



HOW TO UPDATE OR VERIFY AN EMAIL ADDRESS IN PEMS TO BE A PEC IN STEPS

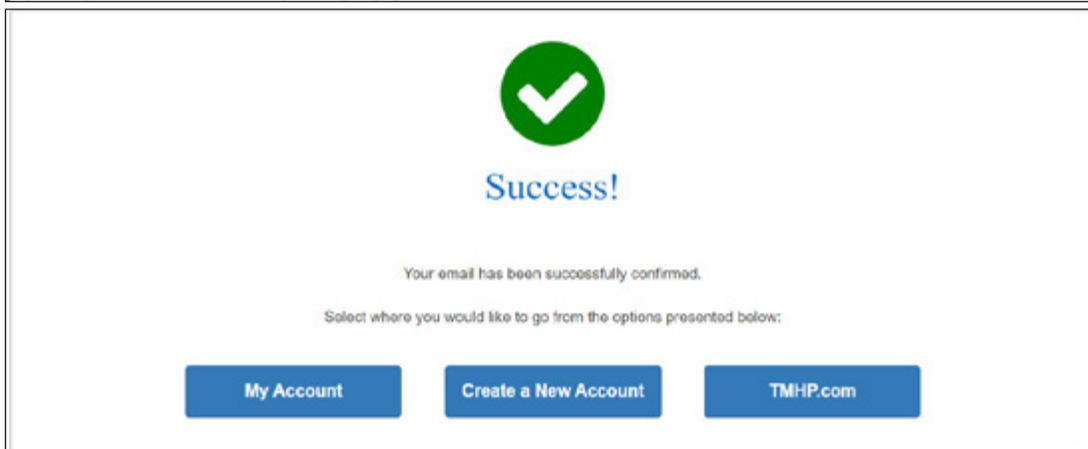
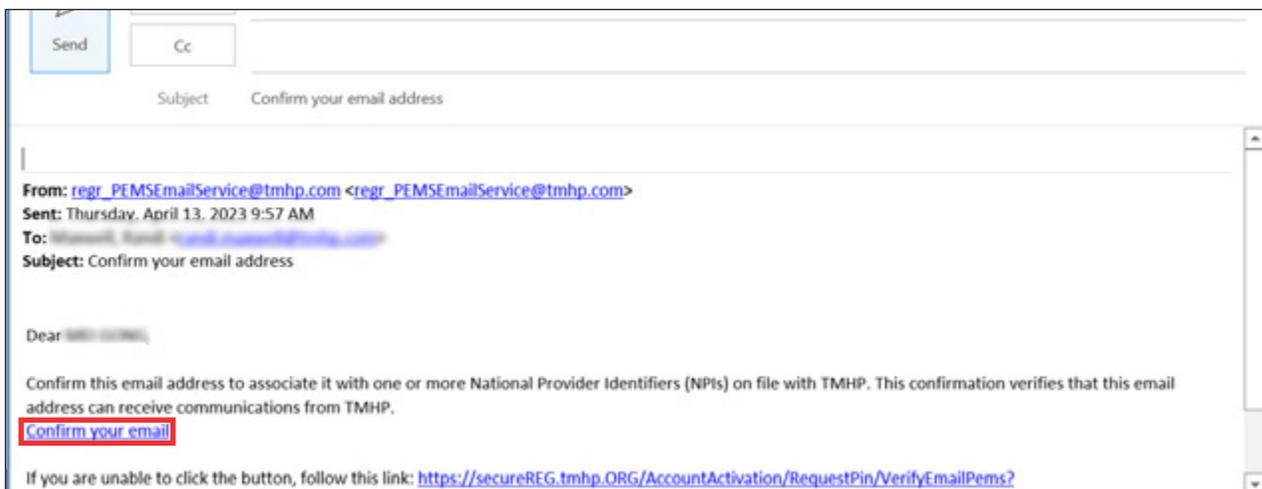


TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

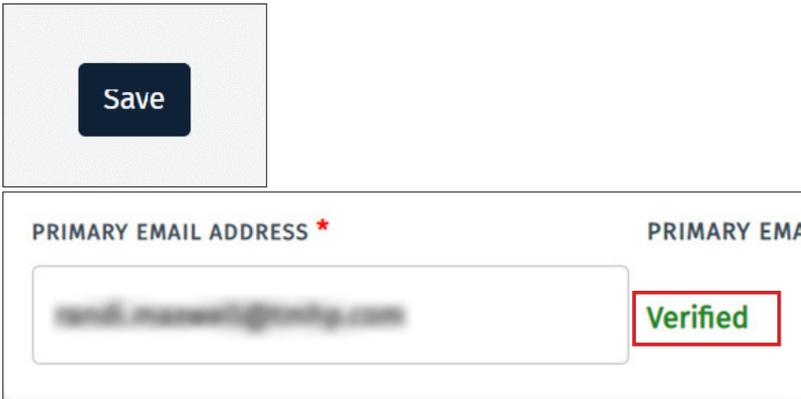
Note: Providers may choose to update their secondary email address as the individual who is primarily responsible for enrollment in order to receive notices and information related to enrollment in PEMS and any other types of email communication from TMHP.

The screenshot shows a form with four main sections: 'PRIMARY EMAIL ADDRESS' with a red asterisk, 'PRIMARY EMAIL STATUS' showing 'Unverified', 'SECONDARY EMAIL ADDRESS' with a placeholder 'Enter Secondary E-Mail', and 'SECONDARY EMAIL STATUS'. A 'Verify Email' button is on the right. Below the form is a large 'Save' button.

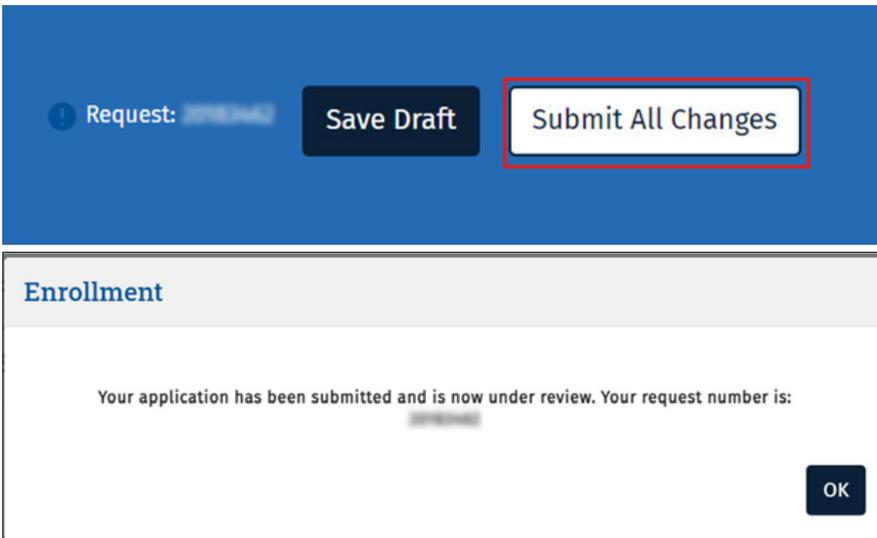
10) In your email application, open the email, and click the **Confirm your email** link. An internet browser window will open with a message indicating that the email address has been confirmed.



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



12) Scroll up to the top of the page and click **Submit All Changes** to submit the request. This will confirm the verified email as the PEC for STEPS. PEMS will display a message indicating that the request has been successfully submitted.



- 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 Closed – Approved status. The verified email will now have administrator access to STEPS. Within 2 business days after the email is updated in PEMS, STEPS will send an email to the updated Primary Entity Contact.



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.

Adding a Location - PEC for a Single Practice Location (for GA-46 Reporting)

- 1) To add a **Location-PEC**, start by navigating to PEMS. Then click the ellipses and click View to see the NPI record that requires the update.

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PemsSuperUser Start New Enrollment View Help

PROVIDER MANAGEMENT

REQUESTS PROVIDER MANAGEMENT Search NPI

For PEMS accessibility support, please contact the TMHP call center at 800-925-9126, Option 3, or your Provider Relations representative at: [Provider Support Services | TMHP](#).

Providers due to revalidate on December 13, 2024, through May 31, 2026, may be eligible for extensions to complete their revalidation in the Provider Enrollment and Management System (PEMS). For the latest updates, visit the [TMHP Provider Enrollment](#) page.

You must respond to and resolve all deficiencies within 165 business days, including reviewing and updating all practice location addresses on the Practice Location Information page.

NPI / API	PROVIDER / ORGANIZATION NAME	NPI TYPE	TAX ID / SSN	INITIATED BY GROUP	REVALIDATION DUE DATE	STATUS
1234567890	TMHP PROVIDER	Organization	11111111		02/03/2031	Approved

View

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

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PemsSuperUser Start New Enrollment View Help

ACUTE CARE PHYSICIANS, LLC

1234567890 | Organization

Include Pending Changes Edit Enrollment Record

- 3) Create the **Request for Maintenance – Practice Location – Demographics**

Maintenance - Practice Location - Demographics Create Request

- 4) Once the request is created, **open the Practice Location(s) that requires the Location-PEC.**

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PemsSuperUser Start New Enrollment View Help

TMHP PROVIDER

1234567890 | Organization

Due in 0 Days Request: 20891034 Include Pending Changes

0 TOTAL DEFICIENCIES

- NPI TAXONOMY INFORMATION
- SERVICES PROVIDED
- PROVIDER INFORMATION
- LICENSES / CERTIFICATIONS / ACCREDITATIONS
- DISCLOSURES
- ACCOUNTING / BILLING

Practice Location Information

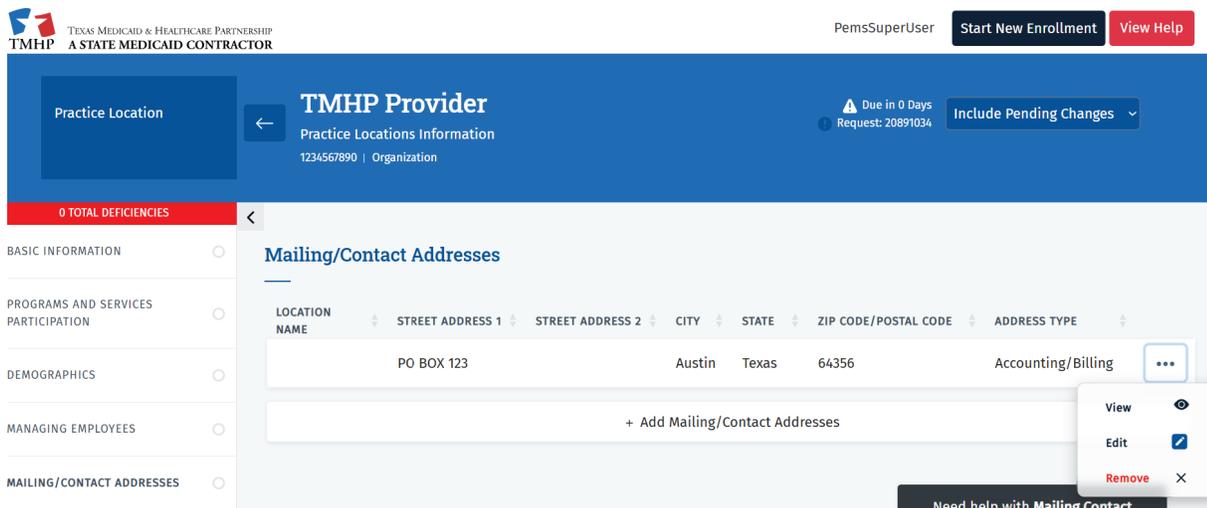
Pending Change Request Number: 20891034

Billing Practice Locations

LOCATION OR GROUP NAME	TYPE	LOCATION	STATUS	REQUEST ACTION
LOCATION 1	Facility	12357 Riata Trace Pkwy, Austin, TX 78727-6423	ENROLLED	Open

Open

- Navigate to the Mailing/Contact Addresses tab and click Edit under the ellipses drop-down menu next to any location that is indicated as Accounting/Billing for the Address Type. If the current mailing Address Type does not indicate “Accounting/Billing”, please navigate to Step 7.



- Scroll down to the bottom to confirm the Contact Type is also listed as “Accounting/Billing” and **enter the Location-PEC’s email address and first and last name.**
- Click **Save** on the bottom.

PHONE NUMBER *

EXT.

FAX NUMBER

Contact Information

CONTACT TYPE *

EMAIL ADDRESS *

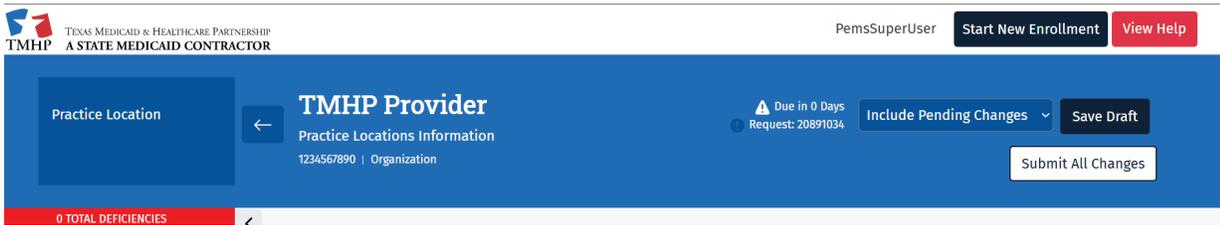
FIRST NAME *

COMPANY/LAST NAME *

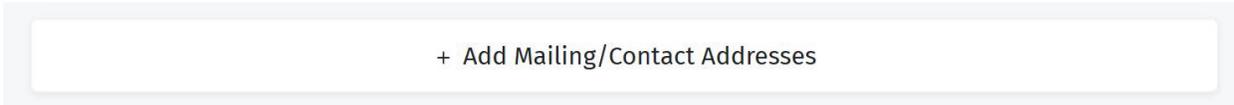
8) Navigate to the Demographics tab.



9) To put in the update, click **Submit All Changes** in the upper-right corner.



10) To add a new Accounting/Billing Segment, click the “+ Add Mailing/Contact Addresses” in the Mailing/Contact Addresses tab.



- 11) Start by selecting “Accounting/Billing” from the drop-down menu and enter the address of the Accounting/Billing Area. Then click Verify Address below this. If the address cannot be verified, use the checkbox labeled “Continue with Address Entered.”

Address Information

<p>ADDRESS TYPE *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Accounting/Billing</div>	<p>LOCATION NAME</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Location-PEC Information</div>
<p>ADDRESS LINE 1 *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">12357 RIATA TRACE PKWY</div>	<p>ADDRESS LINE 2</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Enter Street Address 2</div>
<p>CITY *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">AUSTIN</div>	<p>STATE *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">TX - Texas</div>
<p>ZIP CODE *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">78727</div>	<p>ZIP CODE +4</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">6423</div>

Verify Address

Continue with address entered

- 12) Enter the phone number below the address. Then continue by choosing “Accounting/Billing” as the Contact Type and **entering the Location-PEC’s email address and first and last name. After entering all the required fields, click Save on the bottom.**

<p>PHONE NUMBER *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">5555555555</div>	<p>EXT.</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Phone Number Extension</div>	<p>FAX NUMBER</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Fax Number</div>
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Contact Information

<p>CONTACT TYPE *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Accounting/Billing</div>	<p>EMAIL ADDRESS *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">location-pec@email.com</div>
<p>FIRST NAME *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Location</div>	<p>COMPANY/LAST NAME *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">PEC</div>

Save

13) Navigate to the Demographics tab.



14) Click **Submit All Changes** in the upper-right corner to submit the request for the update.



15) Once the request has been submitted, confirm the status by navigating to the Requests tab in the PEMS dashboard. Locate the request by searching for the NPI or request number. The status should indicate “Closed-Approved,” which will signal the update has successfully taken place. Within 2 business days after the contact information email is updated in PEMS, STEPS will send an email to the updated assigned entity.

