Contents

1.0 Texas Medicaid & Healthcare Partnership (TMHP) Portal Security Responsibilities . . 1
  1.1 Provider Administrator Responsibilities .................................................. 1
  1.2 General User Responsibilities ................................................................. 2

2.0 Account Activation ................................................................................. 3
  2.1 Enroll a New Provider Identifier and Create a New TMHP User Account ........ 3
  2.2 Activate an Existing Provider Identifier and Create a New TMHP User Account . 7
  2.3 Activate an Existing Provider Identifier With an Existing TMHP User Account ... 14
  2.4 Request a PIN ......................................................................................... 18

3.0 Managing TMHP User Accounts and Permissions in My Account .................. 22
  3.1 Navigating to My Account ..................................................................... 23
  3.2 Create a New User ................................................................................ 24
  3.3 Manage User Permissions ..................................................................... 26
  3.4 Link an Existing User ........................................................................... 30
  3.5 Change Password ................................................................................ 31
  3.6 Update Personal Info .......................................................................... 33

4.0 Requesting a Forgotten User Name and Resetting a Password ....................... 34
1.0 Texas Medicaid & Healthcare Partnership (TMHP) Portal Security Responsibilities

The Texas Medicaid & Healthcare Partnership (TMHP) website at www.tmhp.com is a valuable resource that provides provider education and training information, banner messages, bulletins, manuals, and other reference materials. Providers enrolled in Medicaid and associated programs, Medicaid Managed Care, Texas Women’s Health Program (TWHP), and the Children with Special Health Care Needs (CSHCN) Services Program can create a TMHP User Account to access Provider Information on the website. Providers who create a TMHP User Account have a responsibility to administer access to the secure pages of the portal containing protected health information (PHI) that is linked to their National Provider Identifier (NPI) or other provider numbers. Each provider number will be controlled and monitored through a TMHP User Account with administrative privileges.

Note: Refer to the following link for a quick reference guide to assist with the Basic Tasks for Managing an Account on the TMHP Secure Provider Portal. This guide includes additional 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 unable to access an account.

1.1 Provider Administrator Responsibilities

Providers who want to use the secure functions of the TMHP portal to access PHI must first complete the enrollment process and activate their Provider/Vendor Account. The process will also require users to create or utilize an existing TMHP User Account. The TMHP User Account that is created or accessed during account activation is initially given administrative rights to the Provider/Vendor Account.

Once a TMHP User Account has been established to access secure areas of the website, the user can create new users, update permissions, grant administrative privileges, and add new Provider/Vendor Accounts to their existing users. This guide will provide a detailed overview of these features.

Each TMHP User Account with administrator rights has a responsibility to:

• Control access and update PHI
• Control user activity by assigning permissions to individual TMHP User Accounts.
• Assign or remove administrative permissions.
• Create or delete TMHP User Accounts.
• Grant access to billing services and clearinghouses.

Note: A TMHP User Account given administrator rights can create a new user and assign them administrator rights. Additionally, once a user account 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 user accounts. It is recommended to set up two users with administrative rights.
1.2 General User Responsibilities

Every user has 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 Account 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 Account. 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 an NPI/API that has an active provider administrator must contact the provider administrator or management-level representative 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 of this manual.

**Important:** Billing services, vendors, and clearinghouses cannot register as provider administrators. If a billing service, vendor, or clearinghouse wants to access online provider functionality on behalf of a provider or facility, the provider or facility must provide the appropriate access rights.

2.1 Enroll a New Provider Identifier and Create a New TMHP User Account

1) Go to the TMHP website at www.tmhp.com, and click **providers**.

2) Click **Enroll Today!**
3) Read all of the information on the enrollment page, and follow the instructions, which will take you to the Account Activation page. Click **New Username and Enroll**.

4) Select **Provider Enrollment** on the Provider Type drop-down menu.
5) Enter 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. Click the **Create Provider Administrator** button.

![Image of an online form](image)

6) Three confirmation emails will be sent to the user.

<table>
<thead>
<tr>
<th>Date: Yesterday</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
</tr>
<tr>
<td><a href="mailto:TEST_DONOTREPLY@tnhp.com">TEST_DONOTREPLY@tnhp.com</a></td>
</tr>
<tr>
<td><a href="mailto:TEST_DONOTREPLY@tnhp.com">TEST_DONOTREPLY@tnhp.com</a></td>
</tr>
<tr>
<td><a href="mailto:TEST_DONOTREPLY@tnhp.com">TEST_DONOTREPLY@tnhp.com</a></td>
</tr>
</tbody>
</table>

**Note:** See Section 3 below for more information about My Account.
7) At this point the new TMHP User Account has been created. Log in to My Account to continue the Provider Enrollment process. Click **Enrollment**, enter a name for the application (required), and click **Begin New Enrollment**.

![Provider Enrollment Image]

**Note:** Additional information regarding provider enrollment may be found in the CBT linked below. You will be directed to the Learning Management System (LMS) log in screen. 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.

[Provider Enrollment on the Portal CBT](#)
2.2 Activate an Existing Provider Identifier and Create a New TMHP User Account

1) Go to the TMHP website at www.tmhp.com, and click providers.

2) Click I would like to…

3) Click Activate my account.

4) Click New Username and Activate Existing Provider.
5) A new screen will appear which contains information regarding user account activations, and the specific uses for the My Account application. After reviewing the information on this page click **Create a Provider/Vendor Administrator Account**.
6) Select a Provider Type from the Provider Type drop-down menu.

**Note:** The Acute Care provider type will be used as an example for this process; the Long Term Care (LTC) and Nursing Facilities (NF)/waiver provider types use the same process. Medicaid and all associated programs, Medicaid Managed Care, Texas Women’s Health Program (TWHP), and the CSHCN Services Program will use the acute care provider type.

7) Enter the applicable National Provider Identifier (NPI), Atypical Provider Identifier (API), or Texas Provider Identifier (TPI) and click **Next** for validation.

8) You will then select the appropriate values from a series of drop down boxes, which may include the following:
   - Taxonomy
   - Zip Code
   - Benefit Code
   - Street Address
   - Additional fields may appear depending upon the Provider Type selected

**Note:** Fields with a red dot are required fields.
9) Click **Next**.

10) Enter all of the required provider information indicated by a red dot. Only fields that are applicable to the NPI/API will be displayed.

   The fields that may be displayed include the following:
   - Security fields
     - Tax ID/Social Security Number (SSN)
     - Electronic Data Interchange (EDI) submitter ID
     - Medical license number
     - Texas Identification Number (TIN) (LTC providers only)
   - Current internal control number (ICN) for a claim on one of the last three weekly Remittance and Status (R&S) reports before the account activation date
   - PIN—Only required if validation of other security information is not possible

   **Note:** If the EDI submitter ID field is displayed as one of the required fields, the NPI/API has an EDI submitter ID associated with it and a PIN must be requested. In this scenario an ICN will not be able to validate the account.
11) Click **Next** to validate the NPI/API.

**Note:** Providers who cannot complete all of the required security information for their NPI/API must request a PIN by mail. **Refer to section 2.4** for more information about requesting a PIN.
12) Enter 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. Click the **Create Provider Administrator** button.

**Note:** All account update confirmations and account related communications will be sent by email.
13) The user will receive an immediate confirmation message and three confirmation emails. At this point the new TMHP User Account has been created.
2.3 Activate an Existing Provider Identifier
With an Existing TMHP User Account

Adding a new 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**.

2) Choose a Provider Type from the Provider Type drop-down menu.
3) Enter the applicable NPI/API and click **Next** for validation.

4) You will then select the appropriate values from a series of drop down boxes which may include the following:
   - Taxonomy
   - Zip Code
   - Benefit Code
   - Street Address
   - Additional fields may appear depending upon the Provider Type selected

**Note:** Fields with a red dot are required fields.
5) Click **Next**.

6) Enter all of the required provider information indicated by a red dot. Only the fields that are applicable to the NPI/API will be displayed.

The fields that may be displayed include the following:

- Security fields
  - Tax ID/Social Security Number (SSN)
  - Electronic Data Interchange (EDI) submitter ID
  - Medical license number
  - Texas Identification Number (TIN) (LTC providers only)
- Current internal control number (ICN) for a claim on one of the last three weekly Remittance and Status (R&S) reports before the account activation date
- PIN—Only required if validation of other security information is not possible

**Note:** If the EDI submitter ID field is displayed as one of the required fields, the NPI/API has an EDI submitter ID associated with it and a PIN must be requested. In this scenario an ICN will not be able to validate the account.
7) Click **Next** to validate the NPI/API.

**Note:** Providers who cannot complete all of the required security information for their NPI/API must request a PIN by mail. **Refer to section 2.4** for more information about requesting a PIN.
8) 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. Click Link Provider Number.

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

2.4 Request a PIN

Users who are unable to complete the required security validation process online must request a PIN by mail. Users will be asked to select the appropriate address from those on file with TMHP. The PIN will be mailed to the address
selected. It may take up to ten business days to receive a PIN by mail. If the address displayed is not correct, a Provider Information Change (PIC) form must be submitted.

1) Click **Request PIN by Mail**.
2) Enter all of the required information indicated by a red dot:
   – Client Name: (Attn:) Enter the name of the provider or staff member who will receive the PIN number and will complete the account activation process.
   – Email: Enter the email address of the provider or staff member who will receive the PIN number and will complete the account activation process.
   – Telephone: Enter the telephone number of the provider or staff member who will receive the PIN number and will complete the account activation process.

3) Select an address from those on file with Provider Enrollment and click **Mail PIN Letter**.
4) If your request is successful, the following message screen will appear.

**Note:** It may take up to ten business days to receive a PIN in the mail.

5) After receiving the PIN by mail, enter the PIN on the screen displayed in Step 1 to complete the validation process for Account Activation.
3.0 Managing TMHP User Accounts and Permissions in My Account

The current 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. Administrator accounts and user accounts have different choices in the My Account screen.

Administrator Choices

![Administrative Choices](image)

User Choices

![User Choices](image)
3.1 Navigating to My Account

1) Go to the TMHP website at www.tmhp.com, and click **providers**.

2) Click **Log In To My Account** button.
3.2 Create a New User

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

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.
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. 

**Note:** You can grant the new TMHP User Account administrator permissions. Refer to Section 3.3 step 3 for a list of permissions and the corresponding function.

4) After you have entered the required values and selected the permissions, click the **Create User** button.

5) 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.

**Note:** The new TMHP User Account password can 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**.

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.
3) 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:

- 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.
- Unlink—Disassociate the user from the current administrator.
- R&S Report Viewer—The user will have access to Remittance and Status (R&S) 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 Enrollment—The user can access the Provider Enrollment secure pages.
- Provider Credentialing—The user can access the Provider Credentialing secure pages.
- Provider Administrator—The user will have provider administrator access for this NPI/API.
- MESAV Performer—The user can view the Medicaid Eligibility Service Authorization Verification (MESAV) secure pages.

**Note:** Available access depends on the NPI/API. Some functions will not be available to certain provider or program types. For example, acute care providers will not have access to the MESAV Performer function.
4) Granting permissions
   
   a) 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.
   
   b) To grant a TMHP User Account Administrator Rights click the **Make Administrator** link in the Provider Administrator column for the User Account.

   ![Screen shot showing Configure Permissions for TMHP](image)

   ![Screen shot showing Provider User Accounts](image)

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

   **Note:** If you do not wish to update any TMHP User Account permissions you can return to the My Account page by clicking the link in the left navigation pane.
5) Removing Permissions

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

![Image of TMHP permissions management interface]

b) 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.

**Note:** If the permissions for all TMHP User Accounts are removed from a Provider Account the Provider Account will be permanently deactivated.

![Image of TMHP permissions management interface with Unlink highlighted]
3.4 Link an Existing User

Provider administrators can link existing TMHP User Accounts to their Provider Identifier. The provider administrator must have the user name of the existing TMHP User Account.

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

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

![Find User Image]

4) Select the security permissions to grant to the existing TMHP User Account, and click **Link User**.

**Note:** Refer to Section 3.3 step 3 for a list of permissions and the corresponding function.

![Link User Image]

### 3.5 Change Password

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

![Change Password Image]
2) Enter all of the required information indicated by a red dot and then click the **Change Password** button.

**Note:** As indicated on the page, passwords must be 8-15 characters in length with no spaces or special characters, such as #$%.

3) If successful, the following message screen will appear.
3.6 Update Personal Info

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

![My Profile screen](image1)

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

![Update contact information](image2)

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

![Confirmation screen](image3)
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 username and reset the password:

1) Go to the TMHP website at www.tmhp.com, and click providers.

2) Click I would like to...

3) Click Get user name and password emailed, which is located under the Unsecured Provider Tasks.
4) Enter the email address associated with the username and password you want to reset and click **Submit**. If unable to determine the email address associated with the account, contact the account administrator or call the EDI Helpdesk at 1-888-863-3638 from 7 a.m. to 7 p.m., Central Time, Monday through Friday.

5) If successful, your user name and a new generated password will be sent to the email address on file.

6) After receiving the new password, you can use that password to log in to the account. After logging in, you can change the password to something that is easier to remember.