

# Portal Security Training Manual

## A Guide to Secure Portal Account Management



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

This guide is intended for new and existing providers, enrolled in Health and Human Services Commission's (HHSC's) Medicaid and non-Medicaid programs, who would like to learn how to create and manage TMHP User Accounts linked to their National Provider Identifier (NPI) or Atypical Provider Identifier (API) so they can access the secure functions of the TMHP website.

This includes, but is not limited to:

- Access to client eligibility information
- Access to electronic claims submission tools
- Access to provider enrollment tools

Each TMHP User Account will be controlled and monitored by an account administrator. The initial TMHP User Account that is created or accessed during account activation for the provider identifier in question is given administrative rights to that provider identifier. Account administrators must administer access to these secure pages, which contain protected health information (PHI), for any associated TMHP User Accounts.

**Note:** *Providers who would like to access PHI must complete the enrollment process, and activate their TMHP User Account or utilize an existing TMHP User Account.*

### 1.1 Terms to Know

- TMHP User Account - a secure, password protected account that allows providers to access secure tools found on the TMHP website.
- Account Administrator - a TMHP User Account that has elevated administrative permissions to one or more associated TMHP User Accounts.
- General User - a TMHP User Account that does not have elevated administrative permissions.
- Provider Identifier - an NPI or API.
- My Account - the tool used to manage a TMHP User Account.

### 1.2 Account Administrator Responsibilities

This guide includes information such as identifying an account administrator, removing an administrator when there are no other active administrators on the account, and having TMHP update an email address if the user is unable to access an account. Refer to the [Basic Tasks for Managing an Account on the TMHP Secure Provider Portal](#) job aid for assistance with other TMHP User Account tasks not covered in this document.

Once a TMHP User Account has been established, its account administrator has a responsibility to:

- Control access to all associated TMHP User Accounts and regularly update PHI.



- Control user activity by assigning permissions to individual associated TMHP User Accounts.
- Assign or remove administrative and general user permissions.
- Create or delete TMHP User Accounts.
- Associate or disassociate new or existing provider identifiers.
- Grant access to billing services and clearinghouses.

As mentioned above, once a user has administrator rights, they will be able to update permissions of *other* linked user accounts, including revoking their administrator rights. Providers should exercise caution in assigning administrator rights to other TMHP User Accounts.

New users will not be able to make themselves an administrator of a provider identifier that already has an administrator. New users will need to contact the existing account administrator for that provider identifier to modify the existing permissions.

**Note:** *For accounts with multiple users, it is recommended to set up two users with administrative rights. For example, four employees are submitting prior authorization requests for a physician. At least two of the four employees would need administrator accounts. The two remaining employees would need their own unique general user accounts.*

## 1.3 General User Responsibilities

General user capabilities and roles vary and are determined by the account administrator. Refer to [Section 3.3](#) of this document for a description of each functional capability and refer to your account administrator for questions about your role as a general user.

General users have a responsibility to:

- Inform the administrator when access is required.
- Inform the administrator when access is no longer required.
- Maintain the privacy and security of all health-care information.



## 2.0 Account Activation

Providers who would like to access the secure functions of TMHP.com must activate their provider identifier for online use and associate it to a TMHP User Account. The TMHP User Account that is used during activation will receive administrator rights to that provider identifier, unless one already exists. Having administrative rights will allow the user to gain access to the secure functions of the TMHP website.

All new users who request access to a NPI/API that has an active account administrator must contact the account administrator for that NPI/API and ask the administrator to give them the required access. To identify the account administrator(s), refer to the quick reference guide in [Section 1.2](#) of this manual.

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

TMHP recommends that any new providers who are navigating the enrollment process see the following sections, respectively:

- [Section 2.2](#) - Activate an Existing Provider Identifier and Create a New TMHP User Account.
- [Section 2.4](#) - How to Request a Personal Identification Number (PIN).
- [Section 2.3](#) - Activate an Existing Provider Identifier with an Existing TMHP User Account.

**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 provide the appropriate access rights.*

## 2.1 Create a Provider Enrollment Account

Select this option if you are creating a new Provider Administrator account for purposes of enrolling as a new Texas Medicaid and other state health-care program provider, and you do not need to link your account to an actively enrolled Texas Medicaid and other state healthcare programs provider. Once you have created an account, you may sign into My Account and enroll new provider(s).

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

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

Why are you creating a new account?

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

**Create a Provider Enrollment Account.**

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

Select type of provider from the options below:

Create Account and link to a Long Term Care provider

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

Create Account and link to a PEMS provider

Create Account and link to an LTSS or similar provider

Next

- 2) Fill in all of the required account information indicated by a red dot. Review the Terms and Conditions and click the **I agree to these terms** check box. Confirm you are not a robot and click **Submit**.

## Create New Account

<b>User Name</b> Must be a different than your EDI Submitter ID	<input type="text" value="User123"/>	6-20 characters(no spaces or special characters)
<b>First Name</b>	<input type="text" value="John"/>	(no special characters)
<b>Last Name</b>	<input type="text" value="Smith"/>	(no special characters)
<b>Business Telephone</b>	<input type="text" value="555-555-5555"/>	XXX-XXX-XXXX
<b>Email</b>	<input type="text" value="johnsmith@gmail.com"/>	To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today
<b>Confirm Email</b>	<input type="text"/>	Retype email address. Do not copy and paste
<b>Password</b>	<input type="password"/>	8-20 characters(no spaces)
<b>Confirm Password</b>	<input type="password"/>	Retype password. Do not copy and paste


**General Terms and Conditions**

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

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









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

**I agree to these terms**

I'm not a robot   
reCAPTCHA  
Privacy - Terms



3) Three confirmation emails with the following subject lines will be sent to you:

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

**TMHP website Account Information** - Informing you that your account creation was successful, with your user name included.

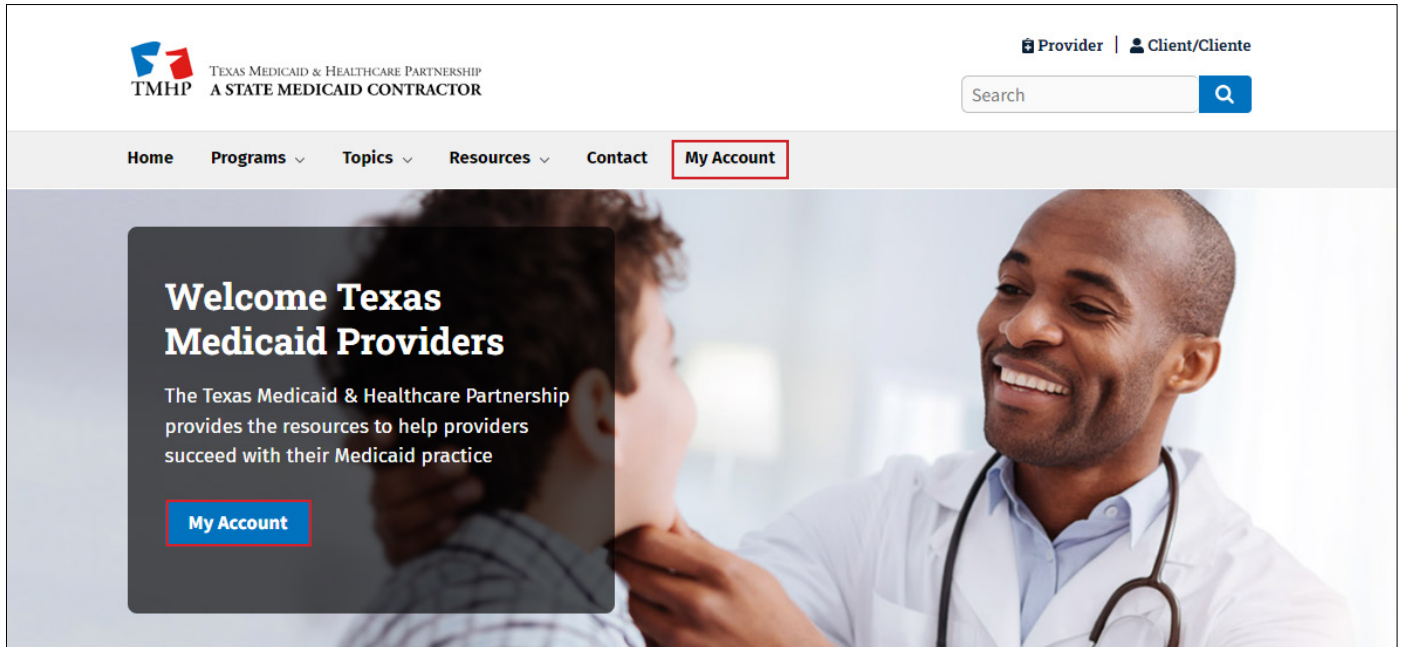
**New permissions on TMHP.com** - Informing you of your permission level and its description.

**New Administrator on TMHP.com** - Informing you that you are the new administrator for the account, with your contact information included.

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

At this point, the new TMHP User Account has been created.

- 4) Log in to My Account on tmhp.com to begin the provider enrollment process. You will use the username and password you chose during account creation.



- 5) In My Account, under the Manage Provider Accounts section, click **Provider Enrollment and Management System (PEMS)** and follow the prompts to enroll.

**Manage Provider Accounts**

- [Administer a Provider Identifier](#)  
Become a Provider Administrator for a Provider Identifier (authorization required).
- [Administer a Provider Enrollment Transaction](#)  
Open the provider enrollment application
- [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.

Additional information regarding provider enrollment using PEMS may be found in the [PEMS CBT](#). You will be directed to the Learning Management System (LMS). Log into your LMS user account or create a new user account. New visitors to the LMS must create a user account to access the CBT.

## 2.2 Create an Account and Link to a Provider

Select this option if you are creating a new Provider Administrator account and wish to link this account to an actively enrolled NPI/API.

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

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

Why are you creating a new account?

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

**Create a Provider Enrollment Account.**

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

Select type of provider from the options below:

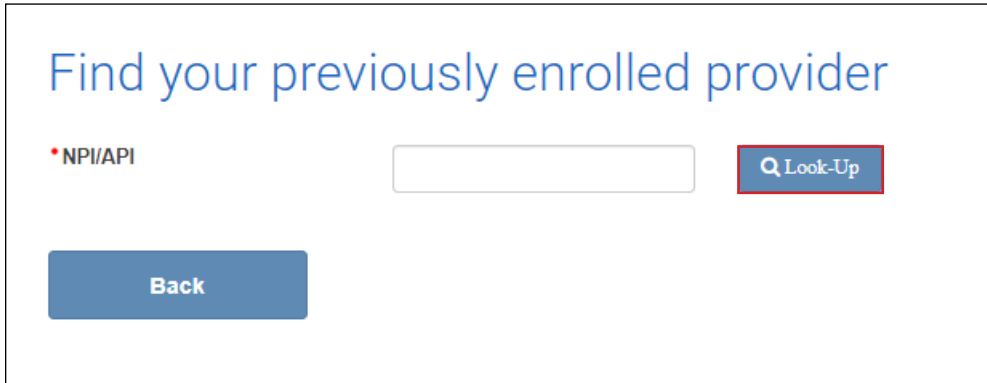
<b>Create Account and link to a Long Term Care provider</b>	<b>Create Account and link to a Nursing Facility/Waiver Program provider</b>	<b>Create Account and link to a PEMS provider</b>
	<b>Create Account and link to an LTSS or similar provider</b>	

**Next**

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



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



Find your previously enrolled provider

\*NPI/API

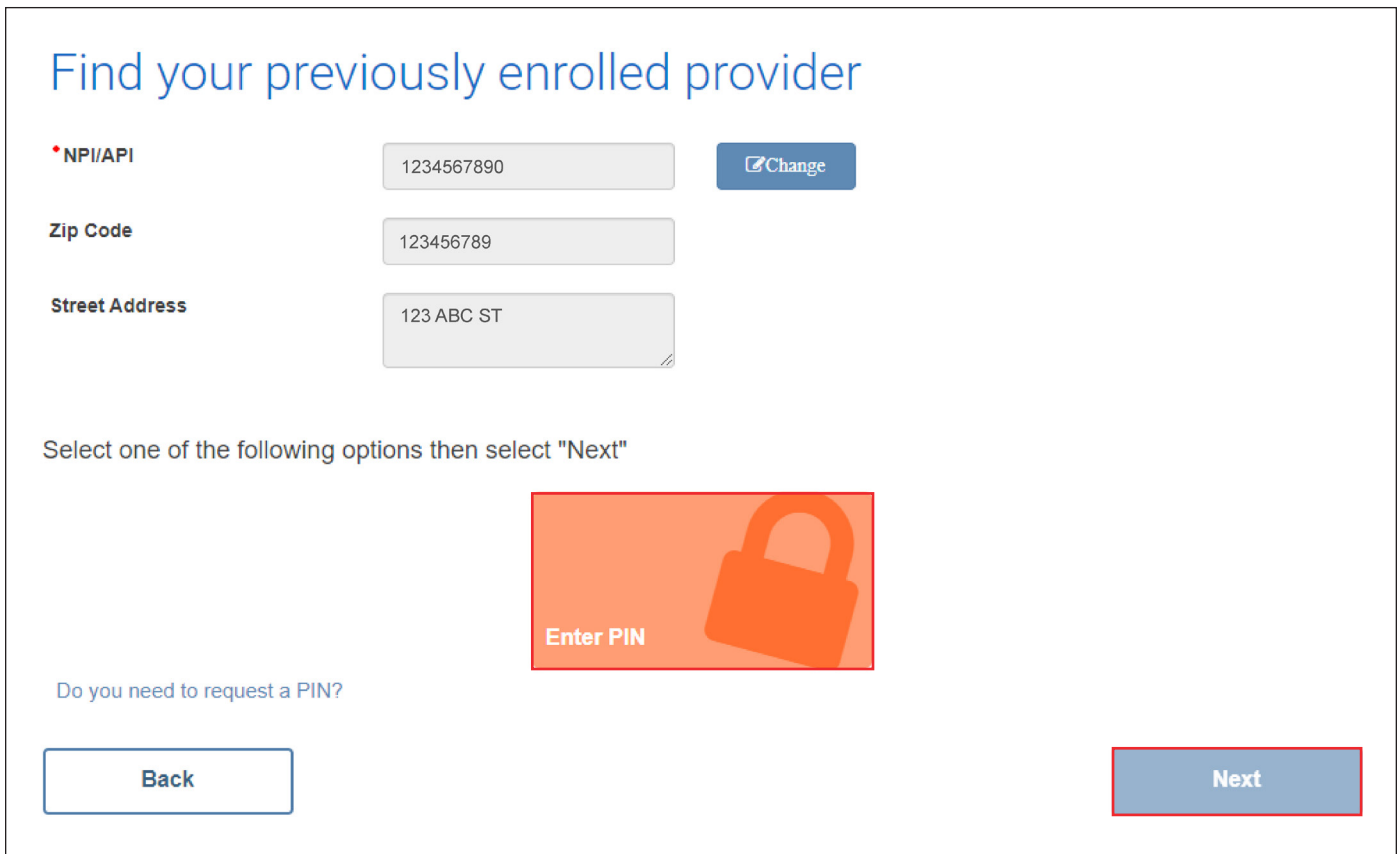
Q Look-Up

Back

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

**Note:** If you are unable to locate your NPI/API or if incorrect information is populated in any of these fields, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

3) After verifying the information, you have the option to enter a PIN to link your account with your designated provider. First time users will need to request a PIN.



Find your previously enrolled provider

\*NPI/API  Change

Zip Code

Street Address

Select one of the following options then select "Next"

Enter PIN

Do you need to request a PIN?

Back Next

**Note:** For more information about requesting a PIN, refer to [Section 2.4](#).

4) Once you've entered in a PIN, 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?

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

- 5) Fill in all of the required account information indicated by a red dot. Review the Terms and Conditions and click the **I agree to these terms** check box. Confirm you are not a robot and click **Submit**.

## Create New Account

<ul style="list-style-type: none"> <li>• <b>User Name</b> Must be a different than your EDI Submitter ID</li> <li>• <b>First Name</b></li> <li>• <b>Last Name</b></li> <li>• <b>Business Telephone</b></li> <li>• <b>Email</b></li> <li>• <b>Confirm Email</b></li> <li>• <b>Password</b></li> <li>• <b>Confirm Password</b></li> </ul>	<input style="width: 90%;" type="text" value="User123"/> <input style="width: 90%;" type="text" value="John"/> <input style="width: 90%;" type="text" value="Smith"/> <input style="width: 90%;" type="text" value="555-555-5555"/> <input style="width: 90%;" type="text" value="johnsmith@gmail.com"/> <input style="width: 90%;" type="text"/> <input style="width: 90%;" type="text"/> <input style="width: 90%;" type="text"/>	<p>6-20 characters(no spaces or special characters)</p> <p>(no special characters)</p> <p>(no special characters)</p> <p>XXX-XXX-XXXX</p> <p>To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today</p> <p>Retype email address. Do not copy and paste</p> <p>8-20 characters(no spaces)</p> <p>Retype password. Do not copy and paste</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

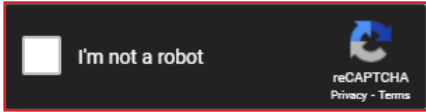
• **General Terms and Conditions**

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

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

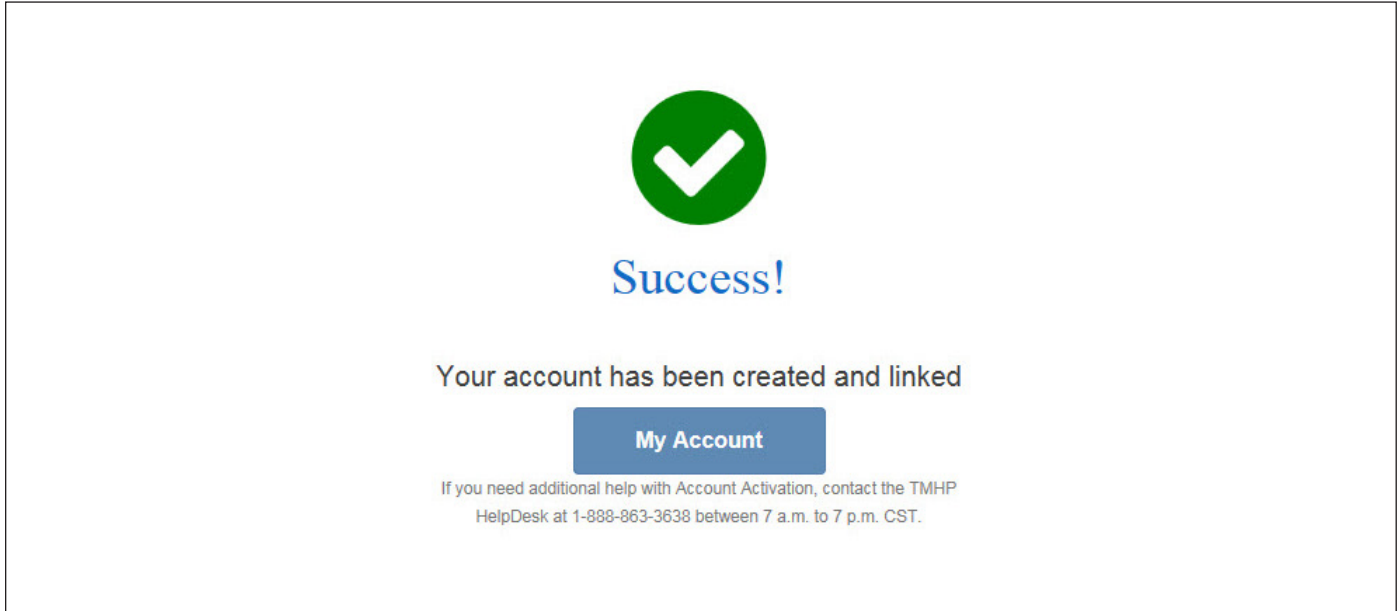
• I agree to these terms



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











6) If successful, the following message screen will appear.



**Note:** If unsuccessful, the following message will appear - *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 please call Customer Service for technical support at 888-863-3638.*

7) Three confirmation emails with the following subject lines will be sent to you:

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

**TMHP website Account Information** - Informing you that your account creation was successful, with your user name included.

**New permissions on TMHP.com** - Informing you of your permission level and its description.

**New Administrator on TMHP.com** - Informing you that you are the new administrator for the account, with your contact information included.

**Note:** *The TMHP User Account that is used during activation will receive administrator rights to that provider identifier. If you still have not received the confirmation emails after 15 minutes 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.*

At this point, the new TMHP User Account has been created.

## 2.3 Add an Existing Provider to an Existing Account

Adding an existing provider identifier to an existing TMHP User Account is very similar to the creation of a new account. The difference is that the provider is activated under an existing TMHP User Account instead of creating a new one.

- 1) On the My Account page, click **Administer a Provider Identifier**.

**Manage Provider Accounts**

**Administer a Provider Identifier**

Become a Provider Administrator for a Provider Identifier (authorization required).

[Administer a Provider Enrollment Transaction](#)  
Open the provider enrollment application

[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


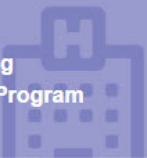

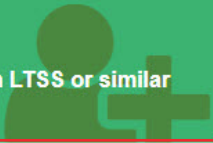
[Enroll to receive Electronic Remittance Advice \(ERA\)](#)  
Enroll to receive Electronic Remittance Advice 835 file. Form must be completed, printed, and faxed as instructed. Note: To modify or cancel existing ERA Enrollment select link:  
<http://www.tmhp.com/sites/default/files/provider-forms/edi/TMHP%20ERA%20Agreement.pdf>

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

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

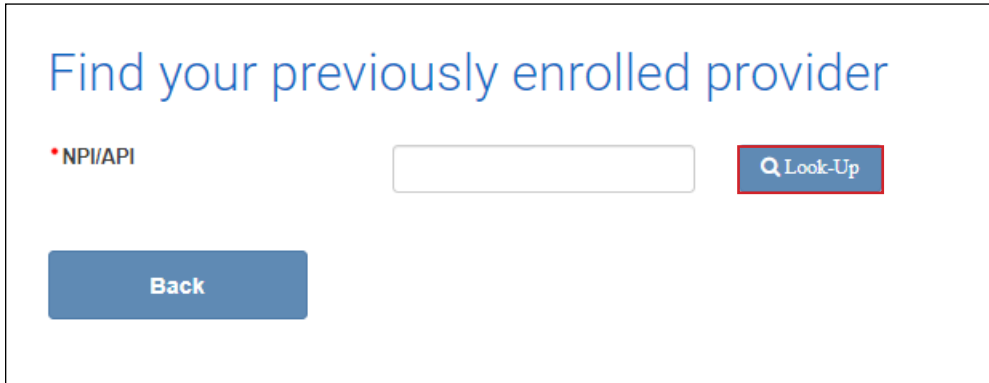
Please select the type of provider you would like to link your account to.

Become Administrator for an Existing Enrolled Medicaid Provider

 <p>Link to a Long Term Care provider</p>	 <p>Link to a Nursing Facility/Waiver Program provider</p>	 <p>Link to a PEMS provider</p>
	 <p>Link to an LTSS or similar provider</p>	

**Next**

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

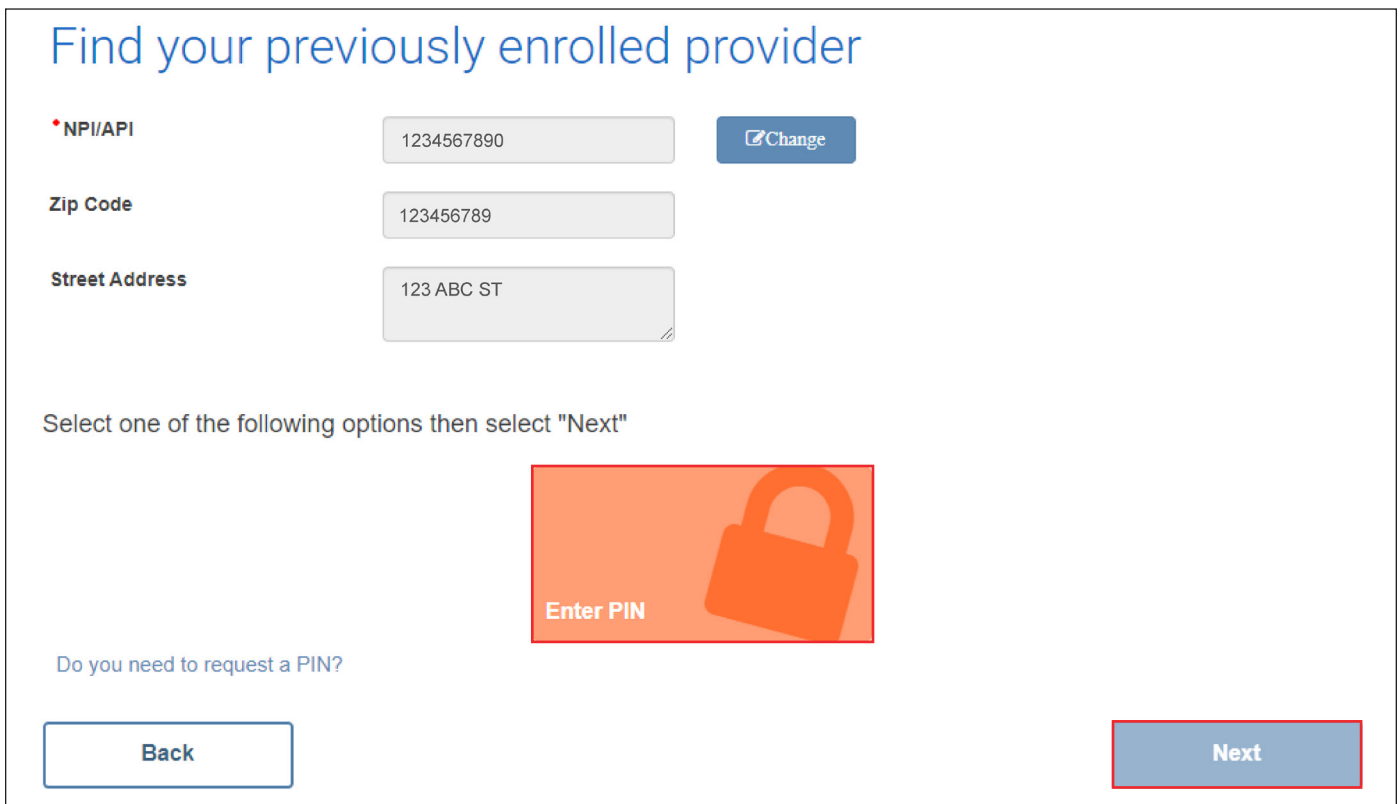


The screenshot shows a search interface with the title "Find your previously enrolled provider". It features a text input field labeled "NPI/API" with a red asterisk, a "Q Look-Up" button, and a "Back" button.

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

**Note:** If you are unable to locate your NPI/API or if incorrect information is populated in any of these fields, call the EDI Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Time, Monday through Friday.

- 4) After verifying the information, you have the option to enter a PIN to link your account with your designated provider. First time users will need to request a PIN.



The screenshot shows the same search interface as above, but with additional fields for verification: "NPI/API" (1234567890), "Zip Code" (123456789), and "Street Address" (123 ABC ST). A "Change" button is next to the NPI/API field. Below the fields, it says "Select one of the following options then select 'Next'". There is a large orange box with a padlock icon and the text "Enter PIN". At the bottom, there is a "Do you need to request a PIN?" question and two buttons: "Back" and "Next".

**Note:** For more information about requesting a PIN, refer to [Section 2.4](#).

5) Click **Next**, once you've entered in a PIN.

## 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?

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

- 6) Validate all of the required information indicated by a red dot. Review the Terms and Conditions and click the **I agree to these terms** check box. Then, click **Link Provider Number**.

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

<ul style="list-style-type: none"> <li>• <b>User Name</b></li> <li>• <b>First Name</b></li> <li>• <b>Last Name</b></li> <li>• <b>Business telephone</b></li> <li>• <b>Email</b></li> <li>• <b>Confirm Email</b></li> </ul>	<input type="text" value="ExtUser5"/> <input type="text" value="Ext"/> <input type="text" value="Userfive"/> <input type="text" value="123-123-1234"/> <input type="text" value="ExtUser5@tmhp.com"/> <input type="text" value="ExtUser5@tmhp.com"/>	<p>(no special characters)</p> <p>(no special characters)</p> <p>xxx-xxx-xxxx</p> <p>To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today</p> <p>Retype email address. Do not copy and paste</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

• **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.

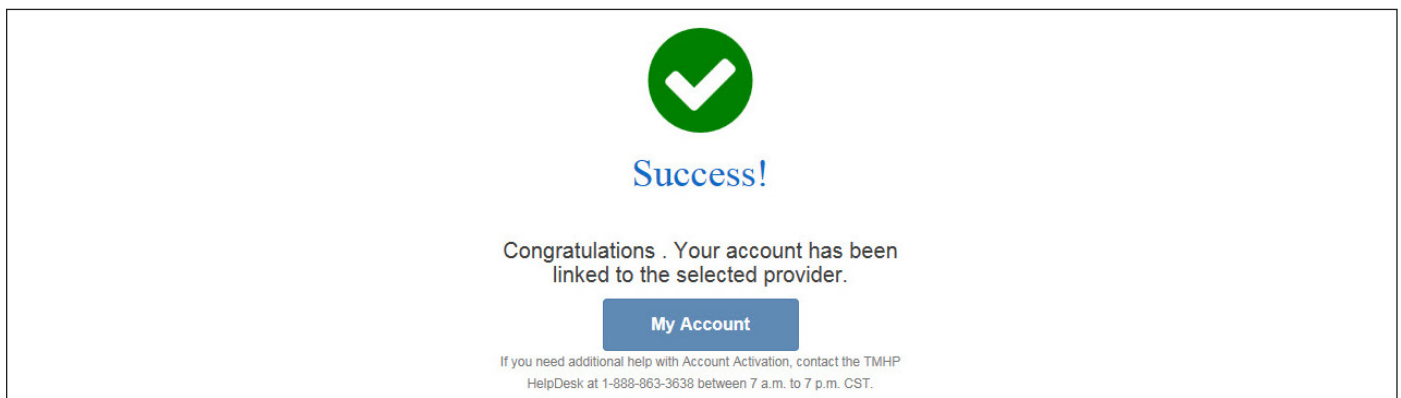
**Account Information and Password Protection**  
 When you create a Provider Administrator account or activate your account, you will be assigned a user name and you will select a password so that you can access your account with us. You agree that you will keep this information confidential.

**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](#)

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





## 2.4 How to Request a Personal Identification Number (PIN)

Users who are unable to complete the required security validation process online must request a PIN. Users will be asked to select the appropriate email or mailing address from those on file with TMHP. The PIN will be sent to the physical or email address selected.

**Note:** All providers must use the PIN process to link their NPI to their TMHP User Account. Providers who have not validated their email with HHSC will not have the option to request a PIN via email.

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

Select one of the following mailing options then select "Next"

Do you need to request a PIN?

Back

Next

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

### Request a PIN

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

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

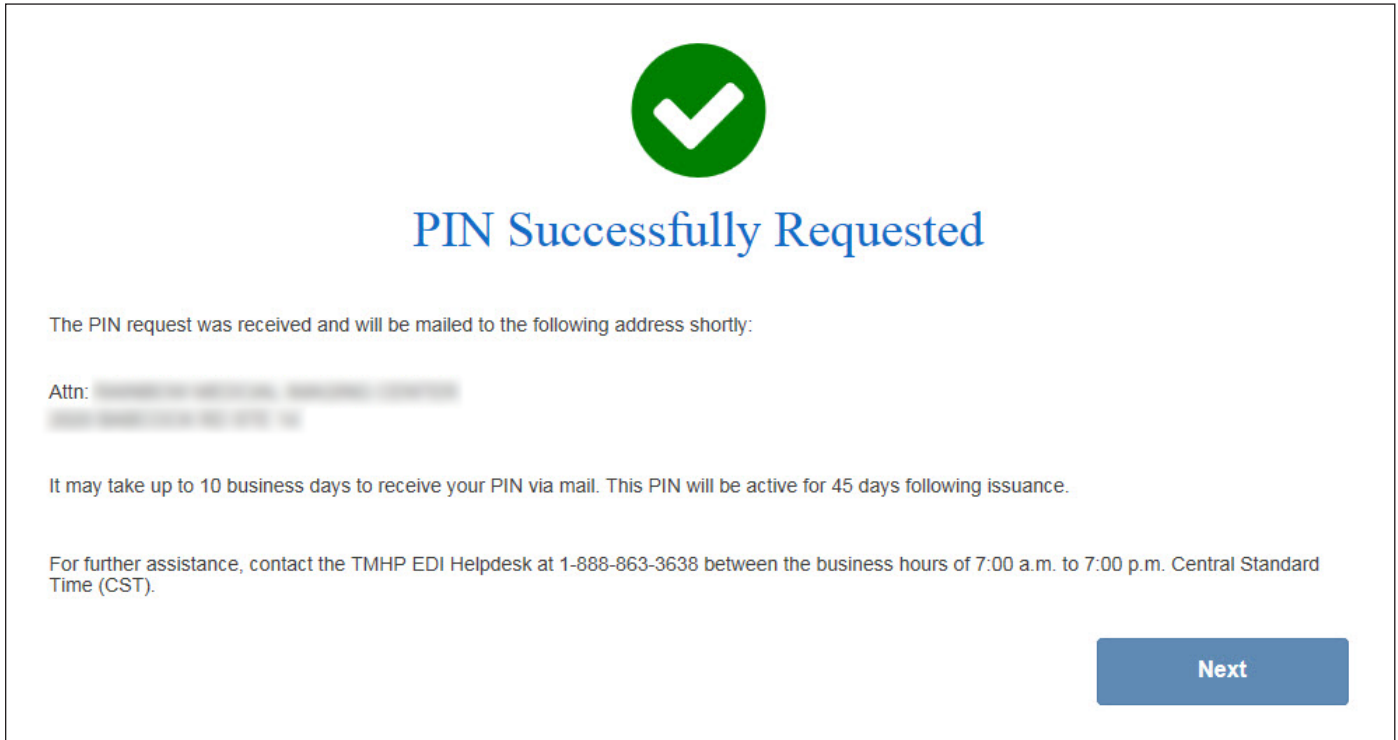
[Blurred Email Address]

Submit

Don't see the address desired? [Click here](#) to access Provider Information Change form and request an update to the provider's data.

**Note:** If the email or mailing address on file is incorrect in any way (e.g. altogether wrong address, misspelled, bad domain, etc.), a PIN cannot be requested until the information has been updated. Click **Click here** shown in the above image to fill out a [Provider Information Change \(PIC\) form](#) and submit it to TMHP, to update the incorrect address/email. It can take up to 10 business days, after updating the correct information, to receive a PIN by mail.

3) If successful, the following message screen will appear.



**Note:** If unsuccessful, the following message will appear - *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 please call Customer Service for technical support at 888-863-3638.*

4) After receiving the PIN, click **Enter PIN** and enter the PIN to complete the validation process for Account Activation.

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

The current Account Administrator can manage their TMHP User Account's permissions from the My Account screen. Additional Administrators and TMHP User Accounts can also be added from this screen. Administrators and Users have different choices in the My Account screen.

### Administrator Choices

#### Manage Provider Accounts

##### [Administer a Provider Identifier](#)

Become a Provider Administrator for a Provider Identifier (authorization required).

##### [Administer a Provider Enrollment Transaction](#)

Open the provider enrollment application

##### [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.

### User Choices

#### Account Settings

##### [My Profile](#)

Modify your profile information.

##### [Change Password](#)

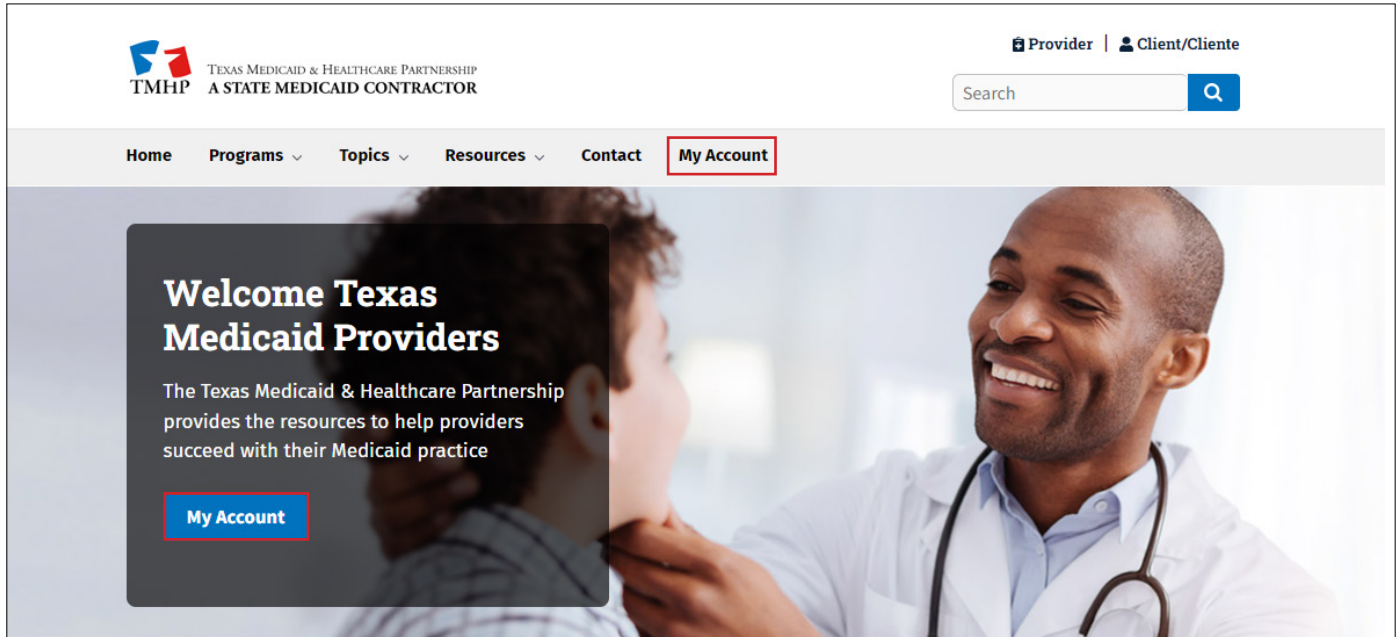
Change your account password. It is recommended that you do this every 30 days.

##### [Provider Administrator Lookup](#)

Identify the account administrator for your provider identifiers.

## 3.1 Navigating to My Account

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



- 2) Log in using the Sign in pop up.

A sign-in pop-up form with the title "Sign in to access this site" and the text "Authorization required by https://secure.tmhp.com". It contains two input fields: "Username" and "Password". At the bottom right, there are two buttons: "Sign in" (blue) and "Cancel" (grey).

## 3.2 Create a New User

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

**Manage Provider Accounts**

[Administer a Provider Identifier](#)  
Become a Provider Administrator for a Provider Identifier (authorization required).

[Administer a Provider Enrollment Transaction](#)  
Open the provider enrollment application  
[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.

- 2) If the TMHP User Account has administrator rights to multiple Provider Identifiers, you will be asked to select which Provider Identifier you wish to associate the new TMHP User Account to.

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 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 **Create a new user**.

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) Enter all of the required information indicated by a red dot, adhering to the guidelines specified to the right of the fields. Then select the permissions you wish to grant the new TMHP User Account. After you have entered the required values and selected the permissions, click **Create User**.

Navigation

TMHP.com  
My Account

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 donotreply@tmhp.com to your address box today

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

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

**Provider Administrator**  
More Info

**Create User**

- 4) If successful, a confirmation page will be displayed which will include the system-generated password for the new TMHP User Account. Make note of this password to access the account.

Navigation

TMHP.com  
My Account

**abc123** account has been created.  
 Password **TMHpro01**

The User Name has been sent to the email address that was specified in your request. The email should arrive in the user's mailbox shortly.

**If you need further assistance with the account activation process or do not receive your User Name and Password within 24 hours, please contact the TMHP EDI Helpdesk at 1-888-863-3638 between the business hours of 7:00 am to 7:00 pm (CST).**

[Click here to continue](#)

**Note:** The new TMHP User Account password can be, but is not required to be, updated by the user when they log into My Account.



### 3.3 Manage User Permissions

A TMHP User Account with administrator rights can grant and remove permissions to all TMHP User Accounts associated with a Provider Identifier for which they are the Administrator.

1) On the My Account login screen, click **Modify Permissions**.

**Manage Provider Accounts**

[Administer a Provider Identifier](#)  
Become a Provider Administrator for a Provider Identifier (authorization required).

[Administer a Provider Enrollment Transaction](#)  
Open the provider enrollment application  
[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.

2) If the TMHP User Account is an Administrator for multiple provider accounts, you must select the NPI/API for which you want to update the permissions.

You are the Provider Administrator for the following Provider Identifiers. Please select a Provider Identifier Number to **Modify Permissions**.

**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 **Modify Permissions**.

**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 **Modify Permissions**.

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

### 3.3.1 Granting Permissions

Each TMHP User Account will be displayed along with all of the functions to which it has access. A TMHP User Account with administrator rights can grant access to any of the following functions. Available access depends on the NPI/API and 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 MESA Performer function.

**Note:** Providers must create and maintain a TMHP User Account, which can be associated with their provider information. Refer to [Section 2.1](#) for help with account activation.

Permission Management														
Provider User Account(s)														
User Account	View 835 Reports	PA Submitter	View Payment Amounts	View MET Provider Reports	View ACA PCP Supplemental Payment Reports	Unlink	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"/>	<a href="#">Unlink</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Update Permissions](#)

- View 835 Reports—The user can view 835 Electronic Remittance and Status (ER&S) Reports for a particular Provider Identifier.
- PA Submitter—The user can access the Prior Authorization secure pages which includes the Prior Authorization on the Portal application.
- View Payment Amounts—The user can view reimbursement amounts for a particular Provider Identifier.
- View MET Provider Reports—The user can view MET Provider reports for a particular Provider Identifier.
- View ACA PCP Supplemental Payment Reports—The user will have access to Affordable Care Act (ACA) Primary Care Provider (PCP) Supplemental Payment Reports for a particular Provider Identifier.
- CSI Performer—The user can view the Claim Status Inquiry (CSI) secure pages.
- EV Performer—The user can view the Eligibility Verification (EV) secure pages.
- Claim Submitter—The user can access the Claims Submission secure pages.
- Appeal Submitter—The user can access the Appeals submission secure pages.
- Provider Credentialing—The user can access the Provider Credentialing secure pages.
- EVV Portal Provider Profile—The user can access the EVV Portal secure pages.
- OIG UR: Provider Upload—Digital submission processes for some hospital providers to minimize submissions of paper medical records.

- 1) To grant access to a function, click the check box or link in the function's column. To remove access, uncheck the box or click the link in the function's column.

**Provider Administrator Account(s)**

User Name :	Username1	
Full Name :	John Doe	
Business Phone:	111-111-1111	
Email :	johndoe@email.com	
User Name :	Username2	<a href="#">Remove Administrator Rights</a>
Full Name :	Jane Doe	
Business Phone:	111-111-1111	
Email :	janedoe@email.com	

**Permission Management**

**Provider User Account(s)**

User Account	View 835 Reports	PA Submitter	View Payment Amounts	View MET Provider Reports	View ACA PCP Supplemental Payment Reports	Unlink	CSI Performer	EV Performer	Claim Submitter	Appeal Submitter	Provider Credentialing	Provider Administrator	EV 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"/>	<a href="#">Unlink</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Make Administrator</a>	<input type="checkbox"/>	<input type="checkbox"/>

[Update Permissions](#)

- 2) To grant a TMHP User Account administrator rights, click **Make Administrator** in the Provider Administrator column for the User Account.

**Provider Administrator Account(s)**

User Name :	Username1	
Full Name :	John Doe	
Business Phone:	111-111-1111	
Email :	johndoe@email.com	
User Name :	Username2	<a href="#">Remove Administrator Rights</a>
Full Name :	Jane Doe	
Business Phone:	111-111-1111	
Email :	janedoe@email.com	

**Permission Management**

**Provider User Account(s)**

User Account	View 835 Reports	PA Submitter	View Payment Amounts	View MET Provider Reports	View ACA PCP Supplemental Payment Reports	Unlink	CSI Performer	EV Performer	Claim Submitter	Appeal Submitter	Provider Credentialing	Provider Administrator	EV 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"/>	<a href="#">Unlink</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Make Administrator</a>	<input type="checkbox"/>	<input type="checkbox"/>

[Update Permissions](#)

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

**TMHP**

**Navigation**

[TMHP.com](#)  
[My Account](#)

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

**Task List**

Add **Appeal Submitter** permission to **Username3**.

[Confirm Changes](#)

### 3.3.2 Removing Permissions

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

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 TMHR.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	
User Name : Username2	<a href="#">Remove Administrator Rights</a>
Full Name : Jane Doe	
Business Phone: 111-111-1111	
Email : janedoe@email.com	

- 2) To completely revoke access to a TMHP User Account, click **Unlink** next to the user name. This will remove all accesses for the user name.

**Permission Management**

**Provider User Account(s)**

User Account	View 835 Reports	PA Submitter	View Payment Amounts	View MET Provider Reports	View ACA PCD Supplemental Payment Reports	Unlink	CSI Performer	EV Performer	Claim Submitter	Appeal Submitter	Provider Credentialing	Provider Administrator	EVW 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"/>	<a href="#">Unlink</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Make Administrator</a>	<input type="checkbox"/>	<input type="checkbox"/>

[Update Permissions](#)

**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.

### 3.4 Link an Existing User

Account Administrators can link existing TMHP User Accounts to their Provider Identifier. The account Administrator must have the user name of the existing TMHP User Account.

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

**Manage Provider Accounts**

[Administer a Provider Identifier](#)  
Become a Provider Administrator for a Provider Identifier (authorization required).

[Administer a Provider Enrollment Transaction](#)  
Open the provider enrollment application  
[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.

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



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**.

**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 **Link an existing 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 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 **Link an existing user**.

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

4) Select the *Provider Administrator* box to grant Admin permissions, and click **Link User**.

**User Information**

User Name	First Name	Last Name	Phone Number	Email
Username 3	Jimmy	Doe	111-111-1111	jimmydoe@email.com

Please select the permissions to grant **Username 3** to **NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234**.

**Permissions(s) for:**  
NPI/API 1234567890, 193200000X, CSN, 123 ABC ST, 78901-1234

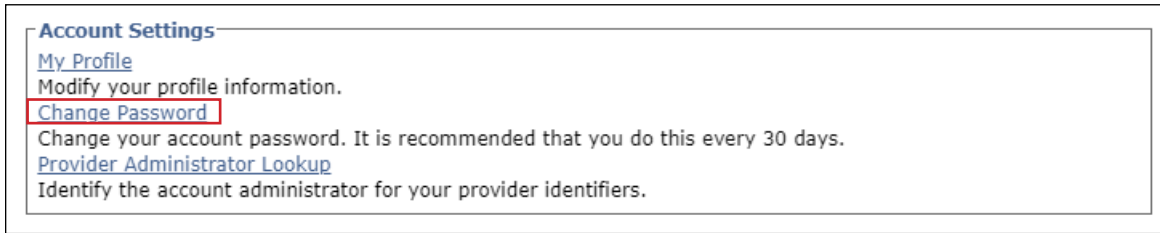
View 835 Reports <small>More Info</small>	PA Submitter <small>More Info</small>	View Payment Amounts <small>More Info</small>	View MET Provider Reports <small>More Info</small>	View ACA PCP Supplemental Payment Reports <small>More Info</small>	CSI Performer <small>More Info</small>	EV Performer <small>More Info</small>	Claim Submitter <small>More Info</small>	Appeal Submitter <small>More Info</small>	Provider Credentialing <small>More Info</small>	Provider Administrator <small>More Info</small>	EVV Portal Provider Profile <small>More Info</small>	OIG UR: Provider Upload <small>More Info</small>
<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Note:** Refer to [Section 3.3.1](#) for a list of permissions and the corresponding function.



## 3.5 Change Password

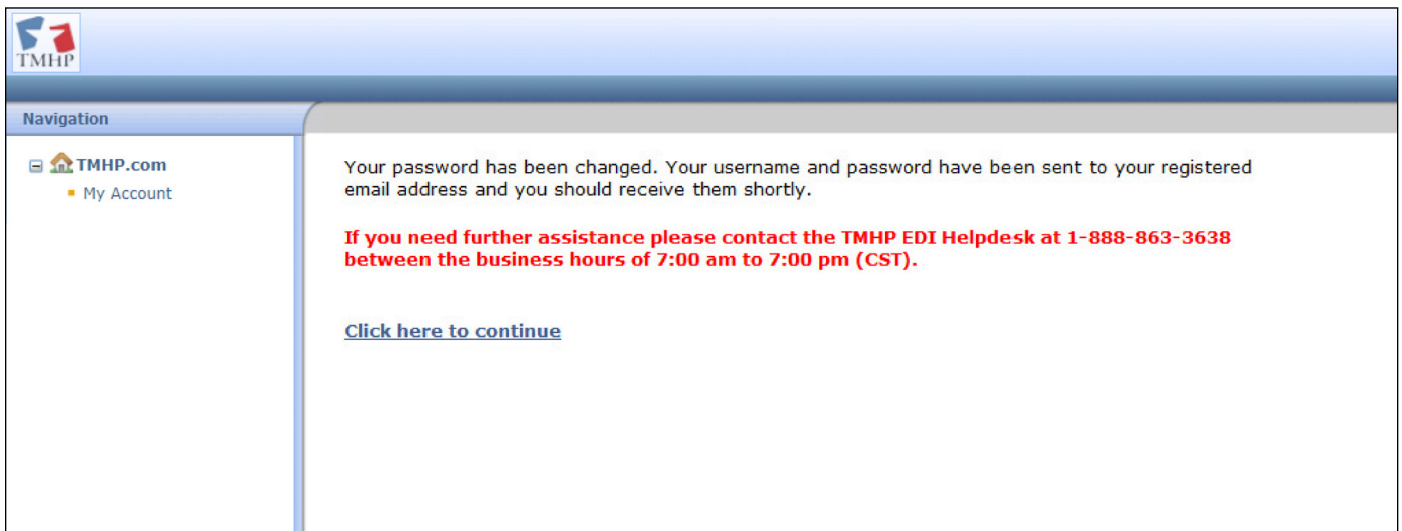
- 1) On the My Account page, click **Change Password**.



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

The screenshot displays a password change form on the TMHP portal. The form is titled 'To change your password please fill out the form below:'. It includes four input fields, each with a red dot indicating a required field: 'User Name:', 'Current Password:', 'New Password:', and 'Confirm Password:'. The 'User Name' field is pre-filled with 'PemsProviderAdmin' and has a requirement of '6-20 characters(no spaces or special characters)'. The other three fields have a requirement of '8-15 characters(no spaces or special characters)'. A 'Change Password' button is located at the bottom of the form and is highlighted with a red rectangular box.

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



## 3.6 Update Personal Info

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

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

The screenshot shows the 'My Profile' update form in the TMHP portal. The form is titled 'To change your contact information please fill out the form below and click the **Update Button**:' and contains several input fields with associated labels and instructions:

- User Name:** Username1 (6-20 characters, no spaces or special characters). A red dot indicates it must be different than the EDI Submitter ID. The input field contains 'John'.
- First Name:** (no special characters). The input field contains 'Doe'.
- Last Name:** (no special characters). The input field contains '111-111-1111'.
- Business telephone:** (format: XXX-XXX-XXXX XXXX). The input field contains '111-111-1111'.
- Email:** johndoe@email.com (no special characters). A red dot indicates that to ensure delivery, users should add donotreply@tmhp.com to their address box today.
- Confirm Email:** johndoe@email.com. A red dot indicates the user should retype the email address and not copy and paste.

An **Update** button is located at the bottom left of the form.

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

The screenshot shows the confirmation screen after a successful profile update. The message reads: 'Your account information has been updated.' Below this, a red text block provides contact information: 'If you need further assistance please contact the TMHP EDI Helpdesk at 1-888-863-3638 between the business hours of 7:00 am to 7:00 pm (CST).' A blue link labeled 'Click here to continue' is positioned at the bottom of the message area.

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

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

Go to the [Forgot Password Home Page](#).

- 1) Enter the email address associated with the user name and password you want to reset and click **Submit**.

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


**Email**

**I want to Activate My Account:**

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

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.

- 2) If successful, your user name and a new generated password will be sent to the email address on file. Allow up to 15 minutes to receive the new password.



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

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

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

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

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



Your password has been changed on the [TMHP website](#).  
The following is your new login information.

User Name : Username1

Password : 1A2B3C

The password has been auto generated for security. To change your password click [here](#).

## 4.1 Unlocking a TMHP User Account

TMHP User Accounts will allow a maximum of five login attempts before becoming locked. If you would like to unlock your account, wait a minimum of fifteen minutes after the fifth attempt to login again. If, after waiting fifteen minutes, you are still unable to login to your account, contact the TMHP EDI Help Desk at 888-863-3638 for assistance.

## 4.2 Reactivating an Expired TMHP User Account

If you have attempted to log in or reset your password and are receiving an application error, your account may have been deactivated. For security purposes, TMHP will deactivate any secure portal account that has not been accessed within a six month period. If a provider's account is deactivated, an application error message will appear when attempting to use or retrieve the deactivated User ID and password.

Contact the TMHP EDI Help Desk at 888-863-3638 to reactivate an expired secure portal account. TMHP will reactivate the account within five business days of the initial request.

