



LMS REGISTRATION AND NAVIGATION JOB AID

FOR PROVIDERS



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

v2024_0301

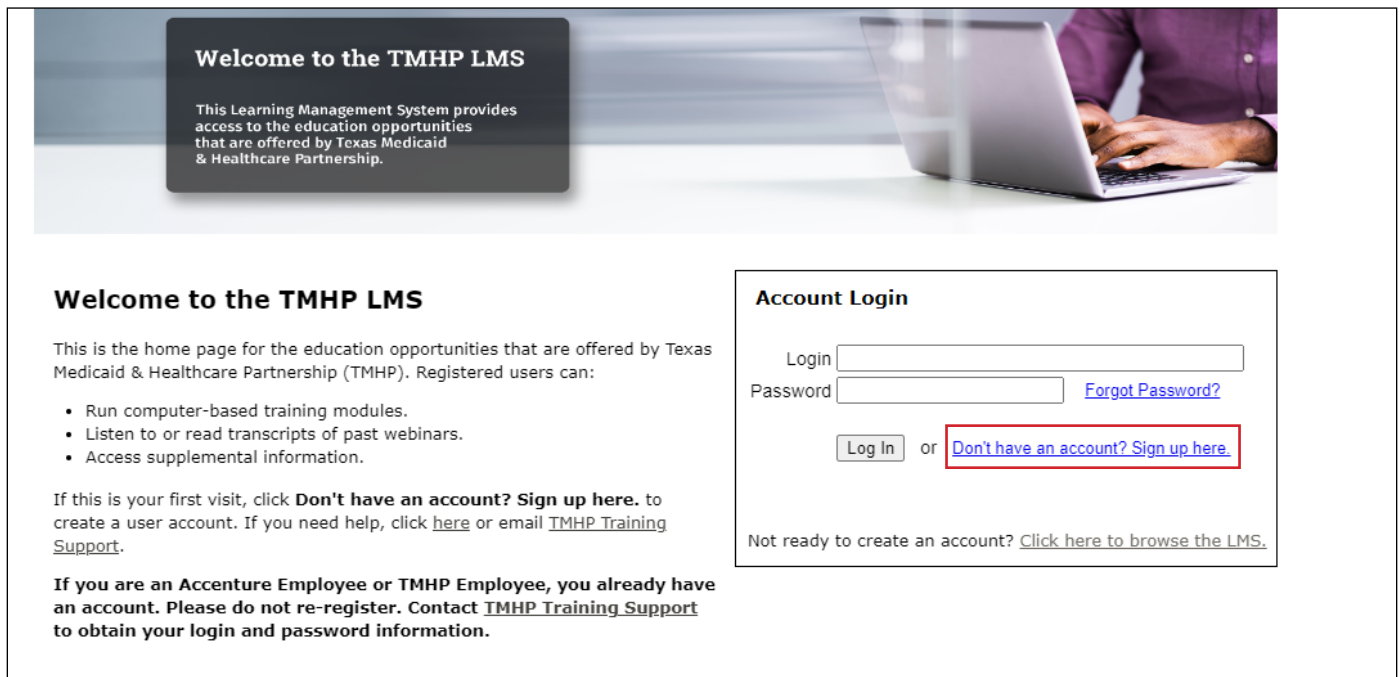
Providers can access the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS) to view educational materials such as computer-based trainings, user guides, job aids, videos, and much more. First-time users are required to create an account to access materials in the LMS.

Creating an LMS Account

1) Go to learn.tmhp.com.

Note: If you are using a Virtual Private Network (VPN) to access the LMS, you may need to disable it. Once connected to the LMS, you can reconnect to the VPN.

2) To create an account, click **Don't have an account? Sign up here**. A New User Registration window opens.



The screenshot displays the TMHP LMS homepage. At the top, a dark grey box contains the text: "Welcome to the TMHP LMS. This Learning Management System provides access to the education opportunities that are offered by Texas Medicaid & Healthcare Partnership." Below this, the main heading is "Welcome to the TMHP LMS". The text below the heading states: "This is the home page for the education opportunities that are offered by Texas Medicaid & Healthcare Partnership (TMHP). Registered users can:" followed by a bulleted list: "Run computer-based training modules.", "Listen to or read transcripts of past webinars.", and "Access supplemental information." Below the list, it says: "If this is your first visit, click **Don't have an account? Sign up here**. to create a user account. If you need help, click [here](#) or email [TMHP Training Support](#)." At the bottom of the main content area, it reads: "If you are an Accenture Employee or TMHP Employee, you already have an account. Please do not re-register. Contact [TMHP Training Support](#) to obtain your login and password information." To the right, there is an "Account Login" section with input fields for "Login" and "Password", a "Forgot Password?" link, and a "Log In" button. A red box highlights the link "Don't have an account? Sign up here." Below the login section, it says: "Not ready to create an account? [Click here to browse the LMS.](#)"

Note: If you are not ready to create an account but would like to browse topics available on the LMS, select **Click here to browse the LMS**. You are able to view titles and descriptions of the educational materials available on the LMS, but you won't be able to access the materials until you have registered for an account.

3) Enter the following account information in the New User Registration window:

- Username — We suggest using your email address.
- Password — Create a password that is at least 7 characters and contains at least one special character (!@#\$%^&*), one letter, and one number.
- Confirm Password — Re-enter the password you created.
- Profile Picture — This is an optional field. If you would like to add an image to your profile, click **Choose File** and select a picture stored on your local computer.

Note: Fields marked with a * are required


Account

Username *

Password *

Confirm Password *

Profile Picture
Supported image format: JPG, GIF, PNG. Recommended dimensions are 270 x 270px.

 **Choose File**

4) Complete all required fields in the General section.

General

First Name *

Last Name *

Timezone *

Email *

5) Enter information in the Contact section, as preferred. Fields in this section are optional.

The screenshot shows a form section titled "Contact" with a horizontal separator line. Below the title are six input fields, each with a label to its left: "Work Phone", "Mobile Phone", "City", "State / Province / Region", and "Zip / Postal Code". All fields are currently empty.

6) Complete all required fields in the Custom section.

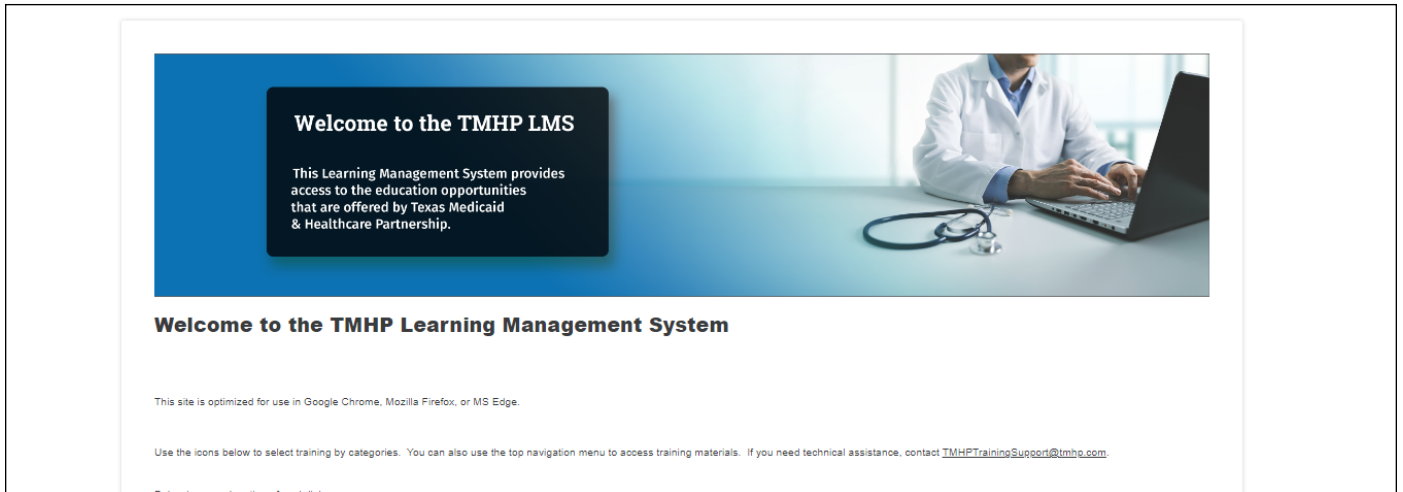
Note: An Atypical Provider Identifier (API) can be entered in the NPI Number field instead of a National Provider Identifier (NPI) if an NPI is not available.

7) Click **Register**.

Note: The Register button does not activate until all fields are completed.

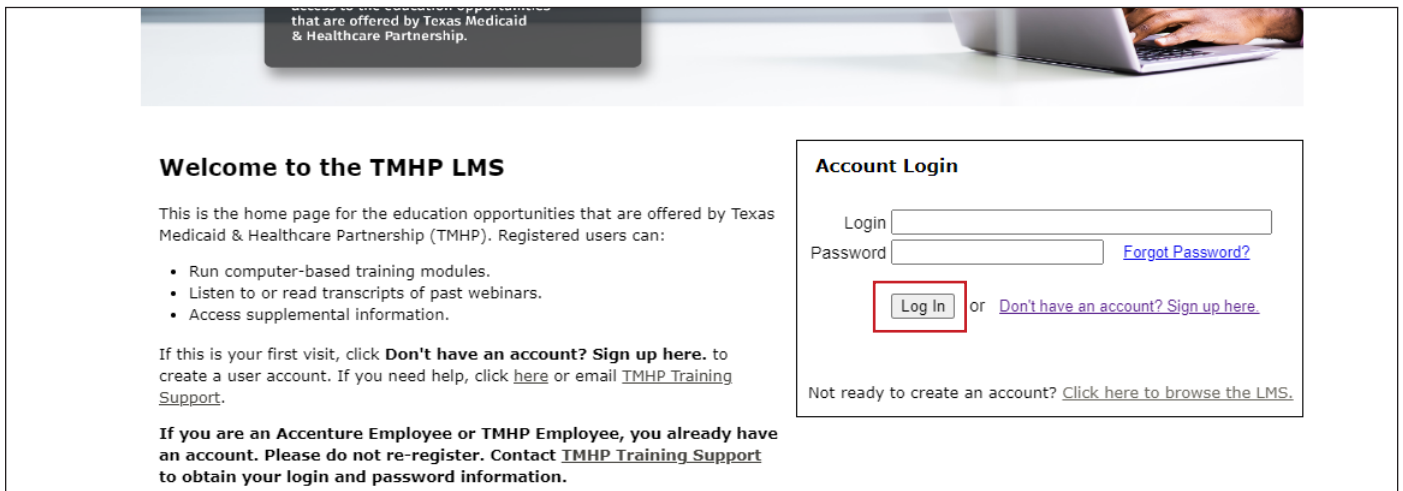
The screenshot shows a form section titled "Custom" with a horizontal separator line. Below the title are several input fields and buttons: "User Type *" (dropdown menu with "None" selected), "Role in Provider Office *" (dropdown menu with "None" selected), "Business Name *" (text input field), "Provider Type *" (dropdown menu with "None" selected), "NPI Number *" (text input field), and "If 'Other' please specify" (text input field). At the bottom left, there are two buttons: "Register" (highlighted with a red box) and "Cancel".

8) The Welcome page appears.

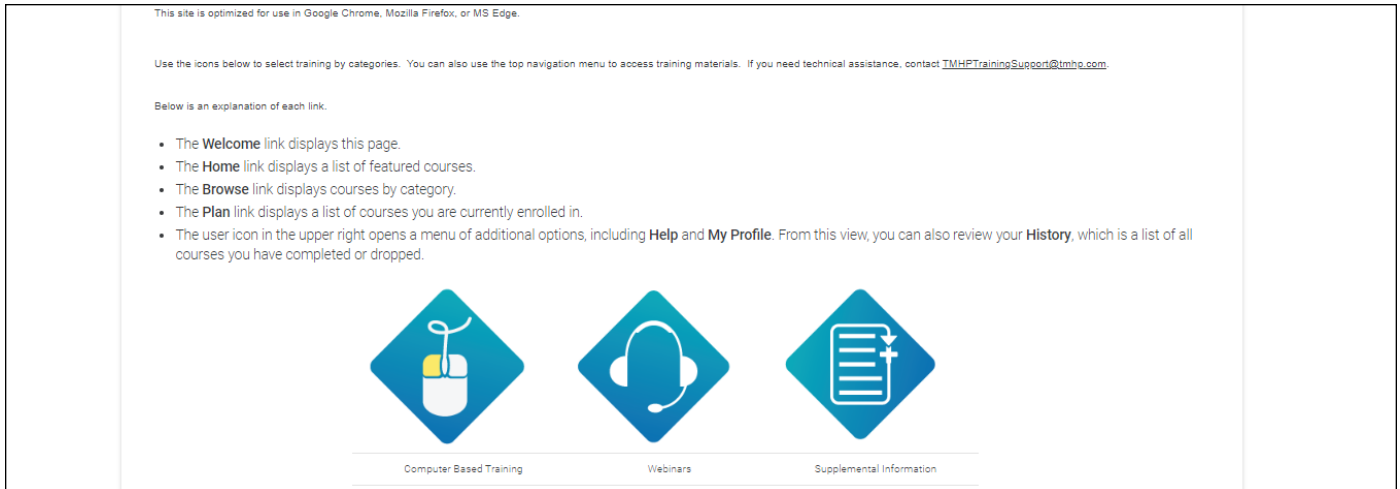


Viewing Materials in the LMS

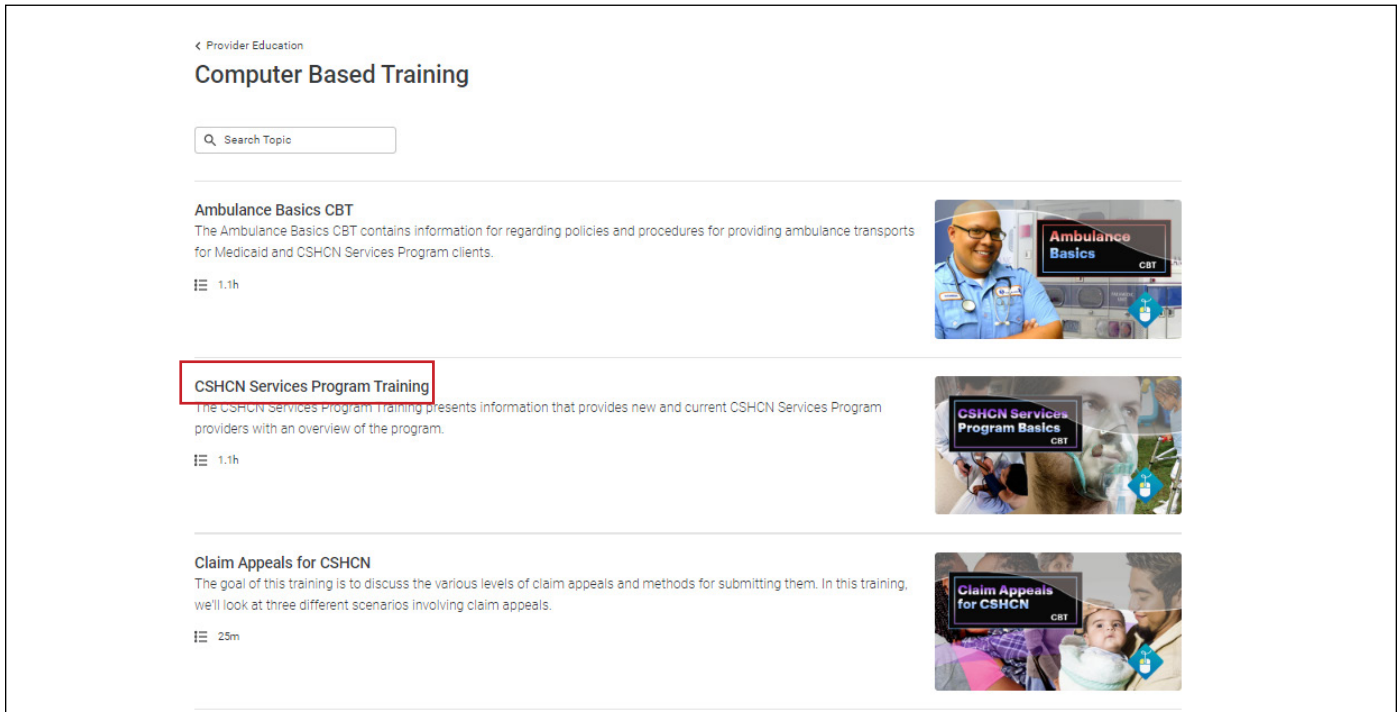
- 1) Go to learn.tmhp.com.
- 2) Enter your login and password.
- 3) Click **Log In**. The Welcome page appears.



- 4) Click the Computer Based Training icon, the Webinars icon, or the Supplemental Information icon to view available materials. A list of educational materials with titles and descriptions appears.



- 5) Scroll down the list and select a deliverable by clicking the title. The learning path for the material appears.



6) Select a deliverable to view. The material appears.

methods for submitting them using three different scenarios.

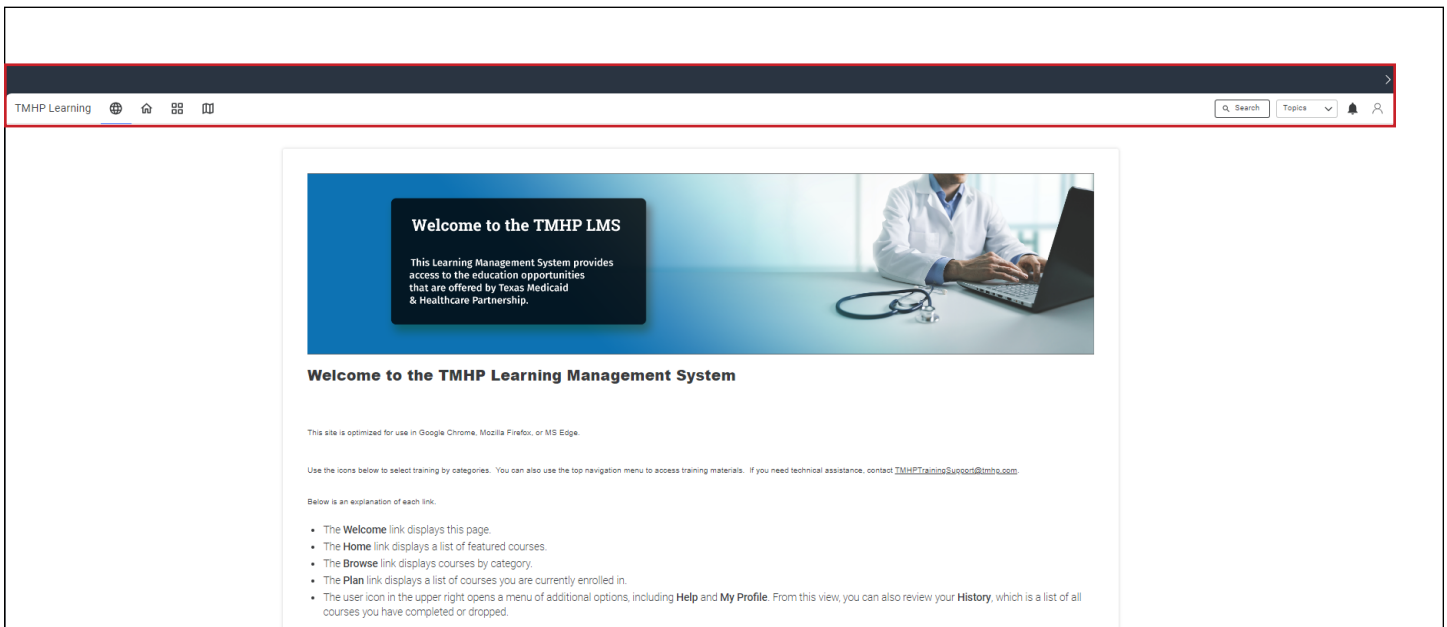
This training has been designed to give you the most up-to-date information as of the publication date. It is your responsibility to regularly review the current CSHCN Services Program Provider Manual and all updated information as it is published on the Texas Medicaid & Healthcare Partnership (TMHP) website at www.tmhp.com.

Computer Based Training ^

- ⋮ CSHCN Services Program Basics: Introduction
- ⋮ CSHCN Services Program Basics: Module 1 - Program Overview
- ⋮ CSHCN Services Program Basics: Module 2 - Program Clients and Benefits
- ⋮ CSHCN Services Program Basics: Module 3 - Provider Enrollment and Responsibilities
- ⋮ CSHCN Services Program Basics: Module 4 - Prior Authorizations and Authorizations
- ⋮ CSHCN Services Program Basics: Module 5 - Claims and Appeals
- ⋮ Claim Appeals for CSHCN: Scenario-based Training 25 m

Other LMS Search Options


At the top-left corner of the LMS, you will see several icons, while at the top-right corner you will see a search bar, and a Topics drop-down menu. Descriptions of the icons are available in the middle of the Welcome page.



TMHP Learning Q Search Topics [bell icon] [user icon]

Welcome to the TMHP LMS

This Learning Management System provides access to the education opportunities that are offered by Texas Medicaid & Healthcare Partnership.



Welcome to the TMHP Learning Management System

This site is optimized for use in Google Chrome, Mozilla Firefox, or MS Edge.

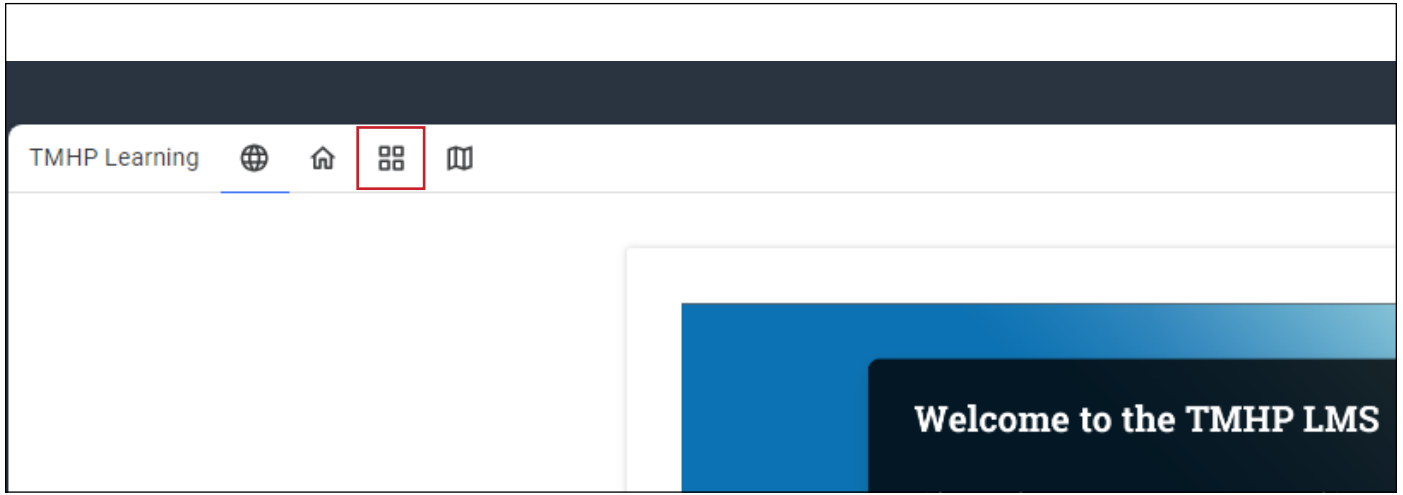
Use the icons below to select training by categories. You can also use the top navigation menu to access training materials. If you need technical assistance, contact TMHPTrainingSupport@tmhp.com.

Below is an explanation of each link:

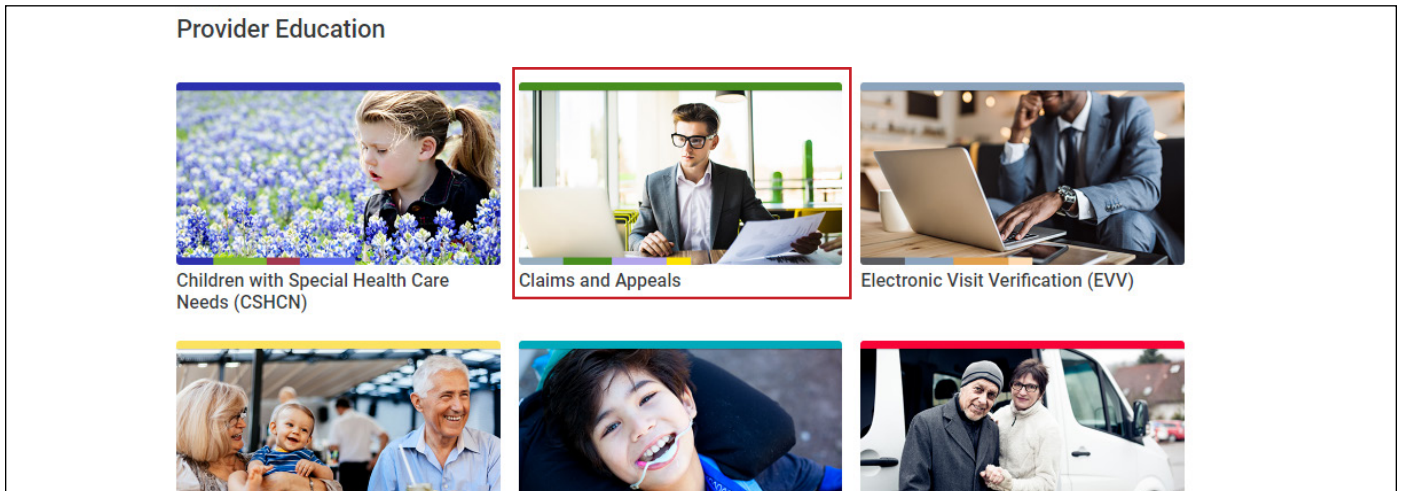
- The **Welcome** link displays this page.
- The **Home** link displays a list of featured courses.
- The **Browse** link displays courses by category.
- The **Plan** link displays a list of courses you are currently enrolled in.
- The user icon in the upper right opens a menu of additional options, including **Help** and **My Profile**. From this view, you can also review your **History**, which is a list of all courses you have completed or dropped.

Browse Icon

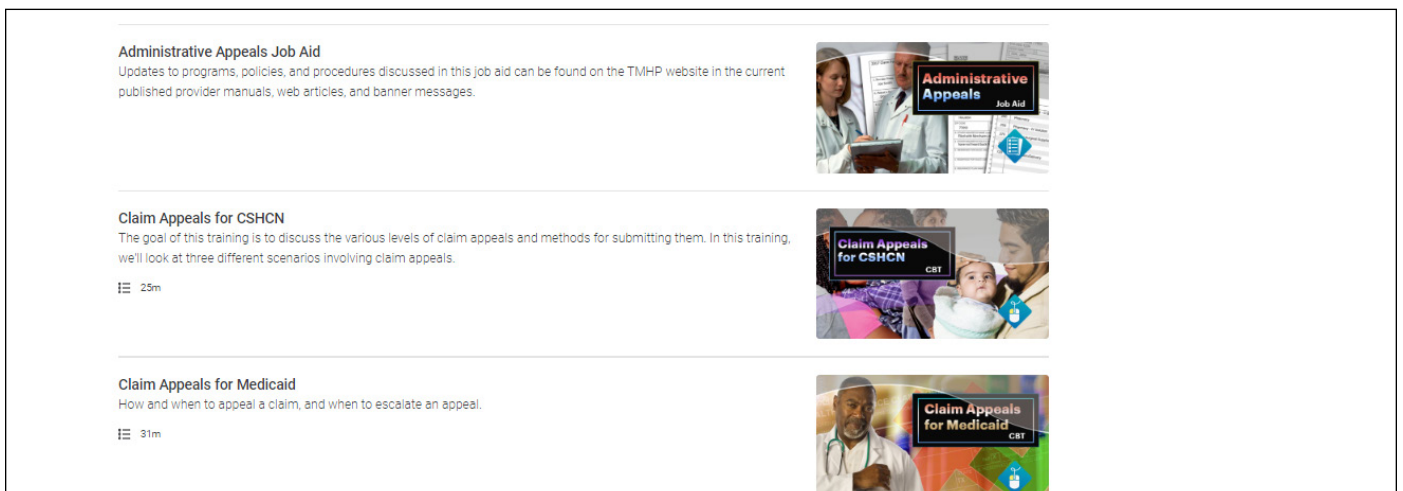
- 1) Click the Browse icon. The Provider Education page appears.



- 2) Click any of the topics or related images. A list of educational materials related to the topic or image selected appears.



- 3) Select a deliverable to view. The material appears.



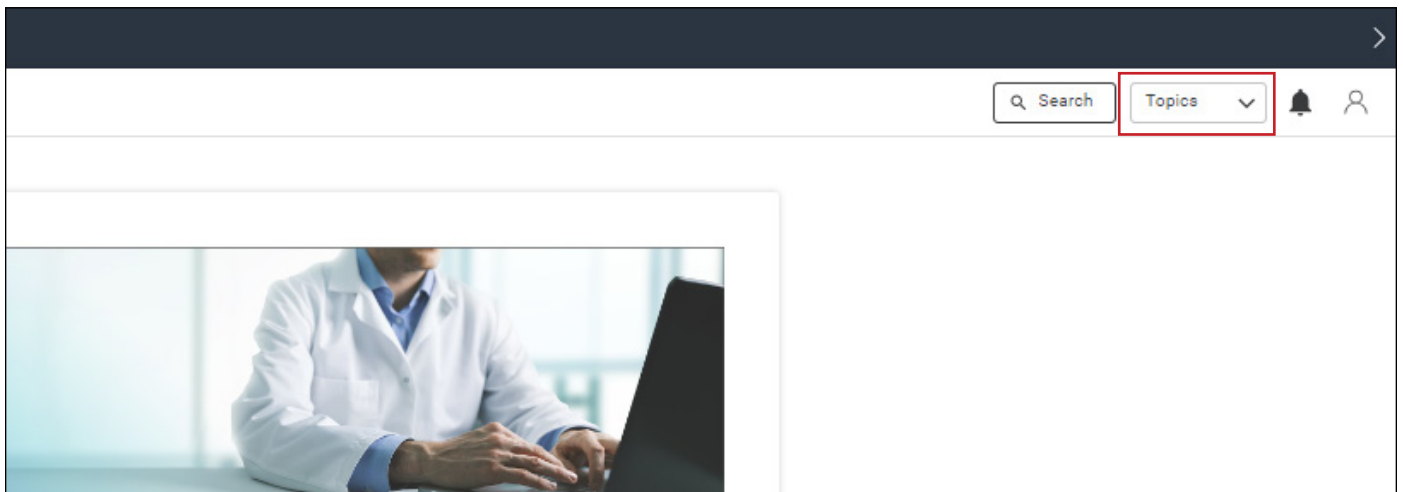
- 4) Click **Get Started** to access specific content or the learning path, or click any of the available titles to view that specific deliverable.



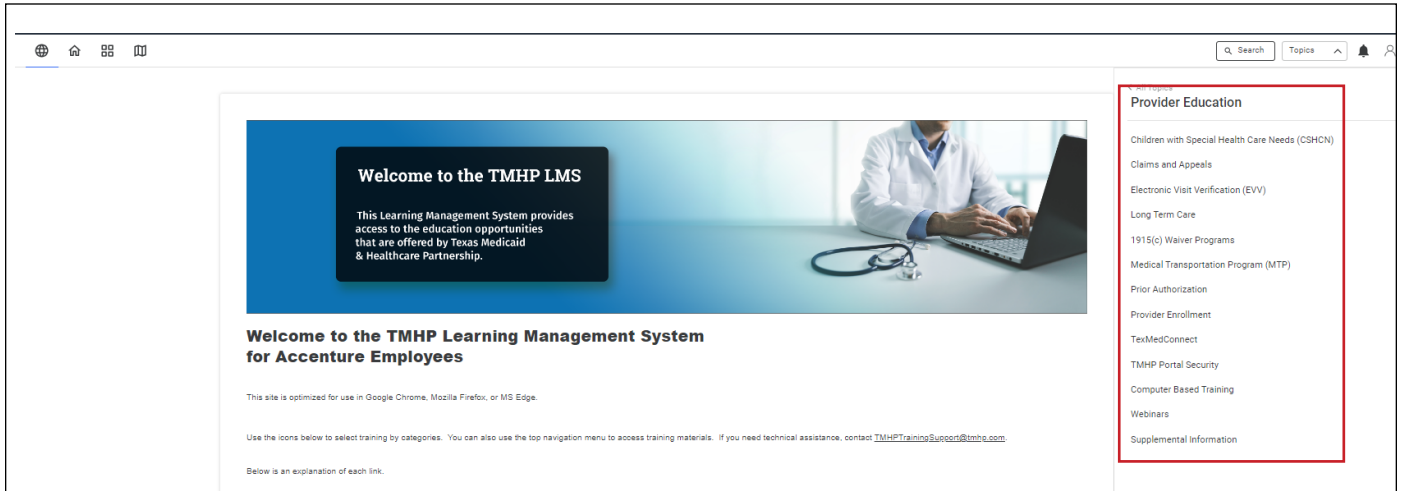
Note: The blue button's label will change depending on the content or materials you access.

Topics Drop-Down Menu

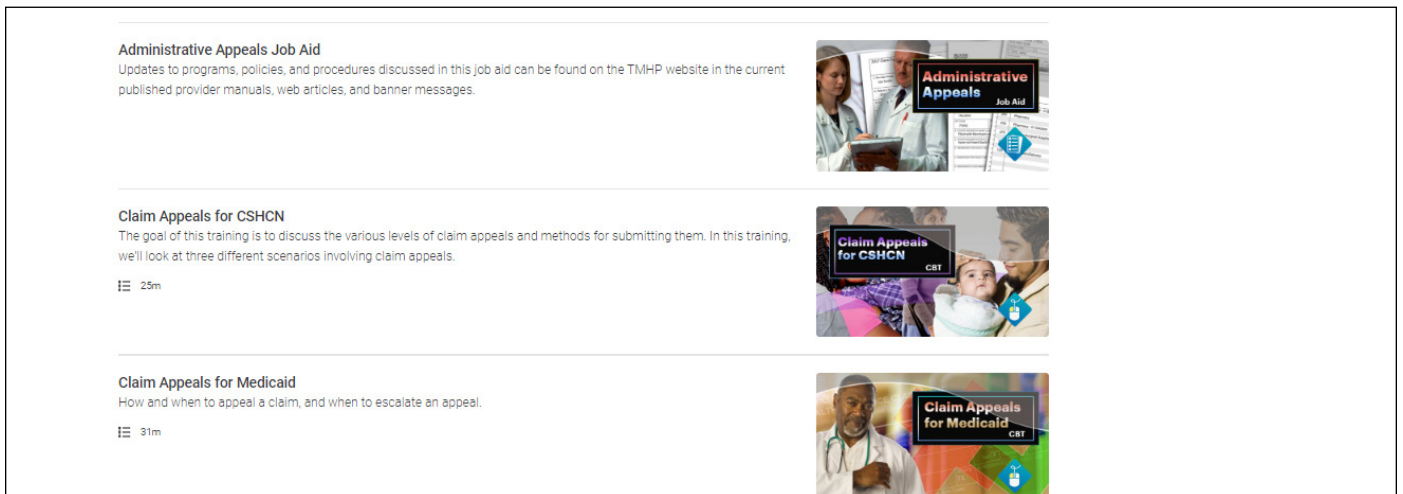
- 1) Click on the Topics drop-down menu. A list of provider education topics appears.



2) Click a topic from the list. A list of educational materials related to the topic selected appears.

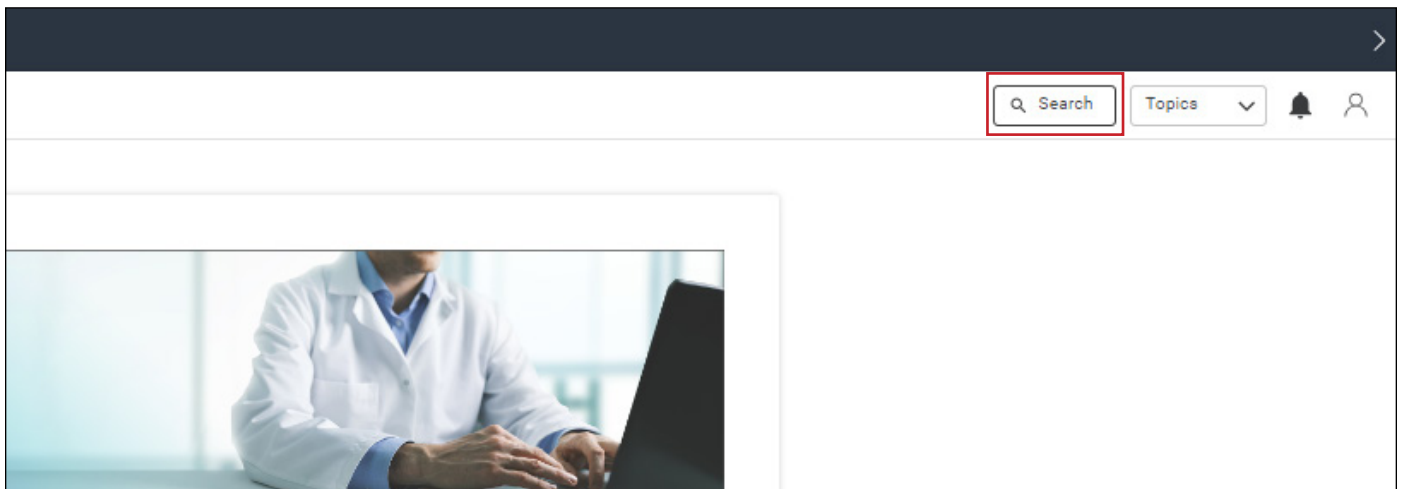


3) Select a deliverable to view. The material appears.

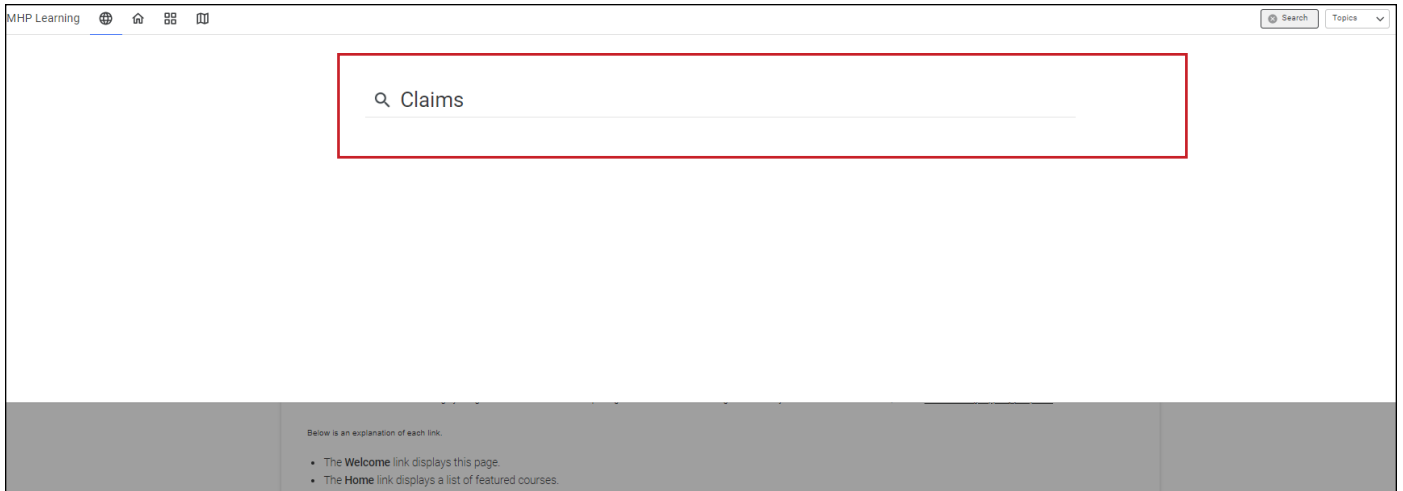


Search Function

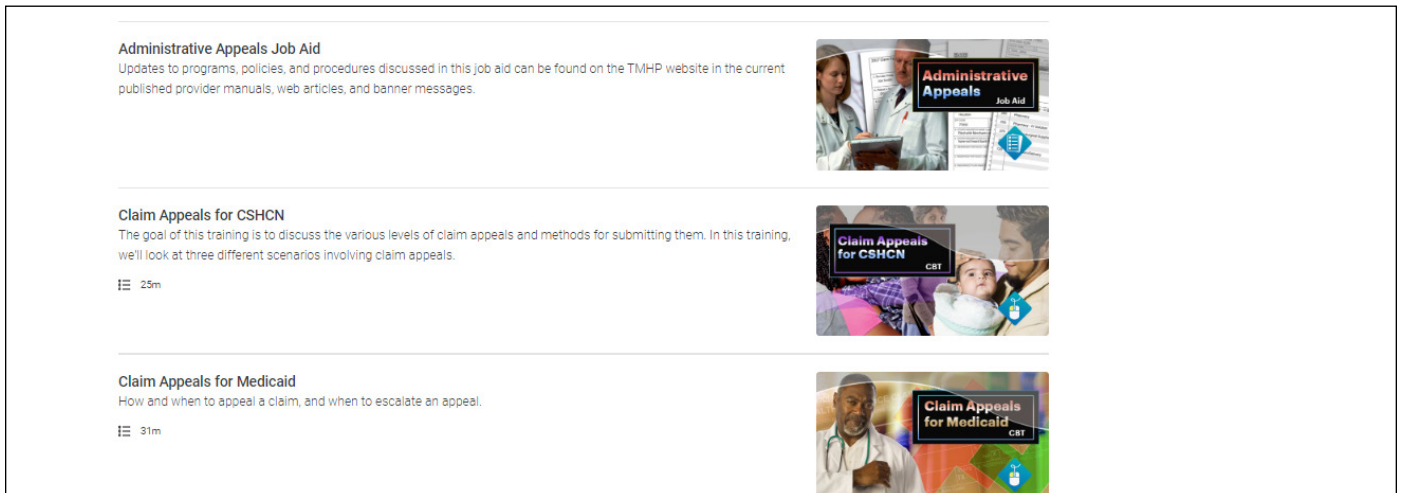
1) Click the Search function.



- 2) Type a key word for the educational material you want to search for, and press **Enter**. A list of educational materials related to the topic selected appears.

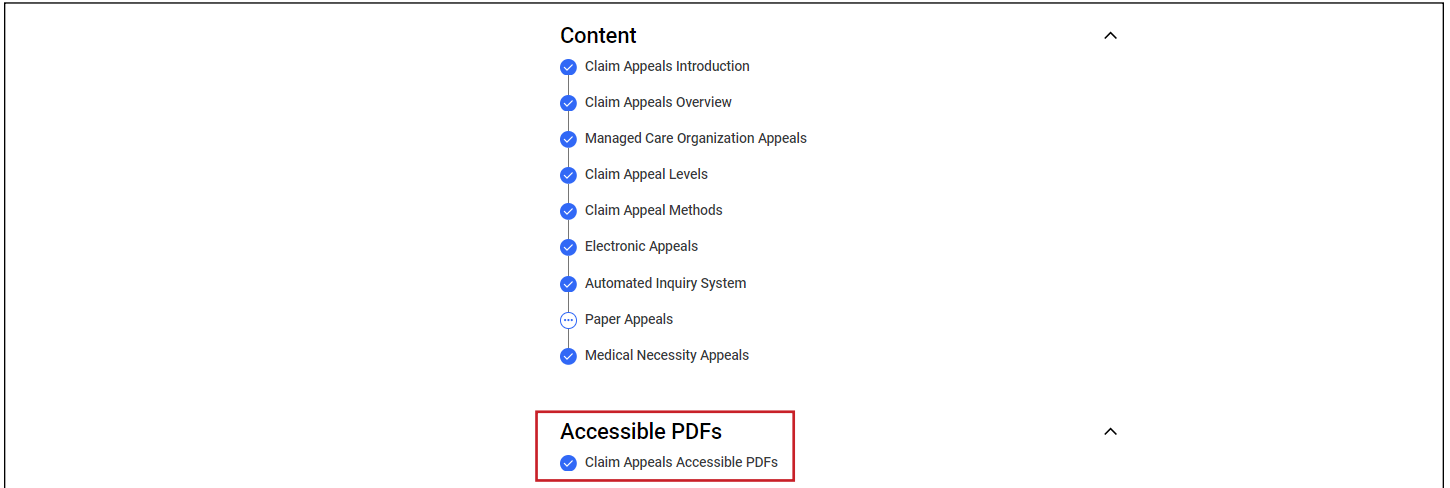


- 3) Select a deliverable to view. The material appears.



Accessible PDFs

Americans with Disabilities Act (ADA)-compliant PDFs are available on learning paths for Computer Based Trainings (CBTs), videos, and webinar recordings and can be used with assistive technologies (e.g., screen readers).



The screenshot shows a vertical list of items. The top section is titled 'Content' and contains nine items, each with a blue checkmark icon: 'Claim Appeals Introduction', 'Claim Appeals Overview', 'Managed Care Organization Appeals', 'Claim Appeal Levels', 'Claim Appeal Methods', 'Electronic Appeals', 'Automated Inquiry System', 'Paper Appeals', and 'Medical Necessity Appeals'. Below this is a section titled 'Accessible PDFs' which contains one item: 'Claim Appeals Accessible PDFs'. This item is highlighted with a red rectangular border. Small upward-pointing chevrons are visible to the right of the 'Content' and 'Accessible PDFs' headers.

Registration Assistance

Contact [TMHP Training Support](#) for help with registering for the LMS.