Provider Enrollment
Electronic Signature Instructions
The fastest and easiest way to complete the provider re-enrollment process is through the online Provider Enrollment on the Portal (PEP) option. PEP has been updated to make the re-enrollment process faster, more efficient, and more accurate. Providers can find a complete list of all of the new features in the Enhancements to Online Provider Enrollment article on the TMHP website at www.tmhp.com. Providers can find information about the re-enrollment initiative on the Federal Re-Enrollment page of the website.

Providers can only submit online applications and use electronic signatures if they have a TMHP User Account and a Portal ID. The instructions for activating an account are available in the TMHP Portal Security Provider Training Manual.

Assign the Agreements for Electronic Signature

The Provider Administrator must assign the agreements to the provider so that they can be signed electronically. The following enrollment agreements can be e-signed:

- The Electronic Funds Transfer (EFT) Agreement
- The HHSC Medicaid Provider (Traditional Medicaid) Program Agreement
- The DSHS CSHCN Services Program Agreement
- The HHSC Medicaid Provider Agreement (THSteps Dental) Agreement

1) Click Yes or No on the Final Acknowledgement page of the application to confirm whether the documents will be signed electronically.

2) Click Continue and Save. If you click “No,” you will be taken to the next step in the existing enrollment process. If you click “Yes,” you will taken to the Electronic Signatures page.
3) Enter the Portal User ID for each agreement in the “Assigned for Signature To” field. PEP will assign each agreement to the designated Portal User ID.

4) Click Validate Portal User ID(s) to validate the Portal User IDs that you entered.

5) PEP will list the designated Portal User IDs and their email addresses. Click Activate Agreement for E-Signature button to forward the agreement for the providers' electronic signatures.
6) TMHP will send the providers an email titled “Signature Required for Texas State Health-Care Program Agreements.” The email will prompt them to log in to the TMHP portal with their Portal User ID and e-sign their agreements.

[Image of an email from TMHP to a provider, showing the instructions for signing agreements online.]
Accept and Sign the Agreements

When the Provider Administrator assigns the agreements to the provider, the provider must log in to PEP with a Portal User Account.

1) Once you have logged into My Account, click **Administer a Provider Enrollment Transaction**.

2) Click **View Existing Transactions**.
3) In the “Link to Agreement” column, click the link to e-sign the agreement through Adobe Echo Sign. If the group provider e-signs the group enrollment agreement, all of the performing providers in the group application must also e-sign. If you don’t want to e-sign, you must contact the group provider.

4) If the designated provider decides they do not want to e-sign, after clicking on the Link to Agreement in Step 3, they would click the Option drop-down box and select, “I will not e-sign”.

![Image of Adobe Echo Sign interface for enrollment agreements]
5) All of the required fields must be completed for each agreement. Portal Users will not be able to proceed to the next field if the required fields have not been completed. Multiple agreements may be displayed. Each agreement will have a separate link and must be signed individually. All of the agreements must be completed before the application is submitted.

Agreement Example:

6) Click **Click to sign** to submit e-signature.
7) Type your name in the **Type Signature** window, and click **Apply**.

![Type Signature Window]

8) The “Enrollment Agreement confirmation” page will display all of the completed and signed agreements. Click **Download a copy** button to view or save a copy of the agreement.

![Download a copy]

9) Close the Adobe EchoSign page, and the e-sign status in the associated PEP application will change from **Sent** to **Signed**.

![PEP Application]
Attaching Files to the Application

Providers who choose to e-sign their enrollment agreement can also attach and submit their supporting documents. The Electronic Attachments section will be visible for online applications that were signed electronically.

The following conditions apply:

• All attachments must be saved and uploaded as Portable Document Format (PDF) files.
• Each attachment has a maximum file size of 2 megabytes, and the total size of all of the attached PDFs cannot exceed 20 megabytes.
• If the required documents are not attached to the online application, the provider must mail the documents to TMHP as specified in the “Provider Enrollment” section of the Texas Medicaid Provider Procedures Manual.

Electronic Attachments

Electronic attachments will be enabled only after all electronic signatures are in complete (“Signed”) status. Any document that is uploaded electronically will be deemed for all purposes to constitute good and valid execution and delivery of this document.

These attachments must be saved and uploaded as Portable Document Format (PDF) and the maximum file size limit total for each file is up to 2 megabytes and for all attached documents is up to 20 megabytes. Click here to access the final guidelines to get information on documents that can be submitted in electronic and printed to the enrollment application.

Once you have uploaded the attachments, click I Accept to submit the application. You cannot modify the application after you click the “I Accept” button.

System Requirements

You must have the following to use the electronic signature features of PEP:

• Adobe Acrobat 7.0 or a more recent version
• Internet Explorer 9 or a more recent version