Enroll or Register with Texas Medicaid
Creating an Account for Enrollment Reasons Only

TMHP TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

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Introduction

This guide walks you through creating an online account with the Texas Medicaid & Healthcare Partnership (TMHP). It is meant for Individual Transportation Participants (ITPs), Vendor Drug Program (VDP), and others.

It takes just a few easy steps to create a TMHP account, and the only personal information you will need to provide is your:

- **First Name**
- **Last Name**
- **Telephone Number**
- **Email Address**

After you create an account, you will be able to access the Provider Enrollment and Management System (PEMS) for enrollment or registration.

How to Create an Online Account with TMHP

1) There are two ways to create a new account. You can either:

   a) Go to https://secure.tmhp.com/AccountActivation/, or click this link to open the TMHP Account Activation webpage. Skip to step 4 if you use the link.

   b) Go to tmhp.com and click **My Account**. 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 webpage.
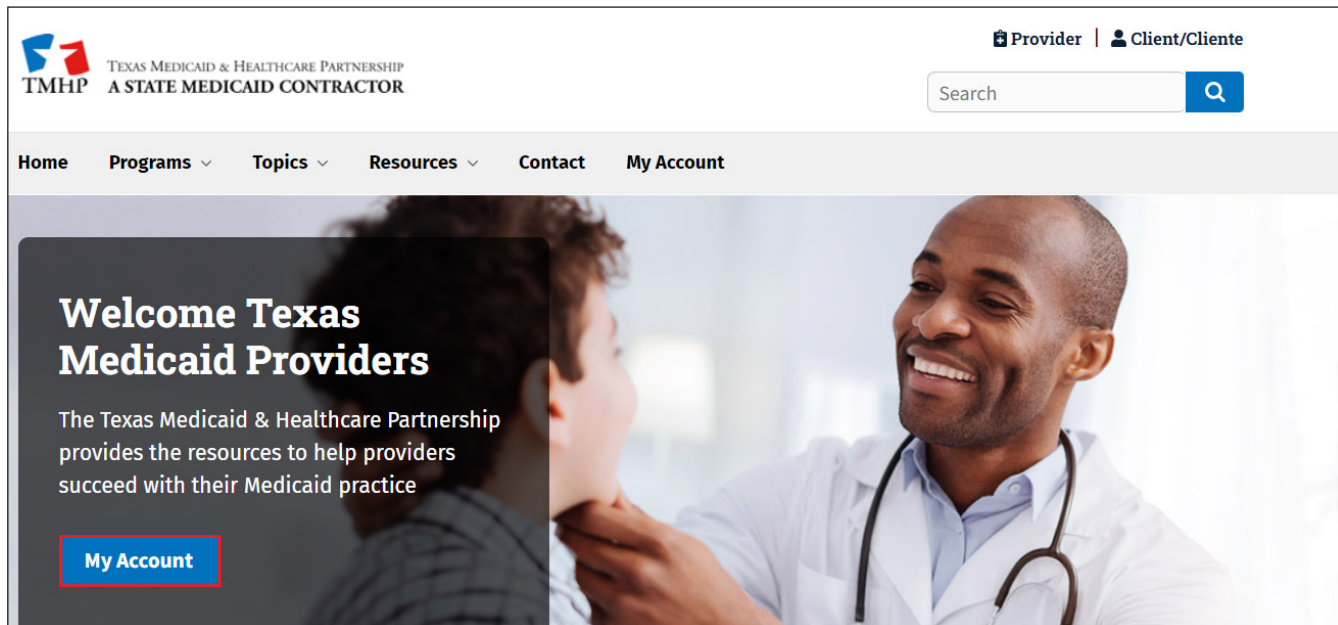
2) Click **Cancel** on the "Sign in" window.

3) Click **Activate My Account**. Then click **Go**.
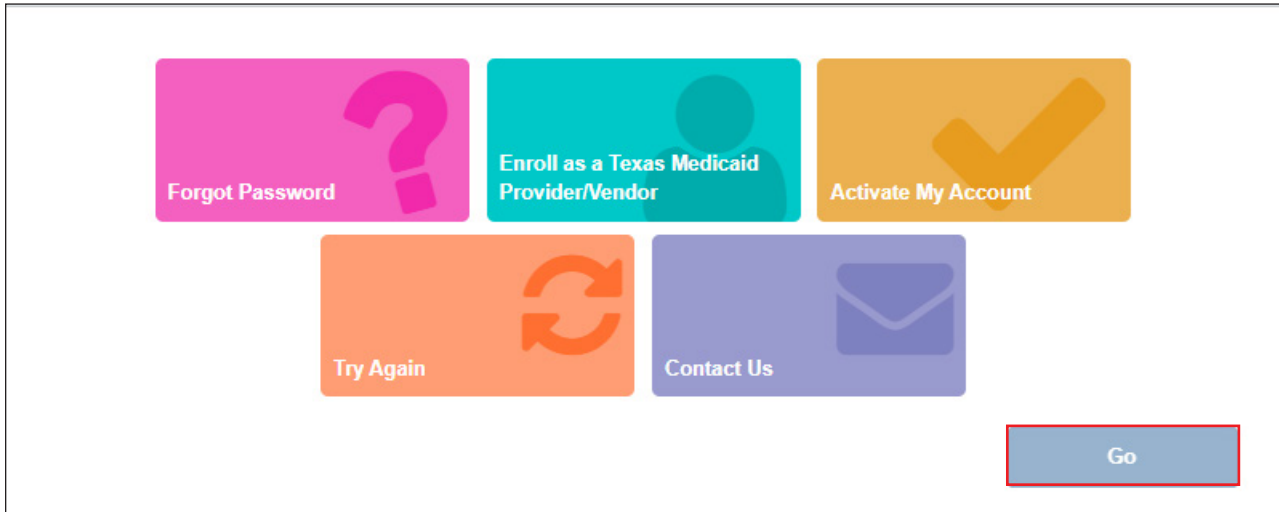
4) If the Disclaimer screen appears before you see this web page, scroll to the bottom of the page. Click **I Accept** to continue to the web page. If you click **I Do Not Accept**, you will not be able to go to the webpage.
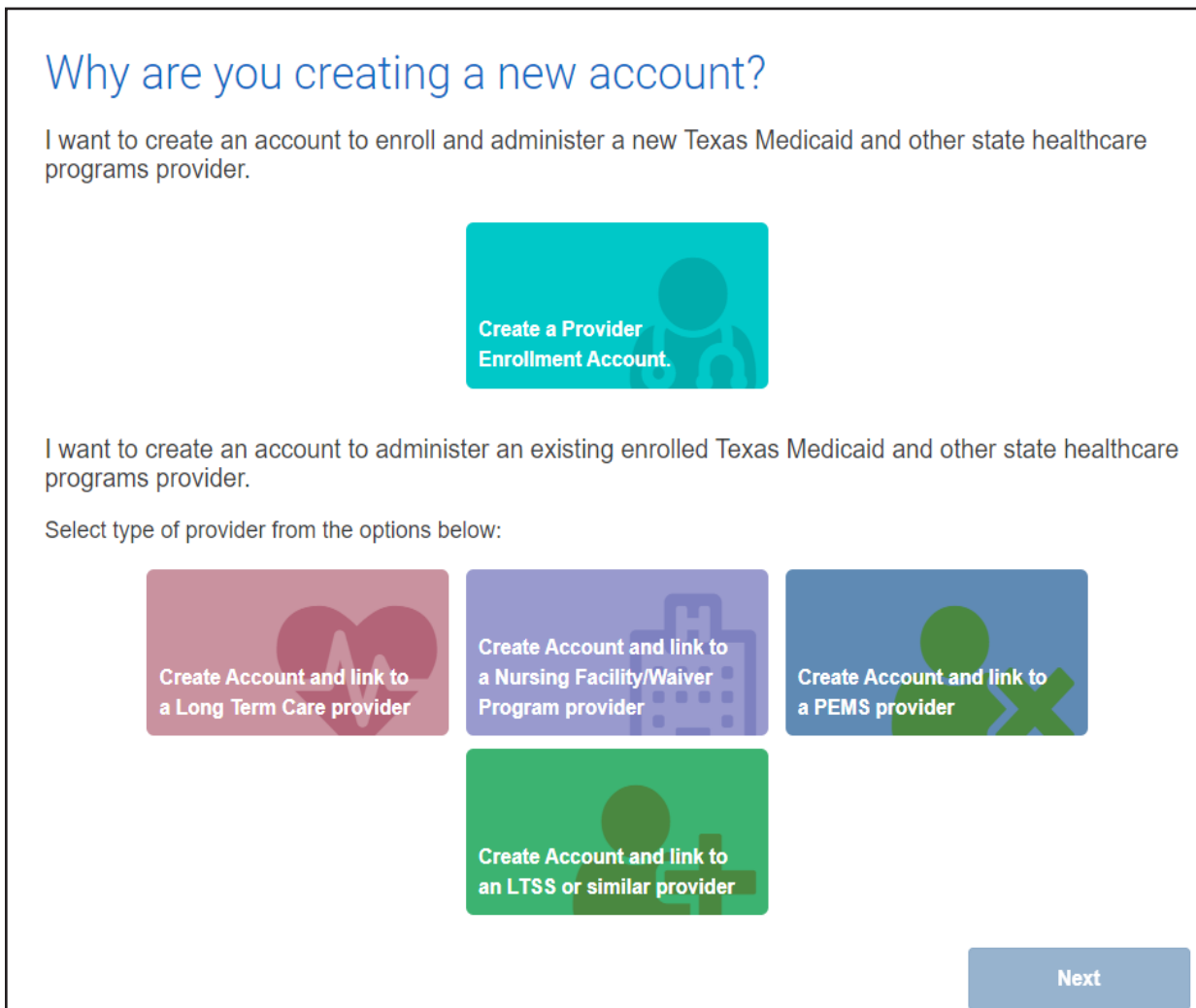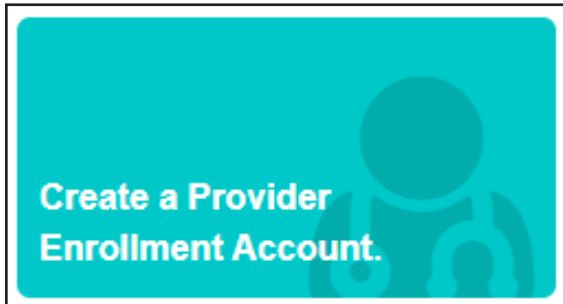
5) Click **Create a Provider Enrollment Account**.

6) To continue, click **Next**.

7) The Create New Account page opens. A red dot means that you must fill in information for the corresponding box. This is required to create an account. Click in each box to add the requested information.

Create New Account

*User Name
Must be a different than your EDI Submitter 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

*Password

8-20 characters(no spaces)

*Confirm 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
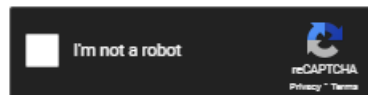
Back

Submit

a) Here is an example showing where you will put each piece of information:

Create New Account

*User Name Must be a different than your EDI Submitter ID	Add your **User Name** here	6-20 characters(no spaces or special characters)
*First Name	Add your **First Name** here	(no special characters)
*Last Name	Add your **Last Name** here	(no special characters)
*Business Telephone	Add a Business Telephone here	xxx-xxx-xxxx
*Email	Add your **Email** address here	To ensure delivery to your inbox please add donotreply@tmhp.com to your address book today
*Confirm Email	Add the same **Email** address here	Retype email address. Do not copy and paste
*Password	Enter your **Password** here	8-20 characters(no spaces)
*Confirm Password	Enter the same **Password** here	Retype password. Do not copy and paste

If you need help with any of these fields, below are some tips:

User Name — The user name is the name you will use to access your TMHP online account. It must be between 6 and 20 letters and numbers. Try to use a combination of letters and numbers. If you try to create an account with a user name that someone else is already using, you will not be allowed to use that user name.

First Name — This should be the name you use on professional forms, 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 you have more than one name as part of your last 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 that is easiest to reach you at. Use dashes when typing it in the box. For example, use "111-111-1111."

Email — This should be the email address you most frequently use. Any email service is acceptable, whether you use Gmail, AOL, Yahoo, Hotmail, or an other service. Make sure to type your email address accurately, and include the full email address. For example, if your email address is abc123@gmail.com, you must include the @gmail.com.

Confirm Email — Type the same email address again. Do not copy and paste from the Email box.

Password — This is the unique password that you will use along with your user name to access your TMHP account. It must be between 8 and 20 letters, numbers, or symbols (no spaces). Make sure it is unique.

- Do not use your user name as your password.

- Do not use your birthday as your password.

- Do not use other private information, such a debit card PIN number.

- Do not use the word "password" as part of your password.
  Confirm Password - In this box, enter the password you just created again. This is to make sure you're using the right password to log in to your TMHP account.

8) After you have completed filling out each of these fields, click the box next to the phrase *"I agree to these terms."*
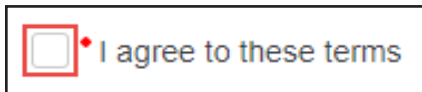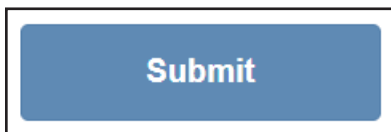

- If you cannot click the box, scroll all the way down in the "General Terms and Conditions" box.
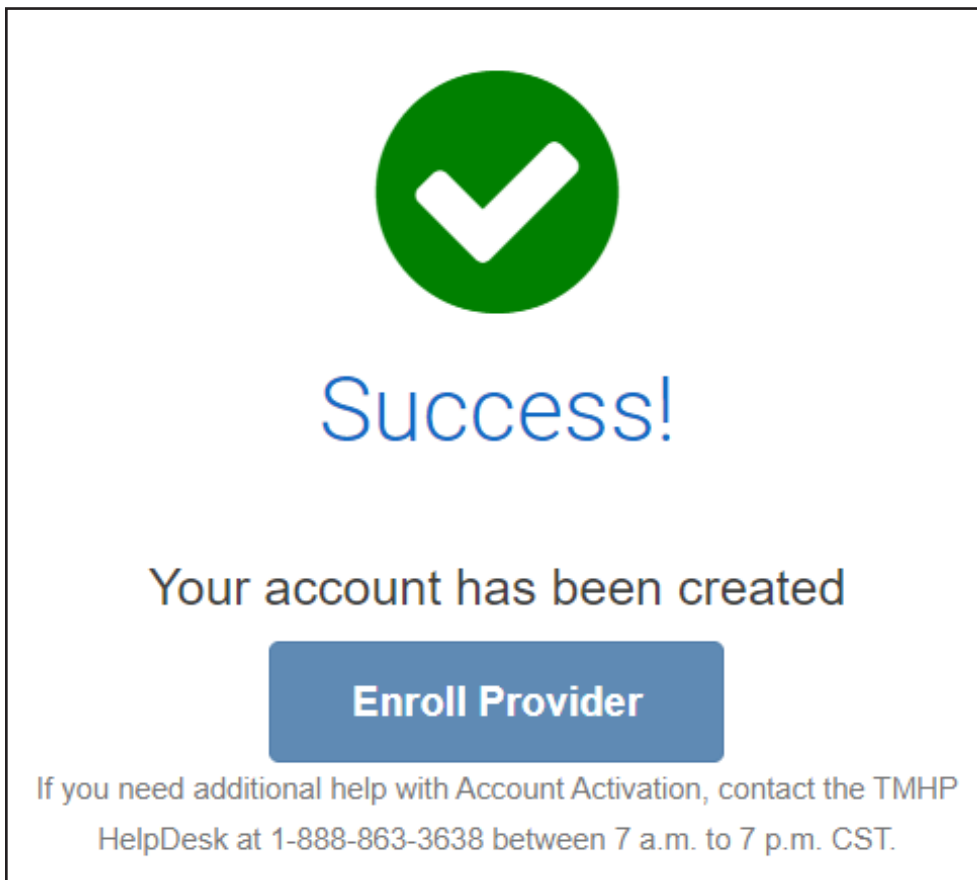
9) **Next, click the white box next to the phrase *"I'm not a robot"* inside the black box.**
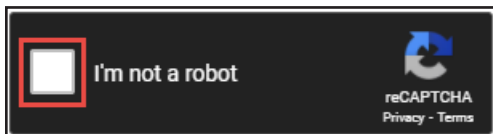
10) **After you click the *"I agree to these terms"* and *"I'm not a robot,"* click the Submit button.**

11) If all your information is accepted, you will see a success message.

12) Log in to the email address you used to create your TMHP account. After a few moments, you will receive three emails from TMHP about your account. They will be from the name DONOTREPLY and the from the email address DONOTREPLY@tmhp.com. They will have these subject lines:

    I. **TMHP website Account Information** — Tells you that your account was created successfully, and shows your account user name.

    II. **New permissions on TMHP.com** — Tells you what you can access on tmhp.com.

    III. **New Administrator on TMHP.com** — Tells you that you are the new administrator (the account owner), and shows you your contact information.

    Note: *If you have not received these confirmation emails after 15 minutes and after checking your junk mail, call the TMHP Help Desk at 888-863-3638 from 7:00 a.m. to 7:00 p.m., Central Standard Time (CST), Monday through Friday.*

13) Now that your account has been created, go to tmhp.com and click **My Account**.

If the Disclaimer screen appears before you see this webpage, 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.
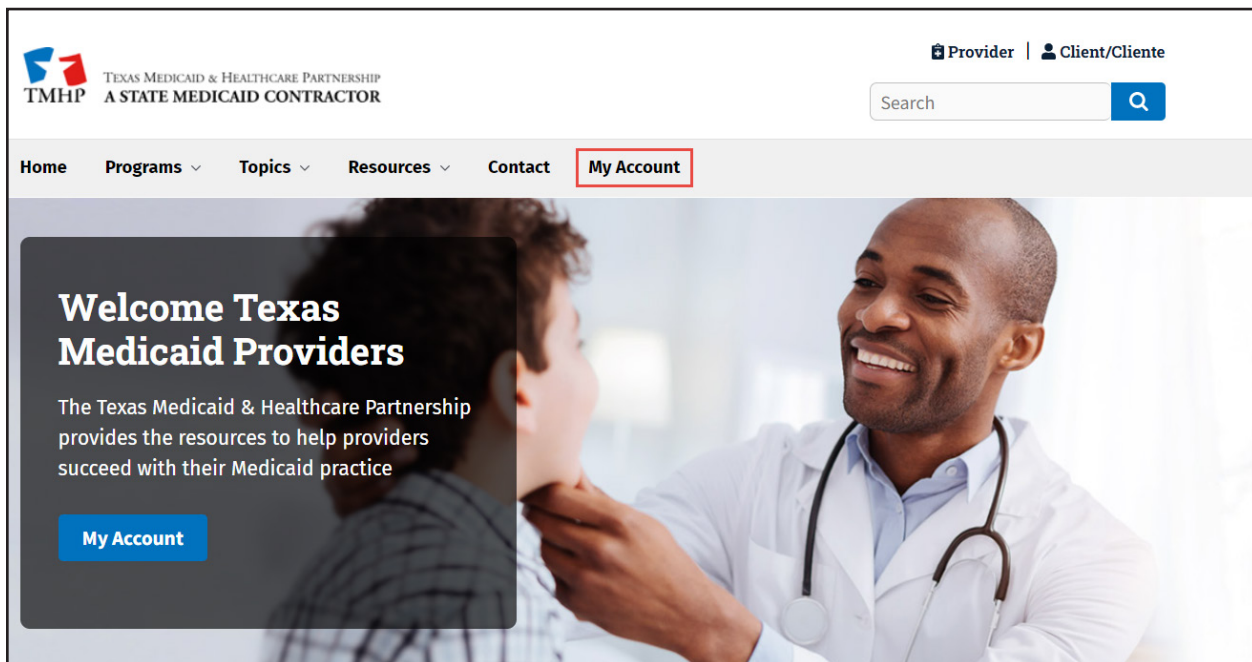
14) Enter the user name and password you created in the steps above, and then click **Sign in**. This logs you into your TMHP account.

15) After you log in, you will have a few options.

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.

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

Other Services

Message Dashboard

Account Settings

My Profile
Modify your profile information.
Change Password
Change your account password. It is recommended that you do this every 30 days.

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.

- **Provider Enrollment and Management System** — Takes you to the Provider Enrollment and Management System, or PEMS, where you can enroll or register with TMHP.

- **Message Dashboard** — Where you will receive communications from TMHP, such as any issues with enrollment or registration information you've provided.

- **My Profile** — Where you can update your account information, including name, telephone, and email.

- **Change Password** — Where you can create a new password. This is recommended once a month.

16) Click a link on the My Account page to open the option.