

Provider Enrollment Electronic Signature Instructions

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The electronic signatures portion of the [Provider Enrollment on the Portal \(PEP\)](#) process helps providers and provider administrators save time and avoid deficiencies that may occur when physically signing and mailing required documents.

Providers can opt out of this step if they prefer not to e-sign required documentation or they do not have the capability to do so. They can then continue their enrollment application in PEP and provide required documents via mail.

Providers who elect to e-sign documents should remember that these documents are legally binding and there may be some limitations to upload sizes and which documents can and cannot be e-signed.

It is the responsibility of the provider administrator to ensure that all documents are signed, electronically or not, and provided to TMHP in a timely manner. Providers can only submit online applications and use electronic signatures after they have activated a TMHP User Account and a Portal ID. Instructions for activating an account are available in the [TMHP Portal Security Provider Training Manual](#).

Assign the Agreements for Electronic Signature

The Provider Administrator must assign the agreements to the enrolling provider so that they can be signed electronically. The following enrollment agreements can be e-signed:

- The Electronic Funds Transfer (EFT) Agreement
 - The HHSC Medicaid Provider (Traditional Medicaid) Program Agreement
 - The Provider Agreement with the Health and Human Services Commission (HHSC) for Participation in the Children with Special Health Care Needs (CSHCN) Services Program
 - The HHSC Medicaid Provider Agreement (THSteps Dental) Agreement
 - The HHSC Medicaid Ordering or Referring Provider Agreement
- 1) Acknowledge that the application is complete, then indicate whether electronic signatures will be used to complete the application, or not.

The screenshot shows the 'Final Acknowledgement' page in the TMHP Provider Enrollment system. The page title is 'TMHP :: Provider Enrollment'. The navigation menu includes 'Enrollment', 'View Existing Transactions', and 'View Saved Templates'. The 'Quick Links' section contains: 'Provider Type Identification Form', 'Provider Demographics', 'Provider Information Form', 'Disclosure of Ownership', 'Principal Information Form', 'Disclosure of Relationships', and 'Provider Acknowledgement'. The main content area is titled 'Final Acknowledgement' and contains an 'Application Summary' section with a disclaimer. Below the disclaimer, there are two radio button options: 'I acknowledge that the application is complete and correct.' (checked) and 'I will use electronic signatures to complete this application.' (radio buttons for Yes and No). At the bottom of the form, there are 'Previous Page' and 'Continue and Save' buttons.

- Users who selected “Yes” in the previous step will enter the Portal User ID for each agreement in the “User ID of Authorized Signatory” field. PEP will assign each agreement to the designated Portal User ID.

TMHP :: Provider Enrollment

Home | TMHP.com | My Account

Logged in as: | Log Out

Portal Ticket #

Provider Enrollment

Enrollment

View Existing Transactions

View Saved Templates

Quick Links: [Provider Type Identification Form](#) [Provider Demographics](#) [Provider Information Form](#) [Disclosure of Ownership](#) [Principal Information Form](#) [Disclosure of Relationships](#) [Provider Acknowledgement](#) [Signatures and Attachments](#)

Signatures and Attachments

Select the name from the "Authorized Signatory" dropdown and enter the Portal ID for each Agreement within the "User ID of Signatory" field below. Each signer must have a Portal User ID to access the electronic signature fields. Please enter a Portal User ID for each agreement within the "Assigned for Signature To" field below. To create new Portal User IDs, access the My Account link at the top of this page. Each signer must contact the PEP Admin for this application to obtain additional enrollment agreement information.

Please verify that all Portal User IDs are complete and correct prior to activating the agreement(s) for electronic signature.

Agreement:	Name of Authorized Signatory:	User ID of Authorized Signatory:
Electronic Funds Transfer Agreement	Doctor Jones	
HHSC Traditional Medicaid Agreement	Doctor Jones	

Activate Agreement for E-Signatures

Required Documentation

Complete and attach the following documents to support this enrollment application:

Attachments

All other required documentation, if applicable, must be either uploaded electronically or faxed/mailed. [Click here](#) for more information on documents that can be electronically scanned/uploaded and attached to this enrollment application.

These attachments must be saved and uploaded as a Portable Document File (PDF) and the maximum file size limit total for each file is up to 2 megabytes and for all attached documents is up to 20 megabytes.

Browse... Add Document

Agreement

By submitting this application for provider enrollment or credentialing, as well as the information provided in connection with this application, I acknowledge that I intend to become enrolled or credentialled as a provider in the Texas State Programs. I also agree to adhere to all applicable laws, administrative rules, policies, and guidelines, and I understand that under these authorities I must adhere to standards of behavior that, if not met, can result in administrative, civil and/or criminal sanctions.

I Decline I Accept

Once the application is accepted and submitted, you will not be able to make modifications during TMHP processing.

Previous Page

- Click **Validate Portal User ID(s)** to validate the Portal User IDs.

Signatures and Attachments

Select the name from the "Authorized Signatory" dropdown and enter the Portal ID for each Agreement within the "User ID of Signatory" field below. Each signer must have a Portal User ID to access the electronic signature fields. Please enter a Portal User ID for each agreement within the "Assigned for Signature To" field below. To create new Portal User IDs, access the My Account link at the top of this page. Each signer must contact the PEP Admin for this application to obtain additional enrollment agreement information.

Please verify that all Portal User IDs are complete and correct prior to activating the agreement(s) for electronic signature.

Agreement:	Name of Authorized Signatory:	User ID of Authorized Signatory:
Electronic Funds Transfer Agreement	Doctor Jones	
HHSC Traditional Medicaid Agreement	Doctor Jones	

Validate Portal User Id(s)

- PEP will list the designated Portal User IDs and their email addresses. Click **Activate Agreement for E-Signature** button to forward the agreement for the providers' electronic signatures.

Signatures and Attachments

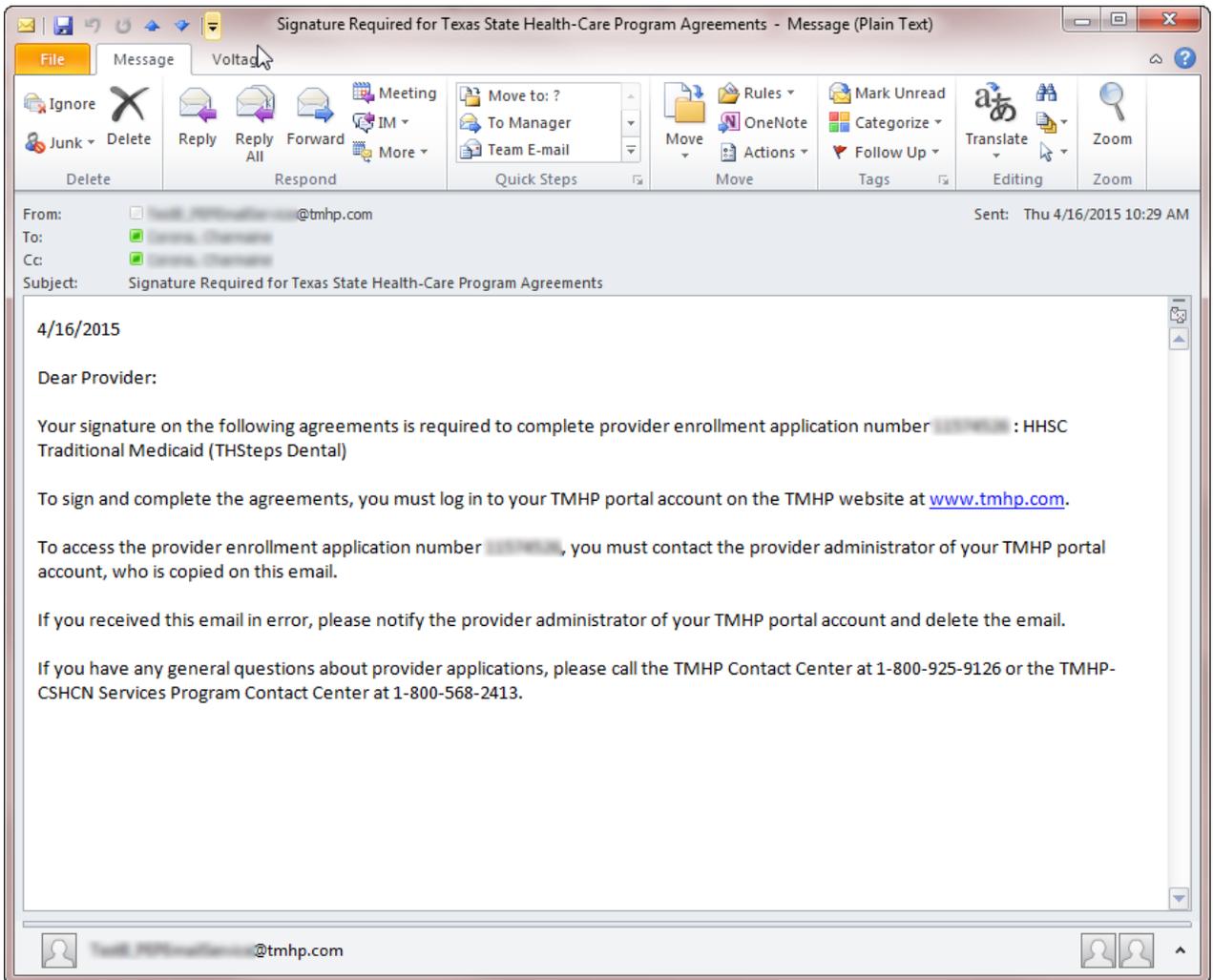
Select the name from the "Authorized Signatory" dropdown and enter the Portal ID for each Agreement within the "User ID of Signatory" field below. Each signer must have a Portal User ID to access the electronic signature fields. Please enter a Portal User ID for each agreement within the "Assigned for Signature To" field below. To create new Portal User IDs, access the My Account link at the top of this page. Each signer must contact the PEP Admin for this application to obtain additional enrollment agreement information.

Please verify that all Portal User IDs are complete and correct prior to activating the agreement(s) for electronic signature.

Agreement:	Name of Authorized Signatory:	User ID of Authorized Signatory:	Email:	
Electronic Funds Transfer Agreement	Doctor Jones ▾	<input type="text"/>	<input type="text"/>	Clear
HHSC Traditional Medicaid Agreement	Doctor Jones ▾	<input type="text"/>	<input type="text"/>	Clear

Activate Agreement for E-Signatures

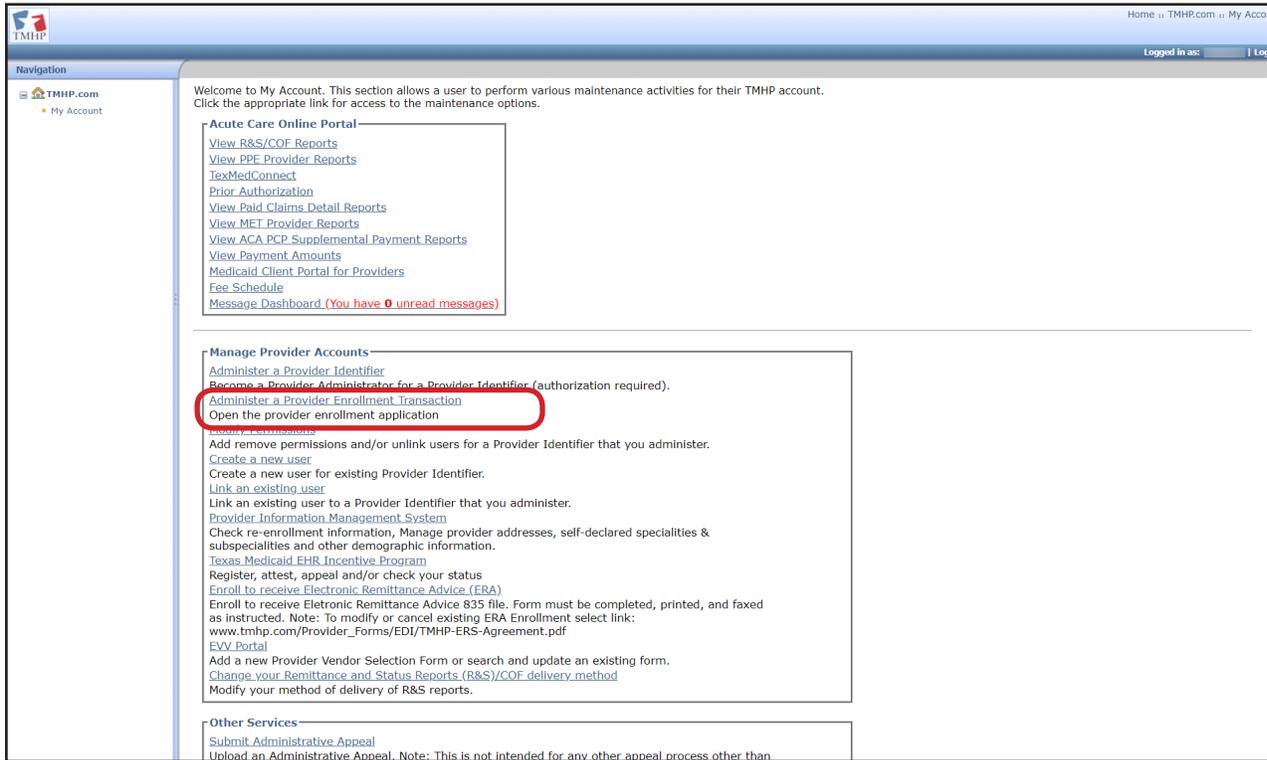
- TMHP will send the providers an email titled "Signature Required for Texas State Health-Care Program Agreements." The email will prompt them to log in to the TMHP portal with their Portal User ID and e-sign their agreements.



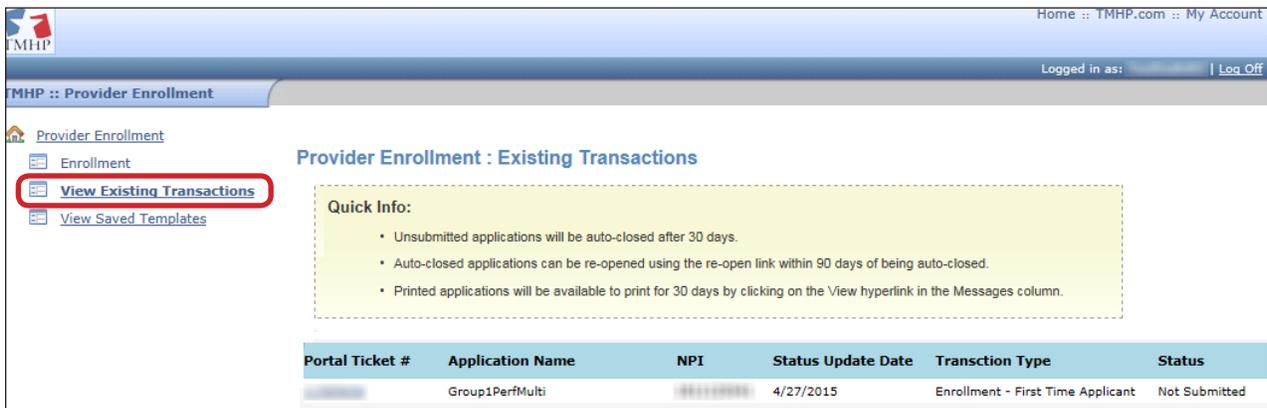
Accept and Sign the Agreements

When the Provider Administrator assigns the agreements to the provider, the provider must log in to PEP with a Portal User Account.

- 1) Once logged into My Account, click **Administer a Provider Enrollment Transaction**.



- 2) Click **View Existing Transactions**.



- All of the required fields must be completed for each agreement. Portal Users will not be able to proceed to the next field if the required fields have not been completed. Multiple agreements may be displayed. Each agreement will have a separate link and must be signed individually. All of the agreements must be completed before the application is submitted.

Agreement Example:

The screenshot shows a web interface for the HHSC Medicaid Provider Agreement. At the top, there is a logo for TMHP (Texas Medical Assistance Program) and a note 'POWERED BY Adobe EchoSign'. A red box highlights the 'HHSC' label in the top right corner. Below the header, there is a navigation bar with 'Options' and 'Enrollment Agreements' (with a 'Completed' status indicator). The main content area is titled 'HHSC Medicaid Provider Agreement' and contains a form with the following sections:

- Name of provider enrolling:** A text field with a blurred name.
- Medicaid TPI: (if applicable)** and **Medicare provider ID number: (if applicable)**: Two text fields with blurred content.
- Physical address (where health care is rendered):** A section with instructions: 'Providers MUST enter the physical address where the services are rendered to clients. If the accounting, corporate, or mailing address is entered in this physical address field, the application may be denied.' It includes fields for Number, Street, Suite, City, State, and ZIP, with blurred text.
- Accounting/billing address: (if applicable)**: A section with fields for Number, Street, Suite, City, State, and ZIP, with blurred text.

Below the form, there is a paragraph of text: 'As a condition for participation as a provider under the Texas Medical Assistance Program (Medicaid), the provider (Provider) agrees to comply with all terms and conditions of this Agreement.' This is followed by a section titled 'I. ALL PROVIDERS' and a sub-section '1.1 Agreement and documents constituting Agreement.' which contains detailed text about the provider's obligations. A '1.2 State and Federal regulatory requirements' section follows, with a sub-section '1.2.1' regarding certification. A 'Saved' button is visible on the left side. At the bottom, there is a statement 'I agree to the Terms of Use and Consumer Disclosure of this document' and a blue 'Click to sign' button, which is highlighted with a red box.

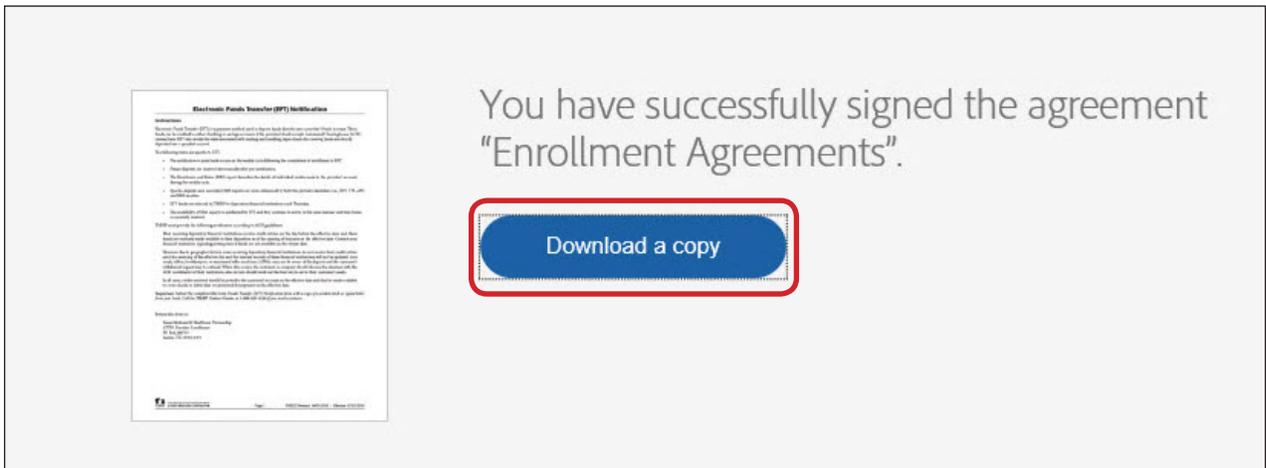
- Click **Click to sign** to submit e-signature.



- 7) Signees will type their name in the **Type Signature** window, and click **Apply**.



- 8) The “Enrollment Agreement confirmation” page will display all of the completed and signed agreements. Click **Download a copy** button to view or save a copy of the agreement.



- 9) Close the Adobe EchoSign page, and the e-sign status in the associated PEP application will change from **Sent** to **Signed**.



Attaching Files to the Application

Providers can attach and submit their supporting documents, regardless of whether they would like to e-sign or not.

The following conditions apply:

- All attachments must be saved and uploaded as Portable Document Format (PDF) files.
- Each attachment has a maximum file size of 2 megabytes, and the total size of all of the attached PDFs cannot exceed 20 megabytes.
- If the required documents are not attached to the online application, the provider must mail or fax the documents to TMHP as specified in the “Provider Enrollment” section of the *Texas Medicaid Provider Procedures Manual*.

The screenshot shows the 'Attachments' section of the application. It contains two paragraphs of text: 'All other required documentation, if applicable, must be either uploaded electronically or faxed/mailed. [Click here](#) for more information on documents that can be electronically scanned/uploaded and attached to this enrollment application.' and 'These attachments must be saved and uploaded as a Portable Document File (PDF) and the maximum file size limit total for each file is up to 2 megabytes and for all attached documents is up to 20 megabytes.' Below the text are two buttons: 'Browse...' and 'Add Document'. A table below the buttons has a header row with 'File Name' and 'Delete'. The first row of the table contains 'Example.pdf' and 'Delete'. A red box highlights the table.

File Name	Delete
Example.pdf	Delete

Once all attachments have been uploaded, click **I Accept** to submit the application. The application cannot be modified after clicking the “I Accept” button.

The screenshot shows the 'Agreement' section of the application. It contains a paragraph of text: 'By submitting this application for provider enrollment or credentialing, as well as the information provided in connection with this application, I acknowledge that I intend to become enrolled or credentialed as a provider in the Texas State Programs. I also agree to adhere to all applicable laws, administrative rules, policies, and guidelines, and I understand that under these authorities I must adhere to standards of behavior that, if not met, can result in administrative, civil and/or criminal sanctions.' Below the text are two buttons: 'I Decline' and 'I Accept'. A red box highlights the 'I Accept' button. Below the buttons is a paragraph of text: 'Once the application is accepted and submitted, you will not be able to make modifications during TMHP processing.'

System Requirements

Internet Explorer 11 should be used to access applications on the TMHP website. TMHP recommends Google Chrome or Mozilla Firefox for providers that use a computer operating system that is not compatible with Internet Explorer 11, such as Microsoft Edge. Adobe Acrobat 10.0 or a more recent version is also needed.