

# VERIFYING AN EMAIL IN PEMS

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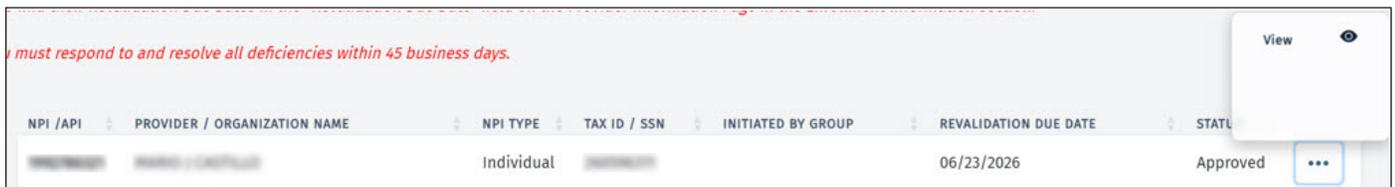
## HOW TO ADD AND VERIFY AN EMAIL ADDRESS



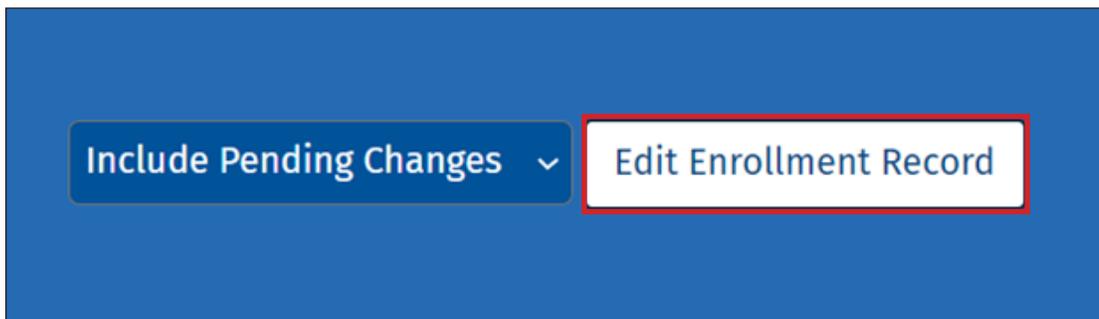
## Verifying an Email in PEMS

To ensure that enrollment notifications are sent to the correct person, confirm that your email address is up to date in PEMS. The Provider Information tab of your NPI Enrollment Record displays an email address field. Follow the steps below to verify an email address. You must be an administrator of the NPI to add an email address in PEMS.

- 1) Log into your TMHP account.
- 2) Click the **Provider Enrollment and Management System** link.
- 3) On the PEMS Dashboard, click the **Provider Management** tab.
- 4) Click **View** to open your enrollment record.



- 5) Click **Edit Enrollment Record** in the upper right corner.



- 6) To add an email address or to verify the email address on file, select **Maintenance – Provider Information – Change Email** from the Request Type drop-down.
- 7) Click **Create Request**. PEMS will display the Provider Information tab.

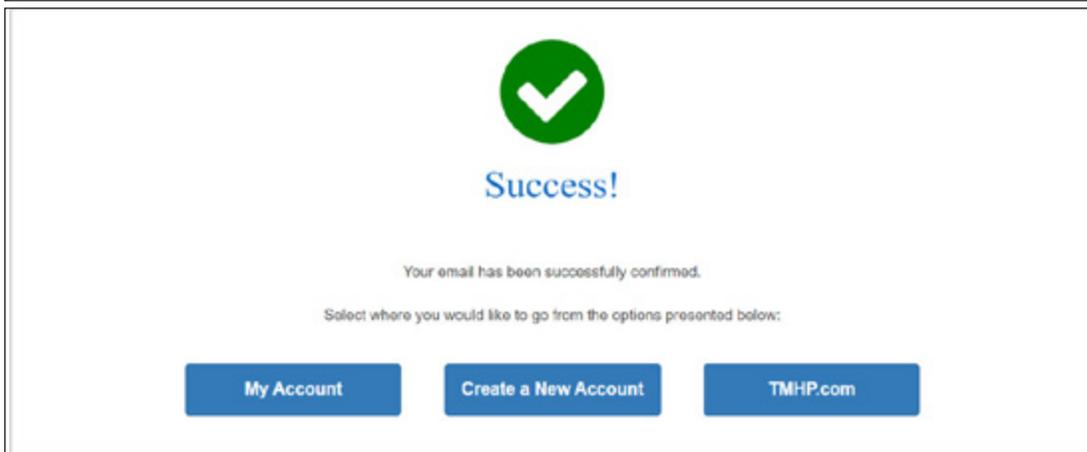
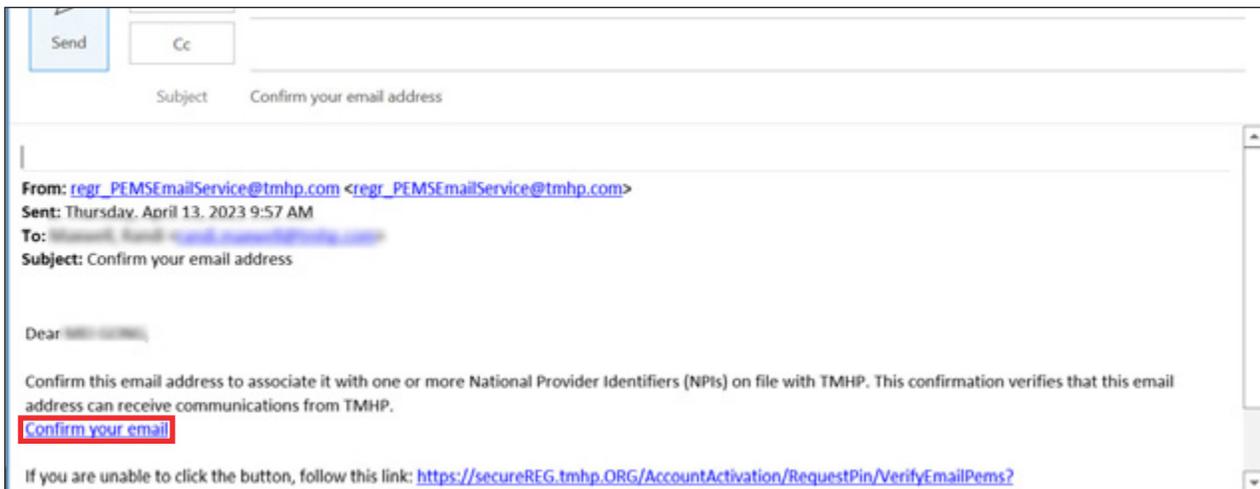


- 8) Scroll down to find the **Primary Email Address** field.
- 9) If the field is empty, enter your email address in the field, and click **Save** at the bottom of the page. If your email address is present but in Unverified status, click **Save** at the bottom of the page. You can add an address in the Secondary Email Address field if desired. This address will also receive enrollment notifications. Adding an email address to the Primary Email Address or the Secondary Email Address field will generate an email to the entered address with a link to verify.

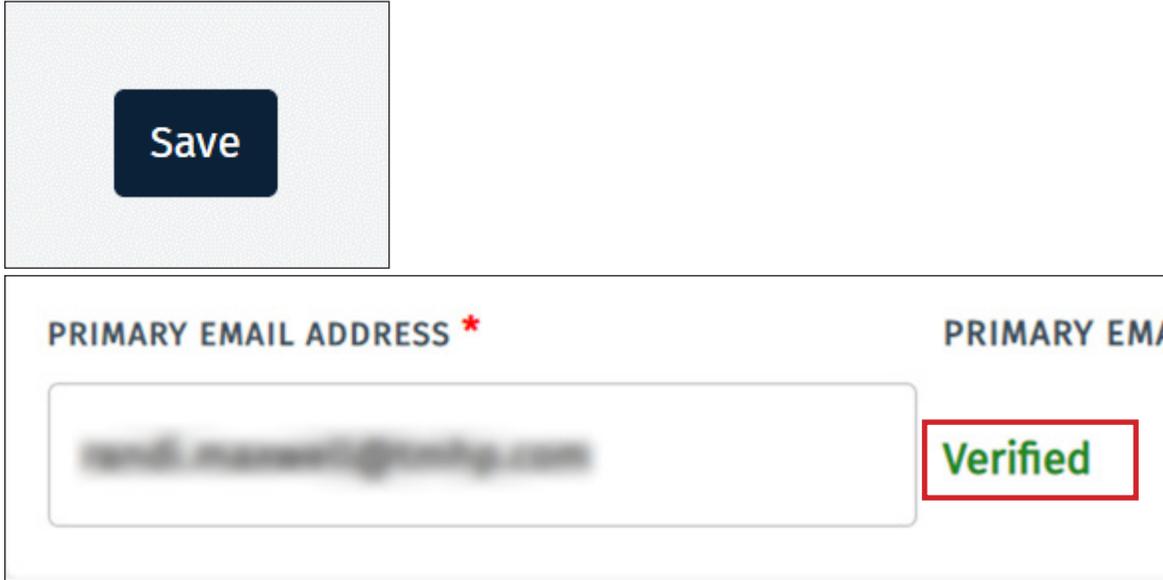
## Verifying an Email in PEMS

PRIMARY EMAIL ADDRESS *	PRIMARY EMAIL STATUS	SECONDARY EMAIL ADDRESS	SECONDARY EMAIL STATUS
<input type="text" value="rand.mason@tmhp.com"/>	Unverified	<input type="text" value="Enter Secondary E-Mail"/>	

10) In your email application, open the email, and click the **Confirm your email** link. An internet browser window will open with a message indicating that the email address has been confirmed.

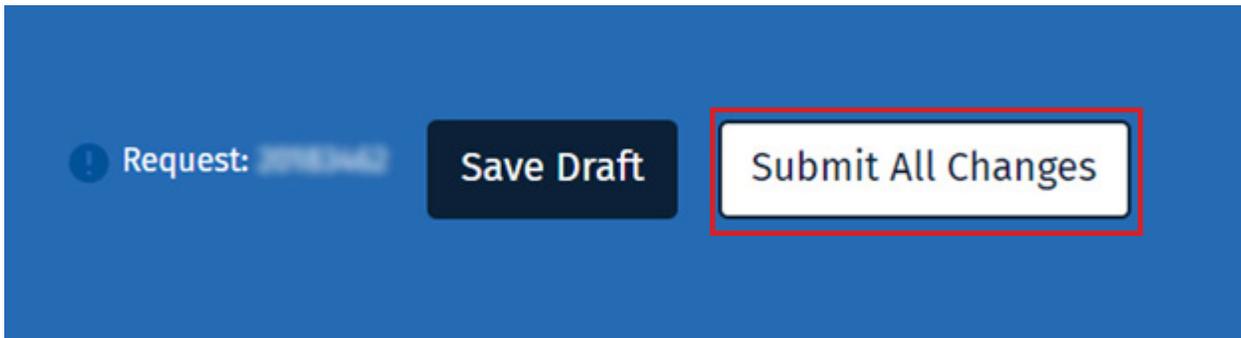


- 11) Go back to PEMS, and click **Save** at the bottom of the page to update the status from Unverified to Verified.

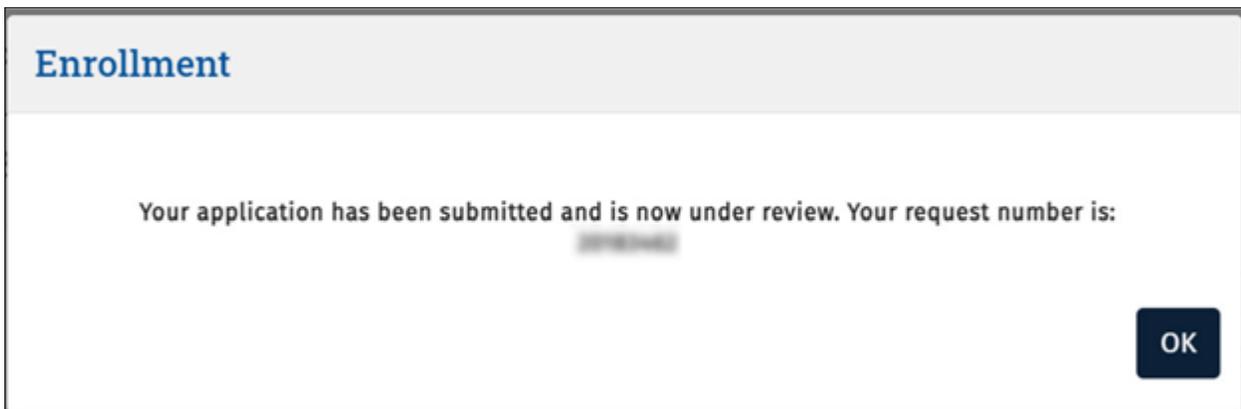


The screenshot shows a dark blue button labeled "Save" on a light gray background. Below it is a form with the label "PRIMARY EMAIL ADDRESS" and a red asterisk. The email address field contains a blurred address. To the right of the field, the text "PRIMARY EMAIL ADDRESS" is partially visible. A red box highlights the word "Verified" in green text.

- 12) Scroll up to the top of the page and click **Submit All Changes** to submit the request. This will link the verified email to the enrollment record for the NPI. PEMS will display a message indicating that the request has been successfully submitted.



The screenshot shows a blue header area with a "Request:" label and a blurred ID. There are three buttons: "Save Draft" (dark blue), "Submit All Changes" (white with a red border), and a partially visible "Cancel" button.



The screenshot shows a light gray header with the word "Enrollment". Below it is a message: "Your application has been submitted and is now under review. Your request number is:" followed by a blurred request number. An "OK" button is in the bottom right corner.

- 13) Go back to the PEMS Dashboard, and click **Requests** at the top of the page to verify the status. You can search for the request by entering the request number or NPI in the search field in the upper right corner. PEMS Maintenance – Provider Information – Change Email requests are approved automatically with the Closed – Approved status. The verified email will now receive enrollment notifications regarding the NPI.



**Note:** If you experience any issues in verifying your email address in PEMS or would like someone to walk you through the process, call our contact center at 800-925-9126.