



TMHP MY ACCOUNT USER GUIDE

ACCOUNT MANAGEMENT FOR PROVIDERS



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

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Contents

Introduction	1
Terms to Know	1
Why Do I Need a My Account?	4
How Do I Log In to My Account?	5
Before August 1, 2026	5
After August 1, 2026	7
My Account User Types	9
Account Administrators	10
General Users	11
Create a Provider Enrollment Account	12
My Account Provider Types	15
PEMS Provider	15
LTC Provider	16
NF/Waiver Program Provider	16
LTSS or Similar Provider	16
Administrator Accounts for Acute Care Provider Types	17
Create Account and Link to an Existing Acute Care Provider Type	17
Create Account and Link to a PEMS Provider	17
Administer a Provider Identifier for Acute Care Provider Types	21
Link to a PEMS Provider	21
Create a New Acute Care User	24
Link an Existing User to Acute Care	27
Administrator Accounts for LTC Provider Types	29
Create Account and Link to an Existing LTC Provider Type	29
Create Account and Link to an LTC Provider	29
Create Account and Link to an NF/Waiver Program Provider	33
Create Account and Link to an LTSS or Similar Provider	36
Administer a Provider Identifier for LTC Provider Types	39
Link to an LTC Provider	39
Link to an NF/Waiver Program Provider	43
Link to an LTSS or Similar Provider	45
Create a New User for LTC Provider Types	49
Create a New LTC User	49

Create a New NF/Waiver User	51
Create a New LTSS or Similar Provider User	53
Link an Existing User for LTC Provider Types	56
Link an Existing User to LTC	56
Link an Existing User to NF/Waiver	58
Link an Existing User to LTSS or Similar Provider.	59
Manage Provider Accounts	62
Modify Permissions.	63
Enroll to Receive Electronic Remittance Advice (ERA)	68
Change your Remittance and Status Reports (R&S)/COF Delivery Method	70
Other Services.	72
Message Dashboard.	72
Account Settings	74
My Profile	75
Change Password	76
Provider Administrator Lookup	77
Troubleshooting.	79
Forgotten Username or Password.	79
How to Request a PIN	80
How to Answer Security Questions.	82
Unlocking Locked Accounts.	83
Reactivating Inactive TMHP User Accounts	83
Request HHSC to Update a Physical Mailing Address as an LTC Provider	84
Request TMHP to Update an Email Address or Unlink Administrator Accounts.	84

Introduction

This guide is designed to assist Texas Medicaid & Healthcare Partnership (TMHP) My Account administrators with managing their accounts. It provides guidance to both new and existing providers enrolled in Texas Health and Human Services Commission (HHSC) Medicaid and non-Medicaid programs, addressing a range of scenarios that reflect each provider identifier's organizational structure. Additionally, it explains how to create and manage TMHP user accounts linked to a National Provider Identifier (NPI) or Atypical Provider Identifier (API) so that providers can access the secure functions of the TMHP website.

Note: As a best practice, Microsoft Edge is the recommended browser when using My Account.

Terms to Know

Note: Shading in this table indicates relationships between terms. Dark gray identifies a main category and its sub-terms, light gray shows sub-term definitions, and unshaded rows represent standalone terms.

Term	Definition
1915(c) Waiver Programs Provider	HHSC administers a number of 1915(c) waiver programs. These waivers allow the state to use Medicaid funds for long-term home and community-based services for people with disabilities or special health care needs so that they can live in their community. This provider type will need their 0+ component code for account management.
<u>Account Status</u>	Account status presents the current state or condition of a user account within a system. It indicates whether the account is active, inactive, or undergoing changes such as linking or unlinking. The account status helps to manage access, permissions, and account lifecycle.
Active	The account is fully operational and has access to all assigned features, services, or permissions.
Deactivate	The process of decommissioning an account, making it inactive. This action removes access without permanently deleting the account.
Inactive	The account exists but is temporarily disabled or restricted. Normal operations cannot be performed until it is activated.
Linked	The account is connected or associated with a provider identifier and its administrators.
Reactivate	The process of restoring a deactivated account to active status, allowing normal use again.
Unlinked	The account has been disconnected or disassociated from a provider identifier and its administrators.
Acute Care	This type of care is designed for clients who require short-term, immediate medical attention for severe, urgent, or sudden health conditions and is typically provided in urgent care centers, hospitals and emergency departments.

Term	Definition
<u>Claims Entities</u>	In the context of health care, this refers to the different parties that play a role in paying providers for their services. This includes billing services, clearinghouses, and vendors, and each plays a different role.
Billing Services	A specialized service that manages the entire billing process for providers, which includes creating and submitting claims for reimbursement, ensuring compliance with insurance policies, handling payments, and managing denials and corrections.
Clearinghouses	Intermediate entities that help process and transmit claims to ensure they don't contain errors before forwarding them for payment. They check for accuracy of the claims, which reduces workload and leads to faster payment of claims.
Vendor	Any entity or individual that provides goods or services to health care organizations in exchange for payment. Examples include vendors that offer software solutions used by providers and billing teams and vendors that provide staffing solutions or facility maintenance.
Electronic Data Interchange (EDI) Help Desk	EDI is a communications protocol for electronically transmitting secure business data. The EDI Help Desk is a support team that helps assist health care providers, billing services, clearinghouses, and vendors with issues related to EDI transactions.
Long-Term Care (LTC)	HHSC administers programs providing LTC services and institutional care to eligible clients. The programs are intended for people with chronic illnesses or disabilities who need ongoing assistance with daily activities. This type of care is aimed at maintaining clients' quality of life and supporting their independence as much as possible.
Long-Term Support Services (LTSS)	LTSS refers to a range of medical and non-medical services provided through Medicaid managed care organizations (MCOs) to support individuals with chronic illnesses, disabilities, or functional limitations. These services are designed to help individuals live as independently as possible in home or community-based settings and to prevent unnecessary placement in institutional care.
My Account	This platform provides self-service access management for all users. Account administrators have elevated permissions to manage access for the users under their administration. When accessed through TMHP IAMOnline, My Account also functions as an application.
Nursing Facility (NF)	A setting for long-term care that provides diverse services and supports and is provided by Medicaid or other state agencies. This often includes residential care for older adults or individuals with disabilities.
Provider Enrollment and Management System (PEMS)	This TMHP-managed application is the platform through which providers will go to enroll, re-enroll, or revalidate their enrollment with Texas Medicaid.

Term	Definition
<u>Provider Enrollment Types</u>	The classification of how a provider or entity is enrolled in a health care program for the purpose of delivering services and receiving reimbursement. It defines the provider’s participation and organizational structure.
Facility	A physical location, such as a hospital, clinic, nursing home, or outpatient center where health care services are provided. A facility often employs multiple providers and may have its own Medicaid enrollment separate from individual providers.
Organization	A legal entity that is formed by individual providers. This allows the entire group or practice to become credentialed with a payer at the same time, which simplifies the payment process.
Providers	Licensed professionals, such as physicians, nurses, dentists, and therapists, who deliver health care services directly to clients and bill Medicaid for their services under their own credentials.
<u>Provider Identifiers</u>	In the context of health care, a provider identifier may be a National Provider Identifier (NPI) or an Atypical Provider Identifier (API). These identifiers are used for enrollment and registration in Texas Medicaid. In the context of My Account, a provider identifier helps identify a user by their NPI, API, Provider Number, or Vendor Number for My Account creation and management.
API	A 10-digit number assigned to providers that do not deliver traditional health care services and may not qualify for an NPI in the United States. Used for standardized identification in administrative and electronic transactions. Examples of atypical providers include individual transportation participants that provide taxi services, those who provide home modifications, and respite care providers.
NPI	A 10-digit number assigned to health care providers in the United States. It is used for standardized identification in administrative and electronic transactions like billing, credentialing, and claims.
Provider Number (aka Contract Number)	A nine-digit number assigned by HHSC when the provider signs the contract to provide Medicaid services. In Texas Medicaid LTC programs, providers are identified by their contract with HHSC. Because of this, the contract number also serves as the provider number across HHSC and TMHP systems.
Vendor Number (aka 0+Component Code)	A four-digit number assigned by HHSC at the time a provider is contracted to submit forms in the LTC Online Portal. This number is used to associate the provider with their contract, permissions, and data within the portal. For providers enrolled in 1915(c) waiver programs, this identifier is commonly referred to as the 0+ component code.

Term	Definition
TMHP IAMOnline	Effective August 1st, 2026, this secure login and platform will act as the entry point for accessing My Account. It handles user authentication and single sign-on (SSO), allowing users to access multiple TMHP applications with a single login.
TMHP Learning Management System (LMS)	A user-friendly education portal where providers can learn about all things Texas Medicaid as well as the other programs supported by TMHP. It is available to providers 24 hours a day, seven days a week, and is regularly updated with new and up-to-date training materials. Providers are encouraged to regularly visit the LMS to keep up to date with the latest resources.
<u>User Types</u>	<p>Different types of My Account users, each with a secure, password-protected account that provides access to secure TMHP website applications and tools.</p> <p>An “existing user” is a user that already has an active account within the My Account system. They previously created an account and can log in using their credentials.</p>
Administrator	A user that has a higher level of system access, allowing them to manage general user accounts and their permissions. This user can link and unlink users to provider identifiers they administer.
General User	A user with basic permissions intended for limited My Account access. This role typically allows access to core features but does not include administrative capabilities.
Vendor Password	A confidential password issued by TMHP that is used in conjunction with a provider/contract number and a vendor number/0+ component code to authenticate NF or waiver program providers during account setup. Account administrators must contact the TMHP EDI Help Desk at 888-863-3638 to obtain their vendor password. This password is separate from a TMHP account’s username and password.
Waiver Program	A Medicaid program option that allows providers to deliver care to people in homes or community settings instead of institutions.

Why Do I Need a My Account?

You need a secure My Account for one or more of the following reasons:

- You would like to enroll as a new provider in Texas Medicaid and other state health care programs and need access to PEMS to submit an electronic application.
- You are already enrolled in Texas Medicaid but have not linked your provider identifier, i.e. your NPI or API, to a My Account user to access various systems and tools.

- You are an enrolled provider who wants to link their account to another existing user account to access various systems and tools related to the newly linked account.
- You would like to access information or processes such as client eligibility or electronic claims submission.

How Do I Log In to My Account?

The new TMHP IAMOnline login will replace the My Account login on August 1st, 2026.

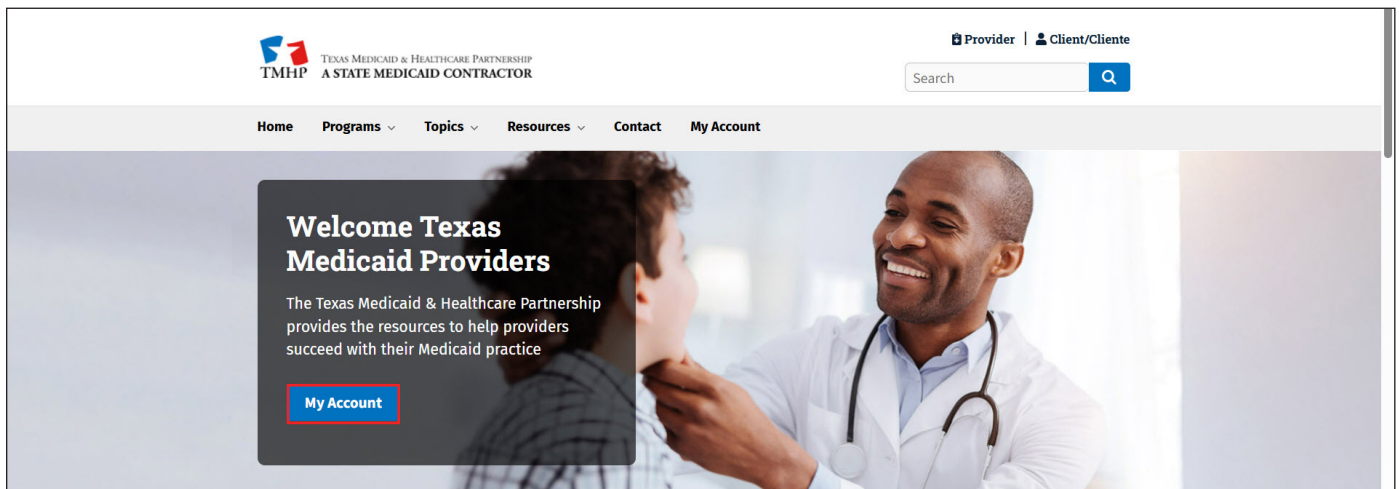
Important: TMHP IAMOnline will work in tandem with My Account to provide a secure user experience for all providers. TMHP IAMOnline will act as the gateway to My Account, which is where administrative users will continue to manage TMHP application permissions for users linked to a specific provider identifier. It's highly recommended that providers refer to the [Account Management](#) web page on tmhp.com for more information on My Account and TMHP account management as a whole.

Before August 1, 2026

If you have already created a TMHP user account, complete the following steps:

- 1) Go to the TMHP website at tmhp.com and click **My Account**.

Note: If the Disclaimer screen appears before you see this web page, scroll to the bottom of the page. Click **I Accept** to continue to the web page. If you click **I Do Not Accept**, you will not be able to go to the web page.



- 2) You will be redirected to the sign-in window. Enter your username and password, then click **Sign in**.

Sign in to access this site

Authorization required by https://secure.tmhp.com

Username

Password

- 3) After you've successfully signed in, you will see the My Account dashboard. You may click any of the available links to access systems or tools that are relevant to you.

The screenshot shows the TMHP My Account dashboard. At the top right, it says "Home » TMHP.com » My Account" and "Logged in as: Username | Log Off". The main content area is titled "Welcome to My Account. This section allows a user to perform various maintenance activities for their TMHP account. Click the appropriate link for access to the maintenance options." Below this, there are several boxes containing links to various services:

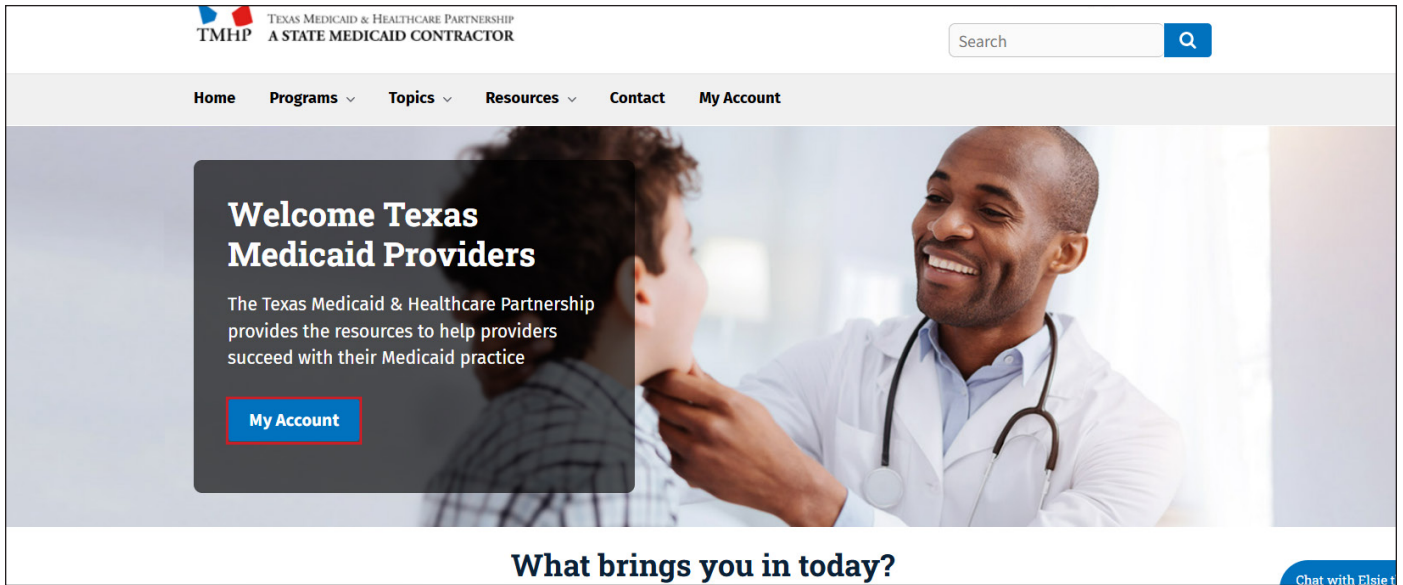
- Acute Care Online Portal:** View RBS/COF Reports, View PPE Provider Reports, TexMedConnect, View Paid Claims Detail Reports, Prior Authorization, View Payment Amounts, View HCT Provider Reports, View ACA RCP Supplemental Payment Reports, Medicaid Client Portal for Providers, Fee Schedule, Manage IMD Clients.
- LTC Online Portal:** View RBS/COF Reports, View CIPR Provider Reports, Submit Form, Medicaid Client Portal for Providers, Inquire about a form status.
- LTSS Online Portal:** TexMedConnect.
- Electronic Visit Verification (EVV) Portal:** EVV Search, EVV Reports.

Below these are sections for "Manage Provider Accounts" (Administer a Provider Identifier, Become a Provider Administrator, Provider Enrollment and Management System, Enroll a provider, Modify Permissions, Add remove permissions, Create a new user, Link an existing user, Link an existing user to a Provider Identifier, Texas Medicaid EHR Incentive Program, Register, attest, appeal and/or check your status, Enroll to receive Electronic Remittance Advice (ERA), Enroll to receive Electronic Remittance Advice 835 file, Change your Remittance and Status Reports (RBS)/COF delivery method, Modify your method of delivery of RBS reports), "Other Services" (Submit Administrative Appeal, Upload an Administrative Appeal, Submit OIG Utilization Review, Upload documentation for an OIG Utilization Review, Submit DSNP Admission Notification File, Upload the DSNP Admission Notification File), "Account Settings" (My Profile, Modify your profile information, Change Password, Provider Administrator Lookup), and "Help" (TMHP.com Security Enhancement Training Guide).

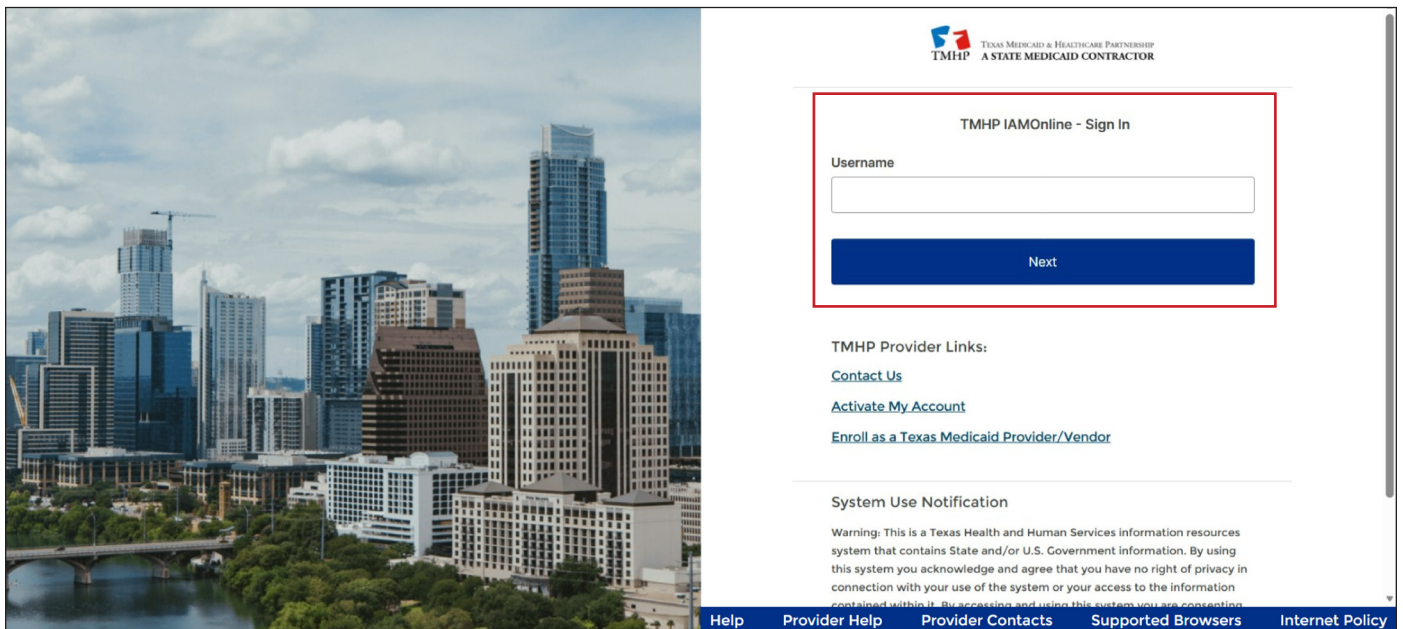
After August 1, 2026

To access your TMHP applications through TMHP My Account, follow these steps:

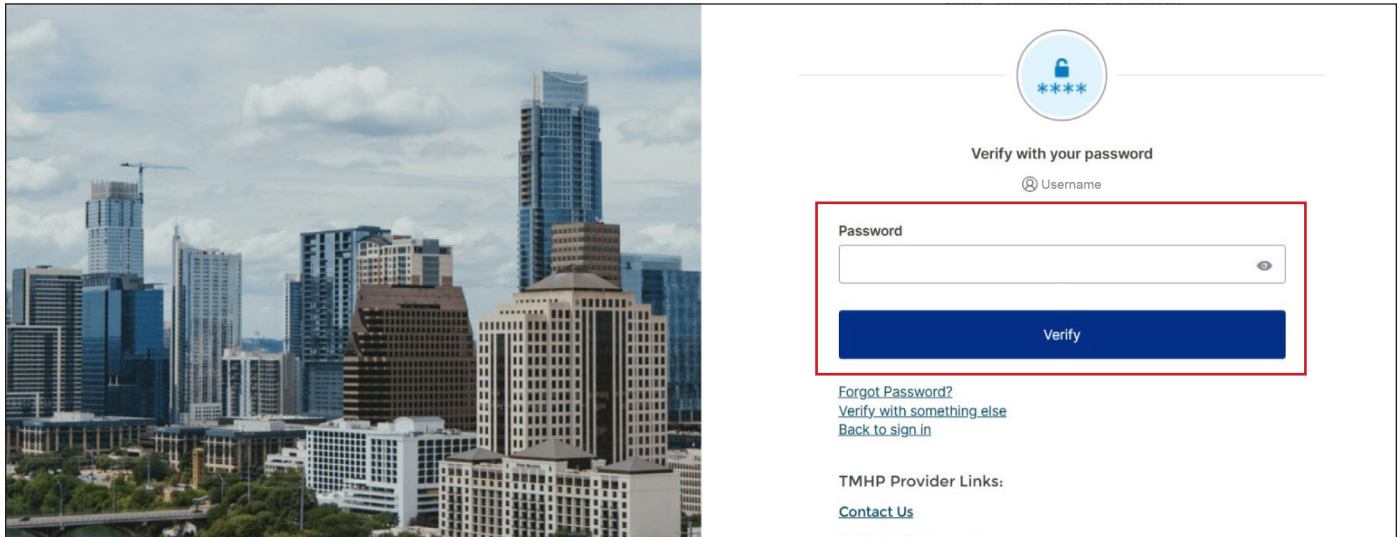
- 1) Go to tmhp.com, and click **My Account**.



- 2) Enter your username, then click Next.

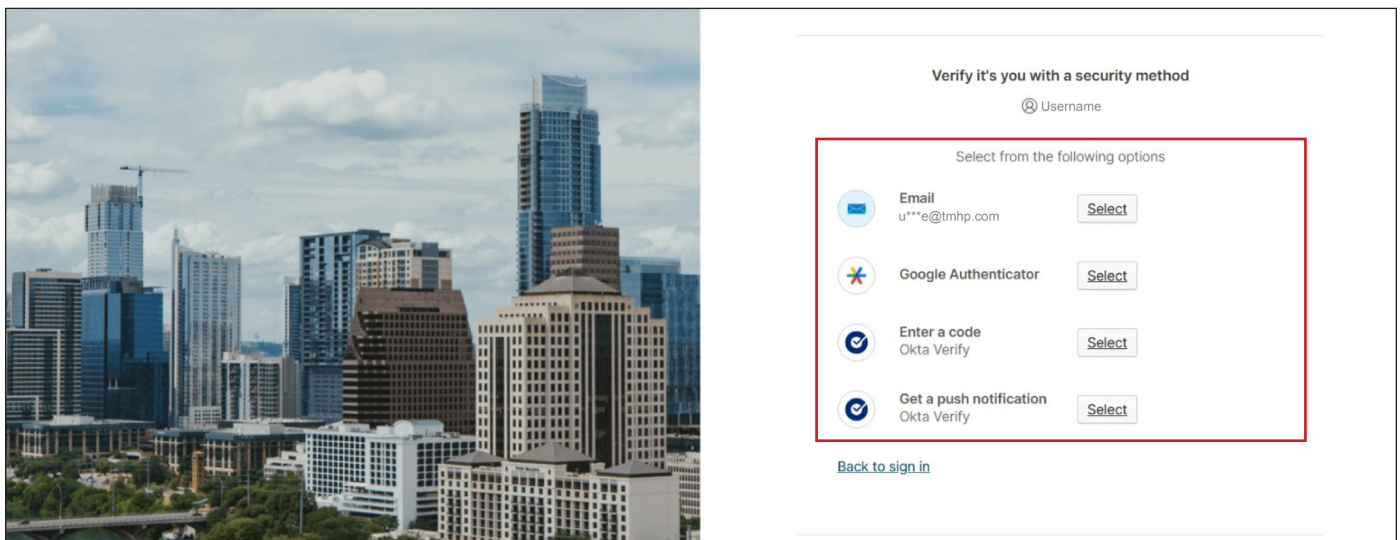


3) Enter your password, then click **Verify**.

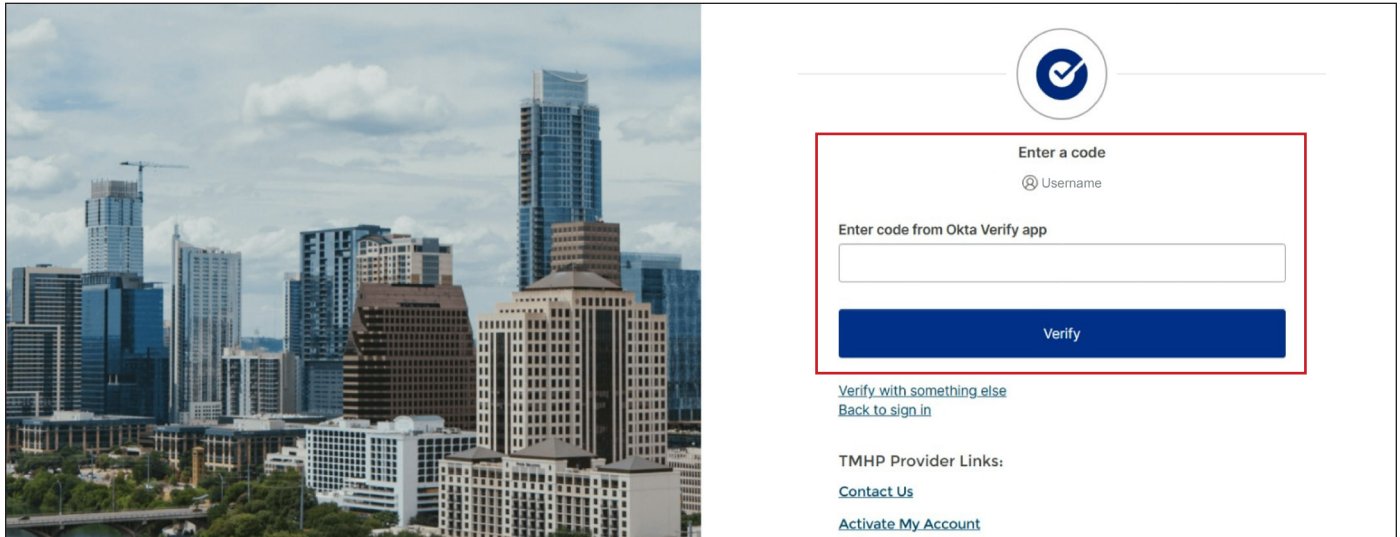


4) Click **Select** next to your preferred security method to confirm your sign-in and to complete one of the following actions:

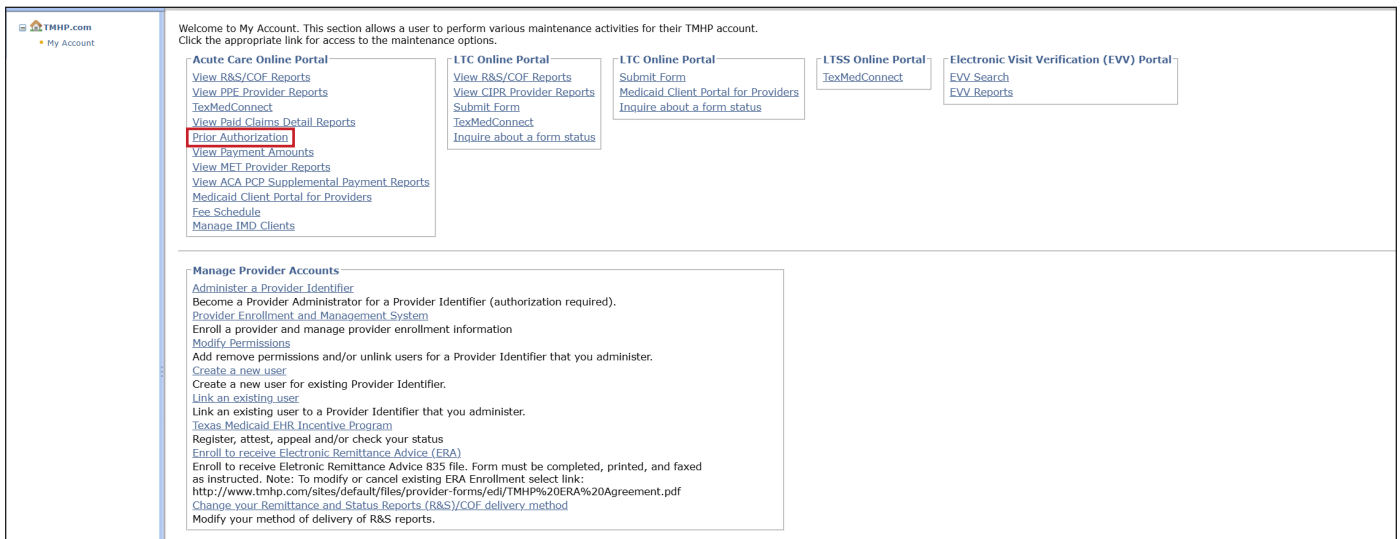
- **Email:** Click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the code you receive on your mobile device, then click **Verify**.
- **Enter a code (Okta Verify):** Enter the code you receive on your mobile device, then click **Verify**.
- **Get a push notification (Okta Verify):** You will receive a push notification on your mobile device. Click **Yes, It's Me**.



Note: In this scenario, we will select the **Enter a code (Okta Verify)** option.



- After you sign-in, you will be redirected back to your TMHP My Account dashboard, where you will continue to have access to different applications, such as PA on the Portal, and other actions for account management.



My Account User Types

There are two types of TMHP user accounts related to My Account, namely the administrator and the general user.

- Administrator:** This is the initial TMHP user account that is created or accessed for a provider identifier, with administrative rights. Account administrators must administer access to these secure pages, which contain protected health information (PHI), for any additional TMHP user accounts that are associated with the same provider identifier.

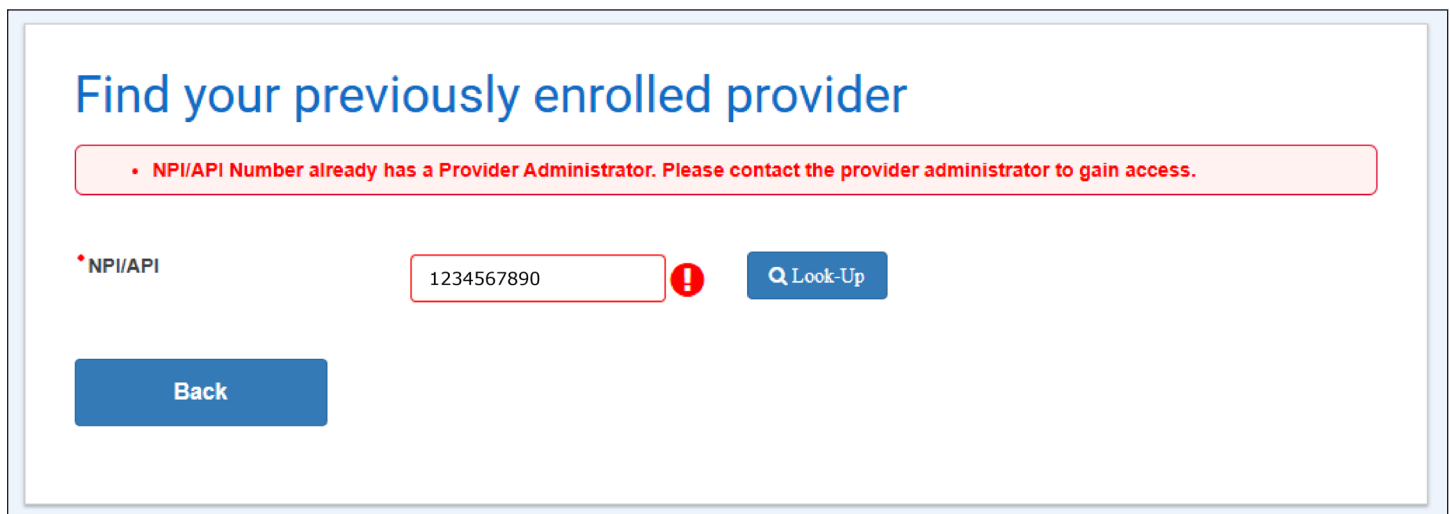
Note: Billing services, vendors, and clearinghouses cannot register as account administrators. If any of these entities wants to access online provider functionality on behalf of a provider or facility, the provider or facility administrator must assign the appropriate permissions.

- **General User:** Each general user is associated with a provider identifier that will be managed and monitored by an account administrator.
Note: Providers who would like to access PHI must complete the enrollment process and activate their TMHP user account or use an existing TMHP user account.

Account Administrators

Providers who want to access the secure functions of tmhp.com must activate their provider identifier, i.e. their NPI or API, for online use and associate it with a TMHP user account. The TMHP user account that is used during activation will receive administrator rights to that provider identifier, unless an administrator account already exists.

Important: General users will not be able to assign themselves to be an administrator of a provider identifier that already has an administrator. General users must contact the existing account administrator for that provider identifier to modify the existing permissions. If a provider identifier has already been activated, My Account will display the following error message: “NPI/API Number already has a Provider Administrator. Please contact the provider administrator to gain access.”



The screenshot shows a web interface with the heading "Find your previously enrolled provider". Below the heading is a red-bordered box containing the error message: "• NPI/API Number already has a Provider Administrator. Please contact the provider administrator to gain access." Below this, there is a search form with a label "• NPI/API" and a text input field containing "1234567890". To the right of the input field is a red exclamation mark icon. Further right is a blue button labeled "Look-Up". Below the search form is a blue button labeled "Back".

If you need help adding or removing account administrators, complete one of the following actions:

- Submit a Portal Request Change Form to remove the administrator(s) of the provider identifier. Once the form is processed, you can then become an administrator without receiving the error message above. To learn more, go to the [Request TMHP to Update an Email Address or Unlink Administrator Accounts](#) section.
- Contact the current account administrator. They will need to create a new user account and assign administrative permissions. Refer your administrator to the [Create a New Acute Care User](#) or [Create a New User for LTC Provider Types](#) section of this guide for help.

Having administrative rights will allow the user to gain access to the secure functions of TMHP My Account. Once a TMHP user account has been established, its account administrator will be able to:

- Oversee the organizational management of all associated TMHP user accounts, ensuring account structures and associated PHI are regularly reviewed and maintained.
- Manage application and tool access by controlling user permissions for all associated TMHP accounts.

- Assign or remove administrative and general user permissions according to a user's responsibilities.
Note: Multiple administrators are recommended for each provider identifier.
- Create TMHP user accounts for other people in their organization.
- Associate/link or disassociate/unlink new or existing provider identifiers.
- Grant access to billing services and clearinghouses.

Administrators should exercise caution when assigning administrator rights to other general users.

TMHP recommends that accounts with multiple users and physical practice locations have more than one administrator account set up in case one administrator is unavailable.

Example: Four employees have the responsibility of submitting prior authorization requests for a physician. It is recommended that at least two of the four employees have administrator accounts. The two remaining employees would each need their own unique general user accounts.

General Users

A general user is someone who does not need to perform account administrator tasks but still requires access to the secure functions of TMHP. Review this General Users section and the [Account Administrators](#) section of this guide for help determining which type of user access you need.

If you need general user access to a provider identifier that has an active account administrator, you must contact the account administrator and ask them to create an account for you. Refer your administrator to the [Create a New Acute Care User](#) or [Create a New User for LTC Provider Types](#) section of this guide for more information. You can contact your administrator by phone, email, or have an in-person conversation to coordinate account management.

Existing users that have already linked their account to a provider identifier or are managed by one or more account administrators can identify an account administrator in the [Provider Administrator Lookup](#) section.

General user capabilities and roles vary and are determined by the account administrator. Refer to the [Modify Permissions](#) section for a description of each functional capability and refer to your account administrator for questions about your role as a general user.

General users must:

- 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.

All users have their own My Account dashboard where they can access various features such as account settings. For more information about My Account features, refer to the [Manage Provider Accounts](#) section, the [Other Services](#) section, and the [Account Settings](#) section of this guide.

Create a Provider Enrollment Account

Creating a provider enrollment account is the first step for any provider type when enrolling as a new Texas Medicaid or other state health care program provider. After creating an account, you do not have to link it to an actively enrolled Texas Medicaid or other state health care program provider. For more information about enrollment, visit [Medicaid and CHIP Enrollment and Revalidation | Texas Health and Human Services](#).

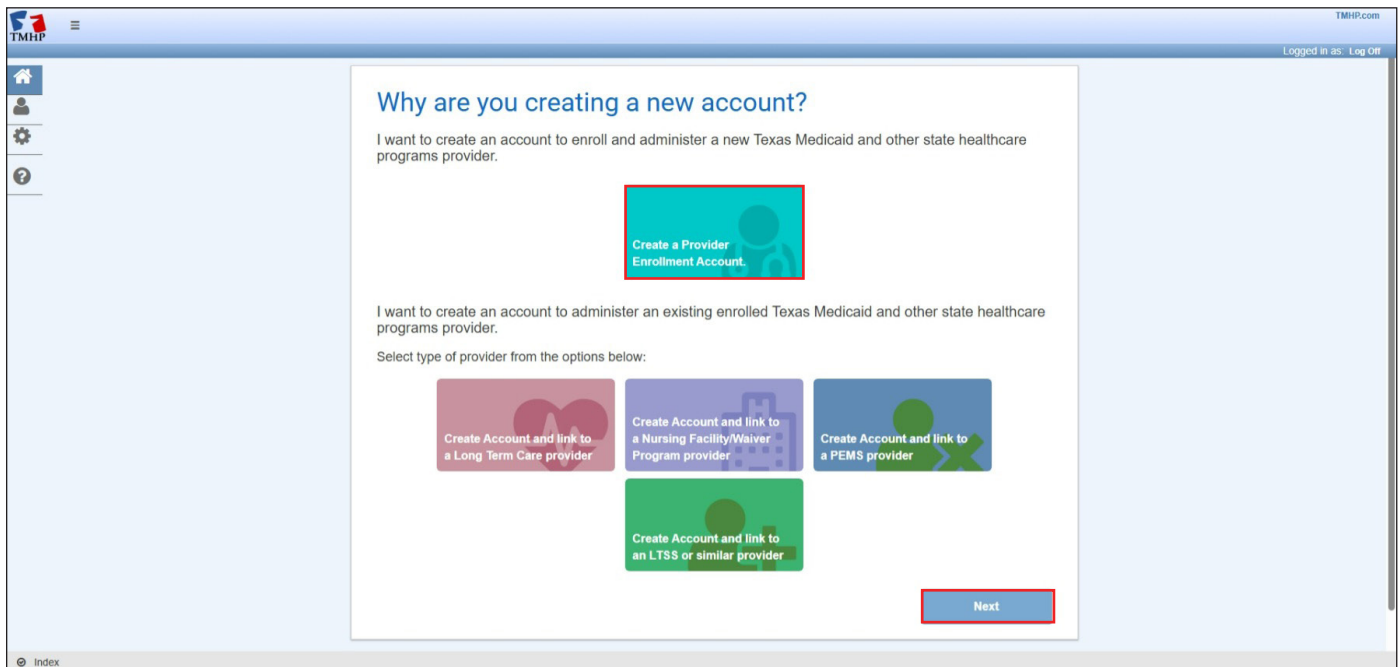
It only takes a few easy steps to create a provider enrollment account (TMHP user account).

After you create an account, you will be able to sign in to My Account and access PEMS, which allows you to complete your provider enrollment or registration.

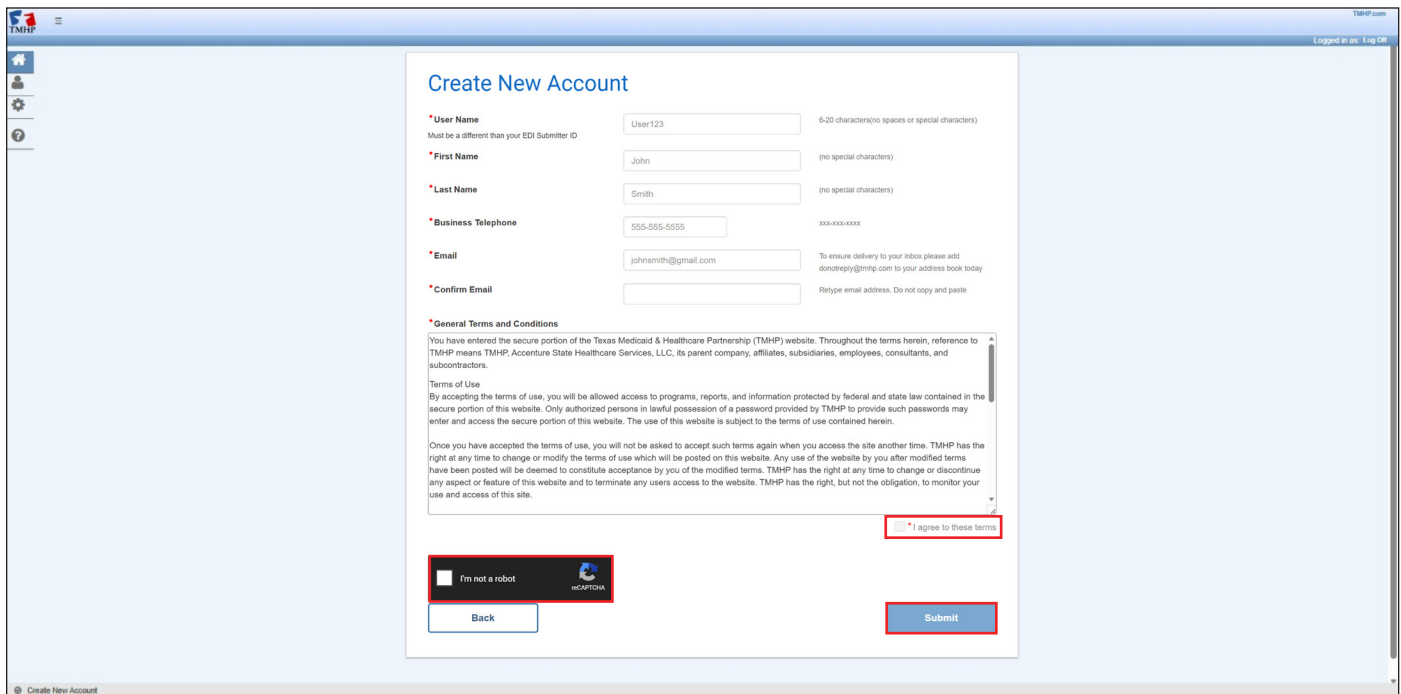
Note: When you create a provider enrollment account, it does not automatically create an administrative account. It simply creates an account that allows users to access PEMS to enroll a provider with their NPI or API. Once enrolled, they will be given administrative permissions at the PEMS provider level because they are enrolling for the first time. For example, if there are five practice locations tied to that newly enrolled NPI, then they will be given administrative permissions to those five associated locations.

Follow the steps below to create a provider enrollment account:

- 1) Go to secure.tmhp.com/AccountActivation/ to open the TMHP Account Activation web page.
- 2) Click **Create a Provider Enrollment Account**, then click **Next**.



3) Enter all the required account information indicated by a red dot.



See the following tips for help with any of these fields:

- **User Name**—The username is the name you will use to access your TMHP user account. It must be between 6 and 20 characters with a combination of letters and numbers. If you try to create an account with a username that someone else is already using, it will not be available for use.
- **First Name**—This should be the name you use on official forms and not a nickname. For example, if you go by “Jake” but your birth name is “Jacob,” then you would use “Jacob.”
- **Last Name**—This is the last name you normally use. If your last name consists of more than one name, do not use dashes. For example, if your last name is Johnson-Smith, you would use Johnson Smith.
- **Business Telephone**—This should be the telephone number where you can be reached most easily. Use dashes when entering the number. For example: 111-111-1111.
- **Email**—This should be the email address you use most frequently. Any email service is acceptable (for example, Gmail, AOL, Yahoo, Hotmail, or any other email provider.) Be sure to enter your email address accurately, including the domain (for example, abc123@gmail.com.)
- **Confirm Email**—Enter the same email address that you entered in the Email field again. *Do not* copy and paste it from the Email field.

4) After you have completed each of these fields, review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” section to find it.

5) Click the box next to the phrase “I’m not a robot” and click **Submit**.

- 6) If all your information is accepted, you will see a message that reads “Success.”
- 7) You will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

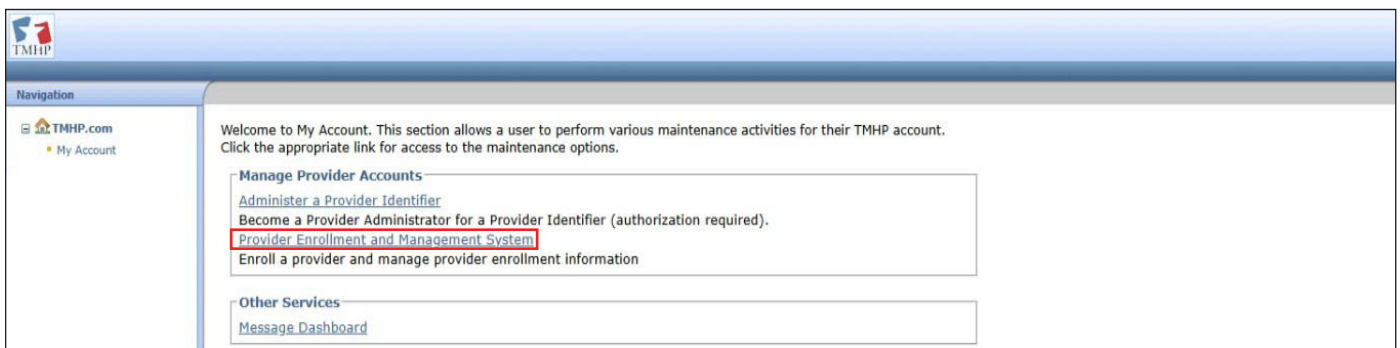
Note: The first account that is activated for a provider identifier will receive administrator rights.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.
 - b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
 - c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.
- 8) Log in to My Account on tmhp.com to begin the provider enrollment process. You will use the username from account creation and the password from when you completed account activation. Refer to the [How Do I Log In to My Account?](#) section for more information.

Note: Once your account is created, allow up to an hour for your credentials to become active. Once your account is active, you will be able to access any TMHP applications that you have permission to use.

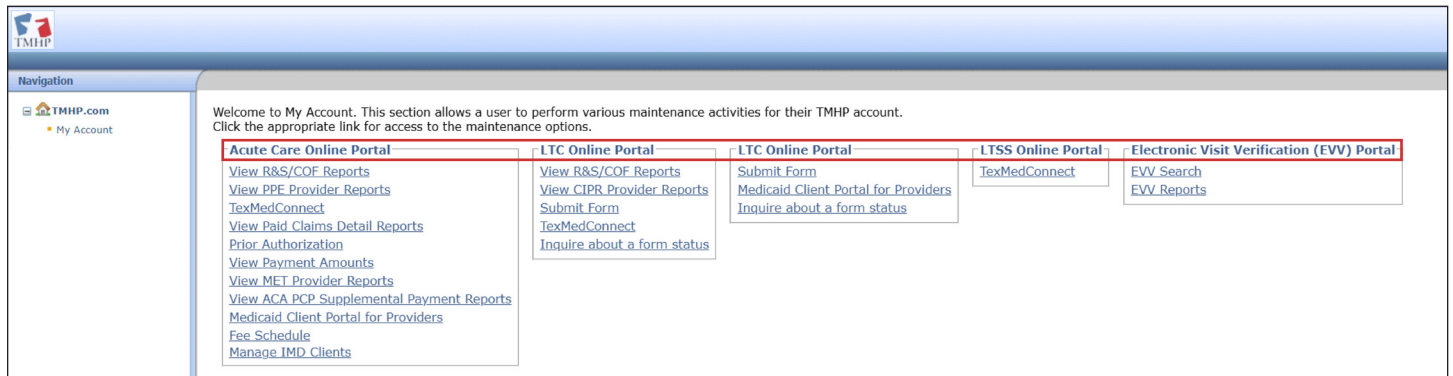
- 9) Once you’re logged into My Account, under the Manage Provider Accounts section, click **Provider Enrollment and Management System** to enter PEMS.



- 10) Once you’re in PEMS, you can start a new enrollment.

Additional information regarding provider enrollment using PEMS may be found in the [PEMS eLearning](#) path. Clicking the link will redirect you to the LMS. Log into your LMS user account or create a new user account to access the eLearning path.

My Account Provider Types



PEMS Provider

Linking your account to a PEMS provider gives you access to the following portals:

- Acute Care Online Portal, which allows you to view or access the following:
 - Remittance and Status (R&S)/Certification of Funds (COF) Reports (available to you for 90 days)
 - Potentially Preventable Events (PPE) Provider Reports
 - TextMedConnect
 - Paid Claims Detail Reports
 - Prior Authorization
 - Payment Amounts
 - Mental Health & Intellectual and Developmental Disabilities (IDD), Early Childhood Intervention (ECI), and Tuberculosis Clinic (TB), also known collectively as MET Provider Reports
 - Affordable Care Act (ACA) Primary Care Provider (PCP) Supplemental Payment Reports
 - Medicaid Client Portal for Providers
 - Fee Schedule
 - Manage IMD Clients
- Electronic Visit Verification (EVV) Portals:
 - EVV Search
 - EVV Reports

LTC Provider

Linking your account to an LTC provider gives you access to TexMedConnect for LTC. This access includes but is not limited to:

- Client eligibility information.
- Electronic claims submission tools.
- The R&S/COF Report (available to you for 90 days).
- Forms 3071 and 3074 to submit on behalf of the LTC provider.

For more information about [TexMedConnect for LTC](#), refer to the *TexMedConnect for Long-Term Care (LTC) User Guide* and *TexMedConnect for Long-Term Care (LTC) eLearning*.

NF/Waiver Program Provider

Linking your account to an NF or waiver program provider gives you access to the Long-Term Care Online Portal (LTCOP) to submit and view the following:

- Home and Community-based Services (HCS) or Texas Home Living (TxHmL) Pre-enrollment, 8578, 3608, and 8582 forms
- Individual Movement (IMT), 3615, 3616, and Provider Location Update (PLU) forms
- Minimum Data Set (MDS) and MDS Quarterly transactions
- Medical Necessity and Level of Care (MN/LOC)
- Preadmission Screening and Resident Review (PASRR) Level 1 Screenings or PASRR Evaluations
- STAR Kids Screening and Assessment Instrument (SK-SAI), H1700, and/or STAR Kids Individual Service Plan (SK-ISP) forms

For more information about the [LTC Online Portal](#), refer to the *LTC Online Portal Basics eLearning* and *LTC User Guide for Online Portal Basics, General Information, and Program Resources*.

LTSS or Similar Provider

Linking your account to an MCO LTSS or similar provider gives you access to TexMedConnect for MCO LTSS providers. This includes access to:

- Client eligibility information (including batch eligibility).
- Client group lists.
- Electronic claims submission and tracking tools.
- The R&S/COF Report (available to you for 90 days).

For more information about TexMedConnect for MCO LTSS providers, refer to the [TexMedConnect User Guide for Managed Care Organization \(MCO\) Long Term Services and Supports \(LTSS\) Providers](#).

Administrator Accounts for Acute Care Provider Types

Create Account and Link to an Existing Acute Care Provider Type

In some cases, there are Texas Medicaid providers that are enrolled but have never created a TMHP user account. This means there's no account administrator associated with their enrolled NPI or API. This may be the case if, for example, providers previously submitted claims through a clearinghouse and, after a process change, must access the My Account portal to submit claims, complete eligibility, or perform other tasks. If your enrolled provider identifier does not have an associated TMHP user account, continue to the [Create Account and Link to a PEMS Provider](#) section for instructions.

Scenario	Description and Section Redirect
Enrolled provider does not have an associated TMHP user account.	Linking an NPI or API will associate all provider information with the account you are creating. You can access various secure functions of tmhp.com through My Account. Keep in mind that access may vary for each provider identifier and provider type. Refer to the My Account Provider Types section in this guide for more information on the features that each provider type has access to.
You need to link a current administrative account to another provider identifier.	If you are already an account administrator for any provider type, such as an NF or waiver program provider, and you only need to link your current administrative account to another provider identifier, refer to the Administer a Provider Identifier for Acute Care Provider Types section for more information.
You need general user access only.	If your NPI already has an administrative account and you only need general user access, refer to the Create a New Acute Care User or Link an Existing User to Acute Care section.

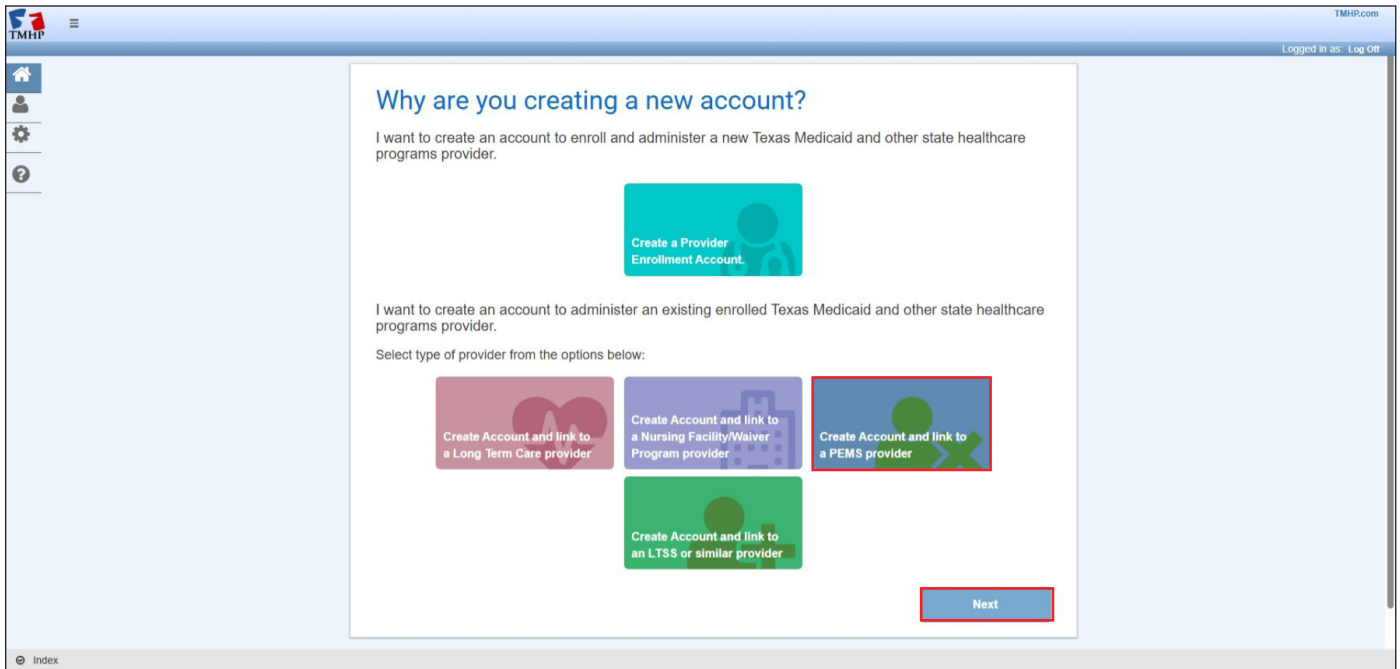
Create Account and Link to a PEMS Provider

Each provider identifier requires an administrative account to use the features and functionalities of TexMedConnect, including submitting claims to TMHP. Each account should have at least two administrators.

To create an account and link to an PEMS provider:

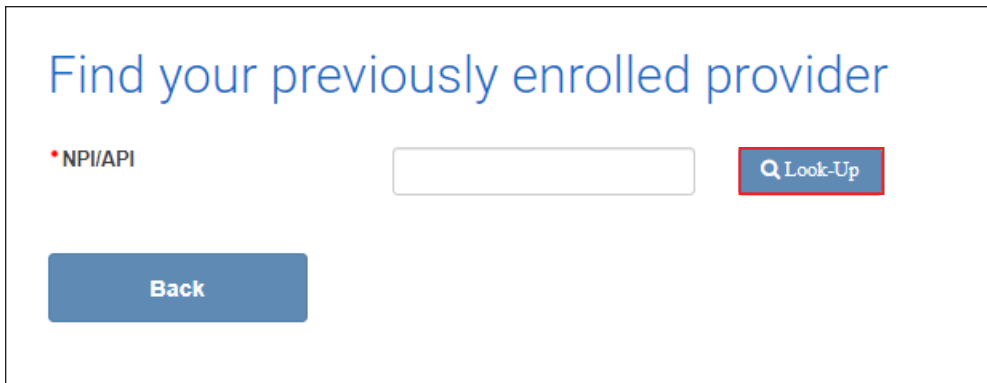
- 1) Go to the [Account Activation Home Page](#).

- 2) Click **Create Account and link to a PEMS provider**, then click **Next**.



- 3) Enter the provider’s NPI or API, then click **Look-up**.

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



- 4) Once the search returns with your NPI or API, you must verify that the information associated with the NPI or API is correct.

Note: If you are unable to locate your NPI or 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.

5) Select one of the following options:

- If you do not yet have a personal identification number (PIN), click **Do you need to request a PIN?**

Note: For more information about requesting a PIN, refer to the [How to Request a PIN](#) section.

Find your previously enrolled provider

• NPI/API [Change](#)

Zip Code

Street Address

Select one of the following options then select "Next"

Do you need to request a PIN?

Enter PIN

- Click **Enter PIN** if you've received your PIN, then click **Next**. Enter your PIN, then click **Next**.

Find your previously enrolled provider

• NPI/API [Change](#)

Zip Code

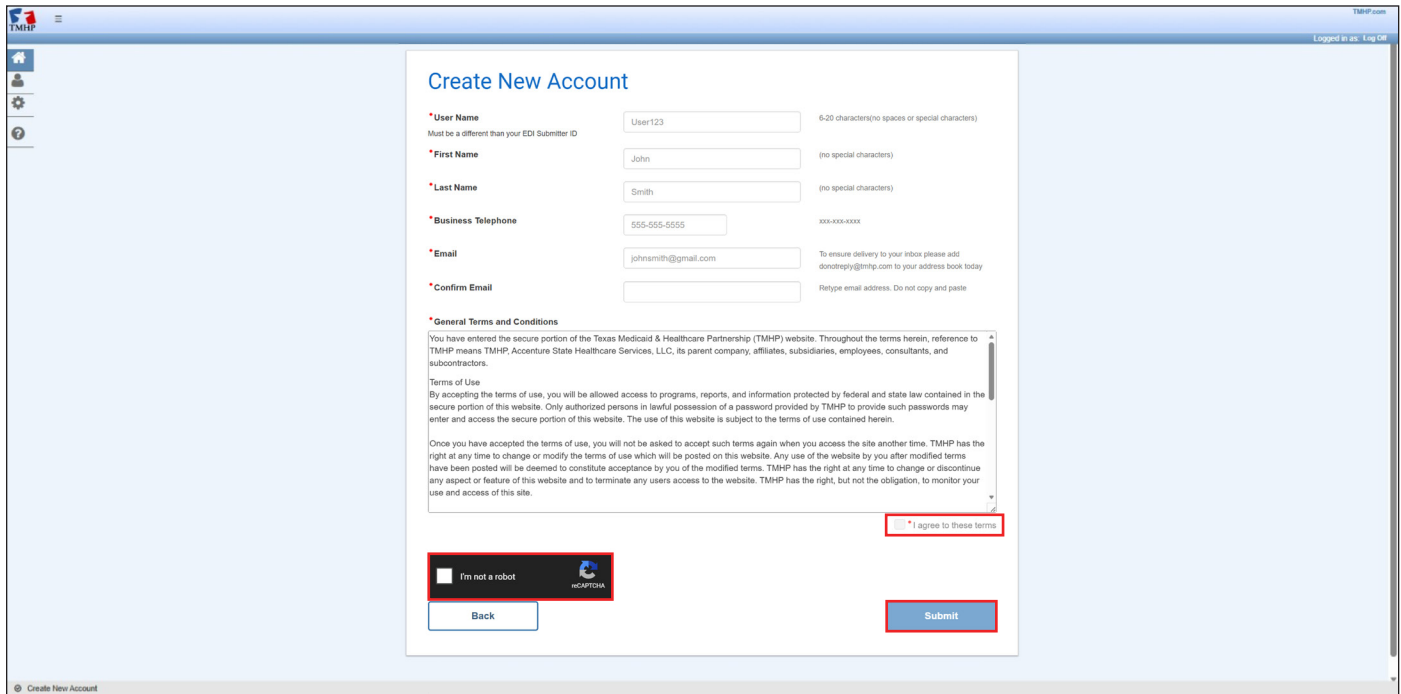
Street Address

If you have requested and received a portal security PIN from TMHP, you may enter it here:

• Pin PIN must be entered manually. Copy and paste functionality is disabled for security purposes.

[Do you need to request a PIN?](#)

6) Enter all the required account information indicated by a red dot.



7) After you have completed each of these fields, review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” section to find it.

8) Click the box next to the phrase “I’m not a robot” and click **Submit**.

9) If the request is successful, you will see a message that reads “Success.”

Note: If the request is not successful, the system will display the following message: “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, call the EDI Help Desk for technical support at 888-863-3638.

10) You will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

Note: The first account that is activated for a provider identifier will receive administrator rights.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.

- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.

The TMHP administrator account for your provider identifier has now been created. Allow up to an hour for your credentials to become active. Once your account is active, you will be able to access any TMHP applications associated with your provider type.

Administer a Provider Identifier for Acute Care Provider Types

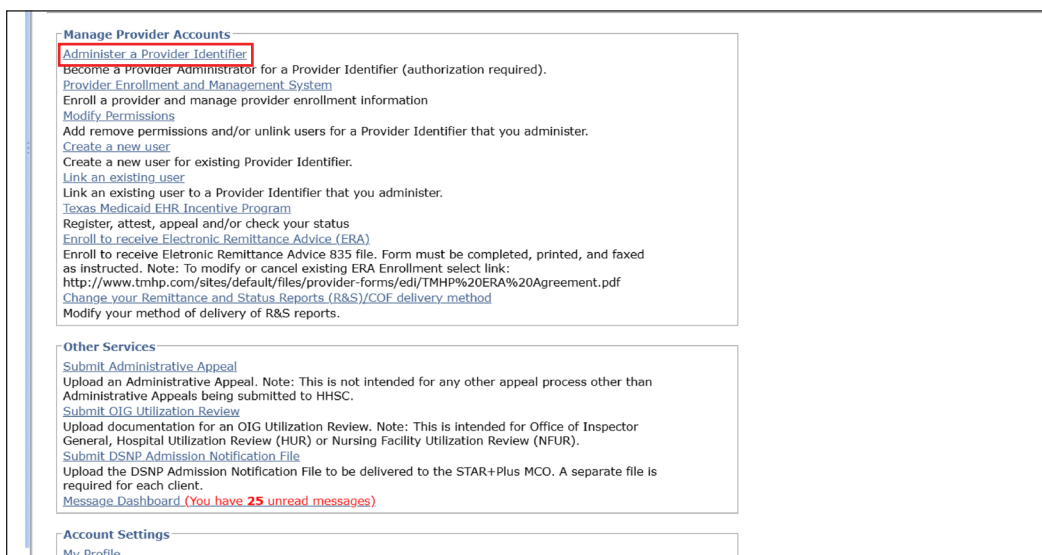
Administering a provider identifier allows you to link an existing provider identifier to an existing TMHP administrator account. It is similar to creating a new account, but in this case the provider is linked to an existing administrator account.

You can only link one provider identifier at a time. If you need to link to more than one provider identifier, you must repeat the steps in this section until each provider identifier is linked.

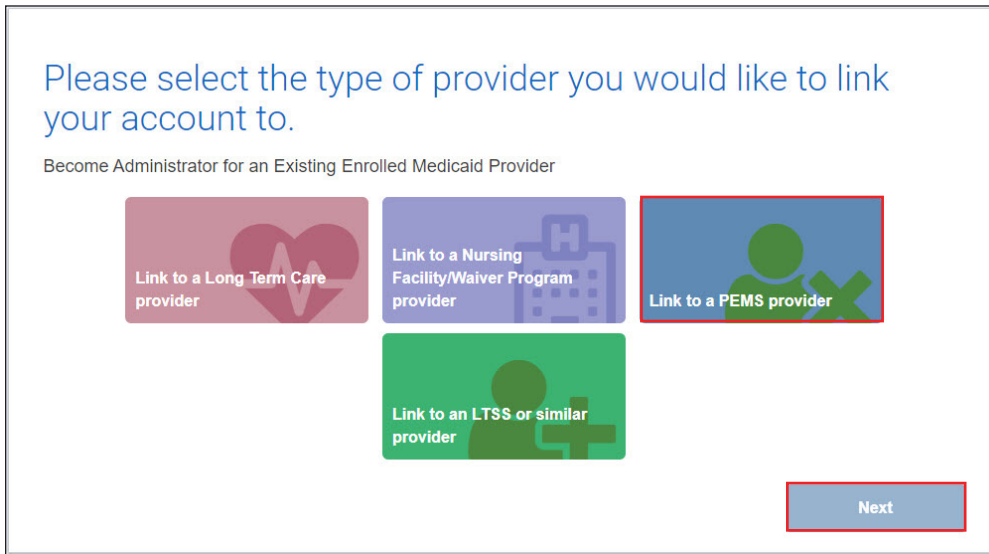
Link to a PEMS Provider

To administer a provider identifier and link to a PEMS provider:

- 1) Click **Administer a Provider Identifier** on your [My Account](#) dashboard.

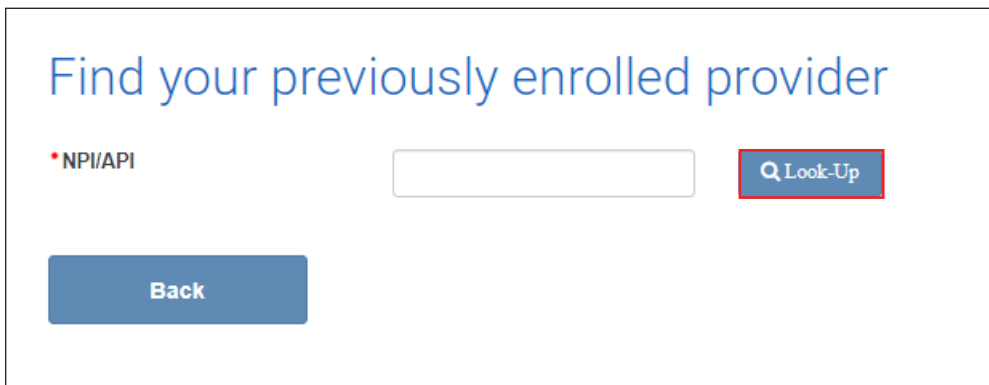


- 2) Click **Link to a PEMS provider**, then click **Next**.



- 3) Enter the provider's NPI or API, then click **Look-up**.

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



- 4) Once the search returns with your NPI or API, you must verify that the information associated with the NPI or API is correct.

Note: If you are unable to locate your NPI or 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.

5) Select one of the following options:

- If you do not yet have a PIN, click **Do you need to request a PIN?**

Note: For more information about requesting a PIN, refer to the [How to Request a PIN](#) section.

Find your previously enrolled provider

* NPI/API 1234567890 [Change](#)

Zip Code 123456789

Street Address 123 ABC ST

Select one of the following options then select "Next"

Do you need to request a PIN?

Enter PIN

Back Next

- Click **Enter PIN** if you've received your PIN, then click **Next**. Enter your PIN, then click **Next**.

Find your previously enrolled provider

* NPI/API 1234567890 [Change](#)

Zip Code 123456789

Street Address 123 ABC ST

If you have requested 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

- Validate all the required information indicated by a red dot. Review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” section to find it.

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 (xxx-xxx-xxxx)

* 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

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

- Click **Link Provider Number**.
- If the request is successful, you will see a message that reads “Success” and you will receive a confirmation email.

Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email after 15 minutes and do not see it in your junk mail.

Create a New Acute Care User

Only account administrators can create new users. If you are not an account administrator, contact your provider identifier’s administrator to confirm whether an administrator account already exists and to request the appropriate user access.

If you are an account administrator, proceed to the instructions below on how to create a new user. If an administrator account must be created for your provider identifier, refer to the [Create Account and Link to an Existing Acute Care Provider Type](#) or [Administer a Provider Identifier for Acute Care Provider Types](#) section for more information.

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

The account administrator must create a new user account and grant permission for another user to access the secure functions of tmhp.com for acute care providers if they do not already have a My Account. If the user already has a My Account and only needs to be linked to acute, refer to the [Link an Existing User to Acute Care](#) section for more information.

To create a new acute user as an account administrator:

- 1) Click **Create a new user** on your [My Account](#) dashboard.

Manage Provider Accounts

[Administer a Provider Identifier](#)
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 EHR Incentive Program](#)
Register, attest, appeal and/or check your status
[Enroll to receive Electronic Remittance Advice \(ERA\)](#)
Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>
[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
Modify your method of delivery of R&S reports.

Other Services

[Submit Administrative Appeal](#)
Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.
[Submit OIG Utilization Review](#)
Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).
[Submit DSNP Admission Notification File](#)
Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.
[Message Dashboard \(You have 25 unread messages\)](#)

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.

Help

TMHP.com Security Enhancement Training Guide: Effective May 26, 2005, TMHP implemented new security features on TMHP.com. A training guide has been developed by TMHP to assist providers during the initial security

- 2) Select the **NPI/API** that you need to create a user for.

Navigation

TMHP.com
My Account

You are the Provider Administrator for the following Provider Identifiers. Please select a Provider Identifier Number to **Create a new user.**

NPI/API Administration

At the NPI/API Administration security level, you can add or remove users who act as administrators for all functions and locations of an NPI/API.

- 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.
- 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.

NOTE: Adding or removing a user from NPI/API Administration may take up to 24 hours.

Select an NPI/API, and then select **Create a new user.**

NPI/API

1234567890
2345678901
3456789012
4567890123
5678901234
6789012345
7890123456
8901234567
9012345678
0123456789

Acute Care Administration

At the Acute Care Administration security level, you can add or remove users who administer all functions for the selected Acute Care record of an NPI/API.

- If you add a user as an administrator for a specific Acute Care record of an NPI/API, the user will be able to add or remove users for that Acute Care record of an NPI/API.
- If you remove an administrator of an Acute Care record of an NPI/API, the user will be unable to add or remove users for that NPI/API's specific Acute Care record.

Select a record, and then select **Create a new user.**

Acute Care NPI/API	Taxonomy	Benefit Code	Address	Zip
1234567890	193200000X	CSN	123 ABC ST	78901-1234
2345678901	202000000X	EB1	123 ABC ST	78901-1234

- 3) Enter all the required account information indicated by a red dot. Select the permission boxes to assign the appropriate access to the user. After selecting all the necessary permissions, click **Create User**.
Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.

Please type in the user information for the new user and select the security permissions for:
NPI/API 1234567890

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 noreply@okta.com and donotreply@tmhp.com to your address box today.
 • [Note: An email from Okta with instructions for activating the account and setting initial password will be sent to the email address provided.]

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

**Permissions(s) for:
 NPI/API 1234567890**

Provider Administrator
 More Info

Create User

- 4) If user creation is successful, a confirmation page will display the username for the newly created user account.
- 5) The new user will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.
- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.

Note: The “New Administrator on TMHP.com” email will only be sent if the user is assigned administrator rights. Users without administrator rights will not receive this email.

Once the account is created, allow up to an hour for the credentials to become active. Once the account is active, the user will be able to access any TMHP applications that they have permission to use.

Link an Existing User to Acute Care

Only account administrators can link existing users to provider identifiers. If you are not an account administrator, contact your provider identifier’s administrator to confirm whether an administrator account already exists and to request the appropriate user access. If you are an account administrator, proceed to the instructions below on how to link an existing user. You must have the username of the existing user to link a user to a provider identifier.

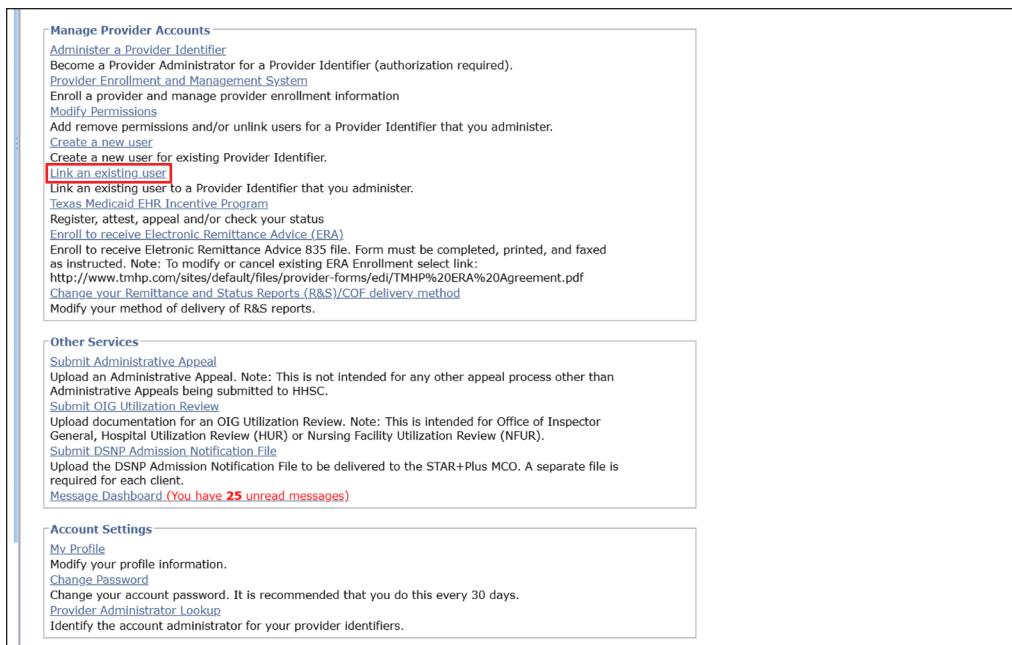
If an administrator account must be created for your provider identifier, refer to the [Create Account and Link to an Existing Acute Care Provider Type](#) or [Administer a Provider Identifier for Acute Care Provider Types](#) section for more information.

If an existing user needs to access the secure functions of tmhp.com for acute care providers, the account administrator must link the user and grant them permissions.

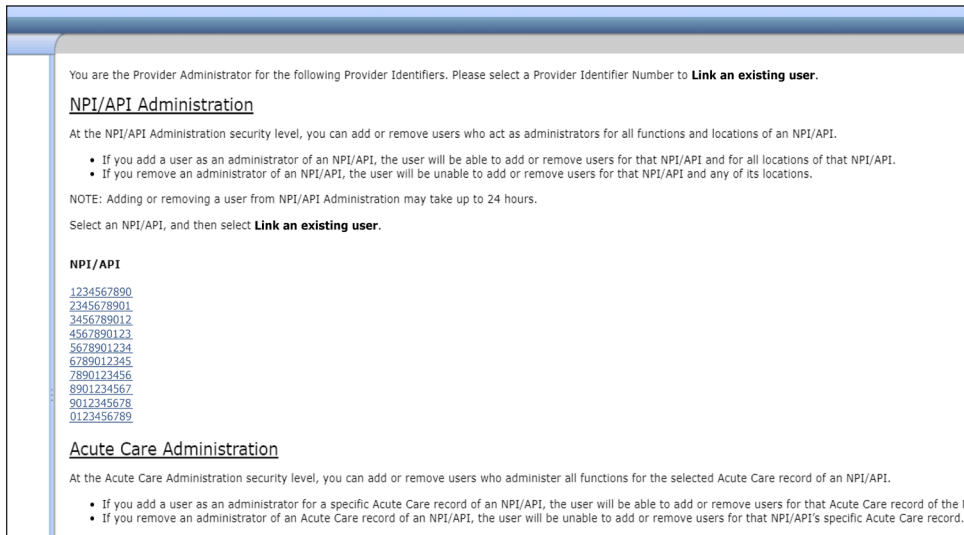
If a new user account must be created, refer to the [Create a New Acute Care User](#) section for more information.

To link an existing user to an acute care provider as an account administrator:

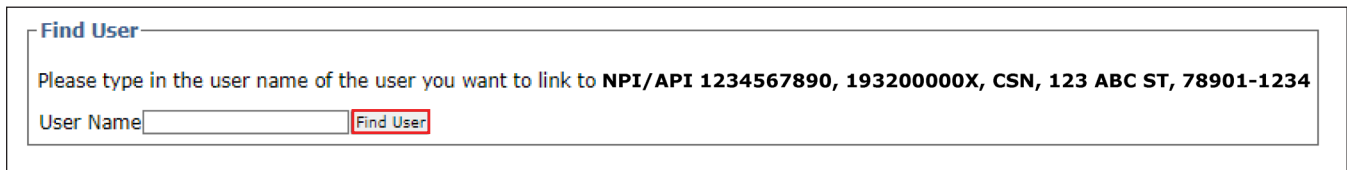
- 1) Click **Link an existing user** on your My Account dashboard.



- 2) Select the **NPI/API** to which you want to link the user.

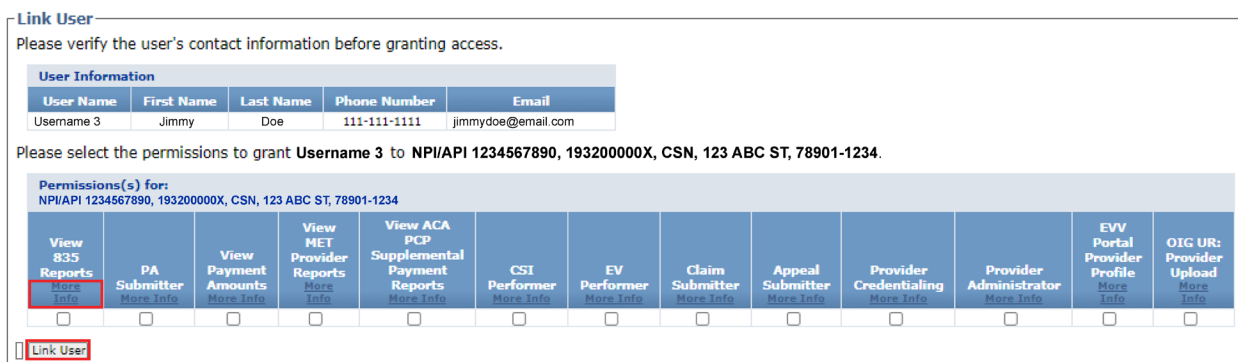


- 3) Enter the username of the existing user to be linked, then click **Find User**.



- 4) Select the permission boxes to assign the appropriate access to the user. After selecting all the necessary permissions, click **Link User**.

Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.



- 5) If your submission is successful, a confirmation page will be displayed to confirm that the username is successfully linked to the provider number. The user will also receive 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 after 15 minutes and do not see it in your junk mail.

- 6) Repeat these steps until you have linked all the NPIs and/or APIs that your user needs to access.

Administrator Accounts for LTC Provider Types

Create Account and Link to an Existing LTC Provider Type

In some cases, there are Texas Medicaid providers that are enrolled but have never created a TMHP user account. This means there's no account administrator associated with their enrolled NPI or API. This may be the case if, for example, providers previously submitted claims through a clearinghouse and, after a process change, must access the My Account portal to submit claims, complete eligibility, or perform other tasks. If your enrolled provider identifier does not have an associated TMHP user account, continue to one of the Create Account sections below for instructions.

Scenario	Description and Section Redirect
Enrolled provider does not have an associated TMHP user account.	Linking a provider identifier will associate all provider information with the account you are creating. You can access various secure functions of tmhp.com through My Account. Keep in mind that access may vary for each provider identifier and provider type. Refer to the various Create Account sections in this guide for more information on the features that each provider type has access to.
You need to link a current administrative account to another provider identifier.	If you are already an account administrator for any provider type, such as an NF or waiver program provider, and you only need to link your current administrative account to another provider identifier, refer to the Administer a Provider Identifier for LTC Provider Types section for more information.
You need general user access only.	If your provider identifier already has an administrative account and you only need general user access, refer to the Create a New LTC User or Link an Existing User to LTC section.

Create Account and Link to an LTC Provider

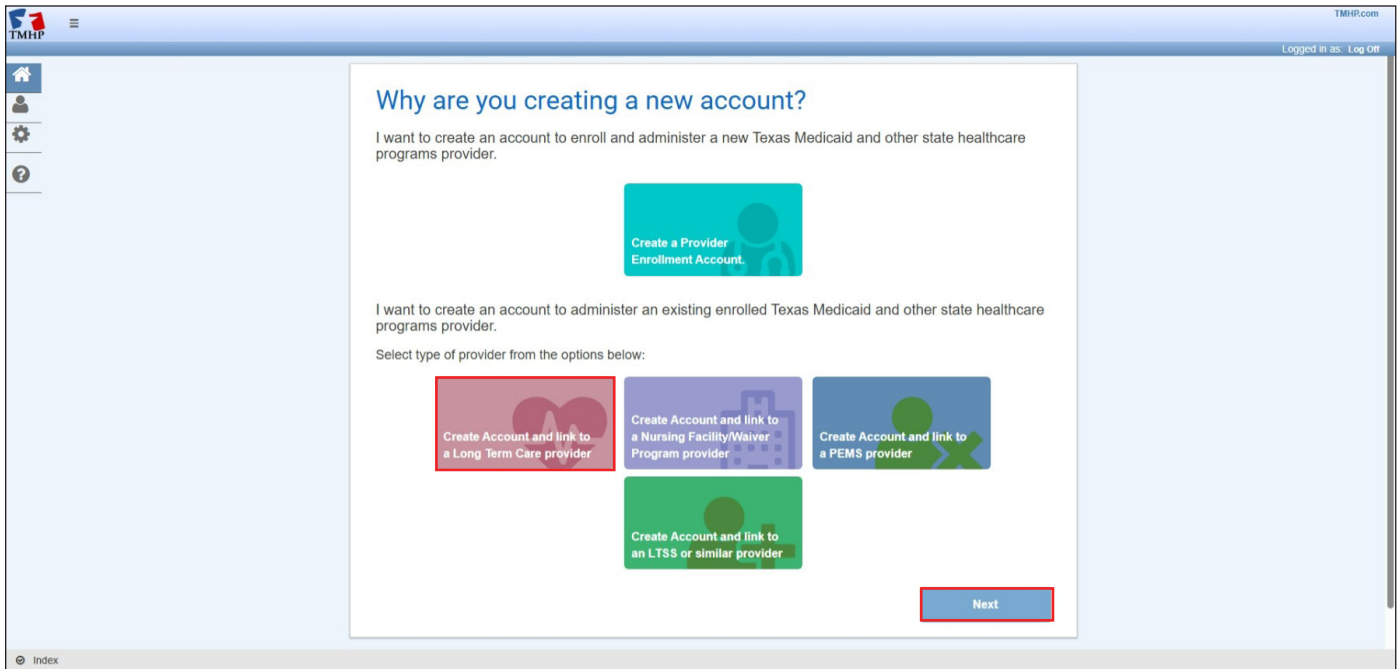
Each provider identifier requires an administrative account to use the features and functionalities of TexMedConnect, including submitting claims to TMHP. Each LTC account should have at least two administrators.

Note: If you are unable to answer the security questions in the required steps, you must request a PIN. A separate PIN is required for each provider identifier you are linking to. Plan accordingly—if you are requesting to receive your PIN by mail, it may take up to ten days to receive it.

To create an account and link to an LTC provider:

- 1) Go to the [Account Activation Home Page](#).

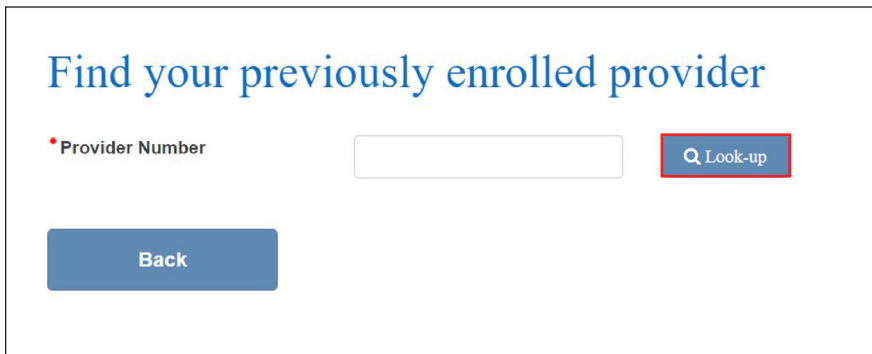
- 2) Click **Create Account and link to a Long Term Care provider**, then click **Next**.



- 3) Enter the provider number (also known as contract number), then click **Look-up**.

Note: If you are unable to locate your provider number, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central time, Monday through Friday.

Note: Linking a provider number will associate all provider information with the account you are creating.



4) Complete one of the following options:

- Click **Security Questions**, then click **Next**.

Note: For more information about security questions, refer to the [How to Answer Security Questions](#) section.

- If you do not yet have a PIN, click **Do you need to request a PIN?**

Note: For more information about requesting a PIN, refer to the [How to Request a PIN](#) section.

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?

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

- Click **Enter PIN** if you've received your PIN, then click **Next**. Enter your PIN, then click **Next**.

Find your previously enrolled provider

Provider Number [Change](#)

If you have requested and received a portal security PIN from TMHP, you may enter it here:

PIN

PIN must be entered manually. Copy and paste functionality is disabled for security purposes.

Do you need to request a PIN?

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

5) Enter all the required account information indicated by a red dot.

The screenshot shows the 'Create New Account' page on the TMHP website. The form contains the following fields and instructions:

- User Name:** Must be a different than your EDI Subscriber ID. 6-20 characters (no spaces or special characters). Example: User123.
- First Name:** (no special characters). Example: John.
- Last Name:** (no special characters). Example: Smith.
- Business Telephone:** xxx-xxx-xxxx. Example: 555-555-5555.
- Email:** To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today. Example: johnsmith@gmail.com.
- Confirm Email:** Retype email address. Do not copy and paste.

The 'General Terms and Conditions' section includes a scrollable text area and a red-bordered checkbox labeled 'I agree to these terms'. Below this is a reCAPTCHA box with the text 'I'm not a robot' and a 'Submit' button at the bottom right.

6) After you have completed each of these fields, review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” section to find it.

7) Click the box next to the phrase “I’m not a robot” and click **Submit**.

8) If the request is successful, you will see a message that reads “Success.”

Note: If the request is not successful, the system will display the following message: “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, call the EDI Help Desk for technical support at 888-863-3638.

9) You will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

Note: The first account that is activated for a provider identifier will receive administrator rights.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.

- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.

The TMHP administrator account for your provider identifier has now been created. Allow up to an hour for your credentials to become active. Once your account is active, you will be able to access any TMHP applications associated with your provider type.

Create Account and Link to an NF/Waiver Program Provider

Each NF or waiver program account must have at least one general user account in addition to the administrator account to access and submit forms on the LTC Online Portal—even if the administrator is the only person who will submit forms for your organization. The administrator account should only be used for administrative purposes, such as managing user permissions or account settings. If an administrator needs to access or submit forms on the LTC Online Portal, they should log in to a general user account to do so. For instructions on creating or linking a user, refer to the [Create a New NF/Waiver User](#) or [Link an Existing User to NF/Waiver](#) section of this guide.

To create an NF or waiver program administrator account, you will need the following information:

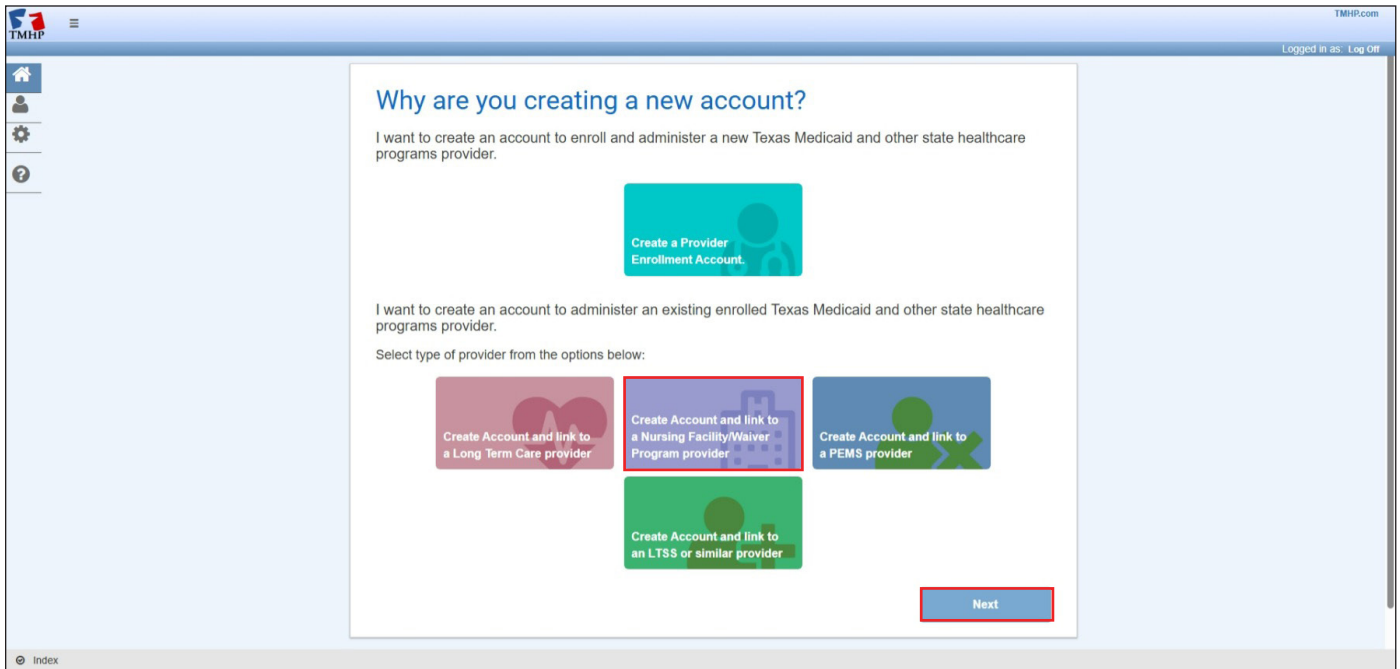
- Provider/contract number
- Vendor number/0+ component code
- Vendor password

Refer to the [Terms to Know](#) section of this guide for definitions of the required information you will need.

To create an account and link to an NF or waiver program provider:

- 1) Call the EDI Help Desk at 888-863-3638, option 4, to obtain your vendor password. State your provider account type as Nursing Facility/Waiver, Medicaid provider/contract number, and vendor number/0+ component code.
- 2) Go to the [Account Activation Home Page](#).

- 3) Click **Create Account and link to a Nursing Facility/Waiver Program provider**, then click **Next**.



- 4) Enter all the required provider information indicated by a red dot and click **Next**.

Note: Linking a provider number will associate all provider information with the account you are creating.

The screenshot shows a form titled "Find your previously enrolled Provider". It contains three input fields: "Provider Number" (Formerly known as Contract Number), "Vendor Number", and "Vendor Password" (Formerly known as MicroECS password). Each field has a red asterisk indicating it is required. Below the fields, there is a note: "If you do not have your Vendor Password, you may contact the EDI Helpdesk at 1-888-863-3638, 7:00 a.m. to 7:00 p.m., Central Time for assistance." At the bottom, there are "Back" and "Next" buttons. The "Next" button is highlighted with a red border.

5) Enter all the required account information indicated by a red dot.

The screenshot shows the 'Create New Account' page on the TMHP website. The form contains the following fields and instructions:

- User Name:** Must be a different than your EDI Subscriber ID. (6-20 characters/no spaces or special characters)
- First Name:** (no special characters)
- Last Name:** (no special characters)
- Business Telephone:** (xxx-xxx-xxxx)
- Email:** 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

The 'General Terms and Conditions' section includes a scrollable text area and a red-bordered checkbox labeled 'I agree to these terms'. Below this is a reCAPTCHA box with the text 'I'm not a robot' and a red-bordered 'Submit' button.

6) After you have completed each of these fields, review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” section to find it.

7) Click the box next to the phrase “I’m not a robot” and click **Submit**.

8) If the request is successful, you will see a message that reads “Success.”

Note: If the request is not successful, the system will display the following message: “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, call the EDI Help Desk for technical support at 888-863-3638.

9) You will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

Note: The first account that is activated for a provider identifier will receive administrator rights.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.

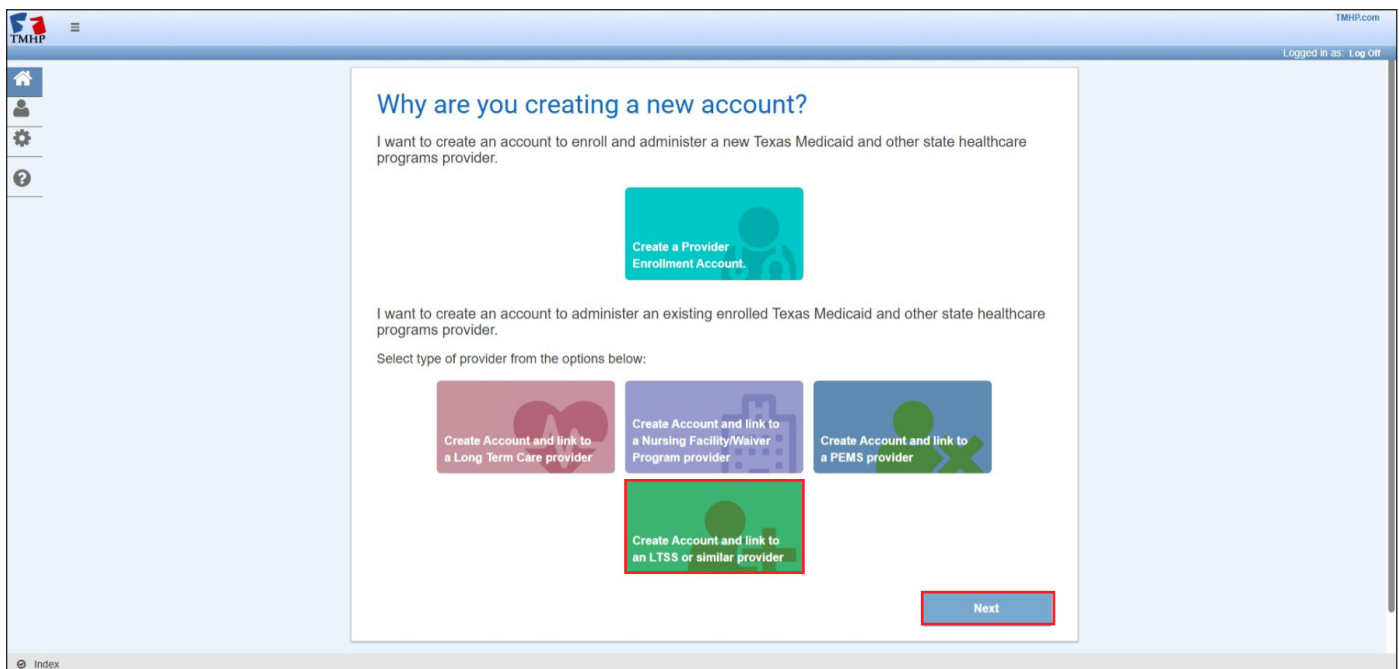
- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.

The TMHP administrator account for your provider identifier has now been created. Allow up to an hour for your credentials to become active. Once your account is active, you will be able to access any TMHP applications associated with your provider type.

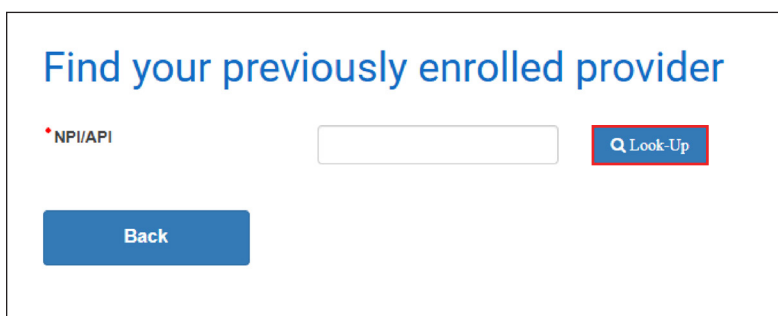
Create Account and Link to an LTSS or Similar Provider

To create an account and link to an LTSS or similar provider:

- 1) Go to the [Account Activation Home Page](#).
- 2) Click **Create Account and link to an LTSS or similar provider**, then click **Next**.



- 3) Enter the provider’s NPI or API, then click **Look-up**.
Note: Linking an NPI or API will associate all provider information with the account you are creating.



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

Note: If you are unable to locate your NPI or 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.

5) Select one of the following options:

- If you do not yet have a PIN, click **Do you need to request a PIN?**

Note: For more information about requesting a PIN, refer to the [How to Request a PIN](#) section.

Find your previously enrolled provider

* NPI/API: S987654321 [Change](#)

Zip Code: 12345

Street Address: 123 ABC STREET

Select one of the following options then select "Next"

Enter PIN

[Do you need to request a PIN?](#)

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

- Click **Enter PIN** if you've received your PIN, then click **Next**. Enter your PIN, then click **Next**.

Find your previously enrolled provider

* NPI/API: S987654321 [Change](#)

Zip Code: 12345

Street Address: 123 ABC STREET

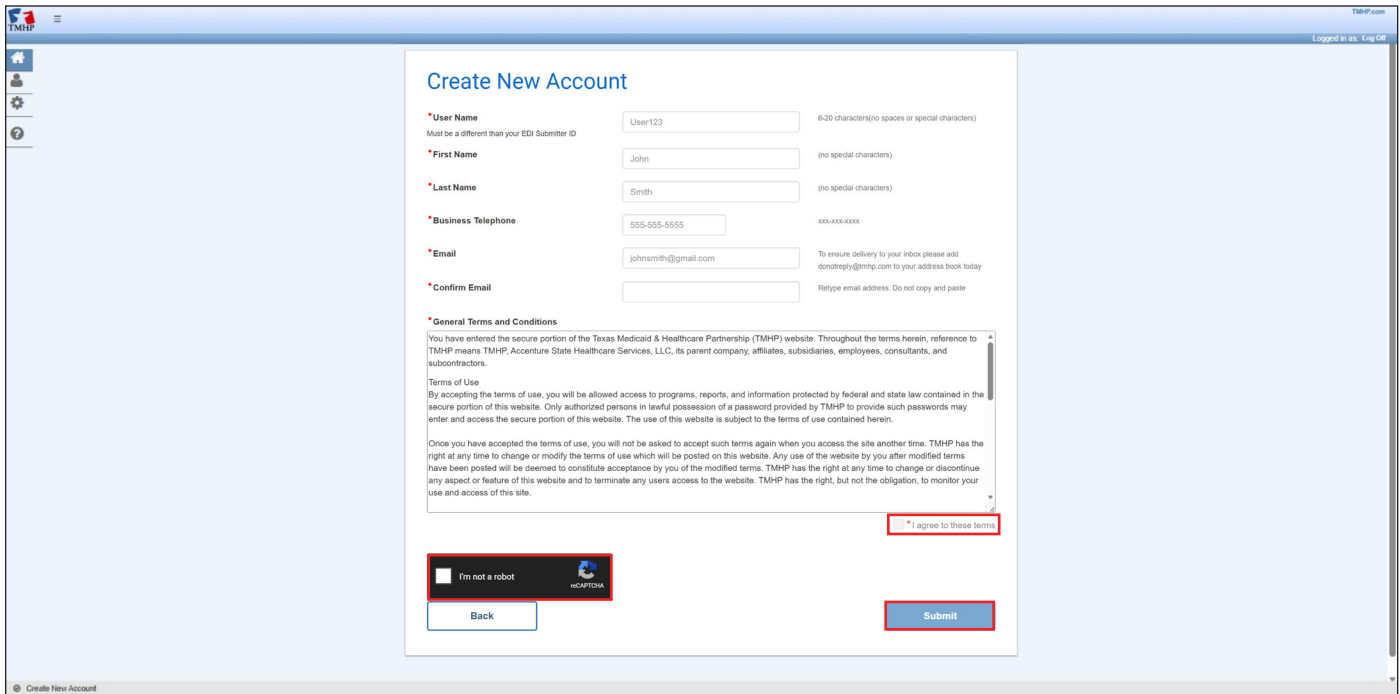
If you have requested and received a portal security PIN from TMHP, you may enter it here:

* Pin: PIN must be entered manually. Copy and paste functionality is disabled for security purposes.

[Do you need to request a PIN?](#)

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

6) Enter all the required account information indicated by a red dot.



7) After you have completed each of these fields, review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” section to find it.

8) Click the box next to the phrase “I’m not a robot” and click **Submit**.

9) If the request is successful, you will see a message that reads “Success.”

Note: If the request is not successful, the system will display the following message: “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, call the EDI Help Desk for technical support at 888-863-3638.

10) You will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

Note: The first account that is activated for a provider identifier will receive administrator rights.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.

- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.

The TMHP administrator account for your provider identifier has now been created. Allow up to an hour for your credentials to become active. Once your account is active, you will be able to access any TMHP applications associated with your provider type.

Administer a Provider Identifier for LTC Provider Types

Administering a provider identifier allows you to link an existing provider identifier to an existing TMHP administrator account. It is similar to creating a new account, but in this case the provider is linked to an existing administrator account.

Note: You can only link one provider identifier at a time. If you need to link to more than one provider identifier, you must repeat the steps to link for each one.

Link to an LTC Provider

Administering a provider identifier and linking to an LTC provider means that you already have an administrator account for one provider identifier—PEMS, LTC, NF/Waiver, or LTSS—and need to administer and link to a different provider identifier for LTC.

Note: If you are unable to answer the security questions in the following steps, you must request a PIN. A separate PIN is required for each provider identifier you are linking to. Plan accordingly—If you are requesting to receive your PIN by mail, it may take up to 10 days to receive it.

To administer a provider identifier and link to an LTC provider:

- 1) Click **Administer a Provider Identifier** on your [My Account](#) dashboard.

Manage Provider Accounts

Administer a Provider Identifier

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 EHR Incentive Program](#)
Register, attest, appeal and/or check your status
[Enroll to receive Electronic Remittance Advice \(ERA\)](#)
Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>
[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
Modify your method of delivery of R&S reports.

Other Services

[Submit Administrative Appeal](#)
Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.
[Submit OIG Utilization Review](#)
Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).
[Submit DSNP Admission Notification File](#)
Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.
[Message Dashboard \(You have 25 unread messages\)](#)

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) Click **Link to a Long Term Care provider**, then click **Next**.

Please select the type of provider you would like to link your account to.

Become Administrator for an Existing Enrolled Medicaid Provider

Link to a Long Term Care provider

Link to a Nursing Facility/Waiver Program provider

Link to a PEMS provider

Link to an LTSS or similar provider

Next

3) Enter your provider number (also known as contract number), then click **Look-up**.

Note: If you are unable to locate your provider number, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central time, Monday through Friday.

Note: Linking a provider number will associate all provider information with the account you are creating.

Find your previously enrolled provider

* Provider Number

4) Perform one of the following options:

- Click **Security Questions**, then click **Next**.

Note: For more information about security question, refer to the [How to Answer Security Questions](#) section.

- If you do not yet have a PIN, click **Do you need to request a PIN?**

Note: For more information about requesting a PIN, refer to the [How to Request a PIN](#) section.

Find your previously enrolled provider

Provider Number

Select one of the following options then select "Next"

Do you need to request a PIN?

- Click **Enter PIN** if you've received your PIN, then click **Next**. Enter your PIN, then click **Next**.

- 5) Validate all the required information indicated by a red dot. Review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” to find it.

- 6) Then, click **Link Provider Number**.
- 7) If the request is successful, you will see a message that reads “Success” and you will receive a confirmation email.

Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email after 15 minutes and do not see it in your junk mail.

Link to an NF/Waiver Program Provider

Administering a provider identifier and linking to an NF or waiver program provider means that you already have an administrator account for one provider identifier—PEMS, LTC, NF/Waiver, or LTSS—and need to administer and link to a different provider identifier for an NF or waiver program.

Important: Each NF or waiver program account must have at least one general user account in addition to the administrator account to access and submit forms on the LTC Online Portal—even if the administrator is the only person who will submit forms for your organization. The administrator account should only be used for administrative purposes, such as managing user permissions or account settings. If an administrator must access or submit forms on the LTC Online Portal, they should log into a general user account to do so. For instructions on creating or linking a user, refer to the [Create a New NF/Waiver User](#) or [Link an Existing User to NF/Waiver](#) section of this guide.

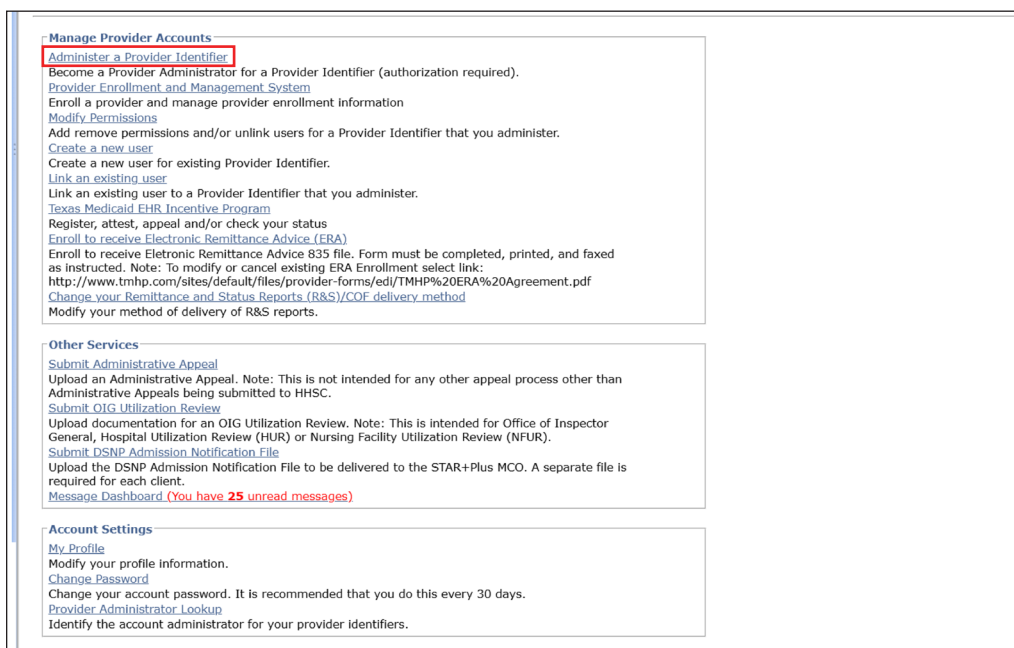
To link your administrator account to an NF or waiver program provider, you will need the following information:

- Provider/contract number
- Vendor number/0+ component code
- Vendor password

Refer to the [Terms to Know](#) section for definitions of the required information you will need.

To administer a provider identifier and link to an NF or waiver program provider:

- 1) Call the EDI Help Desk at 888-863-3638, option 4, to obtain your vendor password. State your provider account type as Nursing Facility/Waiver, Medicaid provider/contract number, and vendor number/0+ component code.
- 2) Click **Administer a Provider Identifier** on your [My Account](#) dashboard.



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

Please select the type of provider you would like to link your account to.

Become Administrator for an Existing Enrolled Medicaid Provider

Link to a Long Term Care provider

Link to a Nursing Facility/Waiver Program provider

Link to a PEMS provider

Link to an LTSS or similar provider

Next

- 4) Enter all the required provider information indicated by a red dot and click **Next**.

Note: Linking a provider number will associate all provider information with the account you are creating.

Find your previously enrolled Provider

* Provider Number
Formerly known as Contract Number

* Vendor Number

* Vendor Password
Formerly known as MicroECS password

If you do not have your Vendor Password, you may contact the EDI Helpdesk at 1-888-863-3638, 7:00 a.m. to 7:00 p.m., Central Time for assistance.

Back

Next

- Validate all the required information indicated by a red dot. Review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” to find it.

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 (xxx-xxx-xxxx)

* Email: ExtUser5@tmhp.com (To ensure delivery to your inbox please add dontreply@tmhp.com to your address book today)

* Confirm Email: 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

- Then, click **Link Provider Number**.
- If the request is successful, you will see a message that reads “Success” and you will receive a confirmation email.

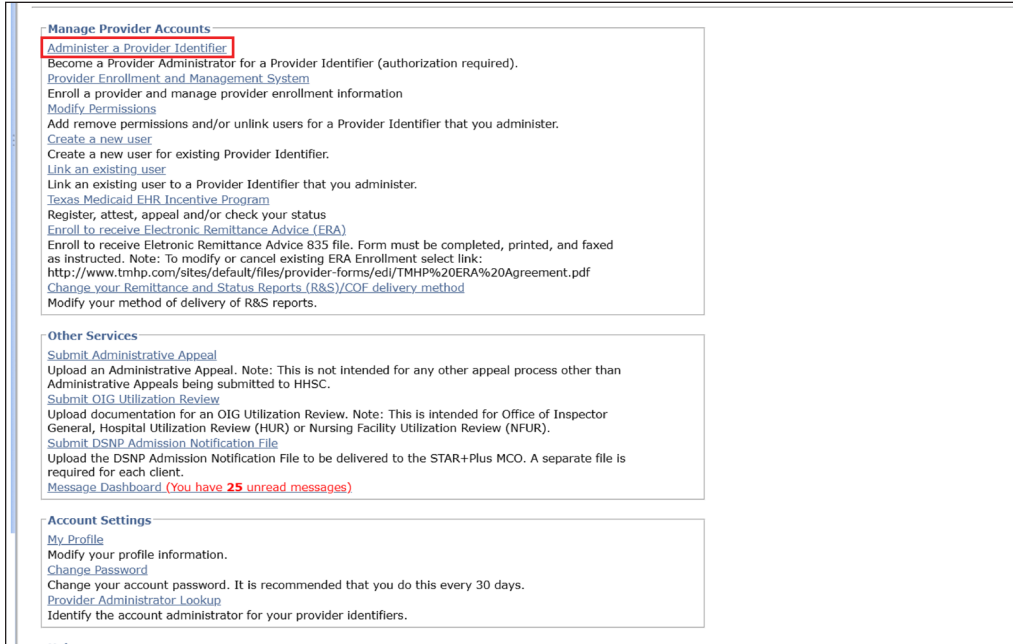
Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email after 15 minutes and do not see it in your junk mail.

Link to an LTSS or Similar Provider

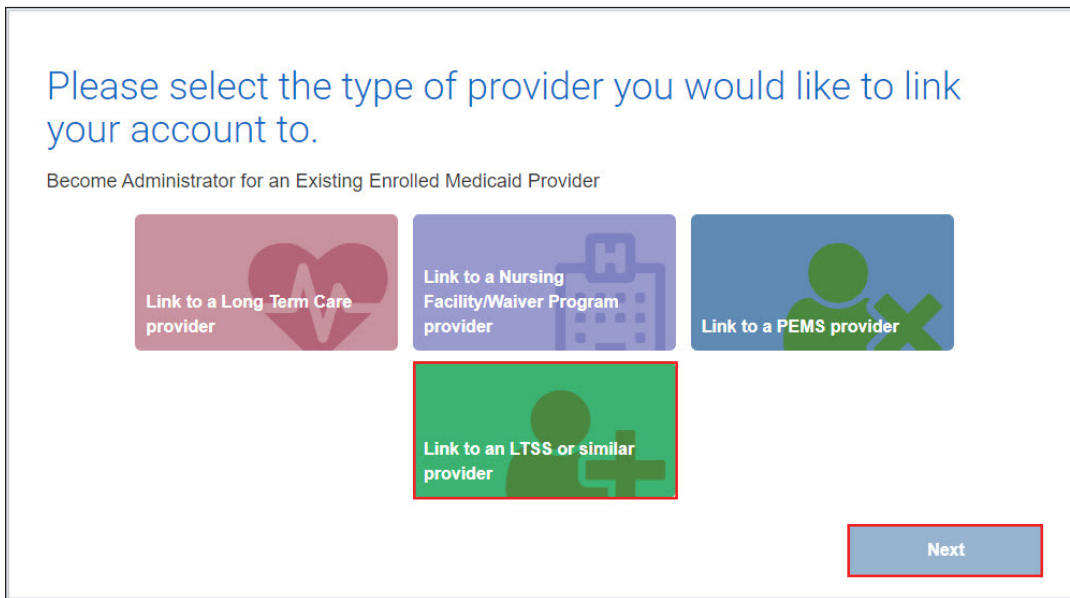
Administering a provider identifier and linking to an LTSS or similar provider means that you already have an administrator account for one provider identifier—PEMS, LTC, NF/Waiver, or LTSS—and need to administer and link to a different provider identifier for LTSS or similar program.

To administer a provider identifier and link to an LTSS or similar provider:

- 1) Click **Administer a Provider Identifier** on your [My Account](#) dashboard.

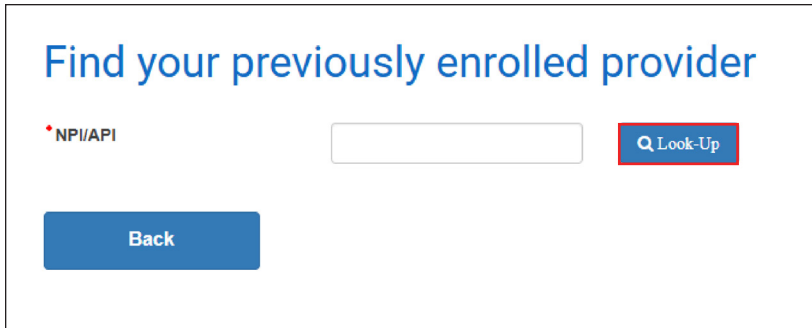


- 2) Click **Link to an LTSS or similar provider**, then click **Next**.



- 3) Enter the provider's NPI or API, then click **Look-up**.

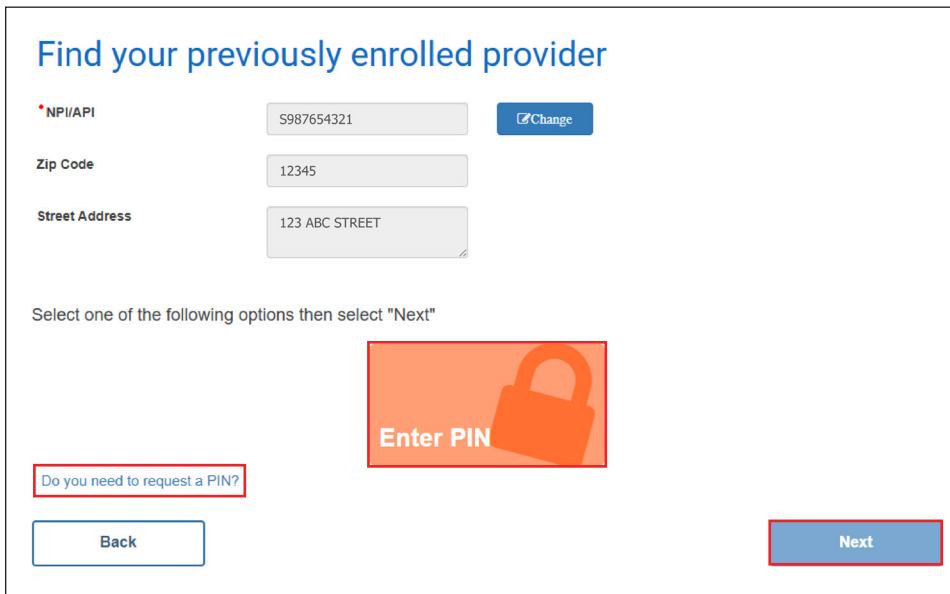
Note: Linking an NPI or API will associate all provider information with the account you are creating.



The screenshot shows a search interface with the title "Find your previously enrolled provider". It features a text input field labeled "NPI/API" with a search icon and a "Look-Up" button. A "Back" button is located at the bottom left.

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

Note: If you are unable to locate your NPI or 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.



The screenshot shows a verification screen titled "Find your previously enrolled provider". It contains three input fields: "NPI/API" with the value "S987654321" and a "Change" button, "Zip Code" with the value "12345", and "Street Address" with the value "123 ABC STREET". Below these fields, it says "Select one of the following options then select 'Next'". There is a large orange button with a padlock icon and the text "Enter PIN". A "Do you need to request a PIN?" checkbox is present. At the bottom, there are "Back" and "Next" buttons.

5) Perform one of the following options:

- If you do not yet have a PIN, click **Do you need to request a PIN?**
Note: For more information about requesting a PIN, refer to the [How to Request a PIN](#) section.
- Click **Enter PIN** if you've received your PIN, then click **Next**. Enter your PIN, then click **Next**.

6) Validate all the required information indicated by a red dot. Review the Terms and Conditions and click the **I agree to these terms** checkbox.

Note: If you do not see the checkbox, scroll all the way down in the “General Terms and Conditions” to find it.

7) Then, click **Link Provider Number**.

- 8) If the request is successful, you will see a message that reads “Success” and you will receive a confirmation email.

Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email after 15 minutes and do not see it in your junk mail.

Create a New User for LTC Provider Types

Only account administrators can create new users. If you are not an account administrator, contact your provider identifier’s administrator to confirm whether an administrator account already exists and to request the appropriate user access.

If you are an account administrator, proceed to the sections below for instructions on how to create a new user. If an administrator account needs to be created for your provider identifier, refer to the appropriate [Create Account and Link to an Existing LTC Provider Type](#) or [Administer a Provider Identifier for LTC Provider Types](#) section for more information.

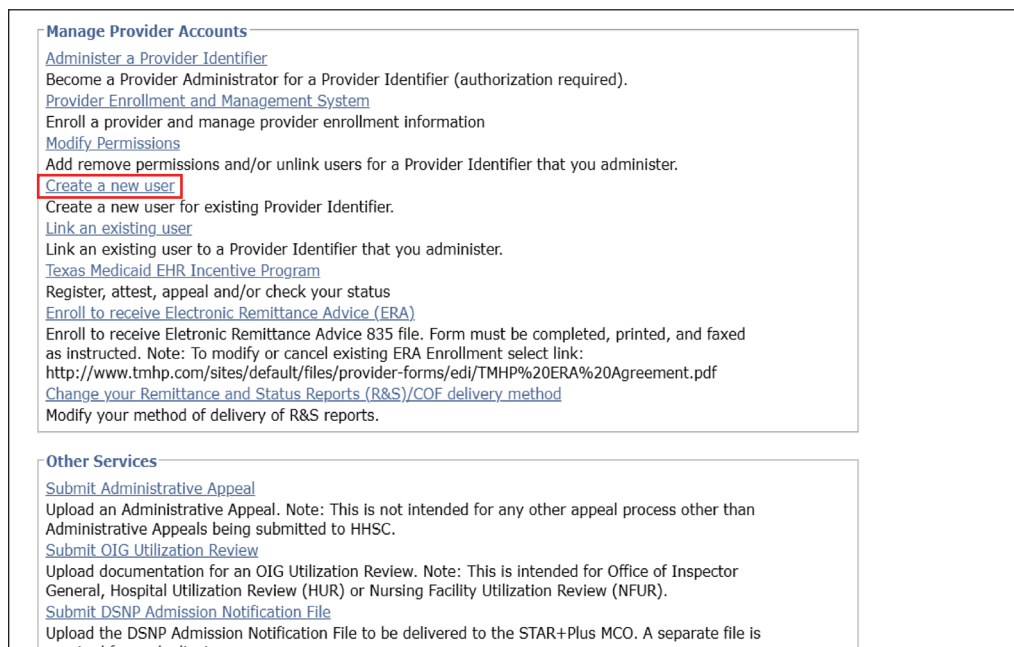
Note: Each user must have a unique email address and cannot have the same email address as the account administrator.

Create a New LTC User

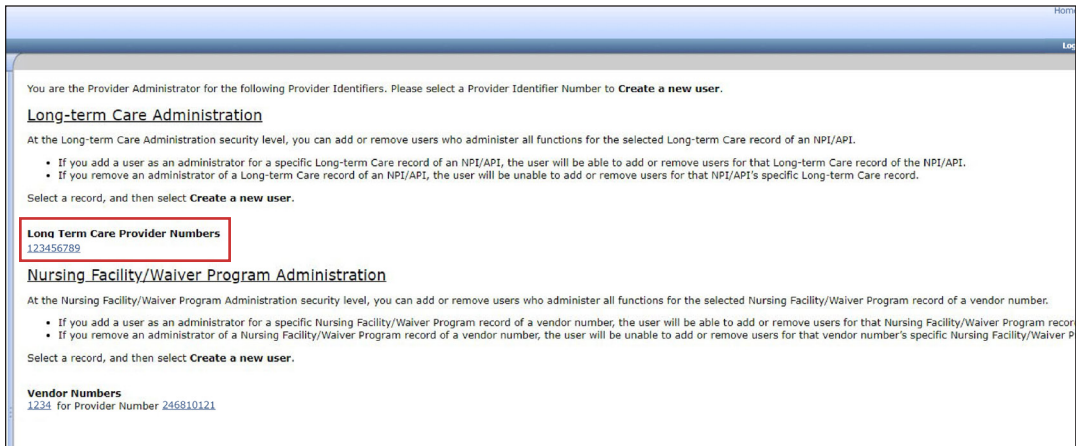
If another user does not already have a My Account, the account administrator must create a new user account and assign the appropriate permissions to allow access to the secure functions of tmhp.com for LTC providers. If the user already has a My Account and only needs to be linked to LTC, refer to the [Link an Existing User to LTC](#) section for more information.

To create a new LTC user as an account administrator:

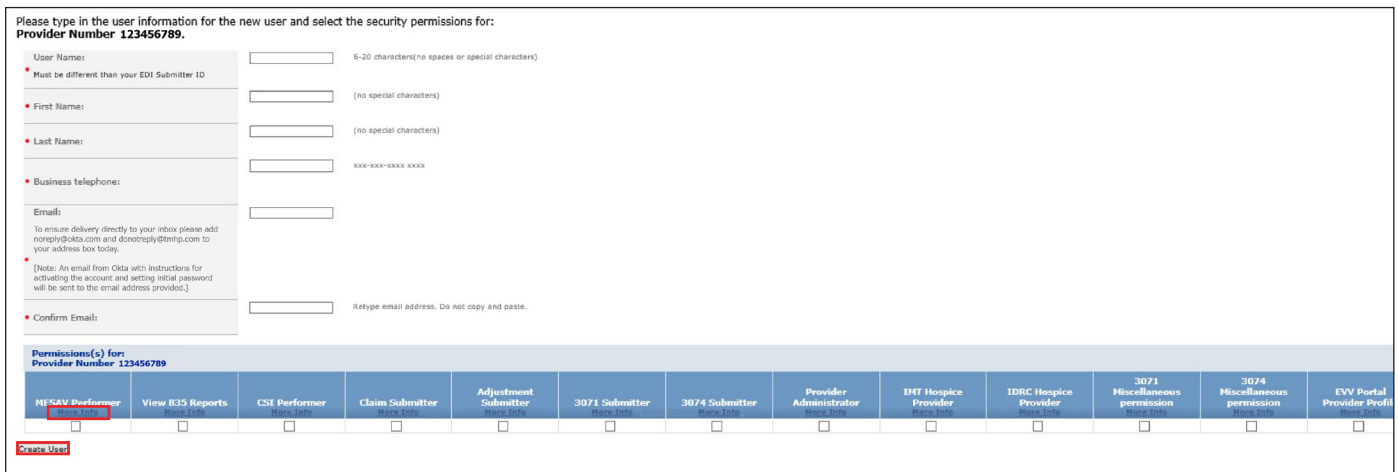
- 1) Click **Create a new user** on your [My Account](#) dashboard.



2) Select the **Long Term Care Provider Number** for which you need to create the user.



- 3) Enter all the required account information indicated by a red dot. Select the permission boxes to assign the appropriate access to the user. After selecting all the necessary permissions, click **Create User**.
Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.



- 4) If successful, a confirmation page will display the username for the newly created user account.
 5) The new user will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.

- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.

Note: The “New Administrator on TMHP.com” email will only be sent if the user is assigned administrator rights. Users without administrator rights will not receive this email.

Once the account is created, allow up to an hour for the credentials to become active. Once the account is active, the user will be able to access any TMHP applications that they have permission to use.

Create a New NF/Waiver User

Each NF or waiver program administrator account must have at least one general user account in addition to the administrator account to access and submit forms on the LTC Online Portal—even if the administrator is the only person who will submit forms for your organization.

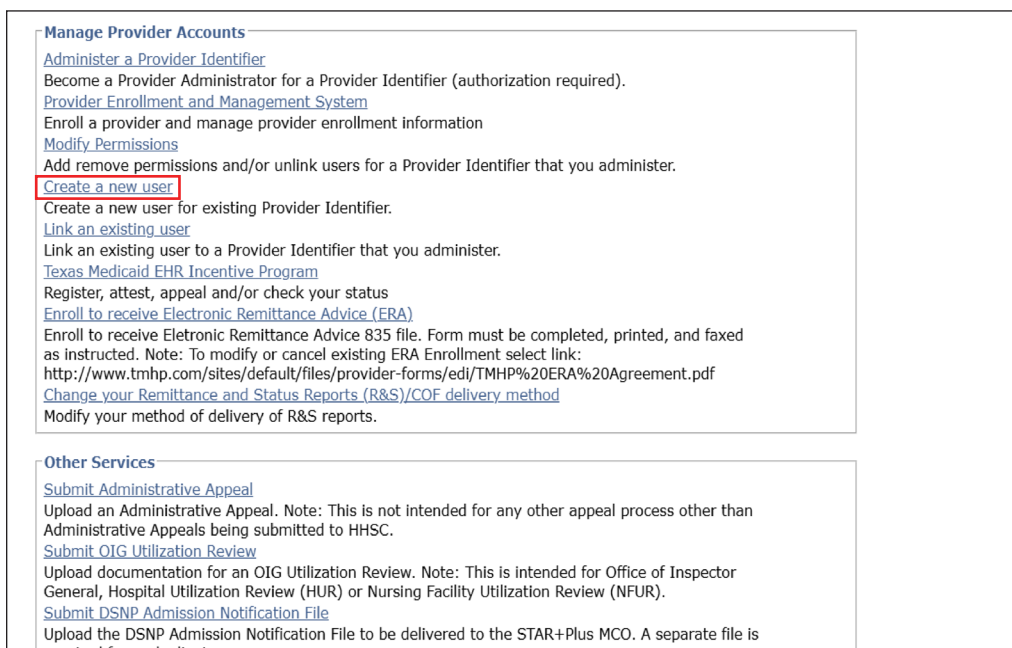
If an existing user under your administrator account is associated with a different provider type and needs access to NF or waiver program permissions, you can link the user to your NF or waiver program administrator account. Refer to the [Link an Existing User to NF/Waiver](#) section for instructions.

The account administrator should log in to a general user account if they need to access or submit forms on the LTC Online Portal. The NF or waiver program administrator account should only be used for administrative purposes, such as managing user permissions or account settings.

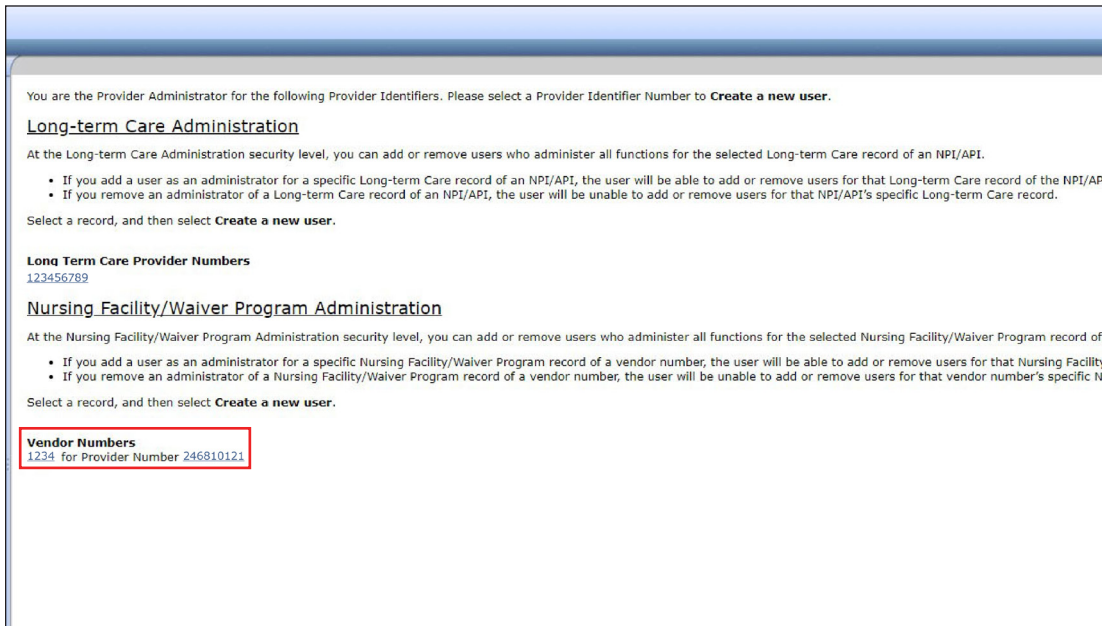
Note: Each user must have a unique email address and cannot have the same email address as the account administrator.

To create a new NF or waiver program user as an account administrator:

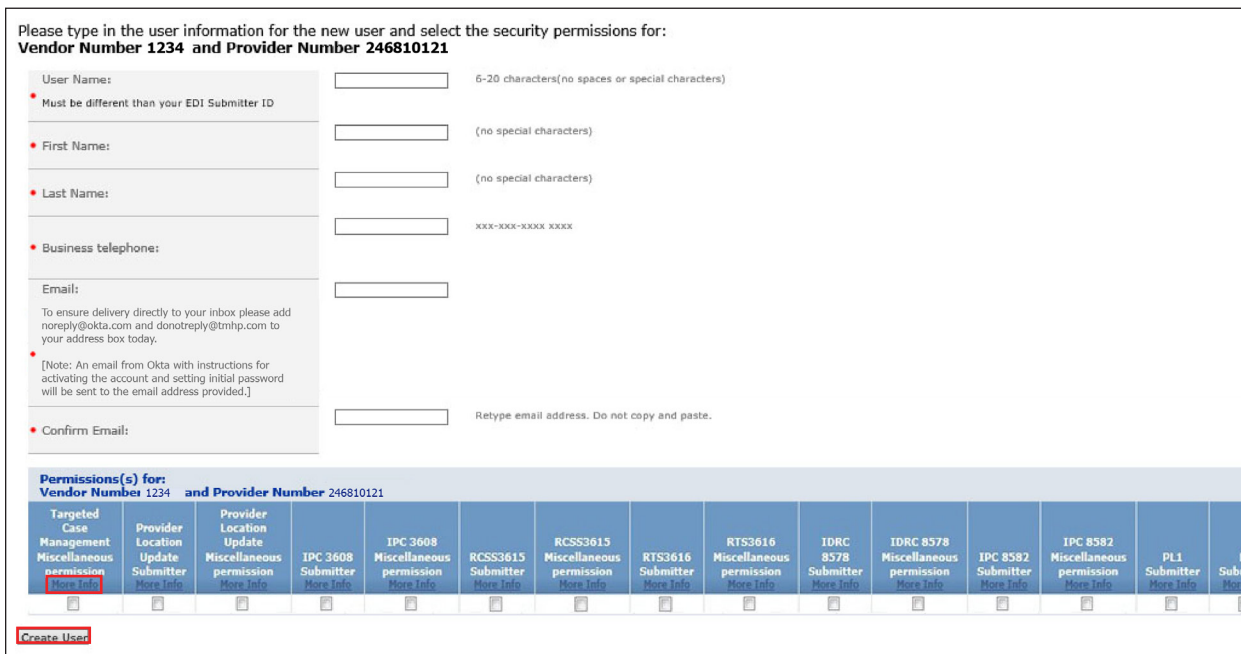
- 1) Click **Create a new user** on your [My Account](#) dashboard.



2) Select the **Vendor Number** for which you need to create a user.



3) Enter all the required account information indicated by a red dot. Select the permission boxes to assign the appropriate access to the user. After selecting all the necessary permissions, click **Create User**.
Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.



4) If successful, a confirmation page will display the username for the newly created user account.

- 5) The new user will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.
- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.

Note: The “New Administrator on TMHP.com” email will only be sent if the user is assigned administrator rights. Users without administrator rights will not receive this email.

Once the account is created, allow up to an hour for the credentials to become active. Once the account is active, the user will be able to access TMHP applications they have permission to use.

Create a New LTSS or Similar Provider User

If another user does not already have a My Account, the account administrator must create a new user account and assign the appropriate permissions to allow access to the secure functions of tmhp.com for MCO LTSS or similar providers. If the user already has a My Account and only needs to be linked to an MCO LTSS or similar provider, refer to the [Link an Existing User to LTSS or Similar Provider](#) section for more information.

To create a new MCO LTSS or similar provider user as an account administrator:

- 1) Click **Create a new user** on your [My Account](#) dashboard.

Manage Provider Accounts

[Administer a Provider Identifier](#)
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 EHR Incentive Program](#)
Register, attest, appeal and/or check your status

[Enroll to receive Electronic Remittance Advice \(ERA\)](#)
Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>

[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
Modify your method of delivery of R&S reports.

Other Services

[Submit Administrative Appeal](#)
Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.

[Submit OIG Utilization Review](#)
Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).

- 2) Select the **LTSS NPI/API** that you need to create a user for.

Home :: TMHP.com :: My Account
Logged in as: Username Log Off

Navigation
TMHP.com
My Account

You are the Provider Administrator for the following Provider Identifiers. Please select a Provider Identifier Number to **Create a new user**.

Long-term Services and Support Administration

At the Long-term Services and Support Administration security level, you can add or remove users who administer all functions for the selected Long-term Services and Support record of an NPI/API.

- If you add a user as an administrator for a specific Long-term Services and Support record of an NPI/API, the user will be able to add or remove users for that Long-term Services and Support record of the NPI/API.
- If you remove an administrator of a Long-term Services and Support record of an NPI/API, the user will be unable to add or remove users for that NPI/API's specific Long-term Services and Support record.

Select a record, and then select **Create a new user**.

LTSS NPI/API
5987654321
0987654321

- 3) Enter all the required account information indicated by a red dot. Select the permission boxes to assign the appropriate access to the user. After selecting all of the necessary permissions, click **Create User**.
Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.

Please type in the user information for the new user and select the security permissions for:
NPI/API 0987654321.

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 xxxxx

Email:
 To ensure delivery directly to your inbox please add noreply@okta.com and donotreply@tmhp.com to your address box today.
 • [Note: An email from Okta with instructions for activating the account and setting initial password will be sent to the email address provided.]

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

Permissions(s) for:
NPI/API 0987654321

CSL Performer [More Info]	EV Performer [More Info]	Claim Submitter [More Info]	Appeal Submitter [More Info]	Provider Administrator [More Info]	EVV Portal Provider Profile [More Info]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Create User

- 4) If successful, a confirmation page will display the username for the newly created user account.
- 5) The new user will receive three confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

The emails will have the following subject lines:

- a) Welcome to TMHP IAMOnline—This email provides your username and notifies you that your account is active and ready for use. You will need to click the **Activate Account** button, which will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation. This involves setting up your new password and security method of choice. For more information on account activation, refer to the [Account Management](#) web page on tmhp.com.
- b) New permissions on TMHP.com—This email notifies you of your permission level to access information on tmhp.com.
- c) New Administrator on TMHP.com—This email notifies you that you are the new administrator for the account and includes your contact information.
 Note: The “New Administrator on TMHP.com” email will only be sent if the user is assigned administrator rights. Users without administrator rights will not receive this email.

Once the account is created, allow up to an hour for the credentials to become active. Once the account is active, the user will be able to access any TMHP applications that they have permission to use.

Link an Existing User for LTC Provider Types

Only account administrators can link existing users to provider identifiers. If you are not an account administrator, contact your provider identifier’s administrator to confirm whether an administrator account already exists and to request the appropriate user access.

If you are an account administrator, proceed to the sections below for instructions on how to link an existing user. You must have the username of the existing user to link a user to a provider identifier. If an administrator account must be created for your provider identifier, refer to the appropriate [Create Account and Link to an Existing LTC Provider Type](#) or [Administer a Provider Identifier for LTC Provider Types](#) section for more information.

Link an Existing User to LTC

If an existing user needs to access the secure functions of tmhp.com for LTC providers, the account administrator must link the user and grant them permissions. If a new user account must be created, refer to the [Create a New LTC User](#) section for more information.

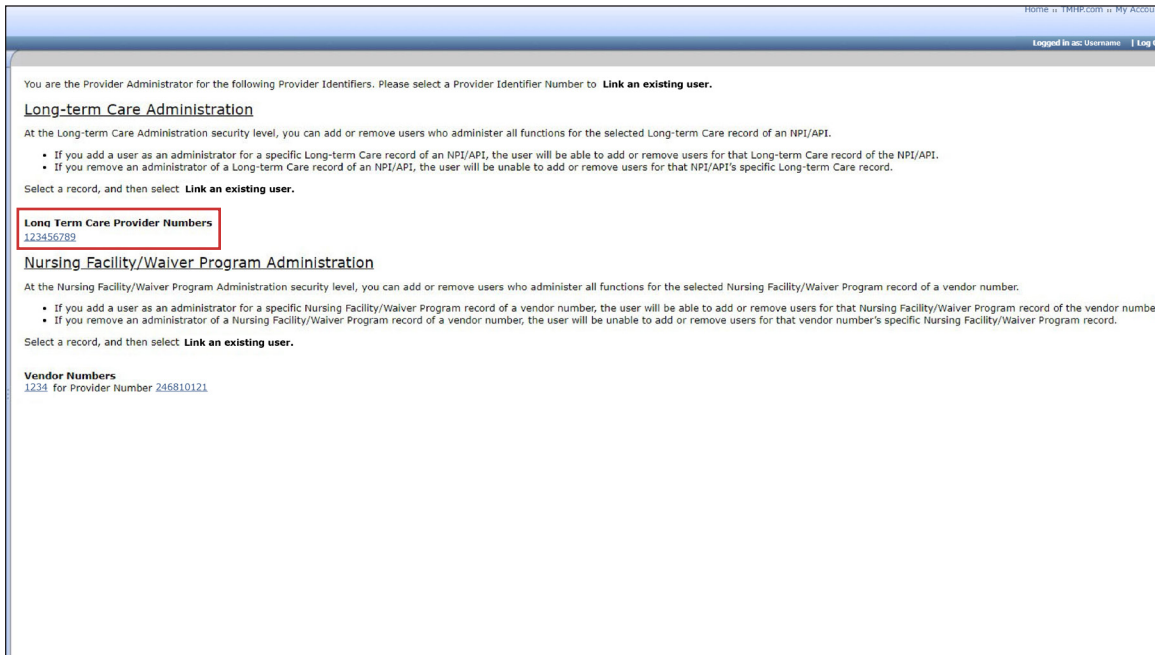
To link an existing user to LTC as an account administrator:

- 1) Click **Link an existing user** on your [My Account](#) dashboard.

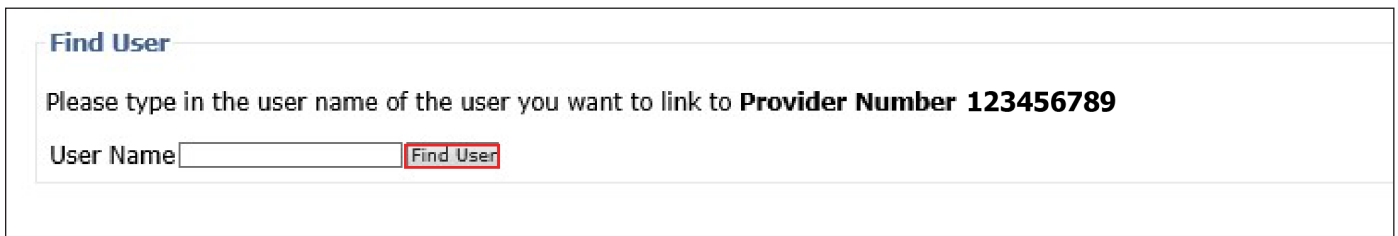
The screenshot shows a web dashboard with three main sections: 'Manage Provider Accounts', 'Other Services', and 'Account Settings'. The 'Manage Provider Accounts' section contains several links, with 'Link an existing user' highlighted by a red rectangular box. The 'Other Services' section includes links for administrative appeals and utilization reviews. The 'Account Settings' section includes links for profile management and password changes.

<p>Manage Provider Accounts</p> <p>Administer a Provider Identifier Become a Provider Administrator for a Provider Identifier (authorization required).</p> <p>Provider Enrollment and Management System Enroll a provider and manage provider enrollment information</p> <p>Modify Permissions Add remove permissions and/or unlink users for a Provider Identifier that you administer.</p> <p>Create a new user Create a new user for existing Provider Identifier.</p> <p>Link an existing user Link an existing user to a Provider Identifier that you administer.</p> <p>Texas Medicaid FHR Incentive Program Register, attest, appeal and/or check your status</p> <p>Enroll to receive Electronic Remittance Advice (ERA) Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/ed/TMHP%20ERA%20Agreement.pdf</p> <p>Change your Remittance and Status Reports (R&S)/COF delivery method Modify your method of delivery of R&S reports.</p>	
<p>Other Services</p> <p>Submit Administrative Appeal Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.</p> <p>Submit OIG Utilization Review Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).</p> <p>Submit DSNP Admission Notification File Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.</p> <p>Message Dashboard (You have 25 unread messages)</p>	
<p>Account Settings</p> <p>My Profile Modify your profile information.</p> <p>Change Password Change your account password. It is recommended that you do this every 30 days.</p> <p>Provider Administrator Lookup Identify the account administrator for your provider identifiers.</p>	

- 2) Select the **Long Term Care Provider Number** to which you want to link the user.

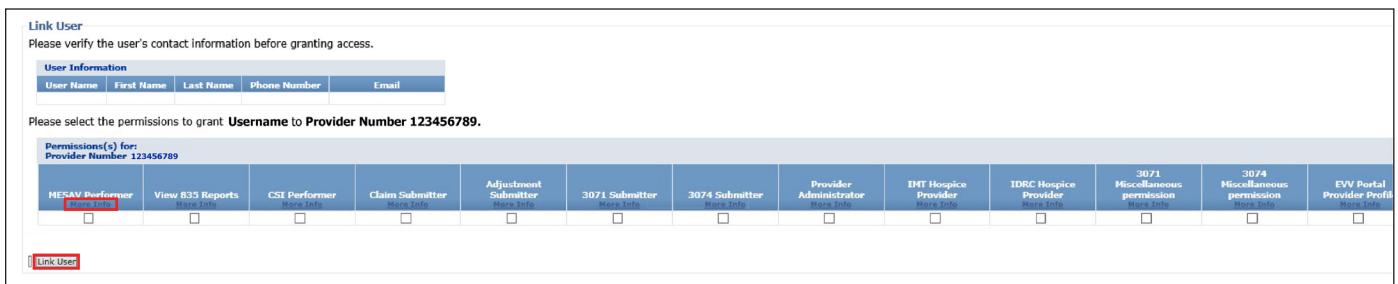


- 3) Enter the username of the existing user to be linked, then click **Find User**.



- 4) Select the permission boxes to assign the appropriate access to the user. After selecting all the necessary permissions, click **Link User**.

Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.



- 5) If your submission is successful, a confirmation page will be displayed to confirm that the username is successfully linked to the provider number. The user will also receive 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 after 15 minutes and do not see it in your junk mail.

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

Link an Existing User to NF/Waiver

If an existing user needs to access the secure functions of tmhp.com for NF or waiver program providers, the account administrator must link the user and grant them permissions. If a new user account must be created, refer to the [Create a New NF/Waiver User](#) section for more information.

To link an existing user to the NF or waiver program as an account administrator:

- 1) Click **Link an existing user** on your [My Account](#) dashboard.

Manage Provider Accounts

[Administer a Provider Identifier](#)
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](#)
Link an existing user
Link an existing user to a Provider Identifier that you administer.
[Texas Medicaid FHR Incentive Program](#)
Register, attest, appeal and/or check your status
[Enroll to receive Electronic Remittance Advice \(ERA\)](#)
Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>
[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
Modify your method of delivery of R&S reports.

Other Services

[Submit Administrative Appeal](#)
Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.
[Submit OIG Utilization Review](#)
Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).
[Submit DSNP Admission Notification File](#)
Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.
[Message Dashboard \(You have 25 unread messages\)](#)

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) Select the **Vendor Number** to which you want to link the user.

Home » TMHP.com » My Account
Logged in as: Username | Log Off

You are the Provider Administrator for the following Provider Identifiers. Please select a Provider Identifier Number to **Link an existing user**.

Long-term Care Administration

At the Long-term Care Administration security level, you can add or remove users who administer all functions for the selected Long-term Care record of an NPI/API.

- If you add a user as an administrator for a specific Long-term Care record of an NPI/API, the user will be able to add or remove users for that Long-term Care record of the NPI/API.
- If you remove an administrator of a Long-term Care record of an NPI/API, the user will be unable to add or remove users for that NPI/API's specific Long-term Care record.

Select a record, and then select **Link an existing user**.

Long Term Care Provider Numbers

123456789

Nursing Facility/Waiver Program Administration

At the Nursing Facility/Waiver Program Administration security level, you can add or remove users who administer all functions for the selected Nursing Facility/Waiver Program record of a vendor number.

- If you add a user as an administrator for a specific Nursing Facility/Waiver Program record of a vendor number, the user will be able to add or remove users for that Nursing Facility/Waiver Program record of the vendor number.
- If you remove an administrator of a Nursing Facility/Waiver Program record of a vendor number, the user will be unable to add or remove users for that vendor number's specific Nursing Facility/Waiver Program record.

Select a record, and then select **Link an existing user**.

Vendor Numbers

1234 For Provider Number 246810121

- 3) Enter the username of the existing user to be linked, then click **Find User**.

Find User

Please type in the user name of the user you want to link to **Vendor Number 1234 and Provider Number 246810121**

User Name

- 4) Select the permission boxes to assign the appropriate access to the user. After selecting all of the necessary permissions, click **Link User**.

Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.

Link User

User Information				
User Name	First Name	Last Name	Phone Number	Email

Please select the permissions to grant **Username** to **Vendor Number 1234 and Provider Number 246810121**.

Permissions(s) for: Vendor Number 1234 and Provider Number 246810121.															
Targeted Case Management Miscellaneous permission <small>More Info</small>	Provider Location Update Submitter <small>More Info</small>	Provider Location Update Miscellaneous permission <small>More Info</small>	IPC 3608 Submitter <small>More Info</small>	IPC 3608 Miscellaneous permission <small>More Info</small>	RCS53615 Submitter <small>More Info</small>	RCS53615 Miscellaneous permission <small>More Info</small>	RTS3616 Submitter <small>More Info</small>	RTS3616 Miscellaneous permission <small>More Info</small>	IDRC 8578 Submitter <small>More Info</small>	IDRC 8578 Miscellaneous permission <small>More Info</small>	IPC 8582 Submitter <small>More Info</small>	IPC 8582 Miscellaneous permission <small>More Info</small>	PLI Submitter <small>More Info</small>	PE Submitter <small>More Info</small>	Alerts <small>More Info</small>
<input checked="" 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"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 5) If your submission is successful, a confirmation page will be displayed to confirm that the username is successfully linked to the vendor number. The user will then also receive 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 after 15 minutes and do not see it in your junk mail.

- 6) Repeat these steps until you have linked all the vendor numbers your user needs to access.

Link an Existing User to LTSS or Similar Provider

If an existing user needs to access the secure functions of tmhp.com for MCO LTSS or similar providers, the account administrator must link the user and grant them the necessary permissions. If a new user account must be created, refer to the [Create a New LTSS or Similar Provider User](#) section for more information.

To link an existing user to an MCO LTSS or similar provider as an account administrator:

- 1) Click **Link an existing user** on your [My Account](#) dashboard.

Manage Provider Accounts

[Administer a Provider Identifier](#)
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 EHR Incentive Program](#)
Register, attest, appeal and/or check your status

[Enroll to receive Electronic Remittance Advice \(ERA\)](#)
Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>

[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
Modify your method of delivery of R&S reports.

Other Services

[Submit Administrative Appeal](#)
Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.

[Submit OIG Utilization Review](#)
Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).

[Submit DSNP Admission Notification File](#)
Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.

[Message Dashboard \(You have 25 unread messages\)](#)

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) Select the **LTSS NPI/API** to which you want to link the user.

Home :: TMHP.com :: My Account

Logged in as: Username Log Off

Navigation

TMHP.com

My Account

You are the Provider Administrator for the following Provider Identifiers. Please select a Provider Identifier Number to **Link an existing user**.

Long-term Services and Support Administration

At the Long-term Services and Support Administration security level, you can add or remove users who administer all functions for the selected Long-term Services and Support record of an NPI/API.

- If you add a user as an administrator for a specific Long-term Services and Support record of an NPI/API, the user will be able to add or remove users for that Long-term Services and Support record of the NPI/API.
- If you remove an administrator of a Long-term Services and Support record of an NPI/API, the user will be unable to add or remove users for that NPI/API's specific Long-term Services and Support record.

Select a record, and then select **Link an existing user**.

LTSS NPI/API

S987654321

0987654321

- 3) Enter the username of the existing user to be linked, then click **Find User**.

Find User

Please type in the user name of the user you want to link to **NPI/API 0987654321**.

User Name **Find User**

- 4) Select the permission boxes to assign the appropriate access to the user. After selecting all the necessary permissions, click **Link User**.

Note: By clicking **More Info** underneath the permission name, users can see more details about the permission. Refer to the [Modify Permissions](#) section for additional information.

Link User

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

User Information				
User Name	First Name	Last Name	Phone Number	Email

Please select the permissions to grant **Username** to **NPI/API 0987654321**.

Permissions(s) for: NPI/API 0987654321					
CSI Performer More Info	EV Performer More Info	Claim Submitter More Info	Appeal Submitter More Info	Provider Administrator More Info	EVV Portal Provider Profile More Info
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 5) If your submission is successful, a confirmation page will be displayed to confirm that the username is successfully linked to the NPI or API. The user will also receive 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 after 15 minutes and do not see it in your junk mail.

- 6) Repeat these steps until you have linked all the NPIs and/or APIs that your user needs to access.

Manage Provider Accounts

The following selections are available under the Manage Provider Accounts section in My Account. Remember, administrators and users have different choices in their My Account dashboard.

- **Administer a Provider Identifier:** This selection is available to all users, both administrators and general users. Click the link to link an existing provider identifier to an existing TMHP administrator account. For more information on this topic, go to the [Administer a Provider Identifier for Acute Care Provider Types](#) section if you are linking an acute provider. If you're linking an LTC provider, go to the [Administer a Provider Identifier for LTC Provider Types](#) section.
- **Provider Enrollment and Management System:** This selection is available to all users, both administrators and general users. Click the link to access PEMS, which is where providers and other health care staff can enroll their NPI or API and access the necessary applications in their TMHP user account.
- **Modify Permissions:** This selection is available to administrators. Click the link to modify the permissions for general users or administrators who are associated with a provider identifier that you administer. To learn more, go to the [Modify Permissions](#) section.
- **Create a new user:** This selection is available to administrators. Click the link to create a new user for an existing provider identifier that you administer. While you create the account, you may assign permissions and administrative rights. For more information on this topic, go to the [Create a New Acute Care User](#) section if you're creating a new user and linking it to an acute care provider. If you're creating a new user and linking it to an LTC provider, go to the [Create a New User for LTC Provider Types](#) section.
- **Link an existing user:** This selection is available to administrators. Click the link to link an existing user to a provider identifier that you administer. You may assign permissions and administrative rights. For more information on this topic, go to the [Link an Existing User to Acute Care](#) section if you are linking an acute provider. If you're linking an LTC provider, go to the [Link an Existing User for LTC Provider Types](#) section.
- **Enroll to receive Electronic Remittance Advice (ERA):** This selection is available to administrators. Click the link to enroll to receive the ERA 835 file. To learn more, go to the [Enroll to Receive Electronic Remittance Advice \(ERA\)](#) section.
- **Change your Remittance and Status Reports (R&S)/COF delivery method:** This selection is available to administrators. Click the link to modify your delivery method for R&S reports. To learn more, go to the [Change your Remittance and Status Reports \(R&S\)/COF Delivery Method](#) section.

<p>Manage Provider Accounts</p> <p>Administer a Provider Identifier Become a Provider Administrator for a Provider Identifier (authorization required).</p> <p>Provider Enrollment and Management System Enroll a provider and manage provider enrollment information</p> <p>Modify Permissions Add remove permissions and/or unlink users for a Provider Identifier that you administer.</p> <p>Create a new user Create a new user for existing Provider Identifier.</p> <p>Link an existing user Link an existing user to a Provider Identifier that you administer.</p> <p>Texas Medicaid EHR Incentive Program Register, attest, appeal and/or check your status</p> <p>Enroll to receive Electronic Remittance Advice (ERA) Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf</p> <p>Change your Remittance and Status Reports (R&S)/COF delivery method Modify your method of delivery of R&S reports.</p>
<p>Other Services</p> <p>Submit Administrative Appeal Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.</p> <p>Submit OIG Utilization Review Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).</p> <p>Submit DSNP Admission Notification File Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.</p> <p>Message Dashboard (You have 25 unread messages)</p>
<p>Account Settings</p> <p>My Profile Modify your profile information.</p>

Modify Permissions

An account administrator can manage their user account’s permissions from the My Account dashboard. They can modify the permissions for general users or administrators who are associated with a provider identifier that they administer. When modifying permissions, they will be able to do the following:

- Grant user access to additional functionality
- Remove user access from functionality
- Unlink users from provider identifiers and all its associated client information
- Promote users to administrators of the account
Note: Multiple administrators are allowed for each provider identifier.
- Remove the administrative rights of other administrators on their account
Note: When removing administrator rights, the user retains general user access and any other permissions that are currently assigned to them.

Each user account will be displayed along with all the functions to which it has access. Permissions options depend on the 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 Medicaid Eligibility and Service Authorization Verifications (MESAV) Performer function.

Permissions(s) for: NPI/API 0987654321					
CSI Performer More Info	EV Performer More Info	Claim Submitter More Info	Appeal Submitter More Info	Provider Administrator More Info	EVV Portal Provider Profile More Info
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Here are some examples of what your permissions may look like. Not all permissions are provided in the screenshots below.

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	CSI Performer More Info	EV Performer More Info	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 : Username3 Full Name : Jimmy Doe Business Phone: 111-111-1111 Email : jimmydoe@email.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Unlink	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Make Administrator	<input type="checkbox"/>	<input type="checkbox"/>

[Update Permissions](#)

- View 835 Reports
- PA Submitter
- View Payment Amounts
- View MET Provider Reports
- View ACA PCP Supplemental Payment Reports
- CSI Performer
- EV Performer
- Claim Submitter
- Appeal Submitter
- Provider Credentialing
- EVV Portal Provider Profile
- OIG UR: Provider Upload

Permissions(s) for: Provider Number 123456789												
MESAV Performer More Info	View 835 Reports More Info	CSI Performer More Info	Claim Submitter More Info	Adjustment Submitter More Info	3071 Submitter More Info	3074 Submitter More Info	Provider Administrator More Info	IMT Hospice Provider More Info	IDRC Hospice Provider More Info	3071 Miscellaneous permission More Info	3074 Miscellaneous permission More Info	EVV Portal Provider Profile 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"/>

- MESAV Performer
- View 835 Reports
- CSI Performer
- Claim Submitter
- Adjustment Submitter
- 3071 Submitter
- 3074 Submitter
- Provider Administrator
- IMT Hospice Provider
- IDRC Hospice Provider
- 3071 Miscellaneous permission
- 3074 Miscellaneous permission

Permissions(s) for: Vendor Number 1234 and Provider Number 123456789															
Targeted Case Management Miscellaneous permission More Info	Provider Location Update Submitter More Info	Provider Location Update Miscellaneous permission More Info	IPC 3608 Submitter More Info	IPC 3608 Miscellaneous permission More Info	RCSS3615 Submitter More Info	RCSS3615 Miscellaneous permission More Info	RTS3616 Submitter More Info	RTS3616 Miscellaneous permission More Info	IDRC 8578 Submitter More Info	IDRC 8578 Miscellaneous permission More Info	IPC 8582 Submitter More Info	IPC 8582 Miscellaneous permission More Info	PL1 Submitter More Info	PE Submitter More Info	Alerts 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"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Targeted Case Management Miscellaneous permission
- Provider Location Update Submitter
- Provider Location Update Miscellaneous permission
- IPC 3608 Submitter
- IPC 3608 Miscellaneous permission
- RCSS3615 Submitter
- RCSS3615 Miscellaneous permission
- RTS3616 Submitter
- RTS3616 Miscellaneous permission
- IDRC 8578 Submitter
- IDRC 8578 Miscellaneous permission
- IPC 8582 Submitter

- IPC 8582 Miscellaneous permission
- PL1 Submitter

To modify permissions, follow these steps:

1) Under Manage Provider Accounts, select **Modify Permissions**.

Manage Provider Accounts

[Administer a Provider Identifier](#)
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 EHR Incentive Program](#)
Register, attest, appeal and/or check your status

[Enroll to receive Electronic Remittance Advice \(ERA\)](#)
Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>

[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
Modify your method of delivery of R&S reports.

Other Services

[Submit Administrative Appeal](#)
Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.

[Submit OIG Utilization Review](#)
Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).

[Submit DSNP Admission Notification File](#)
Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.

[Message Dashboard \(You have 25 unread messages\)](#)

2) The provider identifier(s) that you administer will be displayed. Click on the provider identifier for which you want to modify permissions.

The screenshot shows the 'NPI/API Administration' section of the TMHP My Account interface. It includes a navigation menu on the left with 'TMHP.com' and 'My Account' options. The main content area contains instructions for selecting a provider identifier to modify permissions. Below the instructions, there are two sections: 'NPI/API' and 'Acute Care Administration'. The 'NPI/API' section lists several NPI numbers. The 'Acute Care Administration' section includes a table with columns for Acute Care NPI/API, Taxonomy, Benefit Code, Address, and Zip.

Acute Care NPI/API	Taxonomy	Benefit Code	Address	Zip
1234567890	193200000X	CSN	123 ABC ST	78901-1234
2345678901	207R00000X	EP1	123 ABC ST	78901-1234
3456789012	193400000X		456 DEF ST	78901-1234
4567890123	193200000X		123 ABC ST	78901-1234
5678901234	193400000X	DE1	123 ABC ST	78901-1234
6789012345	261QF0400X	CSN	123 ABC ST	78901-1234

3) A screen will be displayed with all the administrators and general users for the selected provider identifier.

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 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 : Username1 Full Name : John Doe Business Phone: 111-111-1111 Email : johndoe@email.com	Remove Administrator Rights
User Name : Username2 Full Name : Jane Doe Business Phone: 111-111-1111 Email : janedoe@email.com	

Permission Management

User Account	View 835 Reports	PA Submitter	View Payment Amounts	View MET Provider Reports	View ACA PCP Supplemental Payment Reports	Unlink (More Info)	CSI Performer	EV Performer	Claim Submitter	Appeal Submitter	Provider Credentialing	Provider Administrator	EVV Portal Provider Profile	OIG UR: Provider Upload
User Name : Username3 Full Name : Jimmy Doe Business Phone: 111-111-1111 Email : jimmydoe@email.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Unlink	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Make Administrator	<input type="checkbox"/>	<input type="checkbox"/>

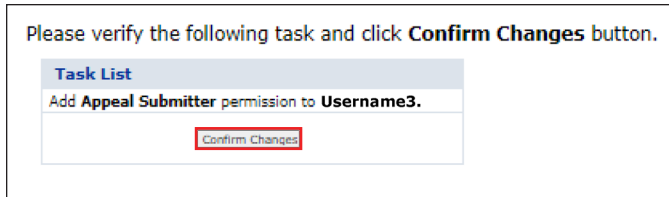
[Update Permissions](#)

4) Complete the appropriate actions as needed:

- To grant access or remove a user’s access to a specific functionality, check or uncheck the box in the corresponding column.
Note: By clicking **More Info** underneath the permission name, users can see more details about the permission.
- To remove a user’s complete access to the provider identifier and its associated client information, click **Unlink**.
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. Refer to the [Reactivating Inactive TMHP User Accounts](#) section for information on reactivating a deactivated account.
- To promote a user to an administrator, click **Make Administrator**.
Note: Multiple administrators are allowed for each provider identifier.
- To remove administrative rights of an administrator, click **Remove Administrator Rights** next to the username whose permissions you want to remove.
Note: When removing administrator rights, the user retains general user access and any other permissions that are currently assigned to them.
Note: Administrators can demote or remove other administrators, but the final administrator on the account cannot remove themselves from My Account. They would have to submit a Portal Request Change Form to remove themselves from a provider number. To learn more, go to the [Request TMHP to Update an Email Address or Unlink Administrator Accounts](#) section.

5) After making all your necessary changes, click **Update Permissions** to make the changes active.

- 6) After verifying the changes, review the Task List and click **Confirm Changes**. You will then be returned to the My Account page.

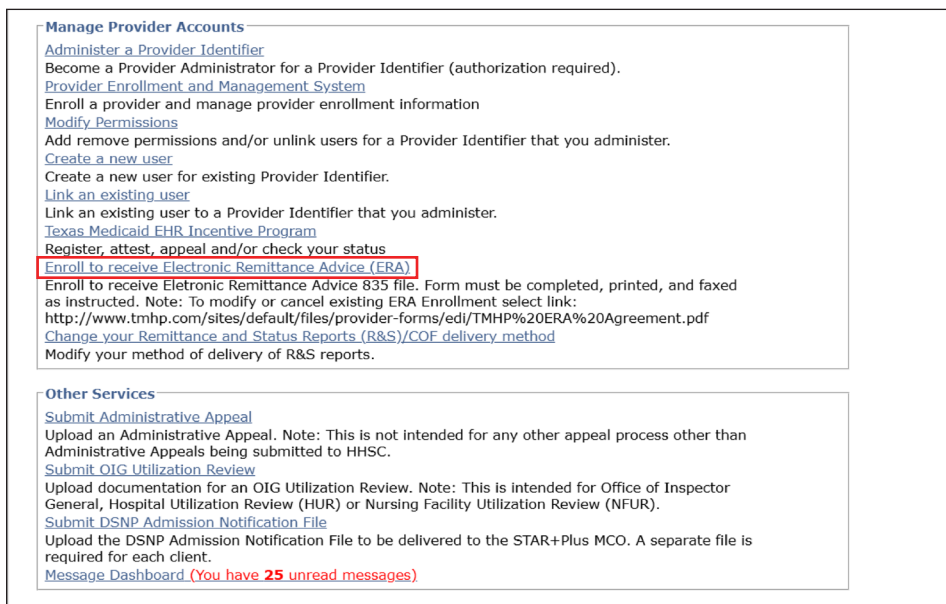


Enroll to Receive Electronic Remittance Advice (ERA)

The ERA 835 file is a HIPAA-compliant electronic data file. It enables automated posting of payments to a provider’s client accounts and includes data content for providers about how each health care claim was paid, such as the reason for denial or an explanation of why the total charges were not paid in full. The file contains payment totals, claim-level and line-level payments, adjustments, and client responsibility. This file can be useful to billing teams, finance and accounting, data and analytics teams, clearinghouses, software vendors, and those who are involved with the revenue cycle. It is used for payment posting, reconciliation, denial analysis, and financial reporting.

This selection is available to account administrators. To enroll and receive the ERA 835 file:

- 1) Under Manage Provider Accounts, click **Enroll to receive Electronic Remittance Advice (ERA)**.



- 2) A list of provider identifiers that you administer will be displayed. Select the provider identifier that you want to enroll.

You are the Provider Administrator for the following Provider Identifiers. Please select a Provider Identifier Number to **Enroll to receive Electronic Remittance Advice (ERA)**

NPI/API Administration

At the NPI/API Administration security level, you can add or remove users who act as administrators for all functions and locations of an NPI/API.

- 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.
- 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.

NOTE: Adding or removing a user from NPI/API Administration may take up to 24 hours.

Select an NPI/API, and then select **Enroll to receive Electronic Remittance Advice (ERA)**

NPI/API

[1234567890](#)
[2345678901](#)
[3456789012](#)
[4567890123](#)
[5678901234](#)
[6789012345](#)
[7890123456](#)
[8901234567](#)
[9012345678](#)
[0123456789](#)

Acute Care Administration

At the Acute Care Administration security level, you can add or remove users who administer all functions for the selected Acute Care record of an NPI/API.

- If you add a user as an administrator for a specific Acute Care record of an NPI/API, the user will be able to add or remove users for that Acute Care record of the NPI/API.
- If you remove an administrator of an Acute Care record of an NPI/API, the user will be unable to add or remove users for that NPI/API's specific Acute Care record.

Select a record, and then select **Enroll to receive Electronic Remittance Advice (ERA)**

Acute Care NPI/API	Taxonomy	Benefit Code	Address	Zip
1234567890	193200000X	CSN	123 ABC ST	78901-1234
2345678901	207R00000X	EP1	123 ABC ST	78901-1234
3456789012	193400000X		456 DEF ST	78901-1234
4567890123	193200000X		123 ABC ST	78901-1234
5678901234	193400000X	DE1	123 ABC ST	78901-1234
6789012345	261QF0400X	CSN	123 ABC ST	78901-1234

- 3) This will take you to the ERA Authorization Agreement where you will submit your information.

TMHP:Electronic Remittance Advice(ERA) Authorization Agreement

Provider Information

Provider Name

Doing Business As Name (DBA)

Provider Address

Street

City

State/Province

Zip Code/Postal Code

Save Print Cancel

Change your Remittance and Status Reports (R&S)/COF Delivery Method

An account administrator can change the way the Remittance and Status (R&S) Report is delivered for an account. If you currently receive paper R&S Reports, you will have the option to receive your R&S Reports on the TMHP website, or vice versa, by following these steps:

- 1) Under Manage Provider Accounts, click **Change your Remittance and Status Reports (R&S)/COF delivery method**.

Manage Provider Accounts

[Administer a Provider Identifier](#)
 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 EHR Incentive Program](#)
 Register, attest, appeal and/or check your status
[Enroll to receive Electronic Remittance Advice \(ERA\)](#)
 Enroll to receive Electronic 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.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>
[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
 Modify your method of delivery of R&S reports.

Other Services

[Submit Administrative Appeal](#)
 Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC.
[Submit OIG Utilization Review](#)
 Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).
[Submit DSNP Admission Notification File](#)
 Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.
[Message Dashboard \(You have 25 unread messages\)](#)

- 2) A list of provider identifiers that you administer will be displayed. Select the provider identifier for which you want to modify the R&S delivery method.

You are the Provider Administrator for the following Provider Identifiers. Please select a Provider Identifier Number to **Change your Remittance and Status Reports (R&S)/COF delivery method**.

NPI/API Administration

At the NPI/API Administration security level, you can add or remove users who act as administrators for all functions and locations of an NPI/API.

- 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.
- 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.

NOTE: Adding or removing a user from NPI/API Administration may take up to 24 hours.

Select an NPI/API, and then select **Change your Remittance and Status Reports (R&S)/COF delivery method**.

NPI/API

1234567890
 2345678901
 3456789012
 4567890123
 5678901234
 6789012345
 7890123456
 8901234567
 9012345678
 0123456789

Acute Care Administration

At the Acute Care Administration security level, you can add or remove users who administer all functions for the selected Acute Care record of an NPI/API.

- If you add a user as an administrator for a specific Acute Care record of an NPI/API, the user will be able to add or remove users for that Acute Care record of the NPI/API.
- If you remove an administrator of an Acute Care record of an NPI/API, the user will be unable to add or remove users for that NPI/API's specific Acute Care record.

Select a record, and then select **Change your Remittance and Status Reports (R&S)/COF delivery method**.

Acute Care NPI/API	Taxonomy	Benefit Code	Address	Zip
1234567890	193200000X	CSN	123 ABC ST	78901-1234
2345678901	207R00000X	EP1	123 ABC ST	78901-1234
3456789012	193400000X		456 DEF ST	78901-1234

3) Perform one of the following actions:

- To receive future R&S Reports and the COF reports using the download method, click the checkbox next to **I have elected to download the R&S report and the COF report for NPI/API**. Then, click **Change R&S Delivery Method**. These reports are available each Monday on My Account, along with the Electronic Remittance and Status (ER&S) 835 version of the R&S.

To receive your Remittance and Status (R&S) report and the Certification of Funds Claims Information report (COF report) on TMHP.com for:
NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234.

You must agree to the terms and conditions and click **Change R&S report and the COF report Delivery Method** button below you must agree to the terms and conditions and click **Change R&S Delivery Method** button below

I have elected to download the R&S report and the COF report for NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234.

By checking this box, you elect to receive R&S report and the COF report via a download method.

WARNING: Once you choose this option, paper R&S report and the COF report will no longer be available. Your selection of this option should be confirmed and approved by the Financial/Billing Manager for your facility or practice. Election of this option, affects the delivery method of financial information for your NPI/API.

The downloadable version of the R&S report is available each Monday, along with the Electronic Remittance and Status (ER&S) 835 version of the R&S. If you do not currently use the ER&S file, please contact the EDI Helpdesk at 1-888-863-3638 for further information and enrollment procedures for downloading the file.

Upon submission of this form, you should expect your requested R&S report changes to be effective within two R&S report cycles.

- To cancel the option for receiving your R&S reports and the COF report on tmhp.com and to be returned to the paper R&S method, click the checkbox. Then, click **Submit**.

Cancel receiving Remittance and Status (R&S) report and the Certification of Funds Claims Information report (COF report) on TMHP.com for:
NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234.

Please download all R&S reports and the COF report from TMHP.com before canceling this option. Once canceled the R&S report and the COF report will no longer be available.

WARNING: Cancellation of this option should be confirmed and approved by the Financial/Billing Manager for your facility or practice. Cancellation affects the delivery method of financial information of your NPI/API .

By checking this box, you are electing to CANCEL the option for receiving your R&S reports and the COF report on TMHP.com for NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234. You will be returned to the paper R&S method within two financial cycles. Providers currently receiving the TMHP.com / ER&S option will be converted to paper / ER&S option, without interruption of this process.

If you want to continue to receive your R&S on TMHP.com for this NPI/API [click here](#).

Other Services

The following selections are available under the Other Services section in My Account. Remember, administrators and users have different choices in their My Account dashboard.

- Submit Administrative Appeal:** This selection is available to users that have been granted access to the Appeal Submitter permission. Go to the [Modify Permissions](#) section to learn more. Click the link to upload an administrative appeal.

Note: This applies only to Administrative Appeals submitted to HHSC and is not intended for any other appeal process.
- Submit OIG Utilization Review:** This selection is available to users that have been granted access to the Office of Inspector General (OIG) Utilization Review (UR): Provider Upload permission. Go to the [Modify Permissions](#) section to learn more. Click the link to upload documentation for an OIG UR.

Note: This is intended for OIG UR, Hospital Utilization Review (HUR), and Nursing Facility Utilization review (NFUR).
- Submit DSNP Admission Notification File:** This selection is available to administrators. Click the link to upload the Dual Eligible Special Needs Plan (DSNP) Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.
- Message Dashboard:** This selection is available to all users, both administrators and general users. Click the link to access your unread and read messages. To learn more, continue reading the section below.

<http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>
[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
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[Submit DSNP Admission Notification File](#)
 Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.

[Message Dashboard \(You have 25 unread messages\)](#)

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.

Help

TMHP.com Security Enhancement Training Guide: Effective May 26, 2005, TMHP implemented new security features on TMHP.com. A training guide has been developed by TMHP to assist providers during the initial security setup of administrators, users, and permission levels for access to Protected Health Information (PHI). Providers can access the training guide in an Adobe® Portable Document Format (PDF) at [TMHP.com Security Training Guide](#).

Message Dashboard

This My Account feature is a centralized location where users can view messages that are housed from all TMHP applications. Communications appear here based on the type of access a user has within each system.

Different account types receive different types of messages. For example, in PEMS, only NPI administrators receive enrollment-related communications such as enrollment notifications, deficiency letters, approval or denial notices, and Welcome Letters.

On the billing side, TexMedConnect administrators receive billing-related communications for the provider identifiers they manage; however, they do not receive enrollment notifications unless they also serve as an NPI administrator in PEMS.

Other messages relate to topics including but not limited to:

- Enrollment or registration notification, including approvals, denials, deficiencies, and Welcome Letters
- Revalidation reminders
- Other letters

To access the Message Dashboard, click **Message Dashboard** under Other Services.

<http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>
[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
 Modify your method of delivery of R&S reports.

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[Submit DSNP Admission Notification File](#)
 Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.

[Message Dashboard \(You have 25 unread messages\)](#)

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.

The following are actions you can take within the Message Dashboard:

- To organize message information, click the arrows in the table columns named Subject, Physical Address, Sent Date, Provider Name, NPI/API, or PEMS Ticket Request.
- To locate specific messages, use the Search bar. The Search bar function is capable of filtering messages by the information provided in the columns.
- To display more messages on the dashboard, change the quantity on the **Show entries** drop-down menu.
- To view read messages, click the **Read Messages** tab.

Note: Notifications on the Provider Message Dashboard are only viewable for 120 days after the communication was sent.

Note: All account-related communications will trigger an email notification prompting the user to check their Message Dashboard, where the communication is housed. However, providers can also access these messages at any time by navigating directly to their My Account and opening the Message Dashboard; access is not dependent on receiving the email.

Account Settings

The following selections are available under the Account Settings section in My Account. All users and administrators have the same choices in their My Account dashboard.

- **My Profile:** Click the link to modify your profile information.
- **Change Password:** Click the link to change your account password. It is recommended that you do this every 30 days.
Note: Portal users who do not log in for 90 days will have their *accounts deactivated*. Refer to the [Reactivating Inactive TMHP User Accounts](#) section for information on reactivating a deactivated account.
- **Provider Administrator Lookup:** This selection is available to users that have been linked to an active provider identifier. Click the link to identify the account administrator for your provider identifier.

<p>http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf Change your Remittance and Status Reports (R&S)/COF delivery method Modify your method of delivery of R&S reports.</p>
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<p>Account Settings</p> <p>My Profile Modify your profile information.</p> <p>Change Password Change your account password. It is recommended that you do this every 30 days.</p> <p>Provider Administrator Lookup Identify the account administrator for your provider identifiers.</p>
<p>Help</p> <p>TMHP.com Security Enhancement Training Guide: Effective May 26, 2005, TMHP implemented new security features on TMHP.com. A training guide has been developed by TMHP to assist providers during the initial security setup of administrators, users, and permission levels for access to Protected Health Information (PHI). Providers can access the training guide in an Adobe® Portable Document Format (PDF) at TMHP.com Security Training Guide.</p>

My Profile

1) Under Account Settings, click **My Profile**.

<http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>
[Change your Remittance and Status Reports \(R&S\)/COF delivery method](#)
 Modify your method of delivery of R&S reports.

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[Submit OIG Utilization Review](#)
 Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR).

[Submit DSNP Admission Notification File](#)
 Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client.

[Message Dashboard \(You have 25 unread messages\)](#)

Account Settings

My Profile
 Modify your profile information.
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 Identify the account administrator for your provider identifiers.

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2) Update any of the editable fields indicated by a red dot with a valid entry:

- First Name
- Last Name
- Business telephone
- Email
- Confirm Email

3) Click **Update**.

Navigation

TMHP.com
My Account

To change your contact information please fill out the form below and click the **Update Button**:

User Name: Username1 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)

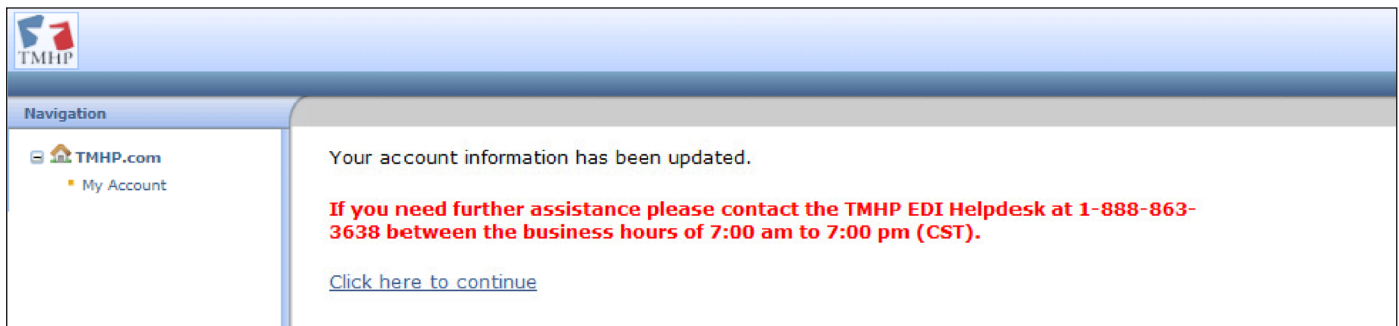
Business telephone: xxx-xxx-xxxx xxxx

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.

Update

4) If all the fields were completed correctly, you will see the following confirmation screen:



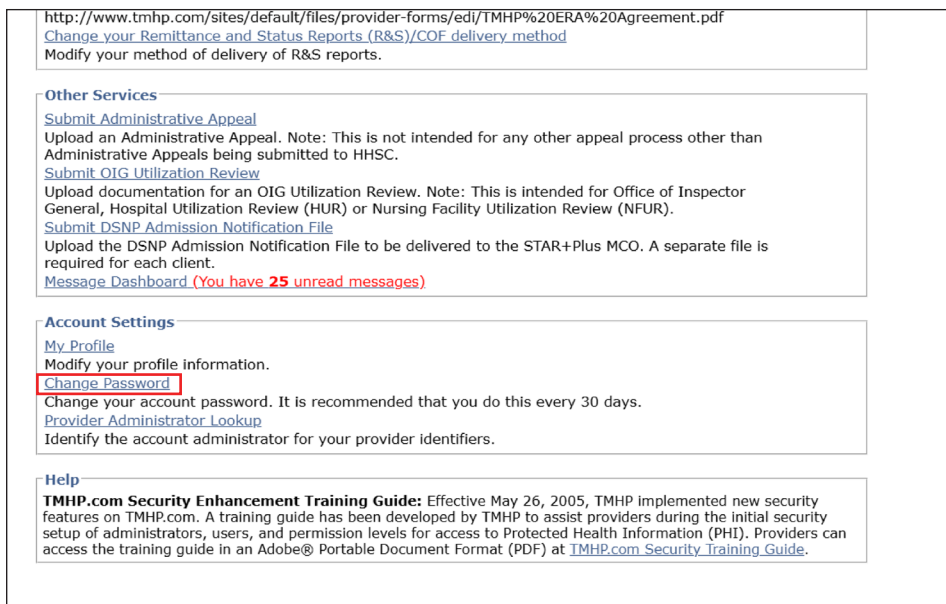
Change Password

To keep your account secure, TMHP recommends that you change your password every 30 days.

Note: Portal users who do not log in for 90 days will have their *accounts deactivated*. Refer to the [Reactivating Inactive TMHP User Accounts](#) section for information on reactivating a deactivated account.

To change an account password, follow these steps:

1) Under Account Settings, click **Change Password**.



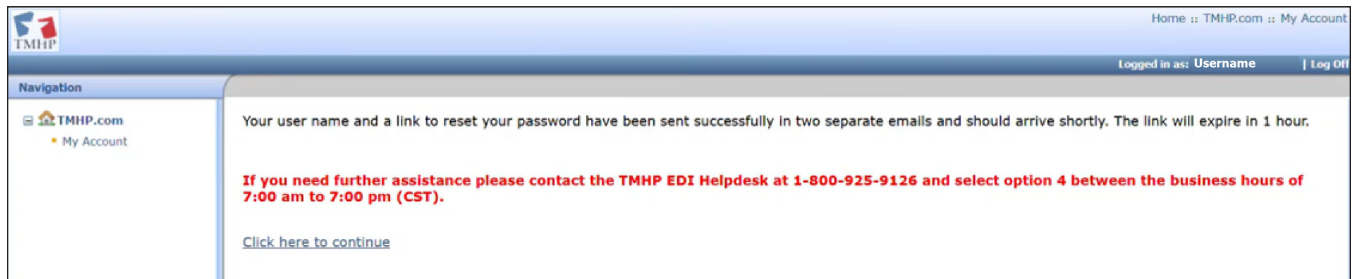
2) The Change Password screen will be displayed. Click **Change Password**.



- 3) You will receive two confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

The emails will have the following subject lines:

- a) Username Information for TMHP.com—This email notifies you that your change password has been initiated and provides your username.
- b) TMHP IAMOnline Your Password Reset (Confidential)—This email notifies you that your change password has been initiated and provides a link to complete the change. You will need to click the **Reset Password** button, which will expire in one hour, and redirects you to the IAMOnline where you will be prompted to complete the password change. For more information on passwords, refer to the [Account Management](#) web page on tmhp.com.



Provider Administrator Lookup

Certain account tasks can only be performed by users who have administrative access to the account. To identify the person(s) currently designated as administrators for a provider account, follow these steps:

- 1) Under Account Settings, click **Provider Administrator Lookup**.

<p>http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf Change your Remittance and Status Reports (R&S)/COF delivery method Modify your method of delivery of R&S reports.</p>
<p>Other Services Submit Administrative Appeal Upload an Administrative Appeal. Note: This is not intended for any other appeal process other than Administrative Appeals being submitted to HHSC. Submit OIG Utilization Review Upload documentation for an OIG Utilization Review. Note: This is intended for Office of Inspector General, Hospital Utilization Review (HUR) or Nursing Facility Utilization Review (NFUR). Submit DSNP Admission Notification File Upload the DSNP Admission Notification File to be delivered to the STAR+Plus MCO. A separate file is required for each client. Message Dashboard (You have 25 unread messages)</p>
<p>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.</p>
<p>Help TMHP.com Security Enhancement Training Guide: Effective May 26, 2005, TMHP implemented new security features on TMHP.com. A training guide has been developed by TMHP to assist providers during the initial security setup of administrators, users, and permission levels for access to Protected Health Information (PHI). Providers can access the training guide in an Adobe® Portable Document Format (PDF) at TMHP.com Security Training Guide.</p>

- 2) A list of the account’s associated provider identifiers will be displayed. If the TMHP user account has administrator rights to multiple NPI and/or API numbers, select the applicable NPI or API to identify the administrator(s) for that account.

Please select a Provider Identifier Number to view the list of Provider Administrators.

NPI/API Administration

At the NPI/API Administration security level, you can add or remove users who act as administrators for all functions and locations of an NPI/API.

- 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.
- 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.

NOTE: Adding or removing a user from NPI/API Administration may take up to 24 hours.

Select an NPI/API, and then select **Provider Administrator Lookup**.

NPI/API

[1234567890](#)
[2345678901](#)
[3456789012](#)
[4567890123](#)
[5678901234](#)
[6789012345](#)
[7890123456](#)
[8901234567](#)
[9012345678](#)
[0123456789](#)

Acute Care Administration

At the Acute Care Administration security level, you can add or remove users who administer all functions for the selected Acute Care record of an NPI/API.

- If you add a user as an administrator for a specific Acute Care record of an NPI/API, the user will be able to add or remove users for that Acute Care record of the NPI/API.
- If you remove an administrator of an Acute Care record of an NPI/API, the user will be unable to add or remove users for that NPI/API’s specific Acute Care record.

Select a record, and then select **Provider Administrator Lookup**.

Acute Care NPI/API	Taxonomy	Benefit Code	Address	Zip
1234567890	193200000X	CSN	123 ABC ST	78901-1234
2345678901	207R00000X	EP1	123 ABC ST	78901-1234
3456789012	193400000X		456 DEF ST	78901-1234
4567890123	193200000X		123 ABC ST	78901-1234
5678901234	193400000X	DE1	123 ABC ST	78901-1234

- 3) A screen with the account administrator’s name and contact information will be displayed.

The screenshot shows the TMHP My Account interface. On the left is a navigation menu with 'TMHP.com' and 'My Account'. The main content area contains instructions on how to identify the account administrator for provider identifiers. It provides a list of administrator names, phone numbers, and email addresses for the NPI/API 1234567890, 1983200000X, 123 ABC ST, 78901-1234.

Refer to the information below to identify the account administrator for the provider identifiers.

To update or add an account administrator for an online portal account, click the [FAQs-Administrator](#) link for frequently asked questions.

Provider Administrators for:
 NPI/API 1234567890, 1983200000X, 123 ABC ST, 78901-1234

Administrator Name	Administrator Phone Number	Administrator Email
John Doe	817-123-4567	John.Doe@email.com
Tarrant County Health	817-369-1215	TarrantCountyHealth@email.com
Joe Schmoe	817-510-1520	JoeSchmoe@email.com
Jane Dorothy	817-714-2128	JaneDorothy@email.com
Peter Piper	817-918-2736	PeterPiper@email.com
Cassie Grande		CassieGrande@email.com

Troubleshooting

Forgotten Username or Password

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

- 1) Go to the [Forgot Password Home Page](#).
- 2) Enter the email address associated with the username and password you want to reset and click **Submit**.
Note: 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.

Enter your email address below. We'll send you two emails, one with your username and another with a password reset link. The password reset link will expire in 1 hour.

*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](#)

- 3) If your email is accepted, you will see a confirmation screen.
- 4) You will receive two confirmation emails. The senders will be Okta and DONOTREPLY and their addresses will be noreply@okta.com and DONOTREPLY@hhs.texas.gov. If you still have not received confirmation emails after 24 hours 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.

The emails will have the following subject lines:

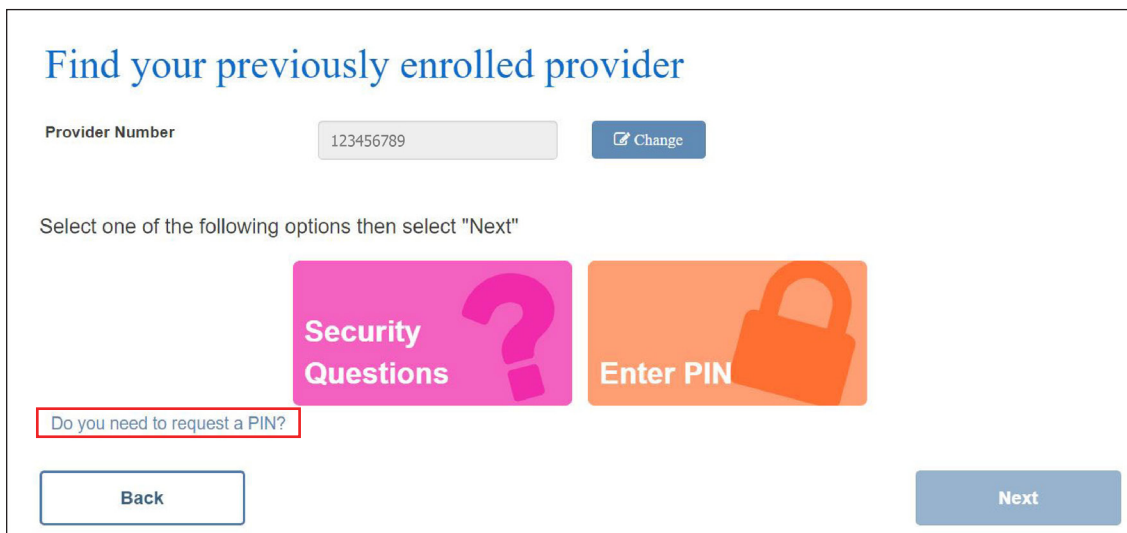
- a) Username Information for TMHP.com—This email notifies you that your change password has been initiated and provides your username.
- b) TMHP IAMOnline Your Password Reset (Confidential)—This email notifies you that your change password has been initiated and provides a link to complete the change. You will need to click the **Reset Password** button, which will expire in one hour, and redirects you to TMHP IAMOnline where you will be prompted to complete the password change. For more information on passwords, refer to the [Account Management](#) web page on tmhp.com.

How to Request a PIN

Users who are linking to a provider identifier for the first time in TMHP My Account will have the option to request a PIN by email or physical mailing address. The LTC provider type has the option of entering a PIN or answering security questions. If a user is linking to an LTC provider and is unable to complete the required security questions, they must request a PIN. When requesting a PIN, users can choose where they want it delivered. TMHP will send it to either the email address or the mailing address already on file.

Note: The only provider type who will not see the option to request a PIN is the NF/Waiver program provider. Instead, they will enter their vendor password provided by EDI and no additional PIN verification will be required. When linked to an NF/Waiver provider number using the vendor password, the user will become the administrator at the same time.


- 1) After you have located your provider, click **Do you need to request a PIN?**




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?

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

- 2) The system will populate a list of addresses to which the PIN can be sent. Select an email or mailing address from the list, then click **Submit**. It can take up to ten business days to receive a PIN by mail.
Note: If the email or mailing address on file is incorrect in any way (e.g., wrong address, misspelled, bad domain, etc.), a PIN cannot be requested until the information has been updated. Providers who have not validated their email address with HHSC will not have the option to request a PIN through email. For more information on updating a physical address, go to the [Request HHSC to Update a Physical Mailing Address as an LTC Provider](#) section if you are an LTC provider type. If you're a PEMS provider type, LTC provider type, or LTSS or similar provider type, reference the Provider Management module of the [PEMS eLearning](#) to learn more about independently updating your email address and physical mailing address within PEMS. If you're a PEMS provider type or an LTSS or similar provider type, go to the [Request TMHP to Update](#)

[an Email Address or Unlink Administrator Accounts](#) section for additional help.

3) After receiving the PIN, click **Enter PIN**. Then click **Next**.

4) Enter the PIN to complete the validation process for Account Activation. Then click **Next**.

How to Answer Security Questions

Security questions are only available to account administrators when they are linking their My Account to an LTC provider. Account administrators can select this option to expedite account setup rather than requesting a PIN. When using the Security Questions method, you must complete multiple fields associated with the provider identifier you are linking to.



After you have looked up the LTC provider/contract number you would like to link to:

- 1) Click **Security Questions**, then click **Next**.

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?

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

2) Enter the following fields:

- **Texas Identification Number**—This is only for LTC providers and matches the data on file for the provider in the TMHP Provider Management database.
- **ICN**—This can be found, for example, on a recently processed Texas Medicaid LTC claim listed on one of the last three weekly R&S Reports you received before the account activation date.

The screenshot shows the TMHP My Account web interface. At the top, there is a navigation bar with the TMHP logo and a 'Logged in as: Log Off' indicator. The main content area is titled 'Find your previously enrolled provider'. It features a 'Provider Number' field containing '123456789' and a 'Change' button. Below this, a prompt asks the user to provide the following information: 'Texas Identification Number' and 'ICN', each with an empty input field. At the bottom of the form, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red border.

3) After answering the security questions, click **Next** to complete the validation process for Account Activation.

Unlocking Locked Accounts

Your TMHP user account may be locked due to too many failed login attempts. If you need to unlock your account, wait at least 30 minutes after your last login attempt. If, after waiting 30 minutes, you are still unable to log in to your account, contact the TMHP EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central time, Monday through Friday.

Reactivating Inactive TMHP User Accounts

If you are unable to log in or reset your password after multiple attempts, your account may have been deactivated. For security purposes, TMHP will deactivate an inactive TMHP user account that has not been accessed for 90 days.

Contact the TMHP EDI Help Desk at 888-863-3638 to reactivate your TMHP user account. TMHP will reactivate the account within five business days of the initial request. For more information on 90 day inactivity, refer to the [Account Management](#) web page on tmhp.com.

Request HHSC to Update a Physical Mailing Address as an LTC Provider

If the physical mailing address on file with My Account is not accurate, LTC providers may contact their HHSC contract manager to update the address in the Centers for Medicare & Medicaid Services (CMS) system:

- 1) Email iddwaivercontractenrollment@hhsc.state.tx.us and request that the incorrect address be updated.
- 2) Once updated, request a PIN by mail with the newly updated physical mailing address.

Request TMHP to Update an Email Address or Unlink Administrator Accounts

You can request TMHP to update information in the following scenarios:

- You cannot access your account but must update your email address.
- The administrator(s) of a provider account must be removed and they cannot remove themselves or there isn't another administrator to remove them.

To request TMHP to update information, follow these steps:

- 1) Complete the [TMHP Portal Request Change Form](#).
- 2) Submit the completed form to TMHP by fax or mail:

Fax: 512-514-4228 or 512-514-4230

Mail: TMHP

Attn: EDI Help Desk MC-B14

PO Box 204270

Austin, Texas 78720-4270

TMHP will notify the provider by phone or fax when the email has been updated or the administrator has been removed from the account.

Note: It can take up to 30 calendar days from the date that the request is received for TMHP to process an account change. For more information about this process or to make an urgent request, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central time, Monday through Friday.

Once an administrator is removed from the account and no other administrators are on the account, the provider must designate a new administrator. This can be done in one of two ways:

- A user with an existing provider account can designate themselves as the administrator for the account by selecting **Administer a Provider Identifier** on their My Account page.
- A new user can create an account for the provider. Whenever an account does not have an administrator, the user that creates the account will be designated as the administrator.

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.