

# **Texas Medicaid & Healthcare Partnership (TMHP) Portal Security Provider Training Manual**

# Contents

- 1.0 Texas Medicaid & Healthcare Partnership (TMHP) Portal Security Responsibilities. . . 1
  - 1.1 Provider Administrator Responsibilities . . . . . 1
  - 1.2 General User Responsibilities . . . . . 2
- 2.0 Account Activation. . . . . 3
  - 2.1 Enroll a New Provider Identifier and Create a New TMHP User Account. . . . . 3
  - 2.2 Activate an Existing Provider Identifier and Create a New TMHP User Account . . . . 8
  - 2.3 Activate an Existing Provider Identifier With an Existing TMHP User Account . . . . 14
  - 2.4 How to Request a PIN. . . . . 19
- 3.0 Managing TMHP User Accounts and Permissions in My Account . . . . . 21
  - 3.1 Navigating to My Account. . . . . 22
  - 3.2 Create a New User. . . . . 23
  - 3.3 Manage User Permissions . . . . . 25
  - 3.4 Link an Existing User . . . . . 29
  - 3.5 Change Password . . . . . 30
  - 3.6 Update Personal Info . . . . . 31
- 4.0 Requesting a Forgotten User Name and Resetting a Password . . . . . 33
  - 4.1 Reactivating an Expired TMHP Secure Portal Account . . . . . 35

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

Providers enrolled in Medicaid and associated programs, Medicaid Managed Care, Healthy Texas Women (HTW) program, and the Children with Special Health Care Needs (CSHCN) Services Program can create a TMHP User Account to access Provider Information on the website. Providers who create a TMHP User Account have a responsibility to administer access to the secure pages of the portal containing protected health information (PHI) that is linked to their National Provider Identifier (NPI) or other provider numbers. Each provider number will be controlled and monitored through a TMHP User Account with administrative privileges.

Providers who want to use the secure functions of the TMHP portal to access PHI must first complete the enrollment process and activate their Provider/Vendor Account. The process will also require users to create or utilize an existing TMHP User Account. The TMHP User Account that is created or accessed during account activation is initially given administrative rights to the Provider/Vendor Account. This guide will provide a detailed overview of these features.

## 1.1 Provider Administrator Responsibilities

Refer to the following link for a quick reference guide to assist with the [Basic Tasks for Managing an Account on the TMHP Secure Provider Portal](#). This guide includes additional 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 unable to access an account.

Once a TMHP User Account has been established to access secure areas of the website, the Account Administrator can create new users, update permissions, grant administrative privileges, and add new Provider/Vendor Accounts to their existing users.

TMHP User Account with administrator rights have a responsibility to:

- Control access and update protected health information (PHI).
- Control user activity by assigning permissions to individual TMHP User Accounts.
- Assign or remove administrative permissions.
- Create or delete TMHP User Accounts.
- Grant access to billing services and clearinghouses.

A TMHP User Account given administrator rights can create a new user and assign them administrator rights. Additionally, once a user account 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 user accounts. 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 one of the four employees would need an administrator account. All remaining employees would need their own unique user accounts.

Note, once a TPI has been assigned to an administrator account, new users will not be able to create a new administrator account following the steps in Section 2.1 and 2.2. The user will need to contact the existing account administrator to create an account.

## 1.2 General User Responsibilities

General user capabilities and roles vary and are determined by the account administrator. Refer to section 3.3 “Manage User Permissions” 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.

TMHP User Accounts without administrator rights 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 Account 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 Account. Having administrative rights will allow the user to gain access to the secure functions of the TMHP website.

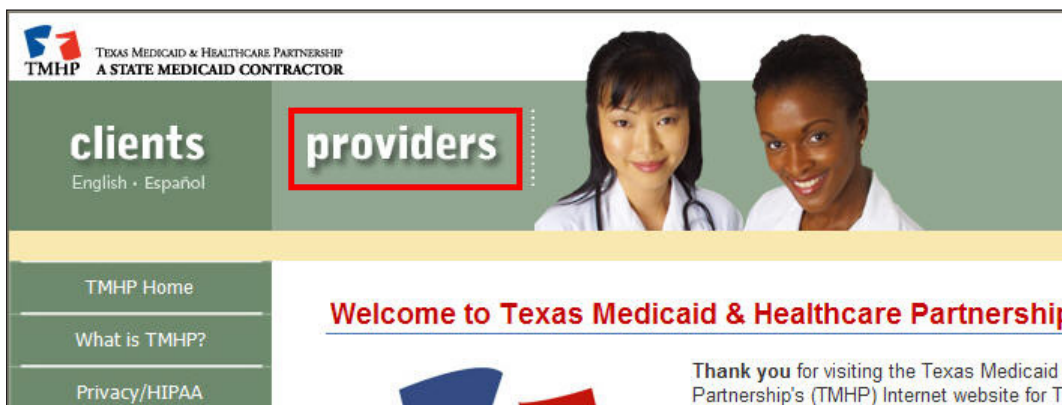
All new users who request access to an NPI/Atypical Provider Identifier (API) that has an active provider administrator must contact the provider administrator or management-level representative for that NPI/API and ask the administrator to give them the required access. To identify the account administrator(s), refer to the quick reference guide in Section 1 of this manual.

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

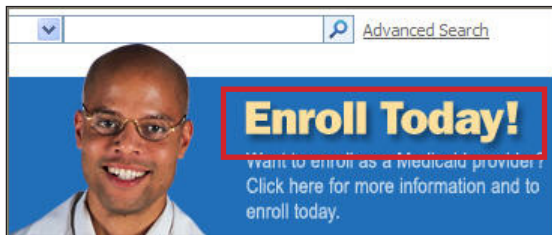
**Important:** Billing services, vendors, and clearinghouses cannot register as provider administrators. If a billing service, vendor, or clearinghouse wants to access online provider functionality on behalf of a provider or facility, the provider or facility must provide the appropriate access rights.

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

- 1) Go to the TMHP website at [www.tmhp.com](http://www.tmhp.com) and click **providers**.



- 2) Click **Enroll Today!**



- 3) Click **Create a Provider Enrollment Account**, then click **Next**.

Why are you creating a new account?

I want to create an account to enroll and administer a new Texas Medicaid and other state healthcare programs provider.

**Create a Provider Enrollment Account.**

I want to create an account to administer an existing enrolled Texas Medicaid and other state healthcare programs provider.

Select type of provider from the options below:

Create Account and link to an Acute Care provider

Create Account and link to a Long Term Care provider

Create Account and link to a Nursing Facility/Waiver Program provider

Create Account and link to an LTSS or similar provider

**Next**



- 5) Confirm you are not a robot and click **Submit**.

**\* General Terms and Conditions**

have been posted will be deemed to constitute acceptance by you of the modified terms. TMHP has the right at any time to change or discontinue any aspect or feature of this website and to terminate any users access to the website. TMHP has the right, but not the obligation, to monitor your use and access of this site.

**HIPAA Privacy**  
 You have requested online access to confidential patient data that is protected by federal and state privacy laws. We take very seriously our obligation to protect this confidential patient data from unauthorized use or disclosure. Accordingly, we allow only those persons with appropriate authorization to access or provide the confidential patient data through this website. Any dissemination or distribution of the confidential patient data contained in this website to anyone other than the authorized recipient is unauthorized and strictly prohibited by law. The privacy and security of confidential patient data is governed by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its enabling regulations.

☐ \* I agree to these terms

I'm not a robot

[Back](#)
[Submit](#)

- 6) Three confirmation emails will be sent to you.

	From	Subject	Received	Size	
	<b>Date: Yesterday</b>				
	TEST_DONOTREPLY@tmhp.com	TMHP website Account Information	Thu 7/28/2011 2:23 PM	5 KB	
	TEST_DONOTREPLY@tmhp.com	New permissions on TMHP.com	Thu 7/28/2011 2:23 PM	5 KB	
	TEST_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:** Remember, the TMHP User Account that is used during activation will receive administrator rights to that Provider Account. If you still have not received the confirmation emails after 15 minutes and after checking your junk mail, contact the EDI Help Desk at 1-888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.



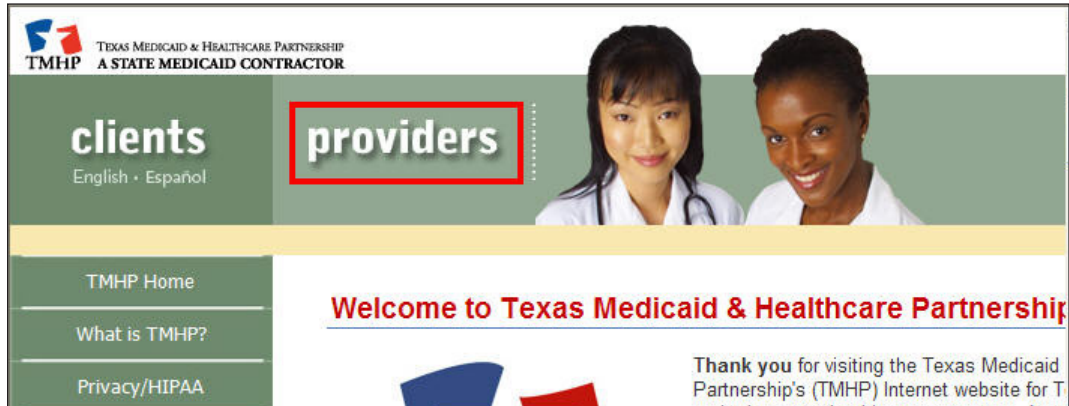
- 7) At this point the new TMHP User Account has been created. Log in to My Account to continue the Provider Enrollment process. Click **Enrollment**, enter a name for the application (required), and click **Begin New Enrollment**.

The screenshot shows the 'TMHP :: Provider Enrollment' web application. On the left is a navigation menu with a home icon and links for 'Provider Enrollment', 'Enrollment' (highlighted with a red box), 'View Existing Transactions', and 'View Saved Templates'. The main content area is titled 'Provider Enrollment' and contains three sections: 'Application Name' with a text input field and a red error message 'Please name your application'; 'New Enrollment' with the text 'Apply to become a Texas Health Care Programs provider.' and a 'Begin New Enrollment' button (highlighted with a red box); and 'Existing Enrollment' with a list of changes (New Medicare Number, Change of ownership, Change/Addition of provider status, Addition of a provider type/provider specialty/sub-specialty, Addition of Tax ID, Opening of additional practice locations, Addition of a new state program, Addition of a new performing provider to an existing group) and an 'Existing Enrollment' button. At the bottom is a 'Re-enrollment' section with text about re-enrollment requirements and a 'Re-enrollment' button.

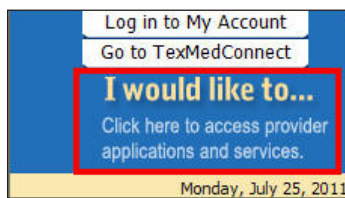
**Note:** Additional information regarding provider enrollment may be found in the [Provider Enrollment on the Portal CBT](#). You will be directed to the Learning Management System (LMS) log in screen. Log into your LMS user account or create a new user account. New visitors to the LMS must create a user account to access the CBT.

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

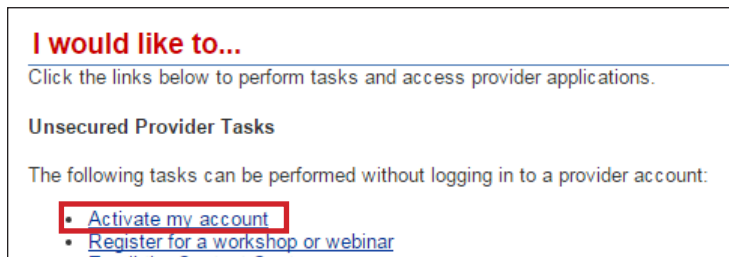
- 1) Go to the TMHP website at [www.tmhp.com](http://www.tmhp.com) and click **providers**.



- 2) Click **I would like to...**



- 3) Click **Activate my account**.



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

Why are you creating a new account?

I want to create an account to enroll and administer a new Texas Medicaid and other state healthcare programs provider.

Create a Provider Enrollment Account.

I want to create an account to administer an existing enrolled Texas Medicaid and other state healthcare programs provider.

Select type of provider from the options below:

Create Account and link to an Acute Care provider

Create Account and link to a Long Term Care provider

Create Account and link to a Nursing Facility/Waiver Program provider

Create Account and link to an LTSS or similar provider

Select this option if you are creating a new Provider Administrator account and wish to link this account to an actively enrolled Texas Provider Identified (TPI).  
Click [here](#) if you already have an existing Provider Administrator account and wish to link your account to an existing enrolled Texas Medicaid and other state health-care programs provider.

Next

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

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

Find your previously enrolled provider

\*NPI/API

Look-up

Taxonomy

Zip Code

Benefit Code

Street Address

Back

- 6) Once the search returns with your NPI/API, you will then select the appropriate values from a series of drop-down boxes, based on the information you provided during the enrollment process. Field options may include the following: Taxonomy, Physical ZIP Code, Benefit Code and Physical Street Address. Fields may vary, depending on the provider type selected.

**Find your previously enrolled provider**

• NPI/API  [Change](#)

Taxonomy  ▼

Zip Code  ▼

Benefit Code  No Benefit Code ▼

Street Address  ▼

Select one of the following options then select Next

**Answer Security Questions** **Enter PIN**

Do you need to request a PIN?

[Back](#) [Next](#)

CSHCN Services Program providers will select the CSN benefit code.

**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 1-888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

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

**Find your previously enrolled provider**

• NPI/API  [Change](#)

Taxonomy  ☐

Zip Code  ☐

Benefit Code  No Benefit Code ☐

Street Address  ☐

Select one of the following options then select Next

**Answer Security Questions**

**Enter PIN**

Do you need to request a PIN?

[Back](#) [Next](#)

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

The fields that may be displayed include the following:

- Tax ID/Social Security Number (SSN)
- Electronic Data Interchange (EDI) submitter ID
- Medical license number
- Current internal control number (ICN) for a claim on one of the last three weekly Remittance and Status (R&S) Reports before the account activation date
- Texas Identification Number (TIN) (LTC providers only)

If the EDI submitter ID field is displayed as one of the required fields, the NPI/API has an EDI submitter ID associated with it and a PIN must be requested. In this scenario an ICN will not be able to validate the account. Providers who cannot complete all of the required security information for their NPI/API must request a PIN.

**Note:** Refer to “2.4 How to Request a PIN” on page 19 for more information about requesting a PIN.

- 8) Click **Next**, once you've entered in a PIN or answered your security questions.
- 9) 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 that you are not a robot and click **Submit**.

## Create New Account

User Name

User123

8-20 characters(no spaces or special characters)

Must be a different than your EDI Submitter ID

First Name

John

(no special characters)

Last Name

Smith

(no special characters)

Business telephone

555-555-5555

Ext.

1234

xxx-xxx-xxxx xxxx

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 or special characters)

Confirm Password

Retype password. Do not copy and paste

General Terms and Conditions

You have entered the secure portion of the Texas Medicaid & Healthcare Partnership (TMHP) website. Throughout the terms herein, reference to TMHP means TMHP, ACS State Healthcare, LLC, its parent company, affiliates, subsidiaries, employees, consultants, and subcontractors.

Terms of Use

By accepting the terms of use, you will be allowed access to programs, reports, and information protected by federal and state law contained in the secure portion of this website. Only authorized persons in lawful possession of a password provided by TMHP to provide such passwords may enter and access the secure portion of this website. The use of this website is subject to the terms of use contained herein.

Once you have accepted the terms of use, you will not be asked to accept such terms again when you access the site another time. TMHP has the right at any time to change or modify the terms of use which will be posted on this website. Any use of the website by you after modified terms have been posted will be deemed to constitute acceptance by you of the modified terms. TMHP has the right at any time to change or discontinue

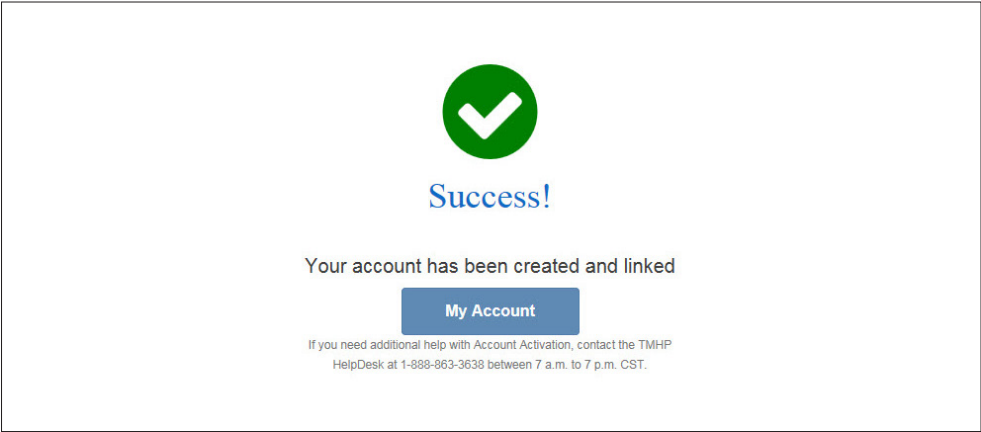
☐ I agree to these terms

Back

Submit

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

- 10) The site will confirm your account creation and three confirmation emails within 15 minutes. At this point the new TMHP User Account has been created.



	From	Subject	Received	Size	
Date: Yesterday					
	TEST_DONOTREPLY@tmhp.com	TMHP website Account Information	Thu 7/28/2011 2:23 PM	5 KB	
	TEST_DONOTREPLY@tmhp.com	New permissions on TMHP.com	Thu 7/28/2011 2:23 PM	5 KB	
	TEST_DONOTREPLY@tmhp.com	New Administrator on TMHP.com	Thu 7/28/2011 2:23 PM	6 KB	

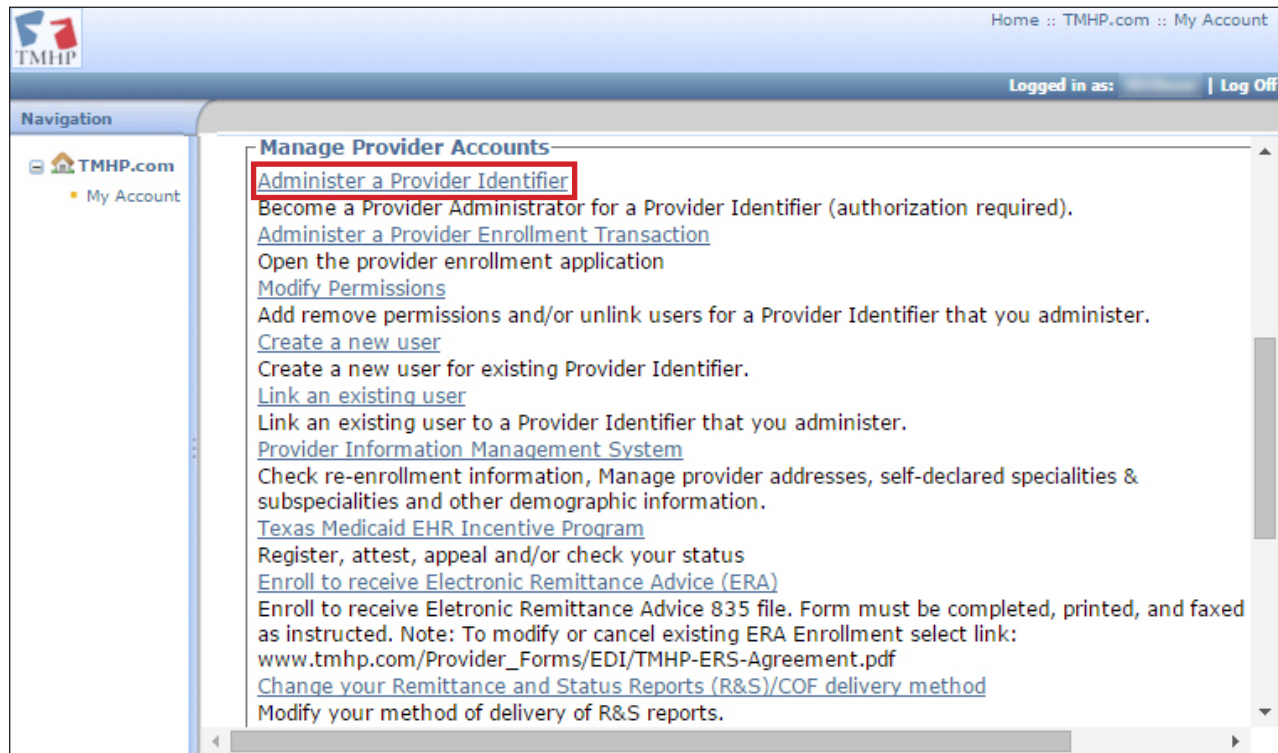
- TMHP website Account Information - Informing you that your account creation was successful, with your user name included.
- New permissions on TMHP.com - Informing you of your permission level and its description.
- New Administrator on TMHP.com - Informing you that you are the new administrator for the account, with your contact information included.

**Note:** Remember, the TMHP User Account that is used during activation will receive administrator rights to that Provider Account. If you still have not received the confirmation emails after 15 minutes, and after checking your junk mail, contact the EDI Help Desk at 1-888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

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

Adding a new 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 (Acute Care, Long Term Care, Nursing Facility/Waiver Program, LTSS or similar provider), then click **Next**.

Why are you creating a new account?

I want to create an account to enroll and administer a new Texas Medicaid and other state healthcare programs provider.

Create a Provider Enrollment Account.

I want to create an account to administer an existing enrolled Texas Medicaid and other state healthcare programs provider.

Select type of provider from the options below:

Create Account and link to an Acute Care provider

Create Account and link to a Long Term Care provider

Create Account and link to a Nursing Facility/Waiver Program provider

Create Account and link to an LTSS or similar provider

**i** Select this option if you are creating a new Provider Administrator account and wish to link this account to an actively enrolled Texas Provider Identified (TPI).  
Click [here](#) if you already have an existing Provider Administrator account and wish to link your account to an existing enrolled Texas Medicaid and other state health-care programs provider.

Next

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

Find your previously enrolled provider

\*NPI/API

Taxonomy

Zip Code

Benefit Code

Street Address

Back

---

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

---

- 4) You will then select the appropriate values from a series of drop-down boxes, based on the information you provided during the enrollment process. Field options may include the following: Taxonomy, Physical ZIP Code, Benefit Code, Physical Street Address. Fields may vary, depending upon the provider type selected.

**Find your previously enrolled provider**

• NPI/API  [Change](#)

Taxonomy

Zip Code

Benefit Code  No Benefit Code

Street Address

Select one of the following options then select Next

**Answer Security Questions**

**Enter PIN**

Do you need to request a PIN?

[Back](#) [Next](#)

CSHCN Services Program providers will select the CSN benefit code.

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**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 1-888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

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

**Find your previously enrolled provider**

• NPI/API  [Change](#)

Taxonomy  ☐

Zip Code  ☐

Benefit Code  No Benefit Code ☐

Street Address  ☐

Select one of the following options then select Next

**Answer Security Questions**

**Enter PIN**

Do you need to request a PIN?

[Back](#) [Next](#)

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

The fields that may be displayed include the following:

- Tax ID/Social Security Number (SSN)
- Electronic Data Interchange (EDI) submitter ID
- Medical license number
- Current internal control number (ICN) for a claim on one of the last three weekly Remittance and Status (R&S) Reports before the account activation date
- Texas Identification Number (TIN) (LTC providers only)

If the EDI submitter ID field is displayed as one of the required fields, the NPI/API has an EDI submitter ID associated with it and a PIN must be requested. In this scenario an ICN will not be able to validate the account. Providers who cannot complete all of the required security information for their NPI/API must request a PIN.

**Note:** Refer to “2.4 How to Request a PIN” on page 19 for more information about requesting a PIN.

- 6) Click **Next**, once you've entered in a PIN or answered your security questions.
- 7) 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. Click **Link Provider Number**.

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

* User Name	<input type="text" value="ExtUser5"/>	
* First Name	<input type="text" value="Ext"/>	(no special characters)
* Last Name	<input type="text" value="Userfive"/>	(no special characters)
* Business telephone	<input type="text" value="123-123-1234"/>	XXX-XXX-XXXX
* Email	<input type="text" value="ExtUser5@tmhp.com"/>	To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today
* Confirm Email	<input type="text" value="ExtUser5@tmhp.com"/>	Retype email address. Do not copy and paste

\* General Terms and Conditions

create new portal accounts and link existing accounts to the registered provider number. One individual may be a Provider Administrator for multiple provider numbers. During the process of creating a Provider Administrator account, you agree to give us true, accurate, and complete information about you, and to promptly update this information when it changes. If you do not update it, we may suspend or terminate your use of the website as explained below. Any personal information that you provide to us is subject to the terms of our policy on privacy.

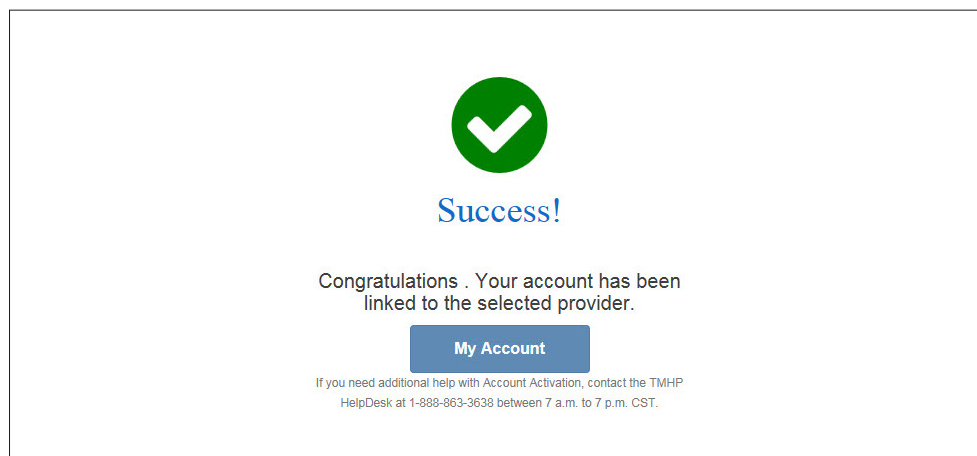
Account Information and Password Protection  
When you create a Provider Administrator account or activate your account, you will be assigned a user name and you will select a password so that you can access your account with us. You agree that you will keep this information confidential.

Disclosure of Your Identity  
From time to time we may receive requests to disclose the identities of our users. We only will disclose the identities of our users or other personally identifiable information in accordance with the terms of our policy on privacy.

☒ \* I agree to these terms

**Link Provider Number**

- 8) If successful, the following message screen will appear.



## 2.4 How to Request a 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 address selected.

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

## Find your previously enrolled provider

\* NPI/API  [Change](#)

Taxonomy  ▼

Zip Code  ▼

Benefit Code  No Benefit Code ▼

Street Address  ▼

Select one of the following options then select Next

Answer Security Questions

Enter PIN

Do you need to request a PIN?

Back


Next


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


## Request a PIN


A PIN is required for an Administrator enrollment when a current Internal Control Number (ICN) is not available during account activation. Complete the following to request a PIN.

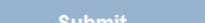
Please select the email or mailing address to which the PIN should be sent

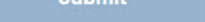
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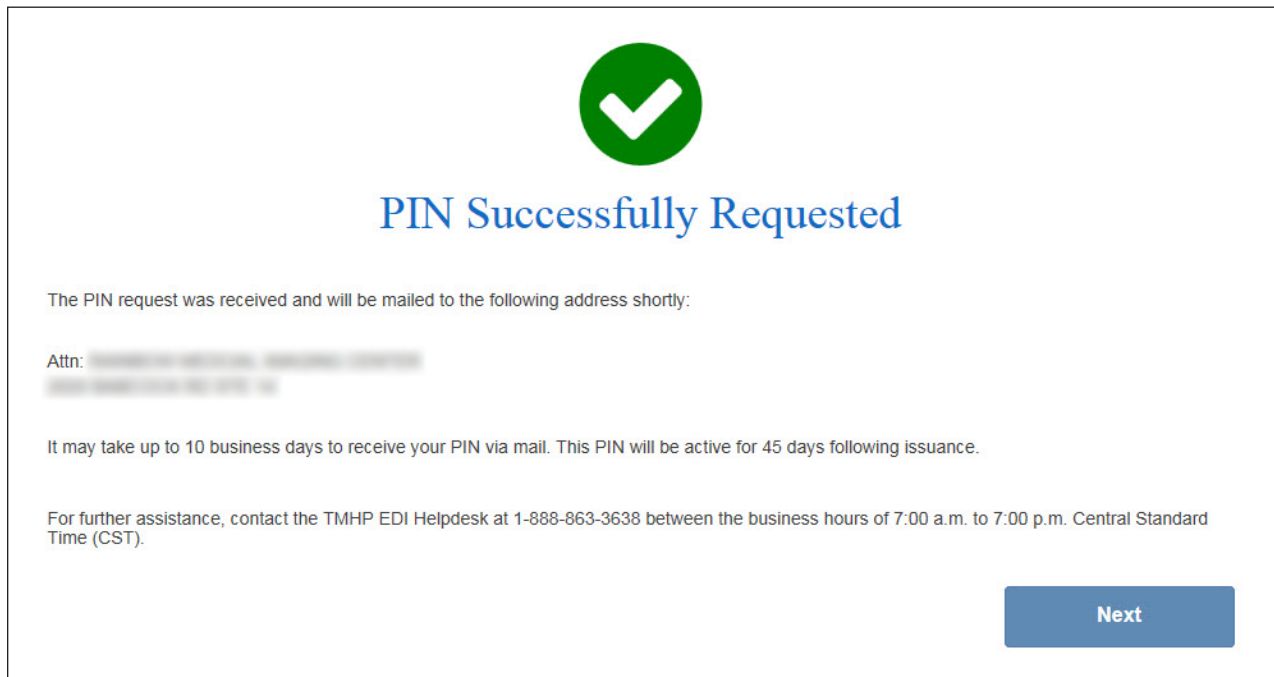
☐

**Note:** If the email or mailing address on file is incorrect, a PIN cannot be requested until the information has been updated. Use the “Click here” hyperlink shown in the above image to fill out a [Provider Information Change \(PIC\) form](#)

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.

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- 3) If your request is successful, a confirmation message will display.

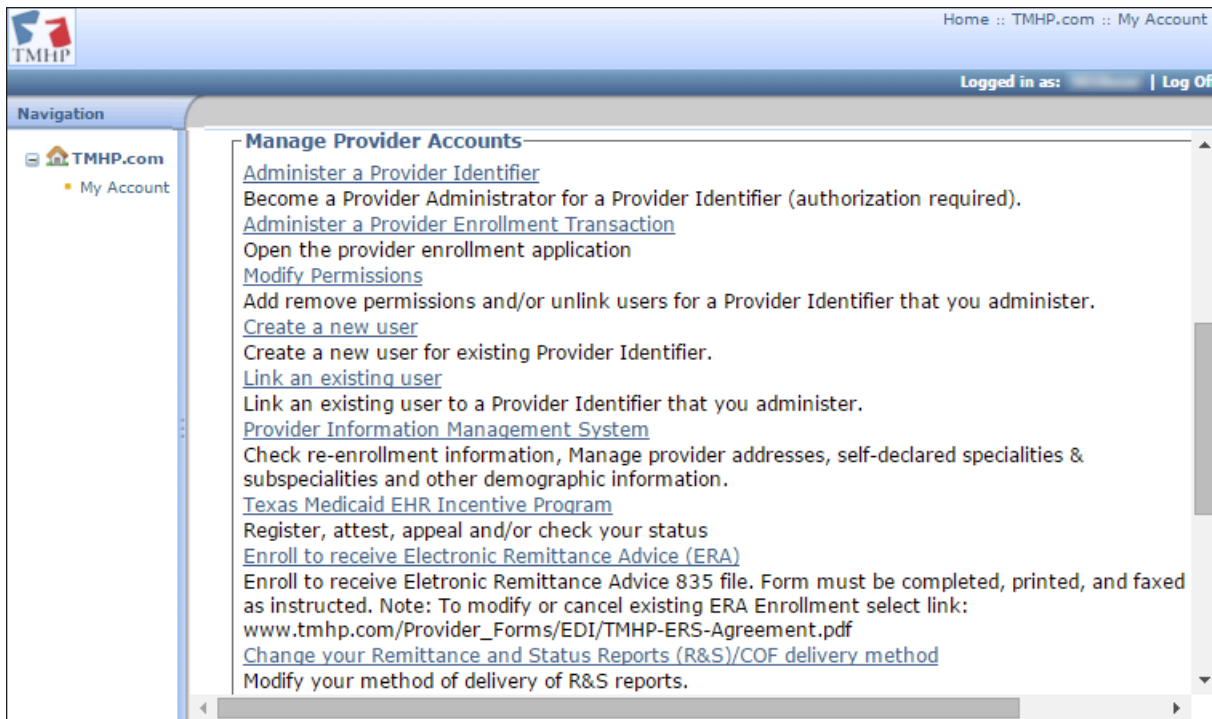


- 4) After receiving the PIN, enter the PIN on the screen displayed in Step 2 to complete the validation process for Account Activation.

## 3.0 Managing TMHP User Accounts and Permissions in My Account

The current 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. Administrator accounts and user accounts have different choices in the My Account screen.

### Administrator Choices



### User Choices

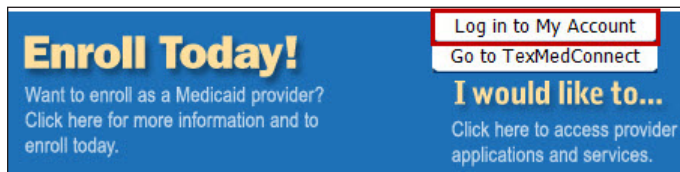


## 3.1 Navigating to My Account

- 1) Go to the TMHP website at [www.tmhp.com](http://www.tmhp.com), and click **providers**.



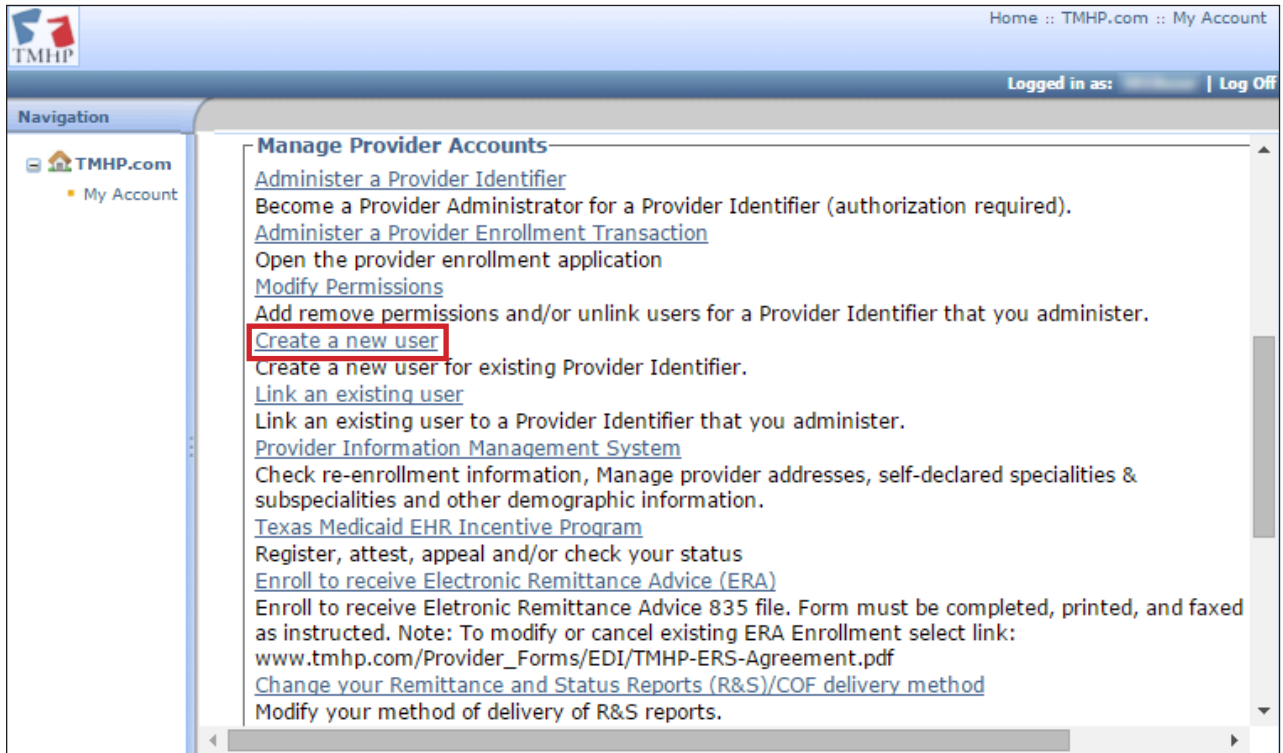
- 2) Click **Log In To My Account** button.



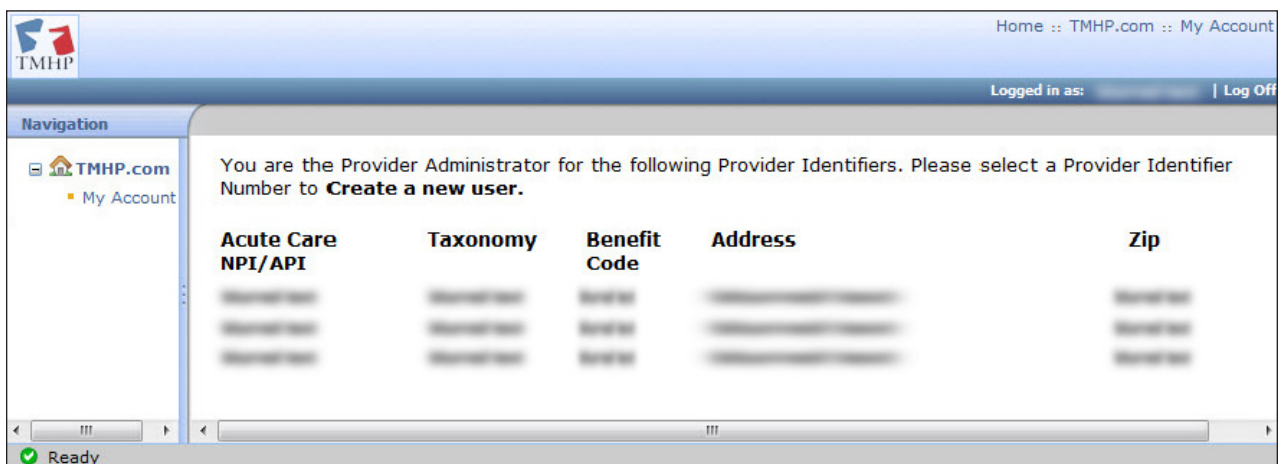


## 3.2 Create a New User

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



- 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.



- 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.
- 4) After you have entered the required values and selected the permissions, click the **Create User** button.

Home :: TMHP.com :: My Account  
Logged in as: [User] | Log Off

Navigation  
TMHP.com  
My Account

Please type in the user information for the new user and select the security permissions for:  
**NPI/API**

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:  XXX-XXX-XXXX XXXX

Email:   
• To ensure delivery directly to your inbox please add donotreply@tmhp.com to your address box today

Confirm Email:  Retype email address. Do not copy and paste.

Permissions(s) for:  
**NPI/API**

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	R&S Report Viewer More Info	CSI Performer More Info	EV Performer More Info	Panel Report Viewer More Info	Claim Submitter More Info	Appeal Submitter More Info	Provider Enrollment More Info	Provider Credentialing More Info	Provider Administrator More Info
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Create User**

- 5) 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.

**Note:** The new TMHP User Account password can be updated by the user when they log into My Account.

Home :: TMHP.com :: My Account  
Logged in as: [User] | Log Off

Navigation  
TMHP.com  
My Account

[User] account has been created.

Password [Password]

The User Name and generated Password have 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).**

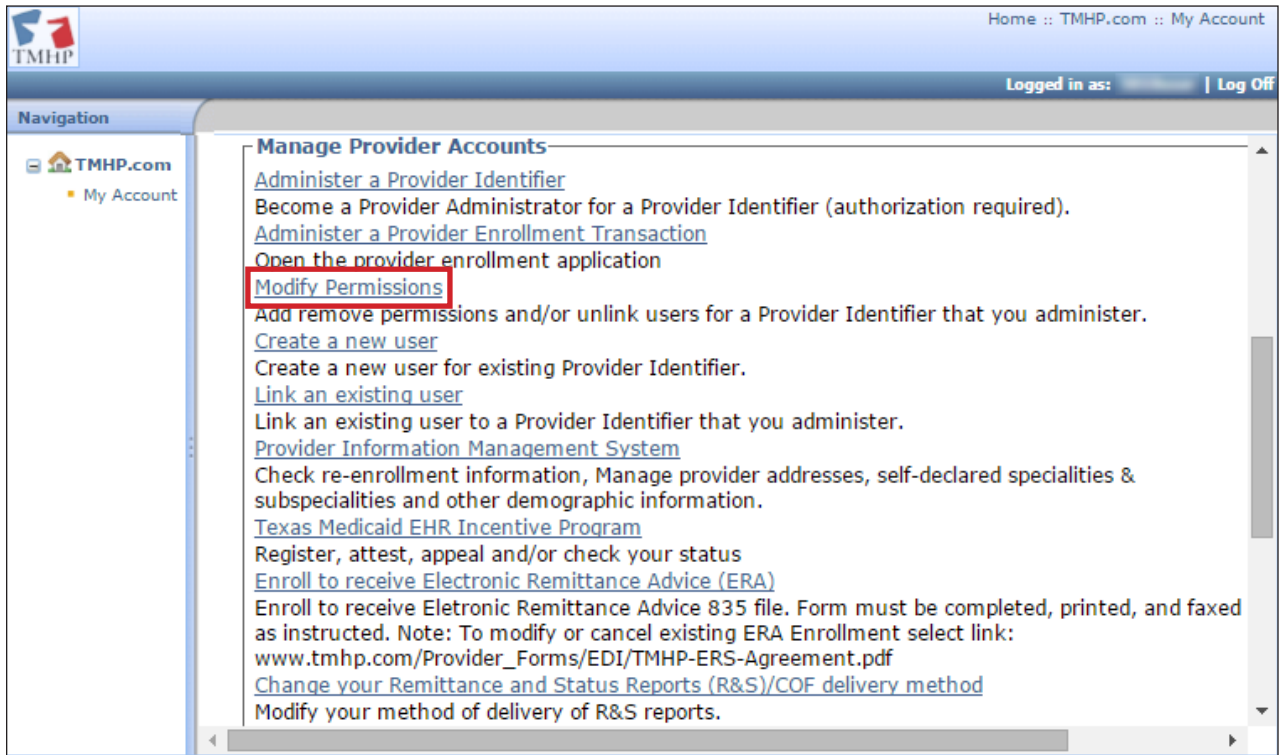
[Click here to continue](#)

Ready

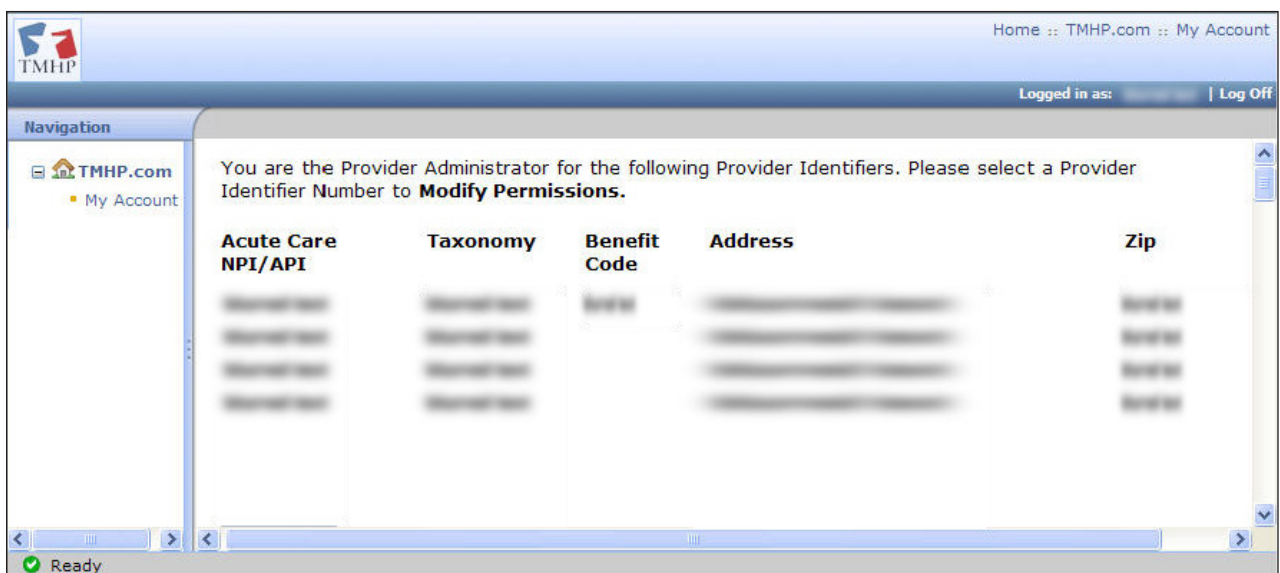
### 3.3 Manage User Permissions

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.



- 3) 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:
- 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.
  - Unlink—Disassociate the user from the current administrator.
  - R&S Report Viewer— The user will have access to Remittance and Status (R&S) 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 Enrollment—The user can access the Provider Enrollment secure pages.
  - Provider Credentialing—The user can access the Provider Credentialing secure pages.
  - Provider Administrator—The user will have provider administrator access for this NPI/API.
  - MESAV Performer—The user can view the Medicaid Eligibility Service Authorization Verification (MESAV) secure pages.
  - EVV Portal Provider Profile—The user can access the EVV Portal secure pages.

---

**Note:** Available access depends on the NPI/API. 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.

---

## 4) Granting permissions

- a) 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.
- b) To grant a TMHP User Account Administrator Rights click the **Make Administrator** link in the Provider Administrator column for the User Account.

Configure Permissions for:  
NPI/API: [redacted]

**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 user as a Provider Administrator click Remove Administrator Rights next to the username in the table. To add a new Provider Administrator, click the **Make Administrator** link next to the user in the Permission Management section.

Provider Administrator Account(s)	
User Name : [redacted]	<a href="#">Remove Administrator Rights</a>
Full Name : [redacted]	
Business Phone : [redacted]	
Email : [redacted]	

**Permission Management**

Provider User Account(s)	View 835 Reports	PA Submitter	View Payment Amounts	View MET Provider Reports	View ACA PCP Supplemental Payment Reports	Unlink from API	R&S Report Viewer	CSI Performer	EV Performer	Claim Submitter	Appeal Submitter	Provider Enrollment	Provider Credentialing	Provider Administrator
User Account : [redacted] User Name : [redacted] Full Name : [redacted] Business Phone : [redacted] Email : [redacted]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Unlink</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Make Administrator</a>

[Update Permissions](#)

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

Home :: TMHP.com :: My Account

Logged in as: [redacted] | [Log Off](#)

**Navigation**

- TMHP.com
- My Account

Please verify the following task and click **Confirm Changes** button.

**Task List**

Remove **View 835 Reports** permission from [redacted].

[Confirm Changes](#)

## 5) Removing Permissions

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

Home :: TMHP.com :: My Account  
Logged in as: [username] | Log Off

Navigation  
TMHP.com  
My Account

Configure Permissions for:  
NPI/API [NPI], 152W00000X, [NPI], 76048-1474

**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 user as a Provider Administrator click Remove Administrator Rights next to the username in the table. To add a new Provider Administrator, click the **Make Administrator** link next to the user in the Permission Management section.

Provider Administrator Account(s)	
User Name : [username] Full Name : [full name] Business Phone: [phone] Email : [email]	Remove Administrator Rights
User Name : [username] Full Name : [full name] Business Phone: [phone] Email : [email]	

Ready

- b) 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 Account the Provider Account will be permanently deactivated.

**Permission Management**

**Provider User Account(s)**

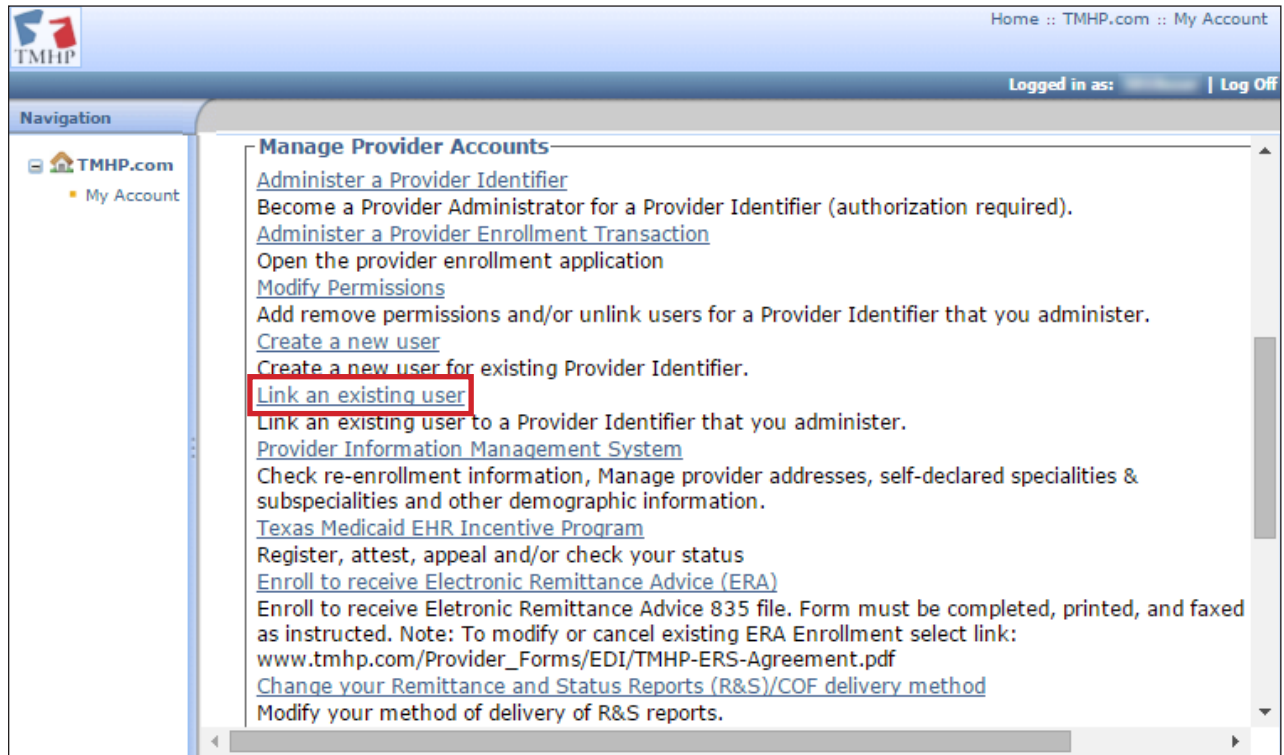
User Account	View 835 Reports More Info	PA Submitter More Info	View Payment Amounts More Info	View MET Provider Reports More Info	View ACA PCP Supplemental Payment Reports More Info	Unlink More Info
User Name : [username] Full Name : [full name] Business Phone: [phone] Email : [email]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Unlink

Update Permissions

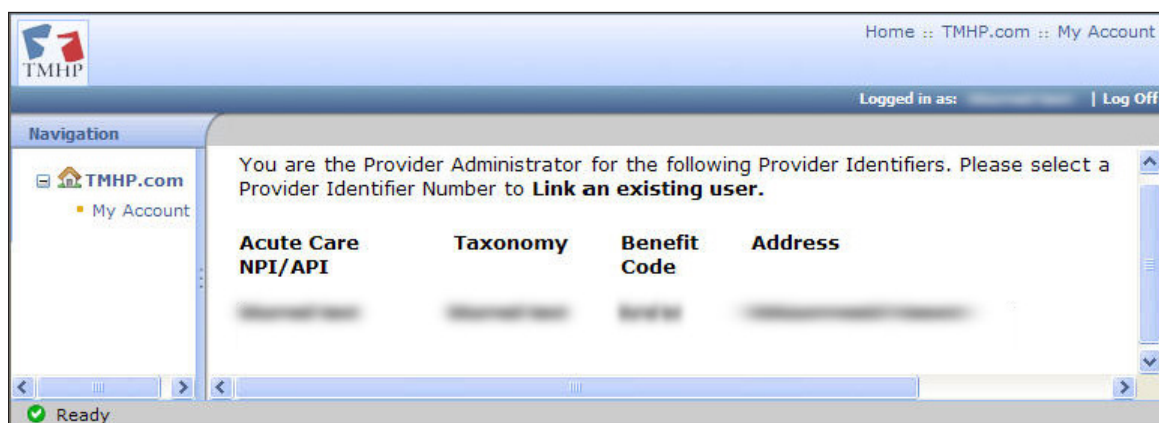
### 3.4 Link an Existing User

Provider administrators can link existing TMHP User Accounts to their Provider Identifier. The provider administrator must have the user name of the existing TMHP User Account.

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

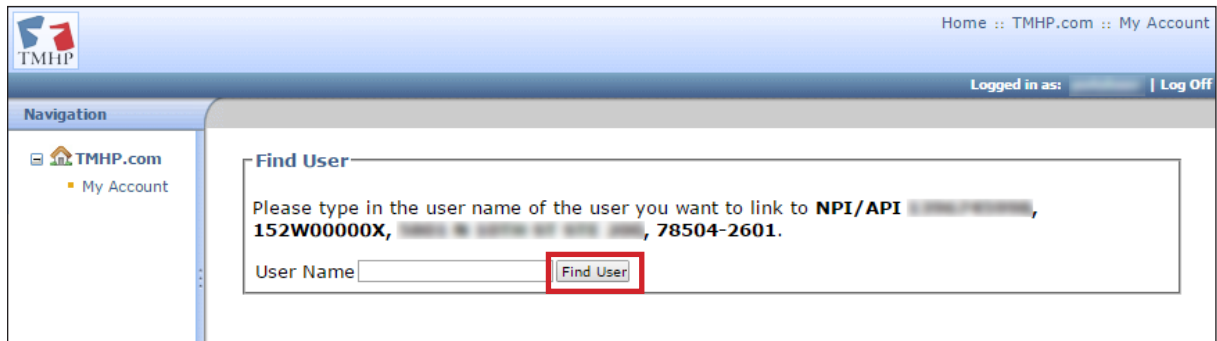


- 2) If the TMHP User Account is an administrator for multiple Provider Identifiers, each of the Provider Identifiers will be listed. Select the NPI/API you want to link to the existing TMHP User Account.





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



Home :: TMHP.com :: My Account

Logged in as: [redacted] | Log Off

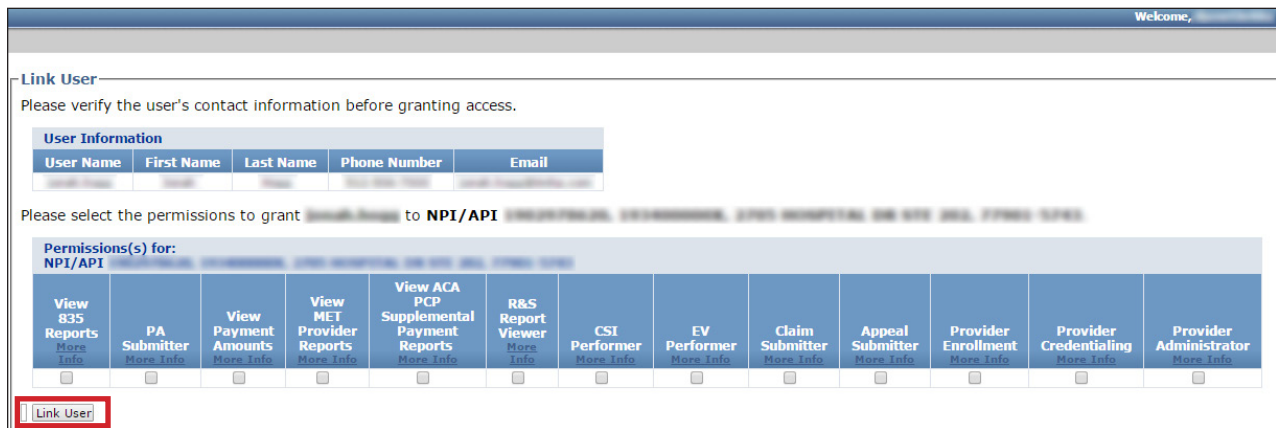
**Find User**

Please type in the user name of the user you want to link to **NPI/API** [redacted], **152W00000X**, [redacted], **78504-2601**.

User Name  **Find User**

- 4) Select the security permissions to grant to the existing TMHP User Account, and click **Link User**.

**Note:** Refer to Section 3.3 step 3 for a list of permissions and the corresponding function.



Welcome, [redacted]

**Link User**

Please verify the user's contact information before granting access.

User Information				
User Name	First Name	Last Name	Phone Number	Email
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

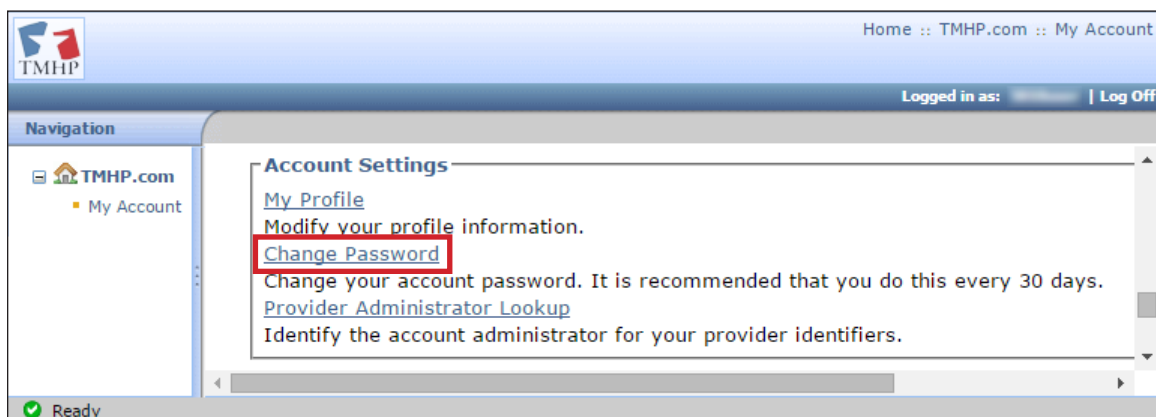
Please select the permissions to grant [redacted] to **NPI/API** [redacted]

Permissions(s) for: NPI/API												
<b>View 835 Reports</b> More Info	<b>PA Submitter</b> More Info	<b>View Payment Amounts</b> More Info	<b>View MET Provider Reports</b> More Info	<b>View ACA PCP Supplemental Payment Reports</b> More Info	<b>R&amp;S Report Viewer</b> More Info	<b>CSI Performer</b> More Info	<b>EV Performer</b> More Info	<b>Claim Submitter</b> More Info	<b>Appeal Submitter</b> More Info	<b>Provider Enrollment</b> More Info	<b>Provider Credentialing</b> More Info	<b>Provider Administrator</b> More Info
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Link User**

## 3.5 Change Password

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



Home :: TMHP.com :: My Account

Logged in as: [redacted] | Log Off

**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.

Ready



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

Home :: TMHP.com :: My Account

Logged in as: [User Name] | Log Off

Navigation

TMHP.com

My Account

To change your password please fill out the form below:

User Name: [Text Box] 6-20 characters(no spaces or special characters)

• Must be different than your EDI Submitter ID

Current Password: [Text Box] 8-15 characters(no spaces or special characters)

New Password: [Text Box] 8-15 characters(no spaces or special characters)

Confirm Password: [Text Box]

**Change Password**

- If successful, the following message screen will appear.

Home :: TMHP.com :: My Account

Logged in as: [User Name] | Log Off

Navigation

TMHP.com

My Account

Your password has been changed. Your username and password have been sent to your registered email address and you should receive them shortly.

**If you need further assistance 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](#)

Ready

## 3.6 Update Personal Info

- On the My Account page, click **My Profile**.

Home :: TMHP.com :: My Account

Logged in as: [User Name] | Log Off

Navigation

TMHP.com

My Account

**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.

Ready

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

The screenshot shows the TMHP user account update interface. The top navigation bar includes the TMHP logo, a 'Home' link, and the text 'TMHP.com :: My Account'. Below this, a 'Logged in as:' section is visible. The main content area is titled 'To change your contact information please fill out the form below and click the **Update** Button:'. The form contains several fields, each with a red dot indicating it is editable: 'User Name' (with a note 'Must be different than your EDI Submitter ID' and a character count of 6-20), 'First Name', 'Last Name', 'Business telephone' (with a format 'xxx-xxx-xxxx xxxx'), 'Email' (with a note 'To ensure delivery directly to your inbox please add donotreply@tmhp.com to your address box today'), and 'Confirm Email' (with a note 'Retype email address. Do not copy and paste.'). Each field has a corresponding input box. At the bottom left of the form, there is a red-bordered 'Update' button.

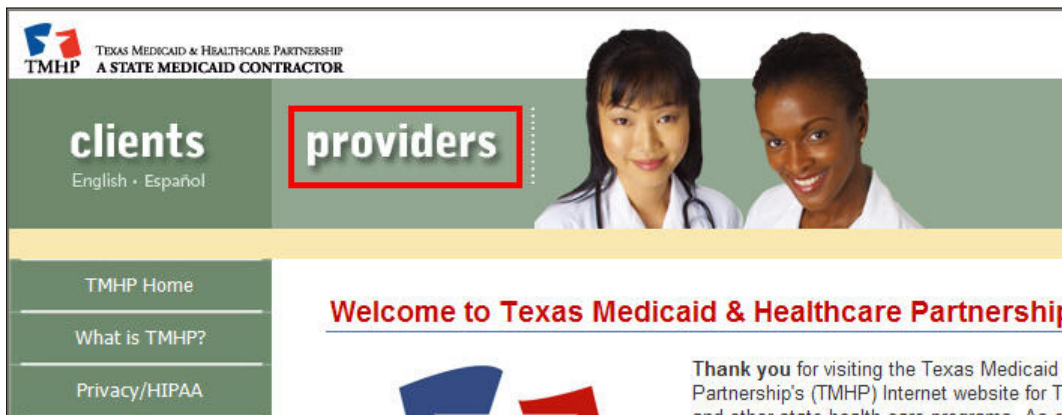
- 3) If completed correctly, you will see the following confirmation screen.

The screenshot shows the confirmation screen after a successful account update. The top navigation bar is identical to the previous screen. The main content area displays the message 'Your account information has been updated.' in black text. Below this, a red text block provides contact information: 'If you need further assistance please contact the TMHP EDI Helpdesk at 1-888-863-3638 between the business hours of 7:00 am to 7:00 pm (CST).'. A blue link 'Click here to continue' is positioned below the red text. The bottom status bar shows a green checkmark and the word 'Ready'.

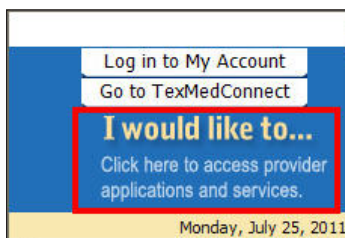
## 4.0 Requesting a Forgotten User Name and Resetting a Password

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

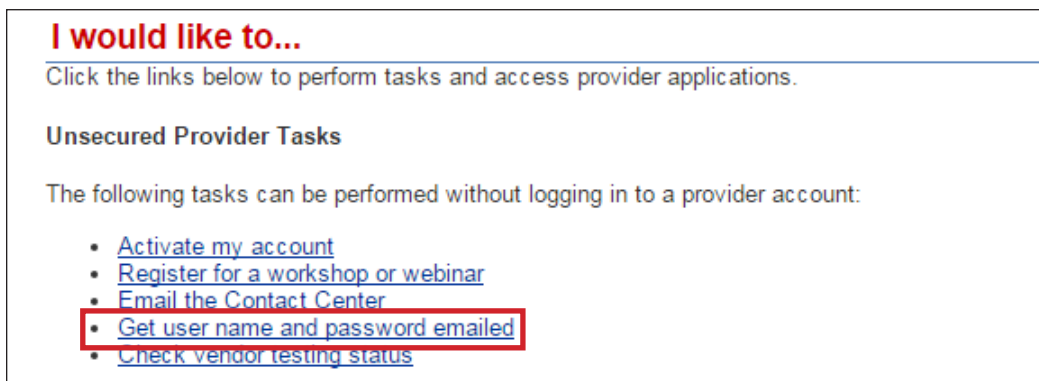
- 1) Go to the TMHP website at [www.tmhp.com](http://www.tmhp.com), and click **providers**.



- 2) Click **I would like to...**



- 3) Click **Get user name and password emailed**, which is located under the Unsecured Provider Tasks.



- 4) Enter the email address associated with the user name and password you want to reset and click **Submit**. If 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 1-888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.


Enter your email address and we will send a new generated password.

• Email

I want to Activate My Account:

If you are a Texas Medicaid Provider you must create a Provider Administrator account to access these secure functions.  
Click here to [Create a Provider Administrator Account](#)

- 5) 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.



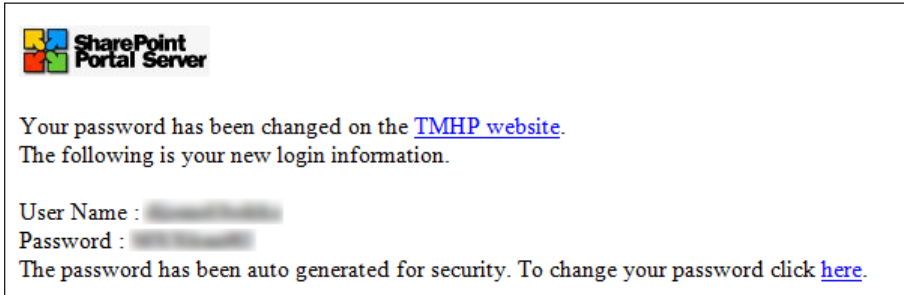
Your user name and new password have been sent successfully and should arrive shortly.

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

- 6) After receiving the new password, you can use that password to log in to the account and create a new unique password.

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

The new password will be in the format of three uppercase, three lowercase, and two numbers.



## 4.1 Reactivating an Expired TMHP Secure Portal 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 six month 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 1-888-863-3638 to reactivate an expired secure portal account. TMHP will reactivate the account within five business days of the initial request.

