TMHP Account Setup
for HCS and TxHmL Waiver Programs

Quick Reference Guide (QRG)
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Overview

Home and Community-based Services (HCS) program providers, Texas Home Living (TxHmL) program providers, and financial management services agencies (FMSAs) billing on behalf of Consumer Directed Services (CDS) employers must create Texas Medicaid & Healthcare Partnership (TMHP) accounts necessary for submitting claims and forms to TMHP. Complete all account setup steps in this quick reference guide (QRG) to prevent claim and form submission delays after the migration to TMHP.

This QRG begins with steps for creating a TexMedConnect administrator account.

- If you already have a TexMedConnect administrator account, go to Step 2A: Link Your TexMedConnect Administrator Account to the LTC Online Portal.
- If you already have a Long-Term Care (LTC) Online Portal administrator account, begin with Step 2B: Link Your LTC Online Portal Administrator Account to TexMedConnect to create your TexMedConnect administrator account.
- If you already have both administrator accounts (TexMedConnect and LTC Online Portal), go to Step 3: Create Your TexMedConnect Users.

**Note:** Skip a step if you have already completed it or if it does not apply to you. You may call the Electronic Data Interchange (EDI) Help Desk at 888-863-3638 to confirm if you have already completed steps.

**Note:** You will see a Provider Enrollment and Management System (PEMS) button during account setup labeled ‘PEMS provider.’ You should not click this button anytime during account setup. To ensure accurate and successful account creation, follow the steps in this QRG exactly as they are written.

**Step 1: Create Your TexMedConnect Administrator Account**

The TexMedConnect administrator account gives you access to client eligibility information, electronic claims submission tools, the Portable Document Format (PDF) version of the Remittance and Status (R&S) Report (available to you for 90 days), and more. You must create this account to submit claims to TMHP using TexMedConnect. Each TexMedConnect account should have at least two administrators. For more information about TexMedConnect, refer to the Long-Term Care (LTC) User Guide for TexMedConnect and TexMedConnect for Long-Term Care (LTC) Providers Computer-Based Training (CBT).

**Note:** Internet Explorer (IE) 11 or higher must be used, and you must have a Personal Identification Number (PIN) to complete the following steps. Plan accordingly, as it may take up to 10 days from when it was requested to receive your PIN in the mail.
a) Go to tmhp.com.

b) Click I Accept if the Disclaimer Block appears.

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c) Click My Account.

d) Click Cancel when the Windows Security Prompt appears since you have not yet created an account.
e) Click **Activate My Account** to begin the process for creating an administrator account, then click **Go**.

f) Click **Create Account and link to a Long Term Care provider**, then click **Next**.

g) Enter your provider number (also known as contract number), then click **Look-up**.
h) Click **Do you need to request a PIN?** since you do not yet have a PIN.

![Find your previously enrolled provider](image)

i) Click the **radio button** next to the address where the PIN should be mailed, then click **Submit**. It may take up to 10 days to receive your PIN in the mail.

![Request a PIN](image)

j) Repeat steps A through G once you receive your PIN.

k) Click **Enter PIN**, then click **Next**.

![Find your previously enrolled provider](image)
l) Enter your PIN, then click **Next**.

m) Complete required fields, as indicated by the red dots, to create your TMHP administrator account username and password.

n) Scroll down to review all the General Terms and Conditions, then click the **I agree to these terms** check box.

o) Click the **I'm not a robot** check box, then click **Submit**.
The following confirmation screen appears and you receive three confirmation emails when your TexMedConnect administrator account is successfully created. Click **My Account** and sign in with the username and password you created in step M to go to your My Account page. **Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

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**Step 2A: Link Your TexMedConnect Administrator Account to the LTC Online Portal**

The LTC Online Portal administrator account gives you access to submit and manage forms. You must link to this account to submit forms to TMHP. **Note:** Each LTC Online Portal account must have at least one user to access forms, even if your TMHP account administrator is the only person who will submit forms for your organization. See **Step 5: Create Your LTC Online Portal Users** for details.

a) Request your vendor password.

1. Call the EDI Help Desk at 888-863-3638, Option 4.
2. Tell them your account type is Nursing Facility/Waiver Program Provider.
3. Give them your vendor number (0 plus component code) and Medicaid provider number (also known as contract number).
4. You will receive your vendor password during the call.
b) Sign in with the username and password you created for your TexMedConnect administrator account in Step 1.

![Sign in](Image)

b) **Sign in** with the username and password you created for your TexMedConnect administrator account in Step 1.

c) Click **Administer a Provider Identifier** on the My Account page.

![Administer a Provider Identifier](Image)

c) Click **Administer a Provider Identifier** on the My Account page.

d) Click **Link to a Nursing Facility/Waiver Program provider**, then click **Next**.

![Link to a Nursing Facility/Waiver Program provider](Image)

d) Click **Link to a Nursing Facility/Waiver Program provider**, then click **Next**.
e) Enter your provider number (also known as contract number), vendor number (0 plus component code), and vendor password, then click Next. Your administrator account information prepopulates on the next page.

f) Scroll down to review all the General Terms and Conditions, then click the I agree to these terms check box.

g) Click Link Provider Number.
h) The following confirmation screen appears and you receive a confirmation email when your provider number is successfully linked. Click My Account and repeat these steps until all your provider numbers are linked.

**Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

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**Step 2B: Link Your LTC Online Portal Administrator Account to TexMedConnect**

If you already have an LTC Online Portal administrator account and need to create a TexMedConnect administrator account, continue with the following steps. If you already completed Step 1: Create Your TexMedConnect Administrator Account and Step 2A: Link Your TexMedConnect Administrator Account to the LTC Online Portal, go to Step 3: Create Your TexMedConnect Users.

The TexMedConnect administrator account gives you access to client eligibility information, electronic claims submission tools, the Portable Document Format (PDF) version of the Remittance and Status (R&S) Report (available to you for 90 days), and more. You must create this account to submit claims to TMHP using TexMedConnect. Each TexMedConnect account should have at least two administrators. For more information about TexMedConnect, refer to the [Long-Term Care (LTC) User Guide for TexMedConnect](#) and [TexMedConnect for Long-Term Care (LTC) Providers Computer-Based Training (CBT)](#).

**Note:** You must have a Personal Identification Number (PIN) to create your TexMedConnect administrator account. Plan accordingly, as it may take up to 10 days from when it was requested to receive your PIN in the mail.
a) Sign in with the username and password you created for your LTC Online Portal administrator account.

b) Click **Administer a Provider Identifier** on the My Account page.

c) Click **Link to a Long Term Care provider**, then click **Next**.
d) Enter your provider number (also known as contract number), then click **Look-up**.

![TMHP Account Setup for HCS and TxHmL Waiver Programs QRG](image)

```
Find your previously enrolled provider

Provider Number [ ]

*Look-up*

Back

Security Questions

Enter PIN

Do you need to request a PIN?
```

e) Click **Do you need to request a PIN?** since you do not yet have a PIN.

![TMHP Account Setup for HCS and TxHmL Waiver Programs QRG](image)

```
Find your previously enrolled provider

Provider Number [ ]

Change

Select one of the following options then select "Next"

Security Questions

Enter PIN

Do you need to request a PIN?
```

f) Click the **radio button** next to the address where the PIN should be mailed, then click **Submit**. It may take up to 10 days to receive your PIN in the mail.

![TMHP Account Setup for HCS and TxHmL Waiver Programs QRG](image)

```
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 address to which the PIN should be sent

[ ] [ ]

Submit
```
g) Repeat steps A through D once you receive your PIN.

h) Click Enter PIN, then click Next.

i) Enter your PIN, then click Next. Your administrator account information prepopulates on the next page.
j) Scroll down to review all the General Terms and Conditions, then click the I agree to these terms check box.

k) Click **Link Provider Number**.


l) The following confirmation screen appears and you receive a confirmation email when your provider number is successfully linked. Click **My Account** and repeat these steps until all your provider numbers are linked.

**Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.
**Step 3: Create Your TexMedConnect Users**

Your TMHP account administrator must create and grant permissions to users to access TexMedConnect. If your user does not need access to TexMedConnect and only needs access to forms on the LTC Online Portal, go to [Step 5: Create Your LTC Online Portal Users](#).

**Note:** Each user must have a unique email address and cannot have the same email address as the account administrator.

- a) Sign in to your TMHP administrator account.

- b) Click **Create a new user** on the My Account page.

- c) Select the appropriate **Long Term Care Provider Number**.
d) Complete required fields, as indicated by the red dots.

e) Check the permission boxes you would like to assign the user. Refer to pages 13-14 of the *Managing Your Long-Term Care Online Portal Account: A Step by Step Guide* to determine permissions based on the services your organization is contracted to provide and the related tasks the user is responsible for.

f) Click **Create User** after permissions are assigned. The new user’s username and password display. The new user receives an email confirmation. **Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

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**Step 4: Link an Existing TexMedConnect User to the LTC Online Portal**

If an existing TexMedConnect user needs access to forms, your TMHP account administrator must link the existing user and grant LTC Online Portal permissions.

a) Sign in to your TMHP administrator account.
b) Click **Link an existing user** on the My Account page.

c) Select the **Vendor Number** you are linking.

d) Enter the existing user’s username, then click **Find User**.
e) Check the permission boxes you would like to assign the user. Refer to pages 13-14 of the *Managing Your Long-Term Care Online Portal Account: A Step by Step Guide* to determine permissions based on the services your organization is contracted to provide and the related tasks the user is responsible for.

f) Click **Link User** after permissions are assigned. A confirmation page displays that the username is successfully linked to the provider number. The user receives an email confirmation. **Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

g) Repeat these steps until you have linked all the provider numbers your user needs to access.

**Step 5: Create Your LTC Online Portal Users**

Your TMHP account administrator must create and grant permissions to users to access forms on the LTC Online Portal. Each LTC Online Portal account must have at least one user to access forms, even if your TMHP account administrator is the only person who will submit forms for your organization. If your user also needs access to TexMedConnect, complete **Step 3: Create Your TexMedConnect Users** and **Step 4: Link an Existing TexMedConnect User to the LTC Online Portal** instead. **Note:** Each user must have a unique email address and cannot have the same email address as the account administrator.

a) Sign in to your TMHP administrator account.
b) Click **Create a new user** on the My Account page.

![Create a new user](image)

- **Manage Provider Accounts**
  - Become a Provider Administrator for a Provider Identifier (authorization required).
  - 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 ESR Incentive Program
  - Register, attest, appeal and/or check your status
  - Enroll to receive Electronic Remittance Advice (ERA)
  - Enroll to receive Electronic Remittance Advice (ERA). Form must be completed, printed, and faxed as instructed. Note: To modify or cancel existing ERA Enrollment select Link:
    - [http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf](http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf)


c) Select the appropriate **Vendor Number**.

![Vendor Numbers](image)
d) Complete required fields, as indicated by the red dots.

e) Check the permission boxes you would like to assign the user. Refer to pages 13-14 of the *Managing Your Long-Term Care Online Portal Account: A Step by Step Guide* to determine permissions based on the services your organization is contracted to provide and the related tasks the user is responsible for.

f) Click **Create User** after permissions are assigned. The new user’s username and password display. The new user receives an email confirmation.

**Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

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### Step 6: Submit Your EDI Agreement

All organizations must submit an Electronic Data Interchange (EDI) Agreement to access the electronic version of the Remittance and Status (R&S) Report. The R&S Report provides the status of claims processed by TMHP. Providers cannot retrieve R&S Reports older than 90 days if an EDI Agreement is not submitted.

Electronic Remittance and Status (ER&S) Reports can be retrieved as far back as the time your submitter ID has been linked to your provider number (also known as contract number). If you access the Portable Document Format (PDF) version of the R&S Report through TexMedConnect, it will only be available to you for 90 days.

**Note:** If you plan to submit claims using EDI, reference the **TMHP EDI web page** for detailed information on approved trading partners, software testing, and more.

a) Submit a completed **EDI Agreement** for each provider number (also known as contract number). The EDI Agreement may take up to 30 days to process.
**Step 7: Create Your LMS Account**

The Learning Management System (LMS) provides education related to claims submission, the LTC Online Portal, managing your TMHP accounts, and more. You must create an account the first time you access the LMS, and log in with those credentials thereafter. Reference the [Learning Management System (LMS) Registration and Navigation Job Aid for Providers](#) for further information.

a) Complete the form on the [New User Registration](#) web page to create your account.

![New User Registration Form](image)

Once you have successfully created your TexMedConnect and LTC Online Portal administrator accounts, created your account users, and completed all other steps in this QRG, you are now ready to submit claims and forms to TMHP.

**Contact Information**

Contact the following if you require assistance:

- For TMHP account-related questions—TMHP LTC Help Desk at 800-626-4117, Option 1.
- For EDI-related questions—EDI Help Desk at 888-863-3638.
- For LMS-related questions—[TMHP Training Support](#).