# **Portal Security Training Manual** A Guide to Secure Portal Account Management

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Texas Medicaid & Healthcare Partnership A STATE MEDICAID CONTRACTOR

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# 1.0 Texas Medicaid & Health care Partnership (TMHP) Portal Security Responsibilities

This guide is intended for new and existing providers, enrolled in Health and Human Services Commission's (HHSC's) Medicaid and non-Medicaid programs, who would like to learn how to create and manage TMHP User Accounts linked to their National Provider Identifier (NPI) or Atypical Provider Identifier (API) so they can access the secure functions of the TMHP website.

This includes, but is not limited to:

- Access to client eligibility information
- Access to electronic claims submission tools
- Access to provider enrollment tools

Each TMHP User Account will be controlled and monitored by an account administrator. The initial TMHP User Account that is created or accessed during account activation for the provider identifier in question is given administrative rights to that provider identifier. Account administrators must administer access to these secure pages, which contain protected health information (PHI), for any associated TMHP User Accounts.

**Note:** Providers who would like to access PHI must complete the enrollment process, and activate their TMHP User Account or utilize an existing TMHP User Account.

### 1.1 Terms to Know

- TMHP User Account a secure, password protected account that allows providers to access secure tools found on the TMHP website.
- Account Administrator a TMHP User Account that has elevated administrative permissions to one or more associated TMHP User Accounts.
- General User a TMHP User Account that does not have elevated administrative permissions.
- Provider Identifier an NPI or API.
- My Account the tool used to manage a TMHP User Account.

## **1.2 Account Administrator Responsibilities**

This guide includes information such as identifying an account administrator, removing an administrator when there are no other active administrators on the account, and having TMHP update an email address if the user is unable to access an account. Refer to the <u>Basic Tasks for Managing an</u> <u>Account on the TMHP Secure Provider Portal</u> job aid for assistance with other TMHP User Account tasks not covered in this document.

Once a TMHP User Account has been established, its account administrator has a responsibility to:

• Control access to all associated TMHP User Accounts and regularly update PHI.

- Control user activity by assigning permissions to individual associated TMHP User Accounts.
- Assign or remove administrative and general user permissions.
- Create or delete TMHP User Accounts.
- Associate or disassociate new or existing provider identifiers.
- Grant access to billing services and clearinghouses.

As mentioned above, once a user has administrator rights, they will be able to update permissions of *other* linked user accounts, including revoking their administrator rights. Providers should exercise caution in assigning administrator rights to other TMHP User Accounts.

New users will not be able to make themselves an administrator of a provider identifier that already has an administrator. New users will need to contact the existing account administrator for that provider identifier to modify the existing permissions.

**Note:** For accounts with multiple users, it is recommended to set up two users with administrative rights. For example, four employees are submitting prior authorization requests for a physician. At least two of the four employees would need administrator accounts. The two remaining employees would need their own unique general user accounts.

## **1.3 General User Responsibilities**

General user capabilities and roles vary and are determined by the account administrator. Refer to <u>Section 3.3</u> of this document for a description of each functional capability and refer to your account administrator for questions about your role as a general user.

General users have a responsibility to:

- Inform the administrator when access is required.
- Inform the administrator when access is no longer required.
- Maintain the privacy and security of all health-care information.

# 2.0 Account Activation

Providers who would like to access the secure functions of TMHP.com must activate their provider identifier for online use and associate it to a TMHP User Account. The TMHP User Account that is used during activation will receive administrator rights to that provider identifier, unless one already exists. Having administrative rights will allow the user to gain access to the secure functions of the TMHP website.

All new users who request access to a NPI/API that has an active account administrator must contact the account administrator for that NPI/API and ask the administrator to give them the required access. To identify the account administrator(s), refer to the quick reference guide in <u>Section 1.2</u> of this manual.

The Acute Care provider type will be used as an example throughout this document; Medicaid and all associated programs will use the acute care provider type. The Managed Care Organization - Long-Term Services and Support (MCO-LTSS), Long-Term Care (LTC), and Nursing Facilities (NF)/waiver provider types use the same process.

TMHP recommends that any new providers who are navigating the enrollment process see the following sections, respectively:

- <u>Section 2.2</u> Activate an Existing Provider Identifier and Create a New TMHP User Account.
- <u>Section 2.4</u> How to Request a Personal Identification Number (PIN).
- <u>Section 2.3</u> Activate an Existing Provider Identifier with an Existing TMHP User Account.

**Note:** Billing services, vendors, and clearinghouses cannot register as account administrators. If any of these entities wants to access online provider functionality on behalf of a provider or facility, the provider or facility administrator must provide the appropriate access rights.

### 2.1 Create a Provider Enrollment Account

Select this option if you are creating a new Provider Administrator account for purposes of enrolling as a new Texas Medicaid and other state health-care program provider, and you do not need to link your account to an actively enrolled Texas Medicaid and other state healthcare programs provider. Once you have created an account, you may sign into My Account and enroll new provider(s).

Go to the <u>Account Activation Home Page</u>.

1) Click Create a Provider Enrollment Account, then click Next.



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

Create New Accou	nt	
• User Name Must be a different than your EDI Submitter ID	User123	6-20 characters(no spaces or special characters)
* First Name	John	(no special characters)
* Last Name	Smith	(no special characters)
*Business Telephone	555-555-5555	X000-X000-X000
* Email	johnsmith@gmail.com	To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today
* Confirm Email		Retype email address. Do not copy and paste
* Password		8-20 characters(no spaces)
* Confirm Password		Retype password. Do not copy and paste
• General Terms and Conditions You have entered the secure portion of the Texa TMHP means TMHP, Accenture State Healthca	as Medicaid & Healthcare Partnership (TMHI re Services, LLC, its parent company, affiliat	P) website. Throughout the terms herein, reference to A
Terms of Use By accepting the terms of use, you will be allow the secure portion of this website. Only authoriz enter and access the secure portion of this web Once you have accepted the terms of use, you the right at any time to change or modify the ter have been posted will be deemed to constitute any aspect or feature of this website and to term	ed access to programs, reports, and informated persons in lawful possession of a passwork site. The use of this website is subject to the will not be asked to accept such terms again ms of use which will be posted on this website acceptance by you of the modified terms. The protect on the website acceptance by you of the modified terms.	ation protected by federal and state law contained in ord provided by TMHP to provide such passwords may e terms of use contained herein. In when you access the site another time. TMHP has ite. Any use of the website by you after modified terms MHP has the right at any time to change or discontinue at the right put pot the obligation, to monitor your
use and access of this site.	ninate any users access to the website. Thir	The mast the right, but not the obligation, to monitor your
		• I agree to these terms
I'm not a robot		
Back		Submit

3) Three confirmation emails with the following subject lines will be sent to you:

⊠ <b>,</b> ! D 0	9 From	Subject	Received 🗸	Size
🖃 Date:	Yesterday			
	DONOTREPLY@tmhp.com	TMHP website Account Information	Thu 7/28/2011 2:23 PM	5 KB
	DONOTREPLY@tmhp.com	New permissions on TMHP.com	Thu 7/28/2011 2:23 PM	5 KB
	DONOTREPLY@tmhp.com	New Administrator on TMHP.com	Thu 7/28/2011 2:23 PM	6 KB

**TMHP website Account Information** - Informing you that your account creation was successful, with your user name included.

**New permissions on TMHP.com** - Informing you of your permission level and its description. **New Administrator on TMHP.com** - Informing you that you are the new administrator for the account, with your contact information included.

**Note:** The TMHP User Account that is used during activation will receive administrator rights to that provider identifier. If you still have not received the confirmation emails after 15 minutes and after checking your junk mail, contact the Electronic Data Interchange (EDI) Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

At this point, the new TMHP User Account has been created.

4) Log in to My Account on tmhp.com to begin the provider enrollment process. You wil use the username and password you chose during account creation.



5) In My Account, under the Manage Provider Accounts section, click **Provider Enrollment and Management System** (PEMS) and follow the prompts to enroll.



Additional information regarding provider enrollment using PEMS may be found in the <u>PEMS CBT</u>. You will be directed to the Learning Management System (LMS). Log into your LMS user account or create a new user account. New visitors to the LMS must create a user account to access the CBT.

### 2.2 Create an Account and Link to a Provider

Select this option if you are creating a new Provider Administrator account and wish to link this account to an actively enrolled NPI/API.

Go to the <u>Account Activation Home Page</u>.

1) Select your provider's type (Long Term Care, Nursing Facility/Waiver Program, PEMS, or LTSS or similar provider), then click **Next**.



**Note:** Linking an NPI/API will associate all provider information with the account you are creating.

#### 2) Fill in your NPI/API, then click **Look-up**.

Find your previ	iously enrolled provider
•NPI/API	Q Look-Up
Back	

Once the search returns with your NPI/API, you will need to verify that the information associated to the NPI/API is correct.

**Note:** If you are unable to locate your NPI/API or if incorrect information is populated in any of these fields, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

3) After verifying the information, you have the option to enter a PIN to link your account with your designated provider. First time users will need to request a PIN.

Find your previ	iously enrolled provider
*NPI/API	1234567890 Change
Zip Code	123456789
Street Address	123 ABC ST
Select one of the following or	otions then select "Next"
Do you need to request a PIN?	
Back	Next

**Note:** For more information about requesting a PIN, refer to <u>Section 2.4</u>.

### 4) Once you've entered in a PIN, click **Next**.

Find your p	previously enrolled provider
*NPI/API	1234567890 Change
Zip Code	123456789
Street Address	123 ABC ST
If you have requested	d and received a portal security PIN from TMHP, you may enter it here:
*Pin	1234     PIN must be entered manually. Copy and paste functionality is disabled for security purposes.
Do you need to request	a PIN?
Back	Next

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

Create New Accour	nt	
• User Name Must be a different than your EDI Submitter ID	User123	6-20 characters(no spaces or special characters)
• First Name	John	(no special characters)
• Last Name	Smith	(no special characters)
* Business Telephone	555-555-5555	X000-X000-X000X
* Email	johnsmith@gmail.com	To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today
* Confirm Email		Retype email address. Do not copy and paste
* Password		8-20 characters(no spaces)
* Confirm Password		Retype password. Do not copy and paste
• General Terms and Conditions		
You have entered the secure portion of the Texa TMHP means TMHP, Accenture State Healthcar subcontractors.	as Medicaid & Healthcare Partnership (TMHP) re Services, LLC, its parent company, affiliates,	website. Throughout the terms herein, reference to subsidiaries, employees, consultants, and
Terms of Use By accepting the terms of use, you will be allow the secure portion of this website. Only authoriz enter and access the secure portion of this web	ed access to programs, reports, and informatio ed persons in lawful possession of a password site. The use of this website is subject to the te	n protected by federal and state law contained in I provided by TMHP to provide such passwords may rms of use contained herein.
Once you have accepted the terms of use, you the right at any time to change or modify the term have been posted will be deemed to constitute a any aspect or feature of this website and to term use and access of this site.	will not be asked to accept such terms again w ms of use which will be posted on this website. acceptance by you of the modified terms. TMH ninate any users access to the website. TMHP	hen you access the site another time. TMHP has Any use of the website by you after modified terms P has the right at any time to change or discontinue has the right, but not the obligation, to monitor your
L		•I agree to these terms
I'm not a robot		
Back		Submit

Note: All account update confirmations and account related communications will be sent by email.

6) If successful, the following message screen will appear.



**Note:** If unsuccessful, the following message will appear - We are unable to process your request at this time due to technical issues. These issues have been logged and will be addressed as soon as possible. Please try your request again later. If you continue to receive this error message please call Customer Service for technical support at 888-863-3638.

7) Three confirmation emails with the following subject lines will be sent to you:

⊠ <b>,</b> !D	9 From	Subject	Received 🗸	Size
🖃 Date:	Yesterday			
	DONOTREPLY@tmhp.com	TMHP website Account Information	Thu 7/28/2011 2:23 PM	5 KB
6	DONOTREPLY@tmhp.com	New permissions on TMHP.com	Thu 7/28/2011 2:23 PM	5 KB
	DONOTREPLY@tmhp.com	New Administrator on TMHP.com	Thu 7/28/2011 2:23 PM	6 KB

**TMHP website Account Information** - Informing you that your account creation was successful, with your user name included.

**New permissions on TMHP.com** - Informing you of your permission level and its description. **New Administrator on TMHP.com** - Informing you that you are the new administrator for the account, with your contact information included.

**Note:** The TMHP User Account that is used during activation will receive administrator rights to that provider identifier. If you still have not received the confirmation emails after 15 minutes and after checking your junk mail, contact the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

At this point, the new TMHP User Account has been created.

### 2.3 Add an Existing Provider to an Existing Account

Adding an existing provider identifier to an existing TMHP User Account is very similar to the creation of a new account. The difference is that the provider is activated under an existing TMHP User Account instead of creating a new one.

1) On the My Account page, click Administer a Provider Identifier.



2) Select your provider type (Long-Term Care, Nursing Facility/Waiver Program, PEMS, or LTSS or similar provider), then click **Next**.



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

Find your pr	eviously enrolled provider
• NPI/API	Q Look-Up
Back	

Once the search returns with your NPI/API, you will need to verify that the information associated to the NPI/API is correct.

**Note:** If you are unable to locate your NPI/API or if incorrect information is populated in any of these fields, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

4) After verifying the information, you have the option to enter a PIN to link your account with your designated provider. First time users will need to request a PIN.

Find your previ	ously enrolled provider
*NPI/API	1234567890 Change
Zip Code	123456789
Street Address	123 ABC ST
Select one of the following op Do you need to request a PIN?	tions then select "Next"
Back	Next

Note: For more information about requesting a PIN, refer to Section 2.4.

### 5) Click **Next**, once you've entered in a PIN.

Find your pre	eviously enrolled provider
*NPI/API	1234567890 Change
Zip Code	123456789
Street Address	123 ABC ST
If you have requested and	I received a portal security PIN from TMHP, you may enter it here:
• Pin 1234	PIN must be entered manually. Copy and paste functionality is disabled for security purposes.
Do you need to request a PIN	?
Back	Next

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

# The provider security information has been verified. Please validate your account information

User Name	ExtUser5	
First Name	Ext	(no special characters)
Last Name	Userfive	(no special characters)
Business telephone	123-123-1234	2004-2004-20004
Email	ExtUser5@tmhp.com	To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today
Confirm Email	ExtUser5@tmhp.com	Retype email address. Do not copy and paste
General Terms and Conditions		
aroato now portal accounts and link aris	sting accounts to the registered provider surplus	Ono individual may be a Dravider Administrator for
create new portal accounts and link exi- nultiple provider numbers. During the nformation about you, and to promptly he website as explained below. Any pe Account Information and Password Pro When you create a Provider Administra hat you can access your account with	sting accounts to the registered provider number. process of creating a Provider Administrator accou update this information when it changes. If you do resonal information that you provide to us is subject tection tor account or activate your account, you will be a us. You agree that you will keep this information c	One individual may be a Provider Administrator for unt, you agree to give us true, accurate, and complete o not update it, we may suspend or terminate your use of ct to the terms of our policy on privacy.

7) If successful, the following message screen will appear.

Success!	
Congratulations . Your account has been linked to the selected provider.	
My Account	
HelpDesk at 1-888-863-3638 between 7 a.m. to 7 p.m. CST.	

### 2.4 How to Request a Personal Identification Number (PIN)

Users who are unable to complete the required security validation process online must request a PIN. Users will be asked to select the appropriate email or mailing address from those on file with TMHP. The PIN will be sent to the physical or email address selected.

**Note:** All providers must use the PIN process to link their NPI to their TMHP User Account. Providers who have not validated their email with HHSC will not have the option to request a PIN via email.

1) Locate your provider and click **Do you need to request a PIN?**, then click **Next**.



2) Select an email or mailing address from the list provided, then click Submit.



**Note:** If the email or mailing address on file is incorrect in any way (e.g. altogether wrong address, misspelled, bad domain, etc.), a PIN cannot be requested until the information has been updated. Click **Click here** shown in the above image to fill out a <u>Provider Information Change (PIC) form</u> and submit it to TMHP, to update the incorrect address/email. It can take up to 10 business days, after updating the correct information, to receive a PIN by mail.

#### 3) If successful, the following message screen will appear.



**Note:** If unsuccessful, the following message will appear - We are unable to process your request at this time due to technical issues. These issues have been logged and will be addressed as soon as possible. Please try your request again later. If you continue to receive this error message please call Customer Service for technical support at 888-863-3638.

4) After receiving the PIN, click **Enter PIN** and enter the PIN to complete the validation process for Account Activation.

# 3.0 Managing TMHP User Accounts and Permissions in My Account

The current Account Administrator can manage their TMHP User Account's permissions from the My Account screen. Additional Administrators and TMHP User Accounts can also be added from this screen. Administrators and Users have different choices in the My Account screen.

#### **Administrator Choices**

- Manage Provider Accounts
Planage Floride: Accounts
Administer a Provider Identifier
Become a Provider Administrator for a Provider Identifier (authorization required).
Administer a Provider Enrollment Transaction
Open the provider enrollment application
Provider Enrollment and Management System
Enroll a provider and manage provider enrollment information
Modify Permissions
Add remove permissions and/or unlink users for a Provider Identifier that you administer.
Create a new user
Create a new user for existing Provider Identifier.
Link an existing user
Link an existing user to a Provider Identifier that you administer.
Texas Medicaid EHR Incentive Program
Register, attest, appeal and/or check your status
Enroll to receive Electronic Remittance Advice (ERA)
Enroll to receive Eletronic Remittance Advice 835 file. Form must be completed, printed, and faxed
as instructed. Note: To modify or cancel existing ERA Enrollment select link:
http://www.tmbp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf
Change your Remittance and Status Reports (R&S)/COE delivery method
Modify your method of delivery of P&S reports
Plotiny your method of derivery of Rds reports.

### **User Choices**

Account Settings My Profile Modify your profile information. <u>Change Password</u> Change your account password. It is recommended that you do this every 30 days. <u>Provider Administrator Lookup</u> Identify the account administrator for your provider identifiers.

### 3.1 Navigating to My Account

1) Go to the TMHP website at <u>www.tmhp.com</u>, and click **My Account**.



2) Log in using the Sign in pop up.

Sign in to Authorization	access this site n required by https://secure.tmhp.com	
Username		
Password		
	Sign in	Cancel

### 3.2 Create a New User

1) On the My Account page for a TMHP User Account with administrator rights, click **Create a new user**.



2) If the TMHP User Account has administrator rights to multiple Provider Identifiers, you will be asked to select which Provider Identifier you wish to associate the new TMHP User Account to.

51													
TMHP													
Navigation	6												
☐ ☆ TMHP.com	You are the Prov	ider Administrator i	for the following	Provider Identifiers. Plea	se select a Provider Identifier N	iumber to Create a new user.							
<ul> <li>My Account</li> </ul>	<u>NPI/API Ad</u>	ministration											
	At the NPI/API A	dministration secur	ity level, you car	n add or remove users w	ho act as administrators for all f	functions and locations of an NPI/API.							
	<ul><li> If you add</li><li> If you rem</li></ul>	<ul> <li>If you add a user as an administrator of an NPI/API, the user will be able to add or remove users for that NPI/API and for all locations of that NPI/API.</li> <li>If you remove an administrator of an NPI/API, the user will be unable to add or remove users for that NPI/API and any of its locations.</li> </ul>											
	NOTE: Adding or	removing a user fr	om NPI/API Adm	ninistration may take up	to 24 hours.								
	Select an NPI/AP	I, and then select (	Create a new u	ser.									
	NPI/API												
	1234567890 23456789012 34567890123 5678901234 6789012345 7890123456 8901234567 9012345678 012345678 012345678												
	Acute Care	Administrati	on										
	At the Acute Car	e Administration se	curity level, you	can add or remove users	who administer all functions fo	or the selected Acute Care record of an NPI/API.							
	<ul><li> If you add</li><li> If you rem</li></ul>	a user as an admir ove an administrat	nistrator for a sp or of an Acute Ca	ecific Acute Care record o are record of an NPI/API,	of an NPI/API, the user will be a the user will be a	able to add or remove users for that Acute Care record of the NPI/Al or remove users for that NPI/API's specific Acute Care record.	I.						
	Select a record,	and then select <b>Cre</b>	eate a new use	r.									
	Acute Care NPI/API	Taxonomy	Benefit Code	Address		Zip							
	1234567890 2345678901 3456789012 4567890123 5678901234 6789012345	193200000X 207R00000X 193400000X 193200000X 193400000X 261QF0400X	CSN EP1 DE1 CSN	123 ABC ST 123 ABC ST 456 DEF ST 123 ABC ST 123 ABC ST 123 ABC ST		78901-1234 78901-1234 78901-1234 78901-1234 78901-1234 78901-1234							

3) Enter all of the required information indicated by a red dot, adhering to the guidelines specified to the right of the fields. Then select the permissions you wish to grant the new TMHP User Account. After you have entered the required values and selected the permissions, click **Create User**.

ТМНР			
Navigation			
<u>MTMHP.com</u> My Account	Please type in the user information for the NPI/API 1234567890	new user and select	the security permissions for:
	User Name:		6-20 characters(no spaces or special characters)
	Must be different than your EDI Submitter ID		
	• First Name:		(no special characters)
	• Last Name:		(no special characters)
	Business telephone:		2004-2004-20003 20003
	Email:		
	<ul> <li>To ensure delivery directly to your inbox please add donotreply@tmhp.com to your address box today</li> </ul>		
	Confirm Email:		Retype email address. Do not copy and paste.
	Permissions(s) for: NPI/API 1234567890 Provider Administrator More Info		

4) If successful, a confirmation page will be displayed which will include the system-generated password for the new TMHP User Account. Make note of this password to access the account.

	·
ТМНР	
Navigation	
■	abc123 account has been created. Password TMHpro01 The User Name has been sent to the email address that was specified in your request. The email should arrive in the user's mailbox shortly. If you need further assistance with the account activation process or do not receive your User Name and Password within 24 hours, please contact the TMHP EDI Helpdesk at 1-888-863-3638 between the business hours of 7:00 am to 7:00 pm (CST). Click here to continue

**Note:** The new TMHP User Account password can be, but is not required to be, updated by the user when they log into My Account.

### **3.3 Manage User Permissions**

A TMHP User Account with administrator rights can grant and remove permissions to all TMHP User Accounts associated with a Provider Identifier for which they are the Administrator.

1) On the My Account login screen, click **Modify Permissions**.



2) If the TMHP User Account is an Administrator for multiple provider accounts, you must select the NPI/API for which you want to update the permissions.

TMHP													
Navigation	(												
□ 🛣 TMHP.com	You are the Provi	der Administrator	for the following	g Provider Identifiers. Plea	ase select a Provider Identifier Number to Modify Permissions.								
<ul> <li>My Account</li> </ul>	<u>NPI/API Ad</u>	ministration											
	At the NPI/API A	dministration secu	rity level, you c	an add or remove users wi	ho act as administrators for all functions and locations of an NPI/API.								
	<ul><li> If you add</li><li> If you remain</li></ul>	<ul> <li>If you add a user as an administrator of an NPI/API, the user will be able to add or remove users for that NPI/API and for all locations of that NPI/API.</li> <li>If you remove an administrator of an NPI/API, the user will be unable to add or remove users for that NPI/API and any of its locations.</li> </ul>											
	NOTE: Adding or	removing a user f	rom NPI/API Ad	ministration may take up	to 24 hours.								
	Select an NPI/AP	I, and then select	Modify Permis	sions.									
	NPI/API 12345678901 23456789012 45678901234 5678901234 6789012345 78901234567												
	<u>9012345678</u> 0123456789												
	Acute Care	Administrat	ion										
	At the Acute Care	e Administration se	ecurity level, yo	u can add or remove users	s who administer all functions for the selected Acute Care record of an NPI/API.								
	<ul><li> If you add</li><li> If you removed</li></ul>	a user as an admi ove an administrat	nistrator for a s	pecific Acute Care record o Care record of an NPI/API,	of an NPI/API, the user will be able to add or remove users for that Acute Care record of , the user will be unable to add or remove users for that NPI/API's specific Acute Care re	f the NPI/API. cord.							
	Select a record, a	and then select <b>Mc</b>	dify Permissic	ens.									
	Acute Care NPI/API	Taxonomy	Benefit Code	Address	Zip								
	1234567890 2345678901 3456789012 4567890123 5678901234 6789012345	193200000X 207R00000X 193400000X 193200000X 193400000X 261QF0400X	CSN EP1 DE1 CSN	123 ABC ST 123 ABC ST 456 DEF ST 123 ABC ST 123 ABC ST 123 ABC ST	78901-1234 78901-1234 78901-1234 78901-1234 78901-1234 78901-1234 78901-1234								

### **3.3.1 Granting Permissions**

Each TMHP User Account will be displayed along with all of the functions to which it has access. A TMHP User Account with administrator rights can grant access to any of the following functions. Available access depends on the NPI/API and provider type. Some functions will not be available to certain provider or program types. For example, acute care providers will not have access to the MESAV Performer function.

**Note:** Providers must create and maintain a TMHP User Account, which can be associated with their provider information. Refer to <u>Section 2.1</u> for help with account activation.

ermission Management															
Provider User Ad	Provider User Account(s)														
User Account	t	View 835 Reports More Info	PA Submitter More Info	View Payment Amounts More Info	View MET Provider Reports More Info	View ACA PCP Supplemental Payment Reports More Info	Unlink More Info	CSI Performer More Info	EV Performer	Claim Submitter More Info	Appeal Submitter More Info	Provider Credentialing More Info	Provider Administrator More Info	EVV Portal Provider Profile More Info	OIG UR: Provider Upload More Info
User Name : U	Jsername3	<b>~</b>					Unlink						Make Administrator		
Full Name : J	limmy Doe														
Business Phone: 1	111-111-1111														
Email : j	immydoe@email.com														
Jodate Permissions															

- View 835 Reports—The user can view 835 Electronic Remittance and Status (ER&S) Reports for a particular Provider Identifier.
- PA Submitter—The user can access the Prior Authorization secure pages which includes the Prior Authorization on the Portal application.
- View Payment Amounts—The user can view reimbursement amounts for a particular Provider Identifier.
- View MET Provider Reports—The user can view MET Provider reports for a particular Provider Identifier.
- View ACA PCP Supplemental Payment Reports—The user will have access to Affordable Care Act (ACA) Primary Care Provider (PCP) Supplemental Payment Reports for a particular Provider Identifier.
- CSI Performer—The user can view the Claim Status Inquiry (CSI) secure pages.
- EV Performer—The user can view the Eligibility Verification (EV) secure pages.
- Claim Submitter—The user can access the Claims Submission secure pages.
- Appeal Submitter—The user can access the Appeals submission secure pages.
- Provider Credentialing—The user can access the Provider Credentialing secure pages.
- EVV Portal Provider Profile—The user can access the EVV Portal secure pages.
- OIG UR: Provider Upload—Digital submission processes for some hospital providers to minimize submissions of paper medical records.

1) To grant access to a function, click the check box or link in the function's column. To remove access, uncheck the box or click the link in the function's column.

Permission Management					Provider Administr User Name : Use Tril Name : Joh Business Phone: III Email : Joh User Name : Jan Business Phone: III Email : Jan	rator Account mamel n Doe -111-1111 ndoe@email.com mame2 e Doe -111-1111 edoe@email.com	(s) Remo	re Administrator Riq	hts					
Provider User Account(s) User Account User Name : Userame3 Full Name : Jammy Dee Bouriese Phane : 111-1111 Email : jammy dee Denail.com	View 835 Reports More Info	PA Submitter More Info	View Payment Amounts More Info	View MET Provider Reports More Infe	View ACA PCP Supplementa Payment Reports More Info	Unlink More Infe Unlink	CSI Performer More Info	EV Performer More Info	Claim Submitter More Info	Appeal Submitter More Info	Provider Credentialing Mars Infe	Provider Administrator Mare Info Make Administrator	EVV Portal Provider Profile More Info	OIG UR: Provider Upload More Info

2) To grant a TMHP User Account administrator rights, click **Make Administrator** in the Provider Administrator column for the User Account.

						Hour Name I	are a read								
						User Name : 0	emamei								
						Pull Name : 30	nn Doe								
						Business Phone: 1	1-111-1111								
						Email : jo	ndoe@email.com								
						User Name : U	ername2	Remo	<u>ve Administrator Rig</u>	hts					
						Full Name : Ja	ne Doe								
						Business Phone: 1	1-111-1111								
						Email : ja	nedoe@email.com								
nission Ma rovider User	lanagement r Account(s)					View ACA									
nission Ma ovider User	lanagement r Account(s)	View 835 Reports	PA Submitter	View Payment Amounts	View MET Provider Reports	View ACA PCP Supplement Payment Reports	al Unlink <sup>More</sup>	CSI Performer	EV Performer	Claim Submitter	Appeal Submitter	Provider Credentialing	Provider Administrator	EVV Portal Provider Profile	OIG I Provi Uplo
nission Ma ovider User ser Accou	lanagement r Account(s) unt	View 835 Reports More Info	PA Submitter More Info	View Payment Amounts More Info	View MET Provider Reports More Infe	View ACA PCP Supplement Payment Reports	al Unlink More Info	CSI Performer More Info	EV Performer More Info	Claim Submitter More Info	Appeal Submitter More Info	Provider Credentialing More Infe	Provider Administrator More Infe	EVV Portal Provider Profile More Info	OIG L Provia Uplos
nission Ma rovider User ser Accou ser Name :	anagement r Account(s) unt Username3	View 835 Reports More late	PA Submitter More Info	View Payment Amounts Mare Info	View MET Provider Reports More Infe	View ACA PCP Supplement Reports Mare Jate	al Unlink More Info Unlink	CSI Performer More Lafo	EV Performer More Lafo	Claim Submitter More Info	Appeal Submitter More Info	Provider Credentialing More Info	Provider Administrator More Info Make Administrator	EVV Portal Provider Profile More Infe	OIG L Provie Uplos More II
nission Ma rovider User Ser Accou ser Name : dl Name :	ianagement r Account(s) unt Uerrame3 Jimmy Doe	View 835 Reports More Info	PA Submitter More Infe ☑	View Payment Amounts Marc Infe	View MET Provider Reports More Infe	View ACA PCP Supplement Payment Reports block late	al Unlink More Unlink	CSI Performer More Infe	EV Performer More Infe	Claim Submitter More Info	Appeal Submitter More Infe	Provider Credentialing <u>Marx Info</u>	Provider Administrator More Infe Make Administrator	EVV Portal Provider Profile More Infe	OIG L Provie Uplo More I
mission Ma rovider User Ser Accou ser Name : ull Name : usiness Phone:	r Account(s) unt Uurramo3 Jammy Doe 11-111-1111	View 835 Reports More Infe	PA Submitter Mare Infe	View Payment Amounts More Lafe	View MET Provider Reports More Inte	View ACA PCP Supplement Payment Reports Mars Inte	al Unlink More Infe Unlink	CSI Performer Mars Infe	EV Performer Mars Jah	Claim Submitter Nors Infe	Appeal Submitter More Infe	Provider Credentialing Mine Tala	Provider Administrator Make Administrator Make Administrator	EVV Portal Provider Profile Mass Infe	OIG U Provid Uploa More D

3) Once all TMHP User Account permission updates are selected by clicking **Update Permissions**, you will be asked to confirm the changes. Review the Task List and then click **Confirm Changes**. You will then be returned to the My Account page.

ТМНР		
Navigation		
G ☆ TMHP.com My Account	Please verify the following task and click <b>Confi</b> <b>Task List</b> Add <b>Appeal Submitter</b> permission to <b>Username3</b> . Confirm Changes	rm Changes button.

### 3.3.2 Removing Permissions

1) To remove administrator rights, click **Remove Administrator Rights** next to the user name whose permissions you want to remove.

Configure Permissions for: NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234				
Provider Administrator(s)				
Provider Administrators can				
Create new accounts linked to this provider/vendor number     Modify permissions for users linked to this provider/vendor number     Change provider/vendor number settings (R&S report on TMHP.com)     Unlink users from this provider/vendor number				
The following table lists the current Provider Administrator(s) for this NPI/API. To remove a Administrator link next to the user in the Permission Management section.	user as a Prov	ider Administrator click	Remove Administrator Righ	ts next to the username in the table. To add a new Provider Administrator, click the Make
	Provider Adm	ninistrator Account(s)		
	User Name :	Username1		
	Full Name :	John Doe		
	Business Phone:	111-111-1111		
	Email :	johndoe@email.com		
	User Name :	Username2	Remove Administrator Rights	
	Full Name :	Jane Doe		
	Business Phone:	111-111-1111		
	Email :	janedoe@email.com		

2) To completely revoke access to a TMHP User Account, click **Unlink** next to the user name. This will remove all accesses for the user name.



**Note:** If the permissions for all TMHP User Accounts are removed from a provider identifier, the TMHP User Account for that identifier will be permanently deactivated. For this reason, TMHP does not recommend completely removing all TMHP User Accounts associated with the Administrator account.

### 3.4 Link an Existing User

Account Administrators can link existing TMHP User Accounts to their Provider Identifier. The account Administrator must have the user name of the existing TMHP User Account.

1) On the My Account page, click **Link an existing user**.



2) If the TMHP User Account is an Administrator for multiple Provider Identifiers, each of the Provider Identifiers will be listed. Select the NPI/API you want to link to the existing TMHP User Account.

ТЛНР						
Navigation	(					
□	You are the Prov	ider Administrator	for the following	Provider Identifiers. Please	select a Provider Identifier Number to Link	an existing user.
- My Account	<u>NPI/API Ad</u>	<u>Iministration</u>				
	At the NPI/API A	dministration secu	rity level, you ca	in add or remove users who	act as administrators for all functions and lo	ocations of an NPI/API.
	<ul><li> If you add</li><li> If you rem</li></ul>	a user as an admin ove an administrat	nistrator of an N or of an NPI/AP	PI/API, the user will be able I, the user will be unable to	to add or remove users for that NPI/API an add or remove users for that NPI/API and a	d for all locations of that NPI/API. ny of its locations.
	NOTE: Adding or	removing a user fi	rom NPI/API Ad	ministration may take up to	24 hours.	
	Select an NPI/AP	PI, and then select	Link an existir	g user.		
	NPI/API					
	1234567890 2345678901 3456789012 3456789012 35678901234 6789012345 789012345 8901234567 9012345678 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 0123456789 012345678901 89012345 89012 890189012 890	Administrat	ion curity level, you	i can add or remove users v	vho administer all functions for the selected	Acute Care record of an NPI/API.
	<ul> <li>If you add</li> <li>If you rem</li> </ul>	a user as an admin ove an administrat	nistrator for a sp or of an Acute C	becific Acute Care record of Care record of an NPI/API, th	an NPI/API, the user will be able to add or n ne user will be unable to add or remove user	emove users for that Acute Care record of the NPI/API. 's for that NPI/API's specific Acute Care record.
	Select a record,	and then select <b>Lin</b>	ık an existing	user.		
	Acute Care NPI/API	Taxonomy	Benefit Code	Address	Zip	
	1234567890 2345678901 3456789012 4567890123 5678901234 6789012345	193200000X 207R00000X 193400000X 193200000X 193400000X 261QF0400X	CSN EP1 DE1 CSN	123 ABC ST 123 ABC ST 456 DEF ST 123 ABC ST 123 ABC ST 123 ABC ST	78901-1234 78901-1234 78901-1234 78901-1234 78901-1234 78901-1234	

3) Enter the user name of the existing TMHP User Account to be linked, and click **Find User**.

ТМНР	
Navigation	
	Find User Please type in the user name of the user you want to link to NPI/API 1234567890, 193200000X, CSN, 123 User Name

4) Select the *Provider Administrator* box to grant Admin permissions, and click **Link User**.

ТМНР	
Navigation	
	Link User         Please verify the user's contact information before granting access.         User Information         User Name       First Name         User Name       Interview         Please select the permissions to grant Username 3 to NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234.         Permissions(s) for:       Interview
	NP/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234
	View View CA View Provider 8:35 Reports PA More Info More Inf

Note: Refer to Section 3.3.1 for a list of permissions and the corresponding function.

### 3.5 Change Password

1) On the My Account page, click Change Password.



2) Enter all of the required information indicated by a red dot and then click Change Password.
 Passwords must be 8-15 characters in length, with no spaces or special characters (such as #, \$, or %).

ТМНР			
Navigation			
□ 🔝 TMHP.com	To change your password please fill o	out the form below:	
- My Account	User Name:	PemsProviderAdmin	6-20 characters(no spaces or special characters)
	<ul> <li>Must be different than your EDI Submitter ID</li> </ul>		
	Current Password:		8-15 characters(no spaces or special characters)
	New Password:		8-15 characters(no spaces or special characters)
	Confirm Password:		
	Change Password		

3) If successful, the following message screen will appear.



### 3.6 Update Personal Info

1) On the My Account page, click **My Profile**.

Account Cattings
Account Settings
My Profile
Modify your profile information.
Change Password
Change your account password. It is recommended that you do this every 30 days.
Provider Administrator Lookup
Identify the account administrator for your provider identifiers.

2) Update any of the editable fields indicated by a red dot with a valid entry and then click **Update**.

ТМНР			
Navigation			
☐	To change your contact information pleas	e fill out the form belo	w and click the Update Button:
<ul> <li>My Account</li> </ul>	User Name: Must be different than your EDI Submitter ID	Username1	6-20 characters(no spaces or special characters)
	• First Name:	John	(no special characters)
	Last Name:	Doe	(no special characters)
	Business telephone:	111-111-1111	200-200-2000 2000
:	Email: • To ensure delivery directly to your inbox please add donotreply@tmhp.com to your address box today	johndoe@email.com	
	Confirm Email:	johndoe@email.com	Retype email address. Do not copy and paste.
	Update		

3) If completed correctly, you will see the following confirmation screen:



# 4.0 Requesting a Forgotten User Name and Resetting a Password

If you have forgotten the user name or password for your account, follow these steps to retrieve your user name and reset the password:

Go to the Forgot Password Home Page.

1) Enter the email address associated with the user name and password you want to reset and click **Submit**.

*Email	johnsmith@gmail.com	Submit
I want to Activate My Acco	unt:	
If you are a Texas Medicaid Click here to Create a Provid	Provider you must create a Provider Administrat ler Administrator Account	or account to access these secure

If you are unable to determine the email address associated with the account or if you are receiving an application error when attempting to reset your password, contact the account administrator or call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

2) If successful, your user name and a new generated password will be sent to the email address on file. Allow up to 15 minutes to receive the new password.



**Note:** If you have not received the password after 15 minutes, check your spam/junk folder.

- After receiving the new password, you can use that password to log in to the account and create a new unique password.
   Note: Do not copy and paste the temporary password from the email. It must be manually entered.
- 4) The new password will be in the format of three uppercase letters, three lowercase letters, and two numbers.



### 4.1 Unlocking a TMHP User Account

TMHP User Accounts will allow a maximum of five login attempts before becoming locked. If you would like to unlock your account, wait a minimum of fifteen minutes after the fifth attempt to login again. If, after waiting fifteen minutes, you are still unable to login to your account, contact the TMHP EDI Help Desk at 888-863-3638 for assistance.

### 4.2 Reactivating an Expired TMHP User Account

If you have attempted to log in or reset your password and are receiving an application error, your account may have been deactivated. For security purposes, TMHP will deactivate any secure portal account that has not been accessed within a 90-day period. If a provider's account is deactivated, an application error message will appear when attempting to use or retrieve the deactivated User ID and password.

Contact the TMHP EDI Help Desk at 888-863-3638 to reactivate an expired secure portal account. TMHP will reactivate the account within five business days of the initial request.

This document is produced by TMHP Training Services. Contents are current as of the time of publishing and are subject to change. Providers should always refer to the TMHP website for current and authoritative information.