Client Details Verified

If the fields are verified, a New Request pop-up window will appear with the client's first name, last name, date of birth, and Medicaid ID. You cannot edit these fields.

- *Type of Accident* is a mandatory field. Select the type of accident from the drop-down list.
- *Insurance Details* are optional fields. However, when adding them, ensure that all fields are completed. The client cannot be identified with missing insurance details.

After you have provided details in the appropriate fields, click **Submit**. A pop-up window will indicate that your request was submitted successfully. Allow 7–10 business days for processing.



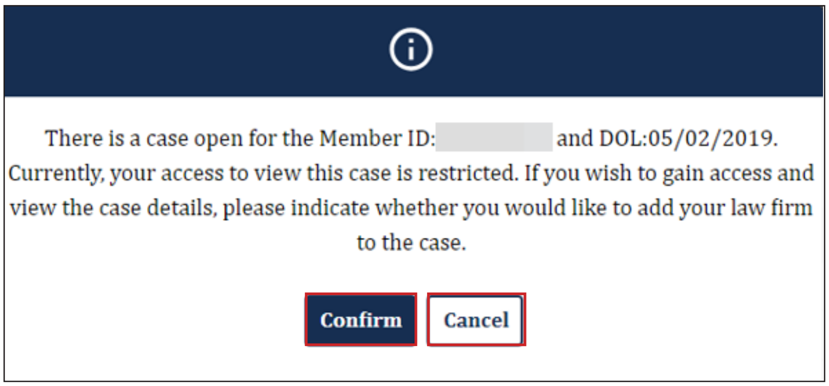
Existing Cases

If the Date of Loss, the SSN, or Medicaid ID provided in the new case request matches a case in the database, the name of the attorney's law firm and ZIP code associated with the case are compared to the name of the user's law firm and ZIP code.

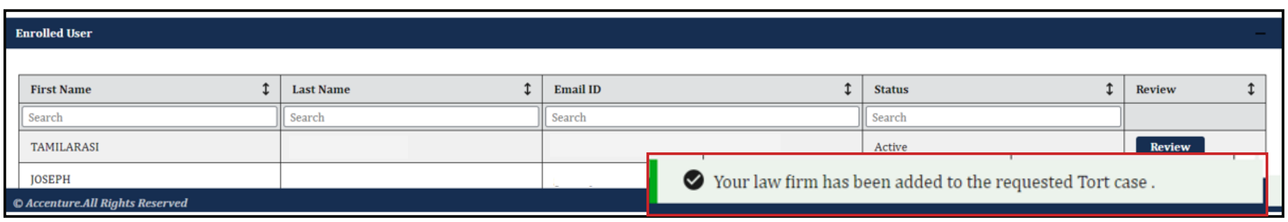
Case Unmatched

If the new case request does not match an existing case, a message will appear indicating that you do not have access to view the open case. You will also have the option to add your law firm to gain access to the case details.

Click **Confirm** to add your law firm or click **Cancel** to revert to the Home page.



Confirmation that the law firm was added is visible in the green box at the bottom of the Home page.



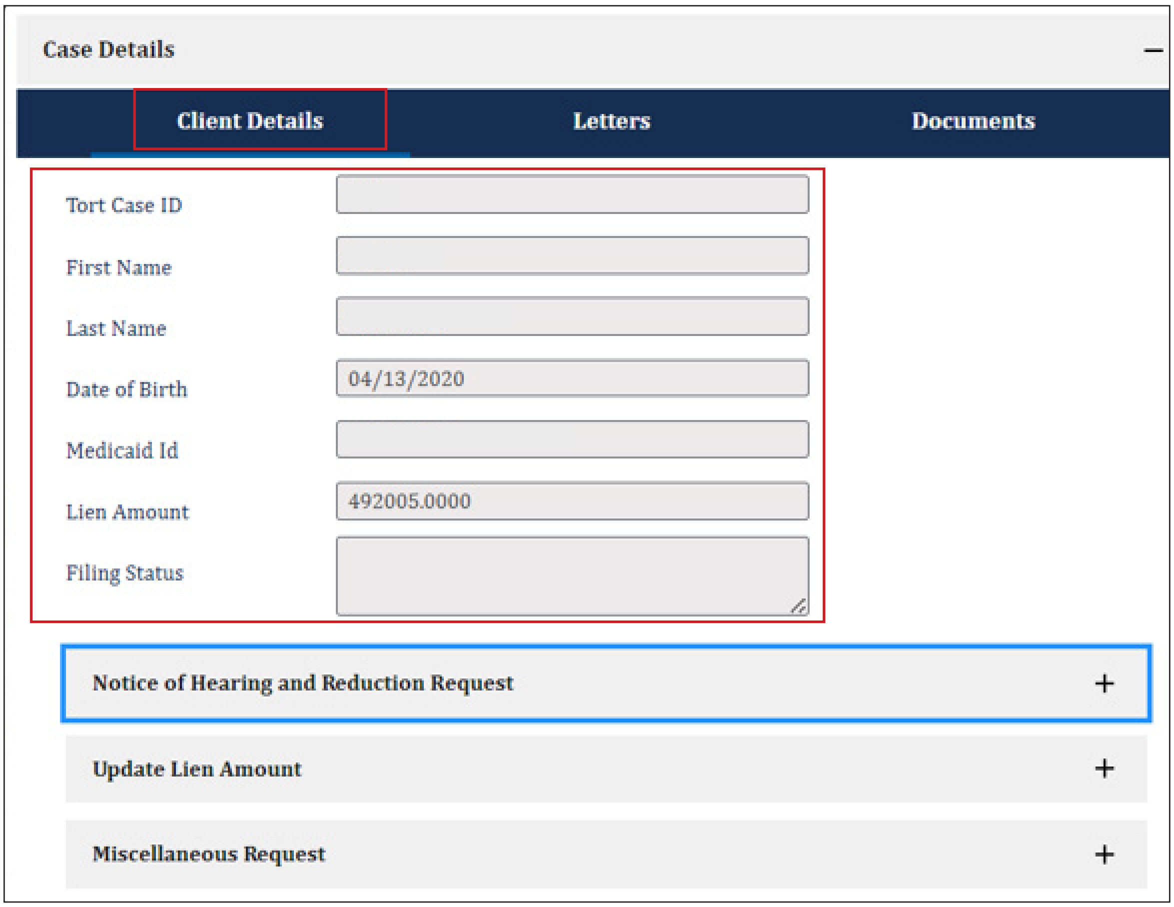
Case Matched

If the new case request matches an existing case, then a Case Details pop-up window will be displayed with the following options, functions, and information:

Note: Whenever an existing case is updated, an email is sent confirming the changes, including the case number.

Client Details

Client detail fields are not editable.



Notice of Hearing and Reduction Request

To place a Reduction Request or submit a Notice of Hearing, upload a Reduction Request file or Notice of Hearing, and submit it.

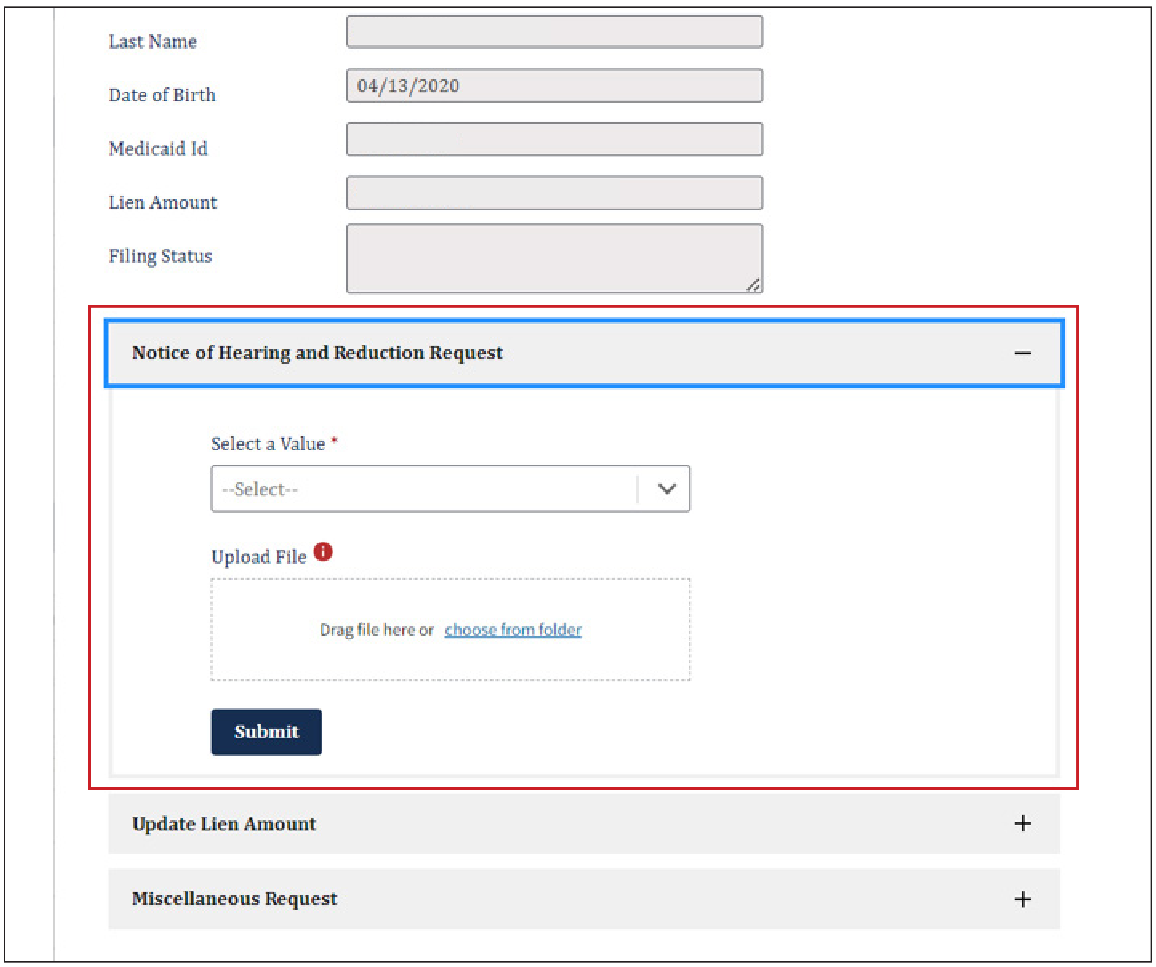
a) Select **Notice of Hearing or Reduction Request** from the Select a Value drop-down list.

   i. If submitting a reduction request, ensure that your documents contain details of the gross settlement amount, itemized case expenses, and itemized medicals.

b) Upload PDF files.

   i. Upload one PDF file at a time for each request. The maximum file size is 5 MB.

c) Click **Submit**. A pop-up window will be displayed to indicate that your submission is successful. Allow 7–10 business days for processing.



Update Lien Request

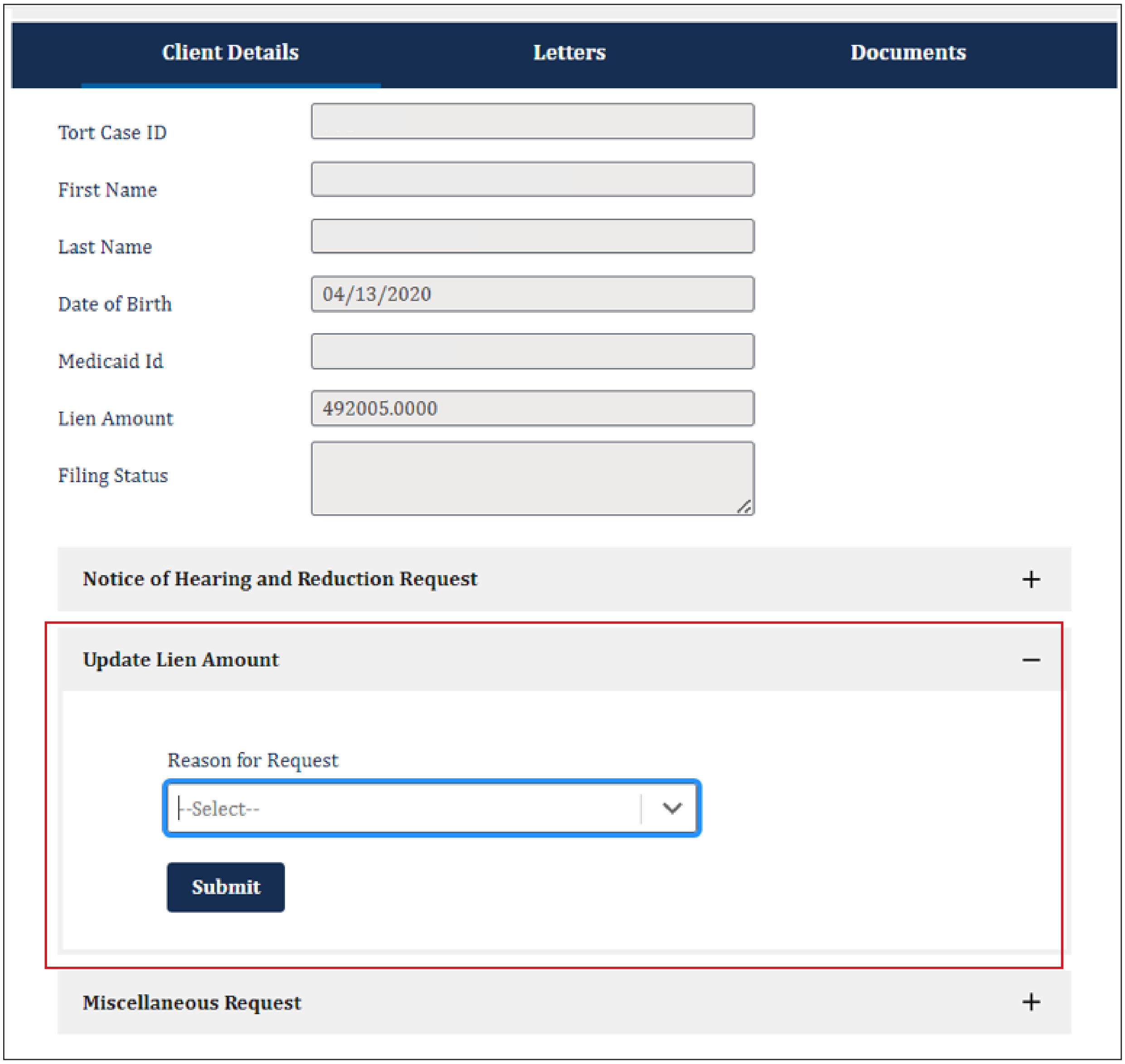
There's an optional drop-down menu that offers selections for requesting an updated lien amount. It includes:

a) Over 60 days since the last lien update.

b) The 95/155 days deadline has elapsed.

If the case is outside 95/155 restriction and it has been over 60 days since the claims were requested, the request should submit successfully. Allow 7–10 business days for processing.

If the case is still under 95/155 days deadline or it has been less than 60 days since claims were last ordered, then the lien amount is current. Refer to the most recent correspondence on file.



Miscellaneous Request

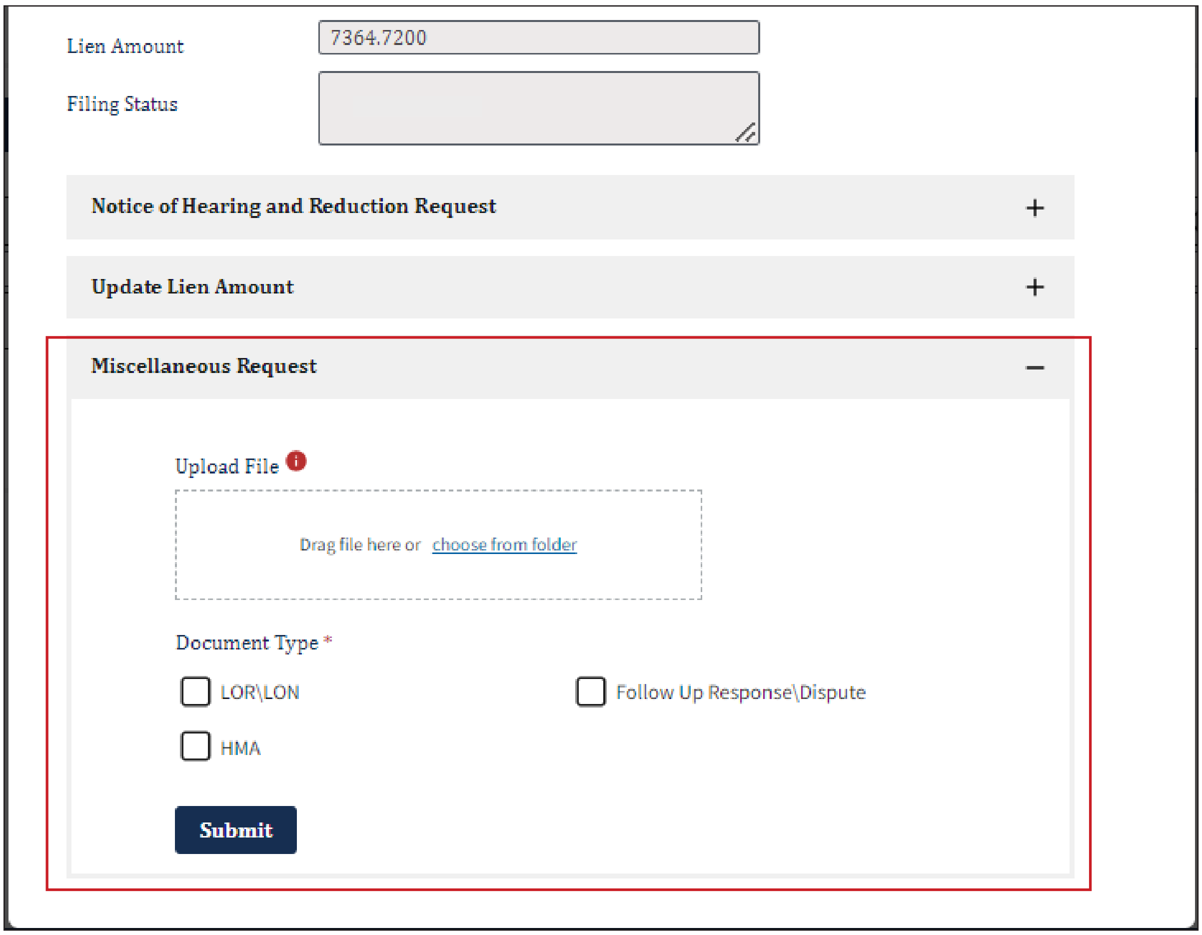
You can request to add a document to the existing Tort case.

a) Select one or multiple document types by checking the checkbox under Document Type. This is mandatory. At least one of the following document types should be selected: Letter of Representation (LOR)/Letter of Notice (LON), Follow-Up Response, or Health and Medical Authorization (HMA).

b) Upload PDF files.

   i. Upload one PDF file at a time for each request. The maximum file size is 5 MB.

c) Click **Submit**. A pop-up window will be displayed stating that you have successfully submitted your request. Allow 7–10 business days for processing.



Letters From Tort Operations

Letters created by the Operations team for the user's law firm can be viewed from the Letters page.

a) Click the hyperlink under the Letter Name column to view the letter in the browser.

b) The date that the letter was sent is recorded under the Letter Sent Date column.

c) Regenerate: The regenerated letter will display the date that it was regenerated and not the original generation date. You can only regenerate the following letters that are under 60 days old:

  i. Restriction letter

  ii. No claims paid

  iii. Not eligible

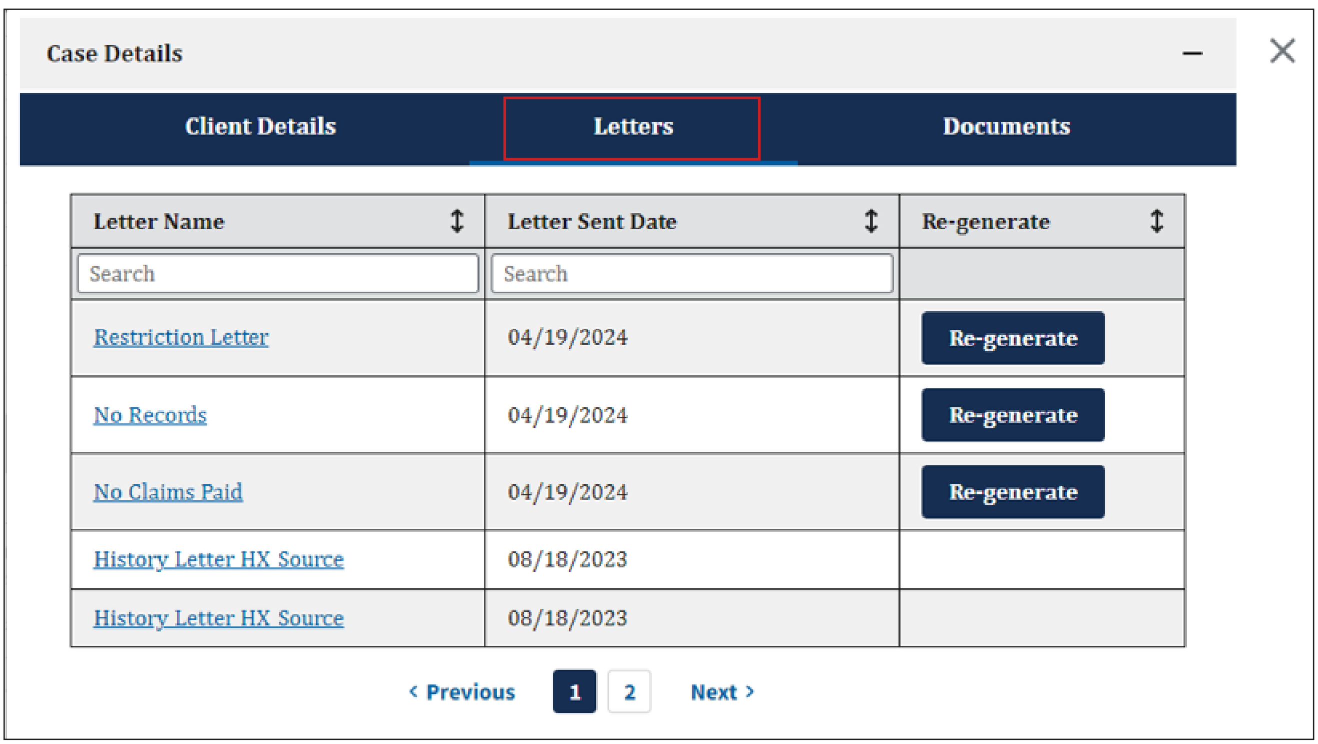
  iv. No records

  v. No date of loss

  vi. Returned checks

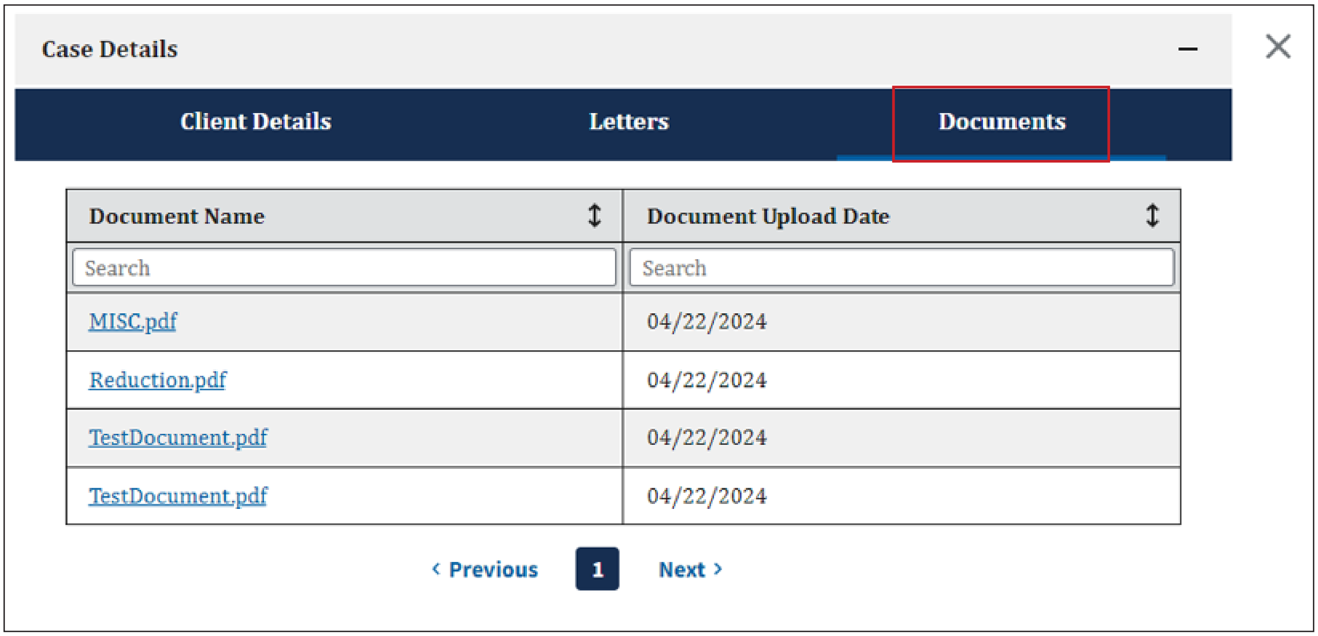
d) The new letter will open in the browser.

e) If the letter you want to re-generate is over 60 days old, a pop-up message will display, indicating that your request was sent to the Tort Operations team.



Documents

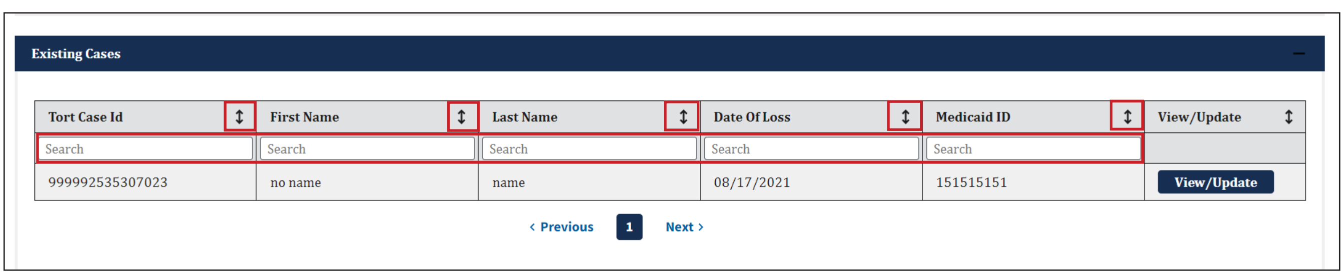
All documents uploaded by the law firm to the Tort Portal are shown in the Documents tab with the document name, link, and upload date.



History Requests

A grid on the Home page shows the list of all the previous requests submitted by that law firm. This information is read-only. You can filter and sort all existing cases.

- Filter: Each section of the Existing Cases grid contains a search field. Use the search field to find the case(s) that you are looking for.
- Sort: Click the arrows located next to each section name of the grid to re-sort the data.



Click on the **View/Update** hyperlink to view the case details. This opens the same Case Details screen that is mentioned in the Existing Cases section. As with existing cases, you can do the following:

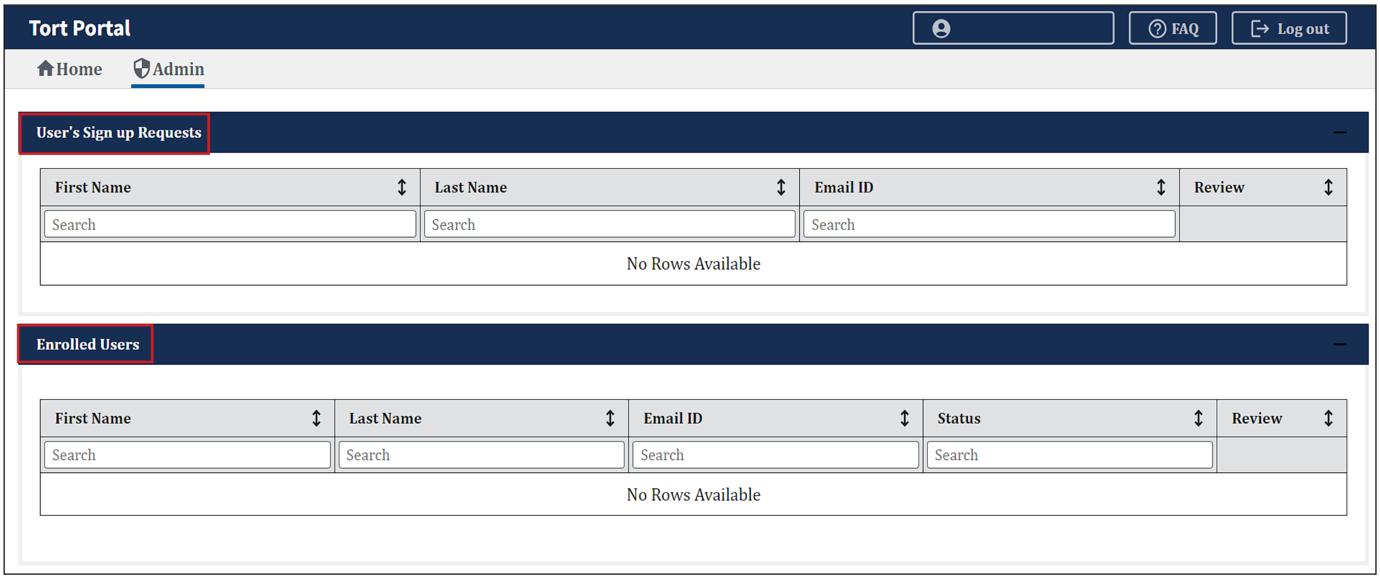
- View case details.
- Submit a New Lien Amount/Notice of Hearing/Reduction update request.
- View/regenerate the letters.

- View past documents that were uploaded for that case in the Tort Portal.

Note: Only one user can view/update a case at a time.

Admin Page

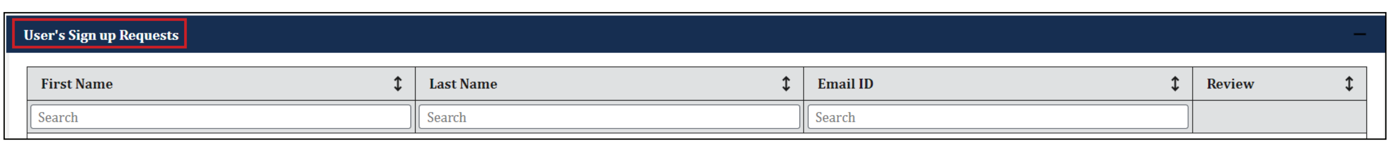
The Admin page manages user access and roles, and only attorneys and users with Admin privileges can access the page. It displays user sign-up requests and enrolled users, showing only those associated with the Admin's law firm.



Approve/Reject User Sign-Ups

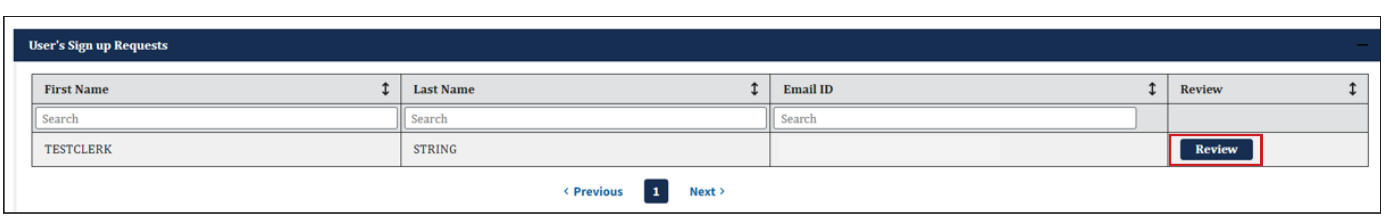
Under the User's Sign-Up Requests grid, you can view, approve, and reject user sign-up requests. To approve or reject a user's sign-up:

1) Locate the User's Sign-Up Requests grid.



2) Select the user who submitted the sign-up request.

3) Click Review.
Note: If another Admin is working on the sign-up request, a pop-up window will indicate the name of the Admin. Wait until the other Admin is finished before you continue.



4) A pop-up window will display the user's information and their law firm's information. Review all fields.

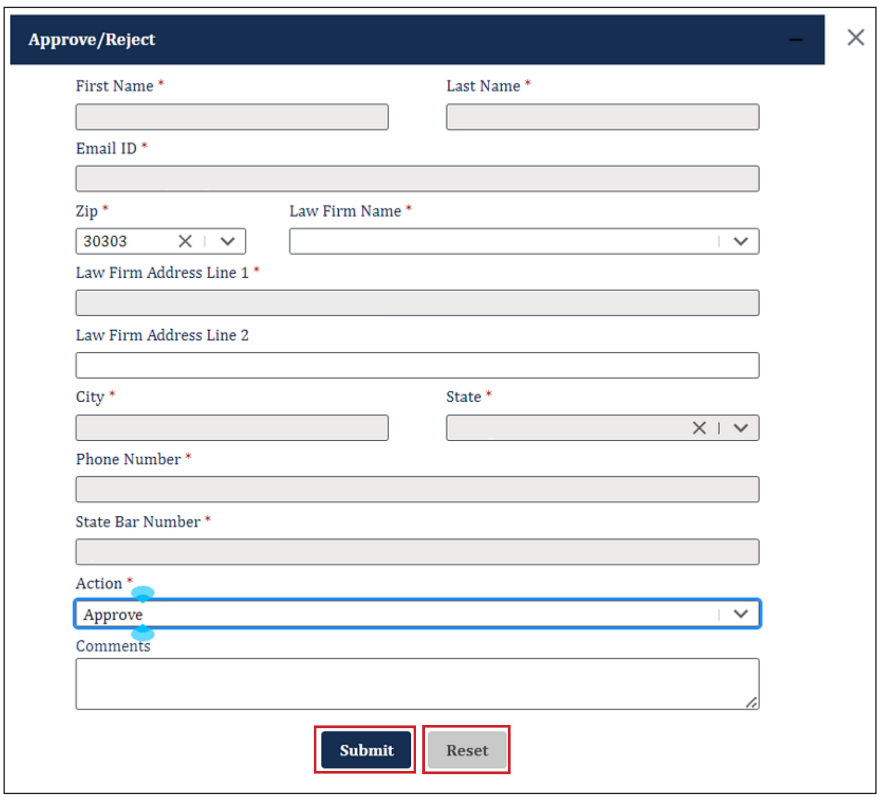
5) Evaluate the sign-up request. You can approve or reject the request.

   Approve: If all fields are correct, and the request is approved, select **Approve** from the drop-down list at the bottom of the pop-up window. If needed, you can add comments in the Comments box.

   Reject: If the request is rejected, add the reason in the Comments box. Then, select **Reject** from the drop-down list at the bottom of the window.

6) Click **Submit** to confirm the approval or rejection or exit the screen to return to the Admin page if you cannot approve or reject the request at that time. Users can start using the Tort Portal after their sign-up request is approved.

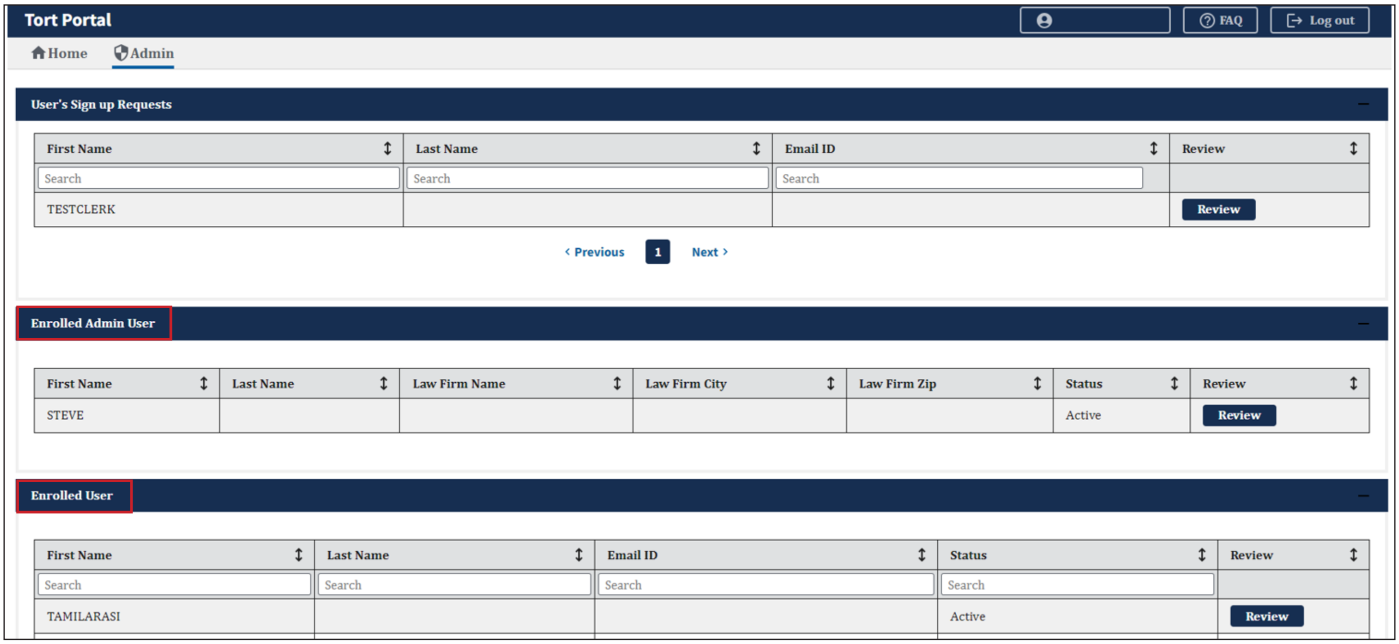
   To clear all editable fields, click **Reset**



Activate or Deactivate Enrolled Users and Admin Users

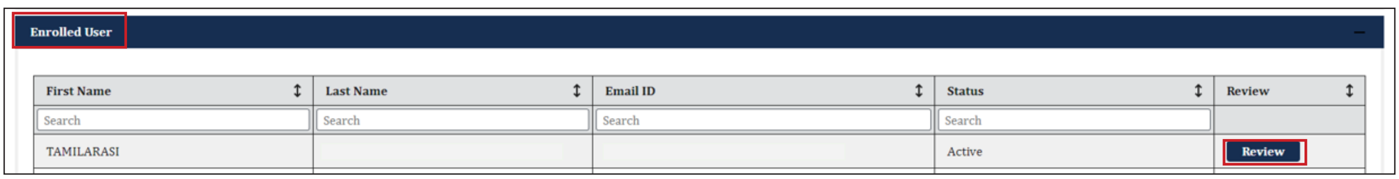
Under the Enrolled User grid, you can view, activate or deactivate, and upgrade an enrolled user to Admin status. Only enrolled users that are active can use the Tort Portal. If an attorney's bar number becomes inactive, the entire Admin account must be deactivated, and a new Admin must be enrolled. To activate or deactivate a user role:

1) Locate the Enrolled Admin User grid or the Enrolled User grid.



2) Choose the profile to activate or deactivate.

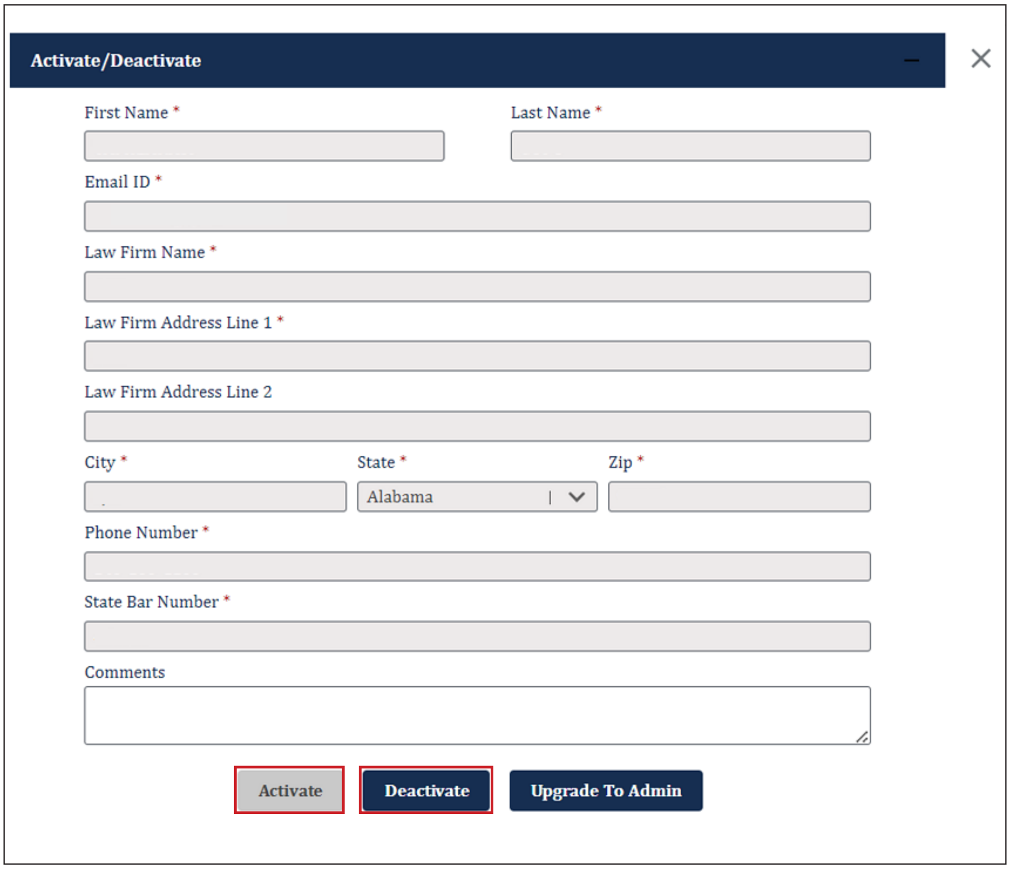
3) Click **Review.**



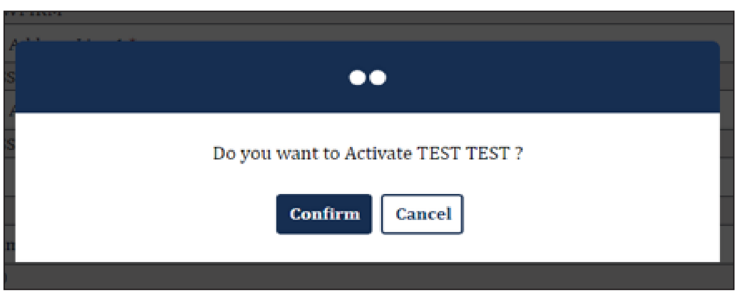
4) A pop-up window will display the user's information and their law firm's information. Review all fields.

5) Activate: If all fields are correct and you wish to activate the user, click **Activate**.

6) Deactivate: If you wish to deactivate the user, add the reason for deactivation in the Comments box. Then, click **Deactivate** at the bottom of the window.



7) Click **Confirm** to confirm the activation or deactivation or **Cancel** to return to the Admin page without activating or deactivating the user.



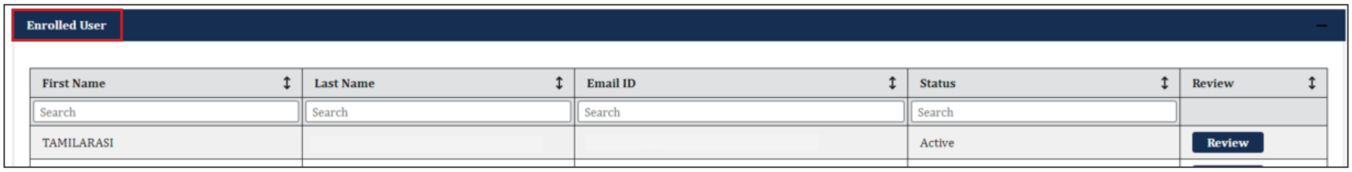
Note: The system automatically disables user profiles every 75 days. Attorneys must manually reactivate user profiles if a user must continue using the Tort Portal.

Change User Access

Attorneys have the option to upgrade a user's user role to an Admin user role. A maximum of two Admin users are permitted per law firm. Attorneys can also revoke an Admin's user role and revert the user to a User role.

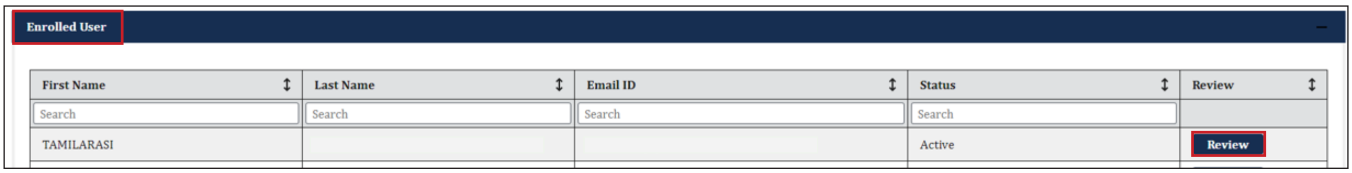
Upgrade to Admin

1) Locate the Enrolled User grid.

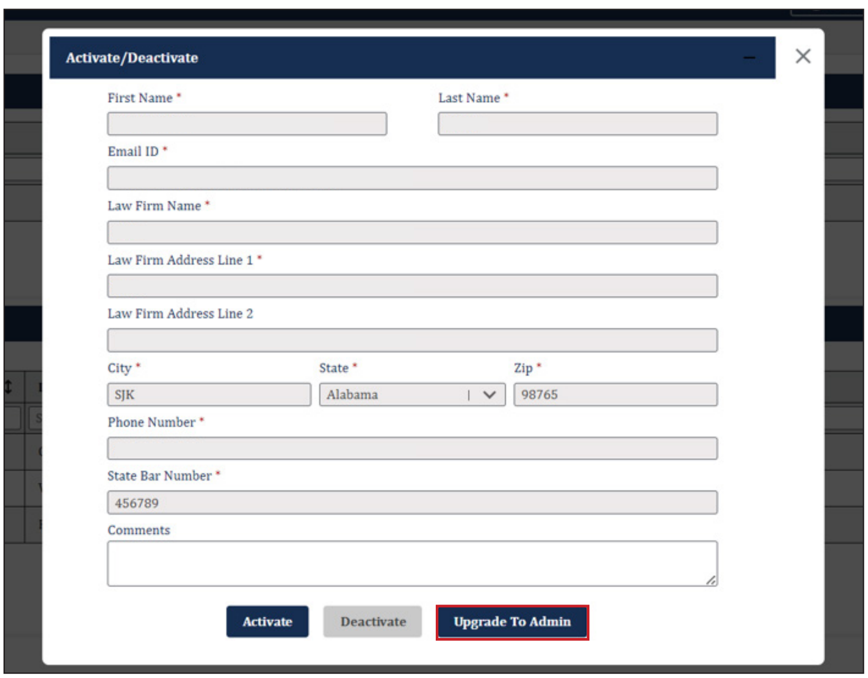


2) Choose the profile to upgrade to Admin access.

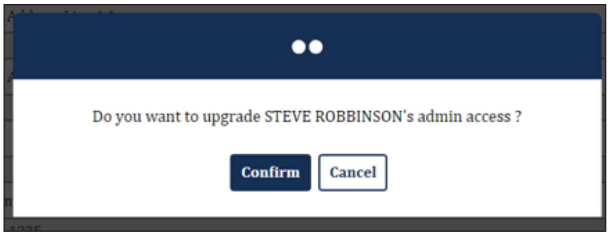
3) Click **Review**. A pop-up window will display the user's information and their law firm's information.



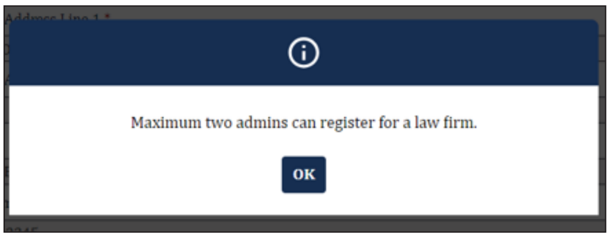
4) Click **Upgrade to Admin**.



5) Click **Confirm** to confirm the upgrade or **Cancel** to return to the Admin page without upgrading the user's access to Admin.



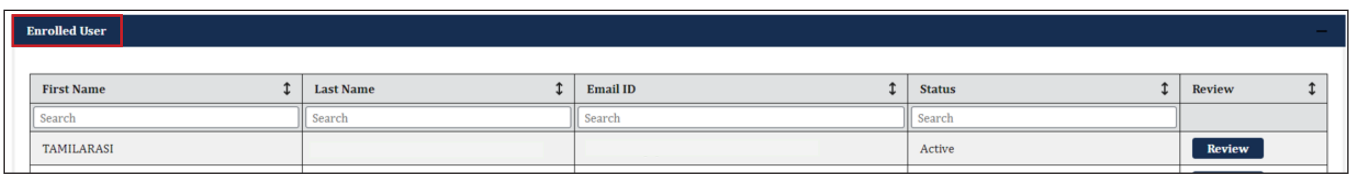
   a) If there are already two Admins designated for a law firm, a pop-up window will appear stating that a maximum of two Admins can register for a law firm. Click **Ok** to exit.



Upon returning to the Admin page, the user who has been promoted to Admin status will be listed in the Enrolled Admin Users grid.

Revoke Admin Access

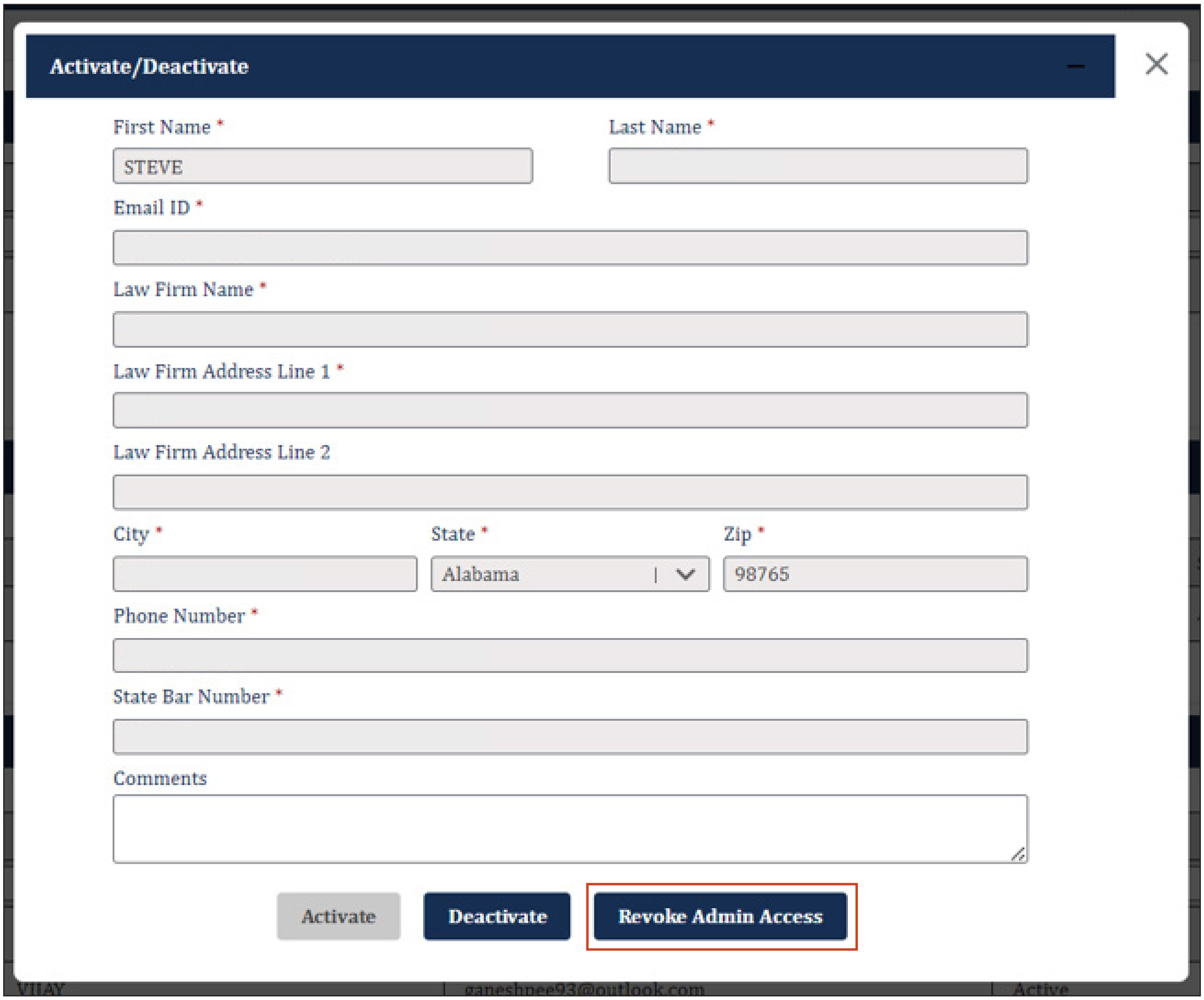
1) Locate the Enrolled User grid.



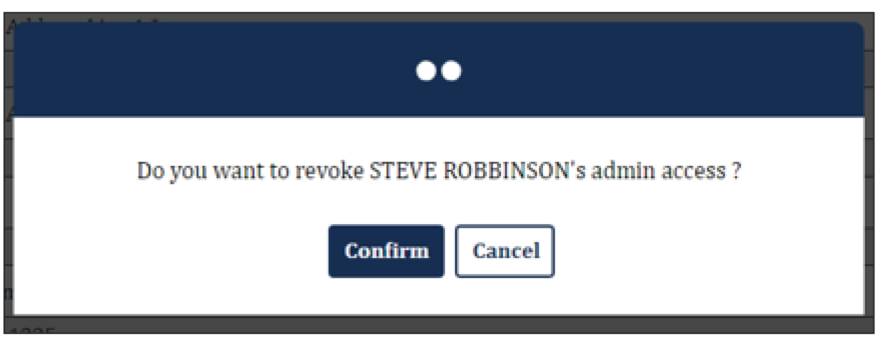
2) Choose the profile to revoke Admin access.

3) Click **Review**. A pop-up window will display the user's information and their law firm's information.

4) Click **Revoke Admin Access**.
Note: You can also activate or deactivate Admin users while the pop-up window is open.

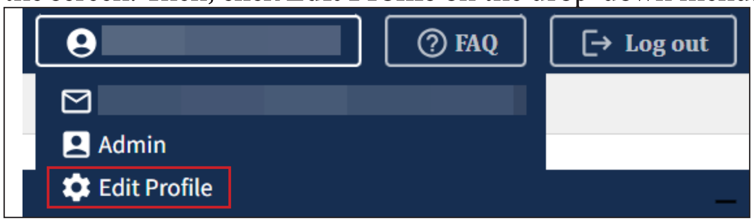


5) Click **Confirm** to confirm the revocation or **Cancel** to return to the Admin page without revoking the Admin user access from the user.



Edit Profile

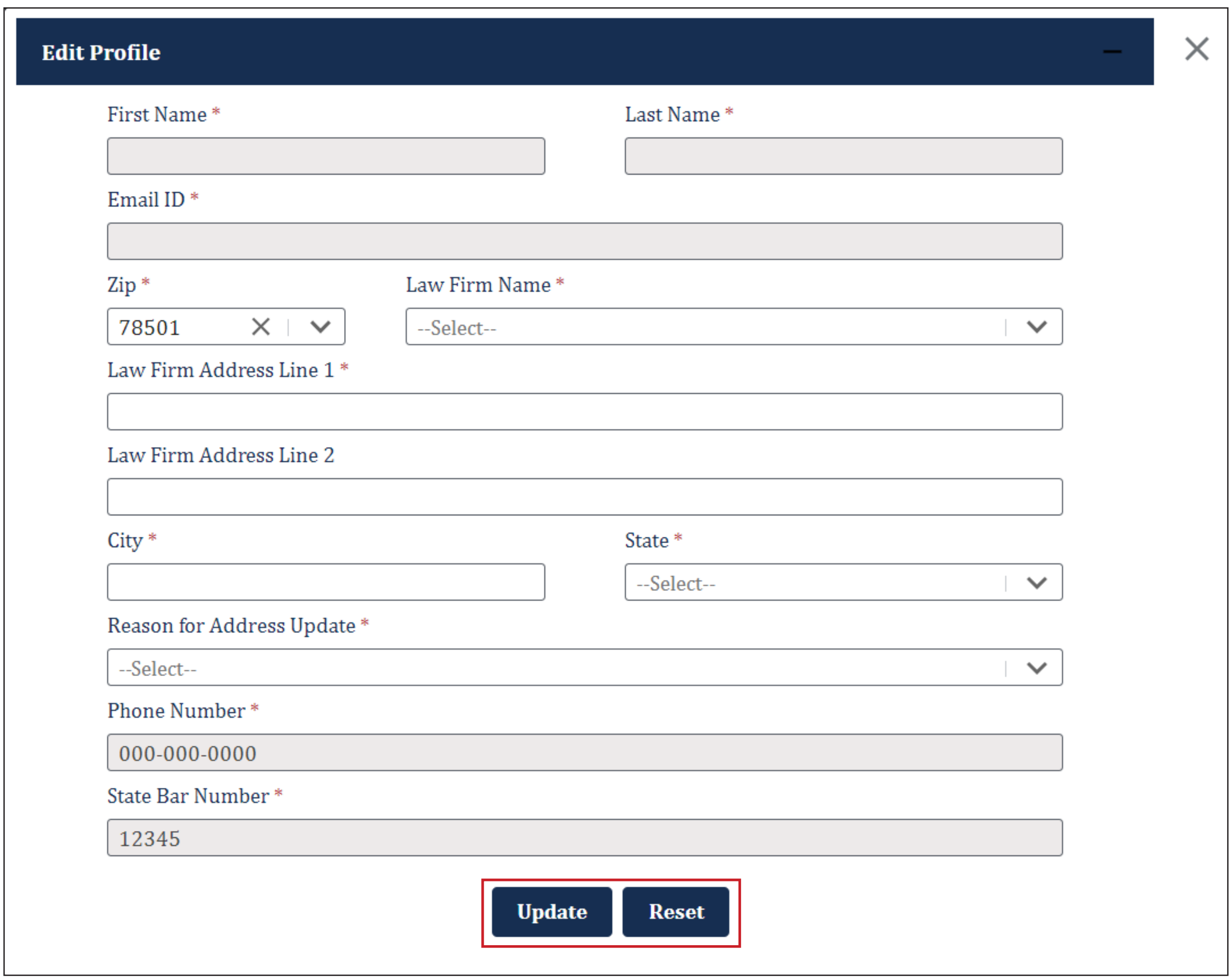
Admins can update their law firm’s address through the Tort portal. Click your name in the upper-right corner of the screen. Then, click **Edit Profile** on the drop-down menu.



This triggers a pop-up window for address updates with editable and non-editable fields.

Complete the mandatory, editable fields indicated by red asterisks. Click **Update** to submit or **Reset** to clear all editable fields. Once the attorney’s profile is updated, the changes are visible to all Admins and Users associated with the same law firm.

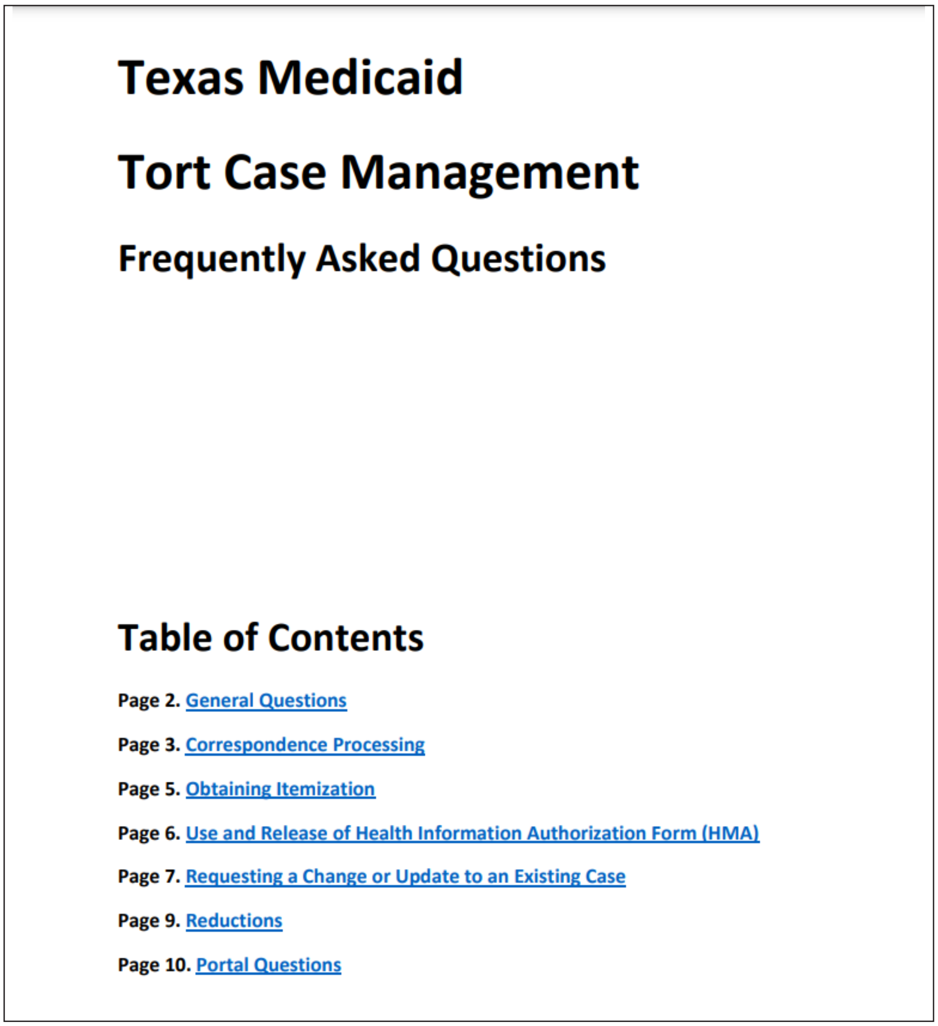
Note: Only Admins can update the law firm’s address.



Frequently Asked Questions (FAQs)

The FAQs cover topics such as processing times, contacts, restriction periods, and much more.

You'll find the FAQs in the upper right-hand corner of the screen on the navigation menu. After clicking the FAQ button, a new browser tab will open. Use the table of contents to find and click on the links to navigate to the section that you need.



Texas Medicaid

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