



TMHP Account Setup for HCS and TxHmL Waiver Programs

QUICK REFERENCE GUIDE (QRG)



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

v2022_0810

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Overview

Home and Community-based Services (HCS) program providers, Texas Home Living (TxHmL) program providers, and financial management services agencies (FMSAs) billing on behalf of Consumer Directed Services (CDS) employers must create Texas Medicaid & Healthcare Partnership (TMHP) accounts necessary for submitting claims and forms to TMHP. Complete all account setup steps in this quick reference guide (QRG) to prevent claim and form submission delays after the migration to TMHP.

This QRG begins with steps for creating a TexMedConnect administrator account.

- If you already have a TexMedConnect administrator account, go to [Step 2A: Link Your TexMedConnect Administrator Account to the LTC Online Portal](#).
- If you already have a Long-Term Care (LTC) Online Portal administrator account, begin with [Step 2B: Link Your LTC Online Portal Administrator Account to TexMedConnect](#) to create your TexMedConnect administrator account.
- If you already have both administrator accounts (TexMedConnect and LTC Online Portal), go to [Step 3: Create Your TexMedConnect Users](#).

Note: Skip a step if you have already completed it or if it does not apply to you. You may call the Electronic Data Interchange (EDI) Help Desk at 888-863-3638 to confirm if you have already completed steps.

Note: You will see a Provider Enrollment and Management System (PEMS) button during account setup labeled 'PEMS provider.' You should not click this button anytime during account setup. To ensure accurate and successful account creation, follow the steps in this QRG exactly as they are written.

Step 1: Create Your TexMedConnect Administrator Account

The TexMedConnect administrator account gives you access to client eligibility information, electronic claims submission tools, the Portable Document Format (PDF) version of the Remittance and Status (R&S) Report (available to you for *90 days*), and more. You must create this account to submit claims to TMHP using TexMedConnect. Each TexMedConnect account should have at least two administrators. For more information about TexMedConnect, refer to the [Long-Term Care \(LTC\) User Guide for TexMedConnect](#) and [TexMedConnect for Long-Term Care \(LTC\) Providers Computer-Based Training \(CBT\)](#).

Note: Microsoft Edge must be used, and you must have a Personal Identification Number (PIN) to complete the following steps. Plan accordingly, as it may take up to 10 days from when it was requested to receive your PIN in the mail.

- a) Go to tmhp.com.
- b) Click **I Accept** if the Disclaimer Block appears.

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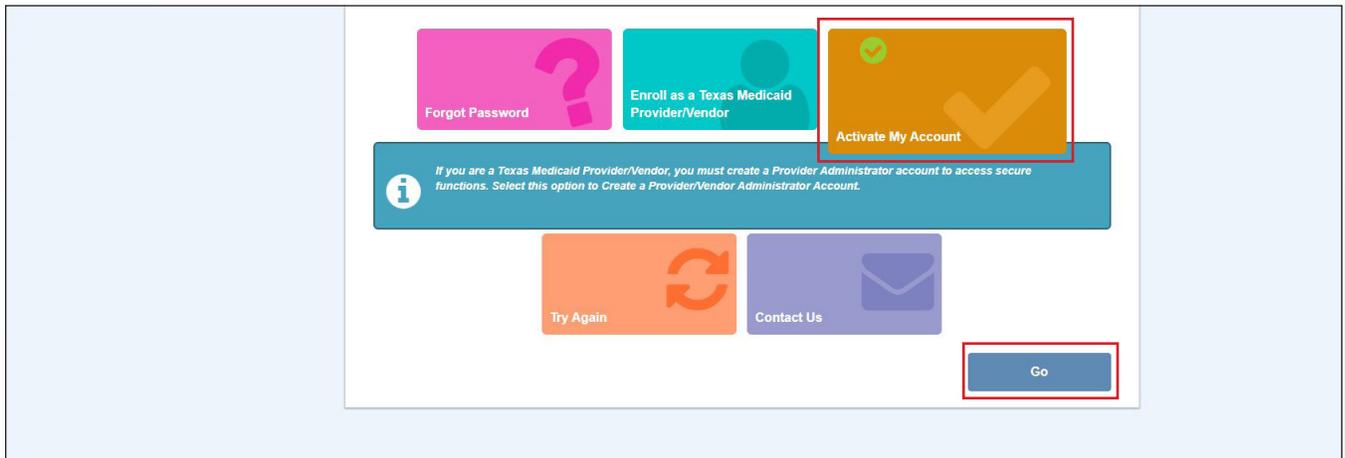
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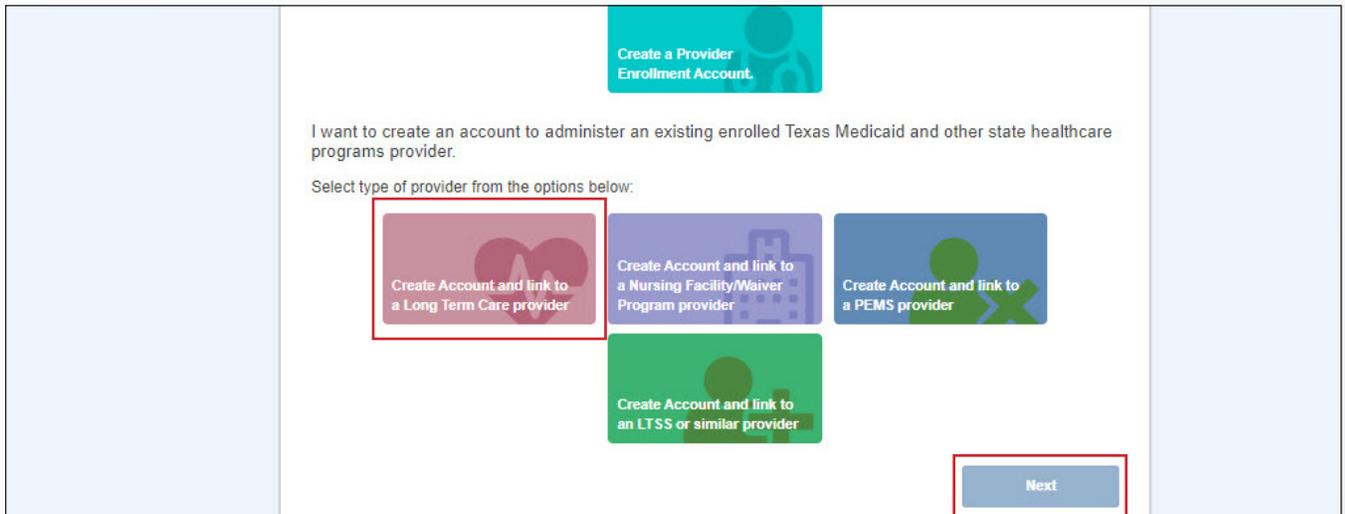
- c) Click **My Account**.

- d) Click **Cancel** when the Windows Security Prompt appears since you have not yet created an account.

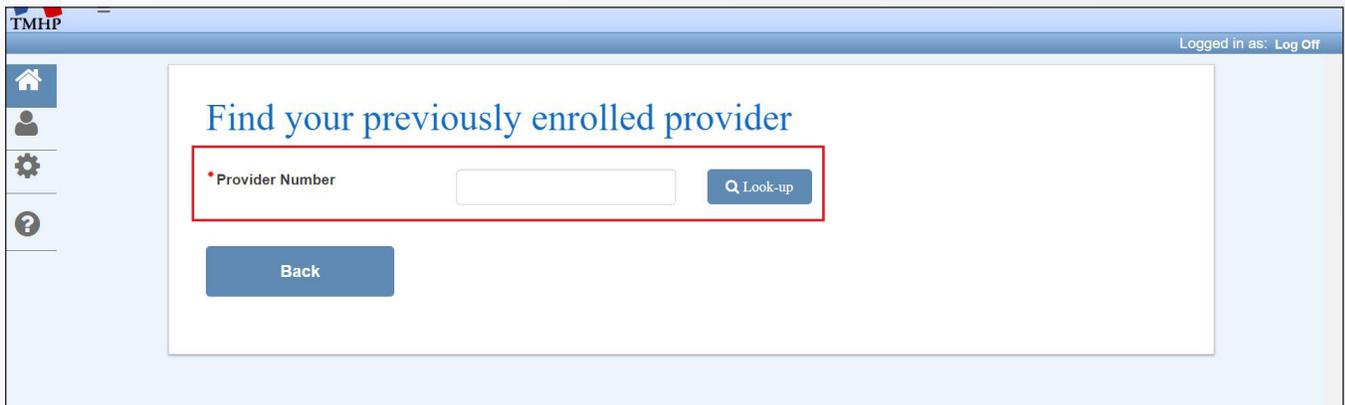
e) Click **Activate My Account** to begin the process of creating an administrator account, then click **Go**.



f) Click **Create Account and link to a Long Term Care provider**, then click **Next**.



g) Enter your provider number (also known as contract number), then click **Look-up**.



h) Click **Do you need to request a PIN?** since you do not yet have a PIN.

Find your previously enrolled provider

Provider Number [Change](#)

Select one of the following options then select "Next"

Security Questions **Enter PIN**

Do you need to request a PIN?

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

i) Click the **radio button** next to the address where the PIN should be mailed, then click **Submit**. It may take up to 10 days to receive your PIN in the mail.

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 address to which the PIN should be sent

[Submit](#)

j) Repeat steps A through G once you receive your PIN.

k) Click **Enter PIN**, then click **Next**.

Find your previously enrolled provider

Provider Number [Change](#)

Select one of the following options then select "Next"

Security Questions **Enter PIN**

Do you need to request a PIN?

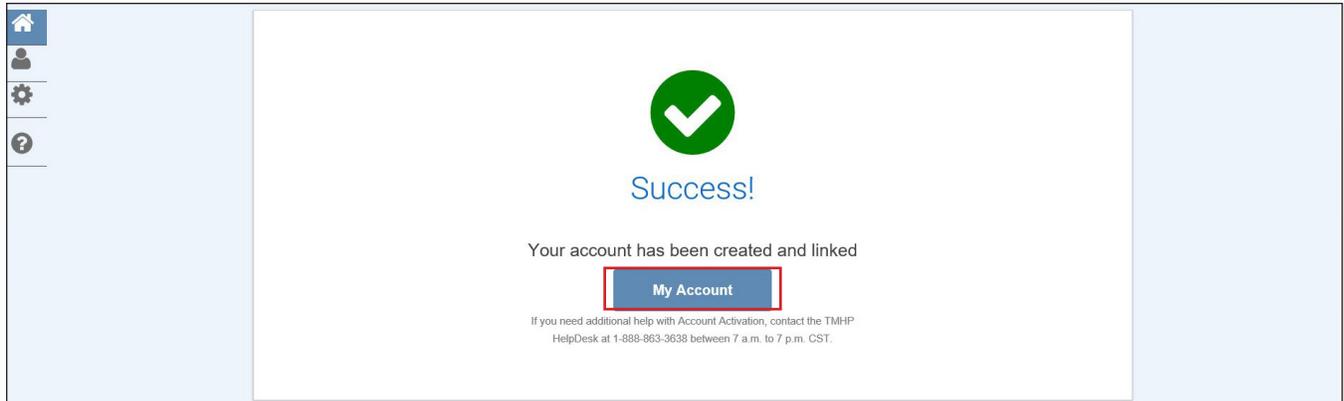
[Back](#) [Next](#)

- l) Enter your PIN, then click **Next**.

- m) Complete required fields, as indicated by the red dots, to create your TMHP administrator account username and password.
- n) Scroll down to review all the General Terms and Conditions, then click the “I agree to these terms” check box.
- o) Click the “I’m not a robot” check box, then click **Submit**.

- p) The following confirmation screen appears and you receive three confirmation emails when your TexMedConnect administrator account is successfully created. Click **My Account** and sign in with the username and password you created in step M to go to your My Account page.

Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.



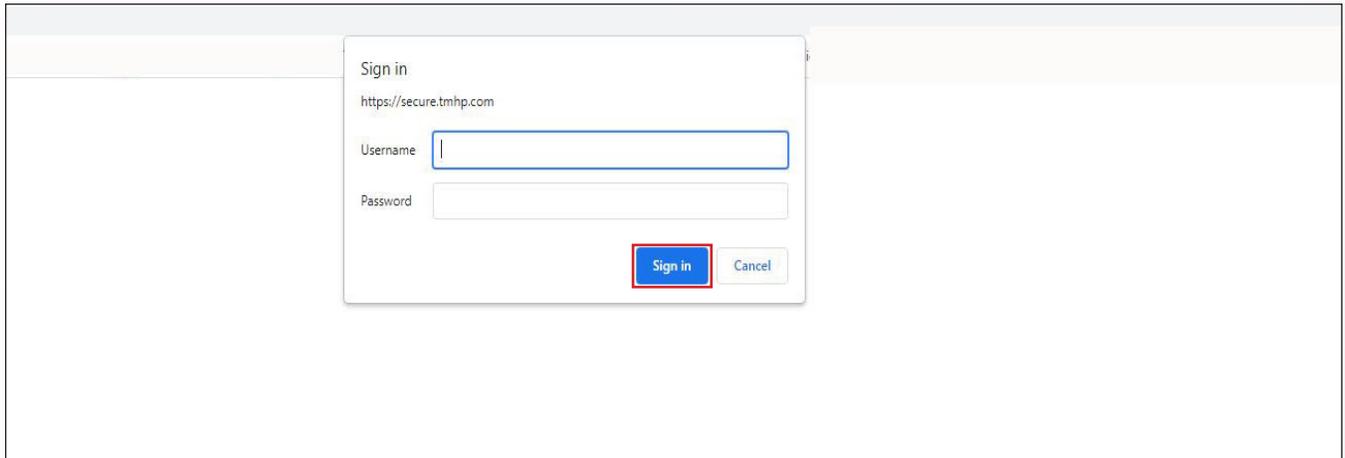
Step 2A: Link Your TexMedConnect Administrator Account to the LTC Online Portal

The LTC Online Portal administrator account gives you access to submit and manage forms. You must link to this account to submit forms to TMHP.

Note: Each LTC Online Portal account must have at least one user to access forms, even if your TMHP account administrator is the only person who will submit forms for your organization. See [Step 5: Create Your LTC Online Portal Users](#) for details.

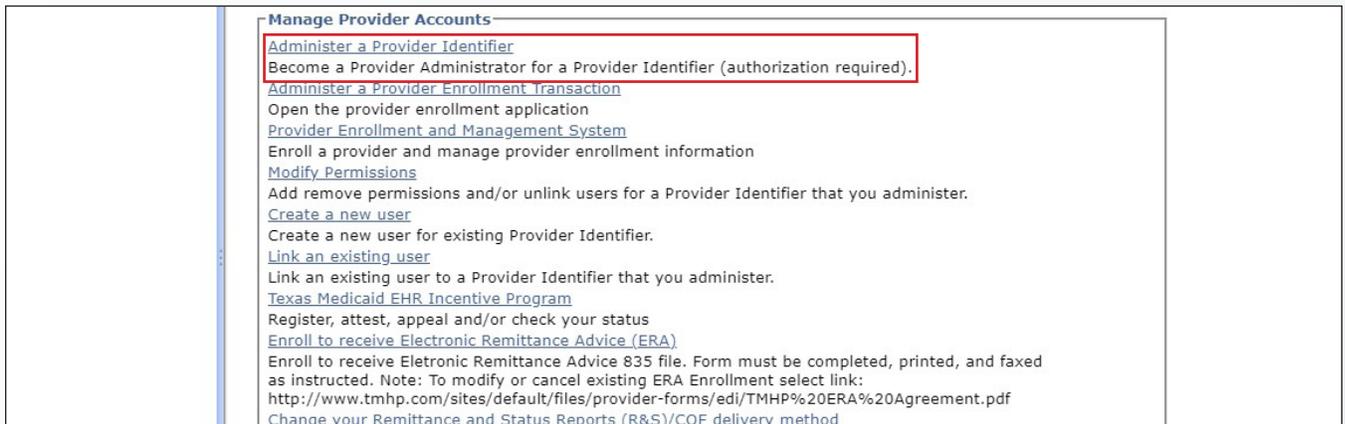
- a) Request your vendor password.
1. Call the EDI Help Desk at 888-863-3638, Option 4.
 2. Tell them your account type is Nursing Facility/Waiver Program Provider.
 3. Give them your vendor number (0 plus component code) and Medicaid provider number (also known as contract number).
 4. You will receive your vendor password during the call.

- b) Sign in with the username and password you created for your TexMedConnect administrator account in Step 1.



The screenshot shows a 'Sign in' dialog box with the URL 'https://secure.tmhp.com'. It contains two input fields: 'Username' and 'Password'. Below the fields are two buttons: 'Sign in' (highlighted with a red box) and 'Cancel'.

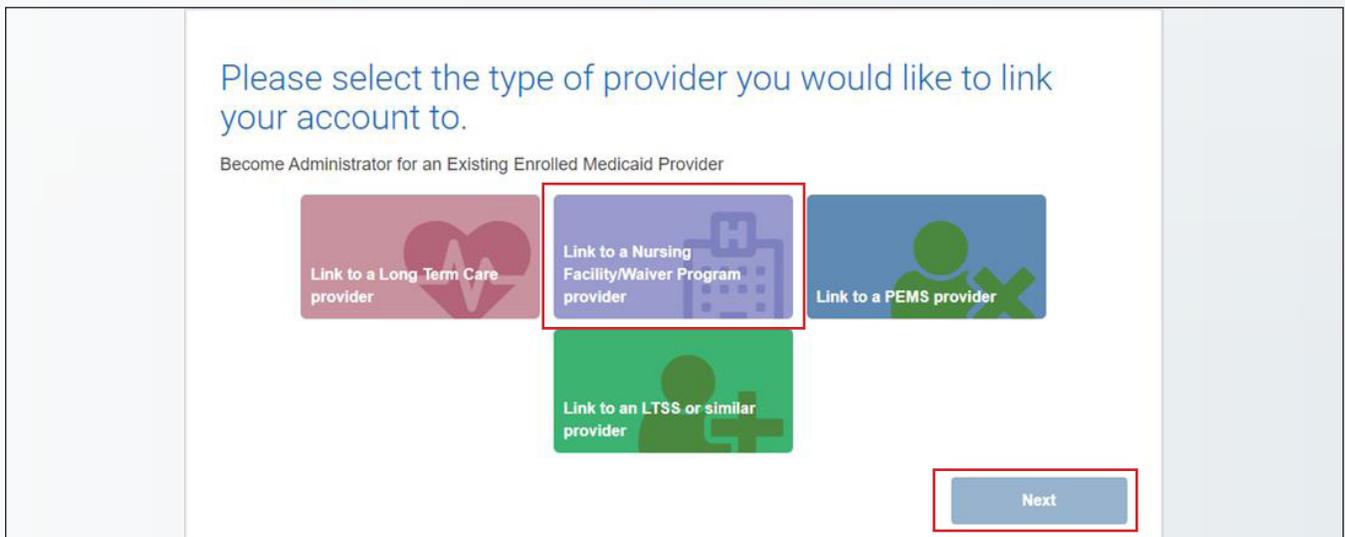
- c) Click **Administer a Provider Identifier** on the My Account page.



The screenshot shows a sidebar menu titled 'Manage Provider Accounts'. The first item, 'Administer a Provider Identifier', is highlighted with a red box. Below it are several other menu items with brief descriptions:

- [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 Eletronic 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](#)

- d) Click **Link to a Nursing Facility/Waiver Program provider**, then click **Next**.



The screenshot shows a screen titled 'Please select the type of provider you would like to link your account to.' Below the title is the text 'Become Administrator for an Existing Enrolled Medicaid Provider'. There are four buttons with icons and text:

- Link to a Long Term Care provider (pink button)
- Link to a Nursing Facility/Waiver Program provider (purple button, highlighted with a red box)
- Link to a PEMS provider (blue button)
- Link to an LTSS or similar provider (green button)

At the bottom right, there is a 'Next' button (blue button, highlighted with a red box).

- e) Enter your provider number (also known as contract number), vendor number (0 plus component code), and vendor password, then click **Next**. Your administrator account information prepopulates on the next page.

Find your previously enrolled Provider

* Provider Number
Formerly known as Contract Number

* Vendor Number

* Vendor Password
Formerly known as MicroECS password

If you do not have your Vendor Password, you may contact the EDI Helpdesk at 1-888-863-3638, 7:00 a.m. to 7:00 p.m., Central Time for assistance.

Back Next

- f) Scroll down to review all the General Terms and Conditions, then click the “I agree to these terms” check box.
- g) Click **Link Provider Number**.

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

* User Name

* 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

* 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.

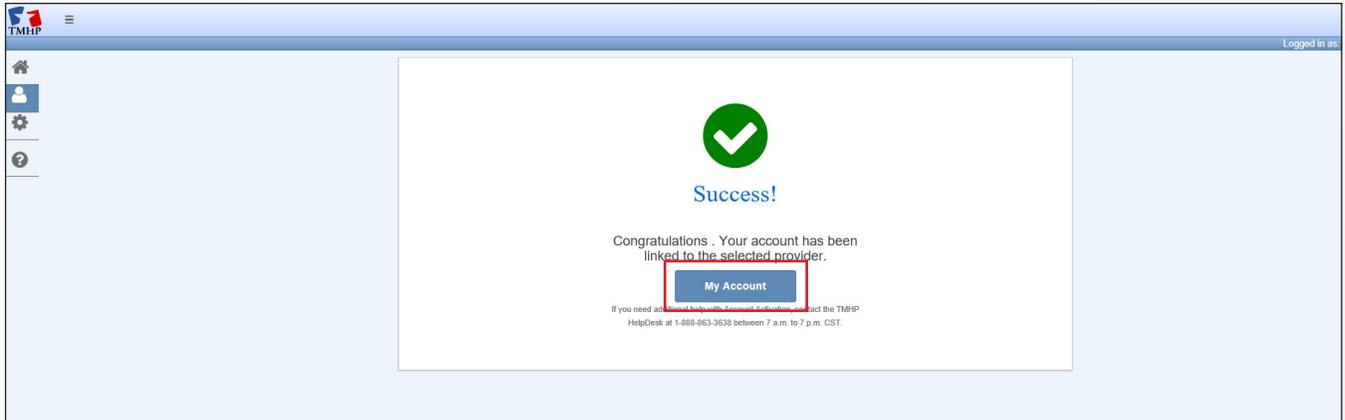
Disclosure of Your Identity
From time to time we may receive requests to disclose the identities of our users. We only will disclose the identities of our users or other personally identifiable information in accordance with the terms of our policy on privacy.

* I agree to these terms

Link Provider Number

- h) The following confirmation screen appears and you receive a confirmation email when your provider number is successfully linked. Click **My Account** and repeat these steps until all your provider numbers are linked.

Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.



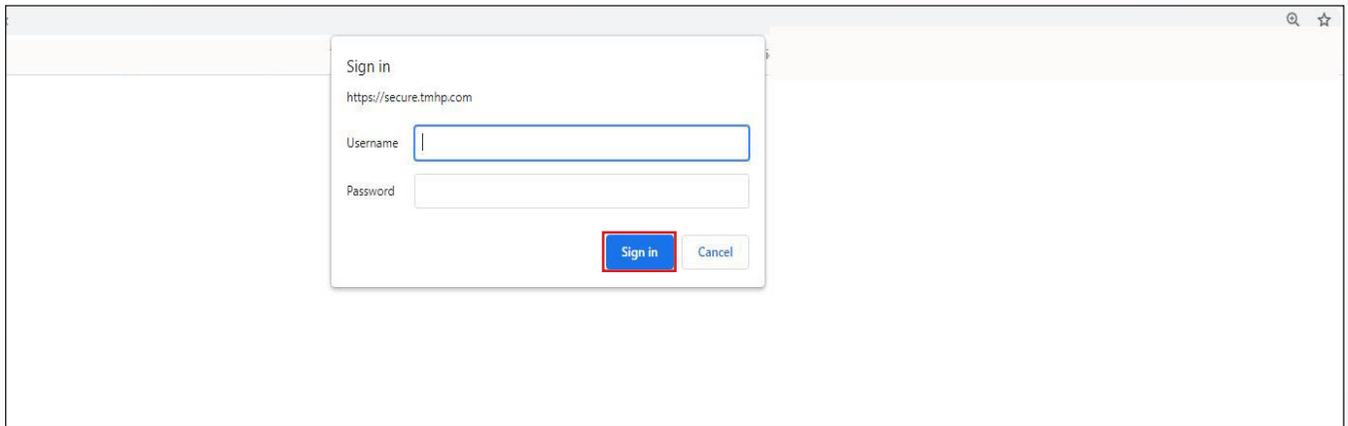
Step 2B: Link Your LTC Online Portal Administrator Account to TexMedConnect

If you already have an LTC Online Portal administrator account and need to create a TexMedConnect administrator account, continue with the following steps. If you already completed [Step 1: Create Your TexMedConnect Administrator Account](#) and [Step 2A: Link Your TexMedConnect Administrator Account to the LTC Online Portal](#), go to [Step 3: Create Your TexMedConnect Users](#).

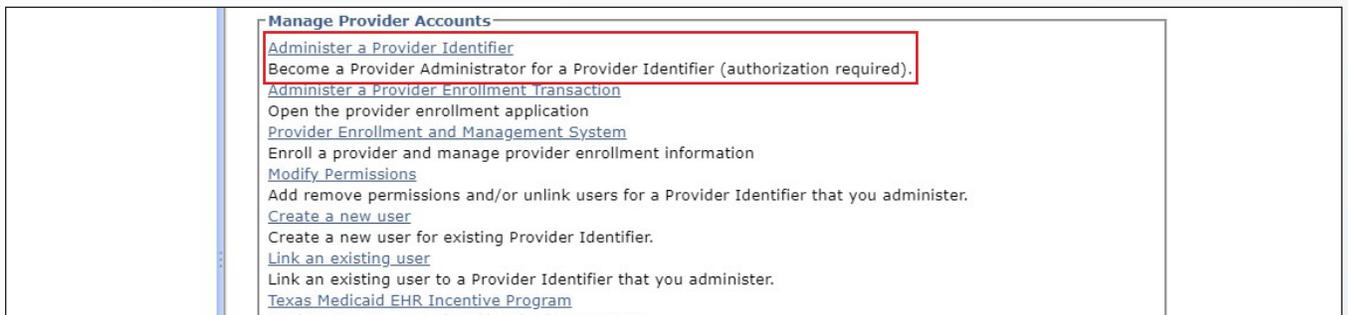
The TexMedConnect administrator account gives you access to client eligibility information, electronic claims submission tools, the Portable Document Format (PDF) version of the Remittance and Status (R&S) Report (available to you for *90 days*), and more. You must create this account to submit claims to TMHP using TexMedConnect. Each TexMedConnect account should have at least two administrators. For more information about TexMedConnect, refer to the [Long-Term Care \(LTC\) User Guide for TexMedConnect](#) and [TexMedConnect for Long-Term Care \(LTC\) Providers Computer-Based Training \(CBT\)](#).

Note: You must have a Personal Identification Number (PIN) to create your TexMedConnect administrator account. Plan accordingly, as It may take up to 10 days from when it was requested to receive your PIN in the mail.

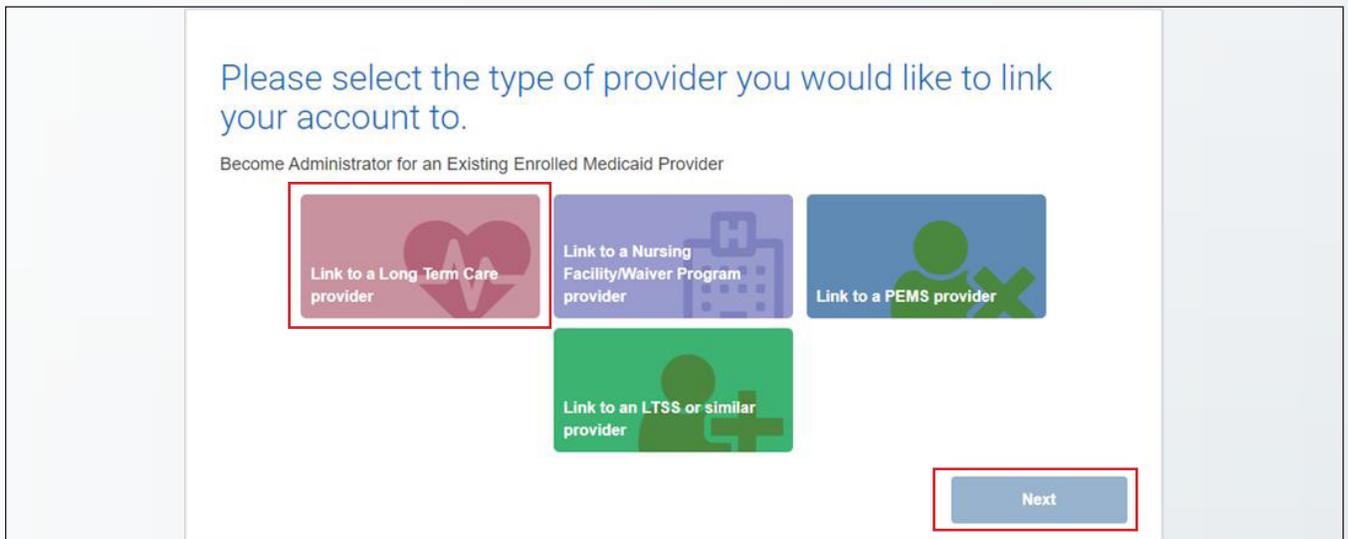
- a) Sign in with the username and password you created for your LTC Online Portal administrator account.



- b) Click **Administer a Provider Identifier** on the My Account page.



- c) Click **Link to a Long Term Care provider**, then click **Next**.



- d) Enter your provider number (also known as contract number), then click **Look-up**.

The screenshot shows the TMHP web interface. At the top, it says 'TMHP' and 'Logged in as: Log Off'. On the left, there is a navigation menu with icons for home, user profile, settings, and help. The main content area is titled 'Find your previously enrolled provider'. It features a search form with a 'Provider Number' input field and a 'Look-up' button. A red box highlights these two elements. Below the search form is a 'Back' button.

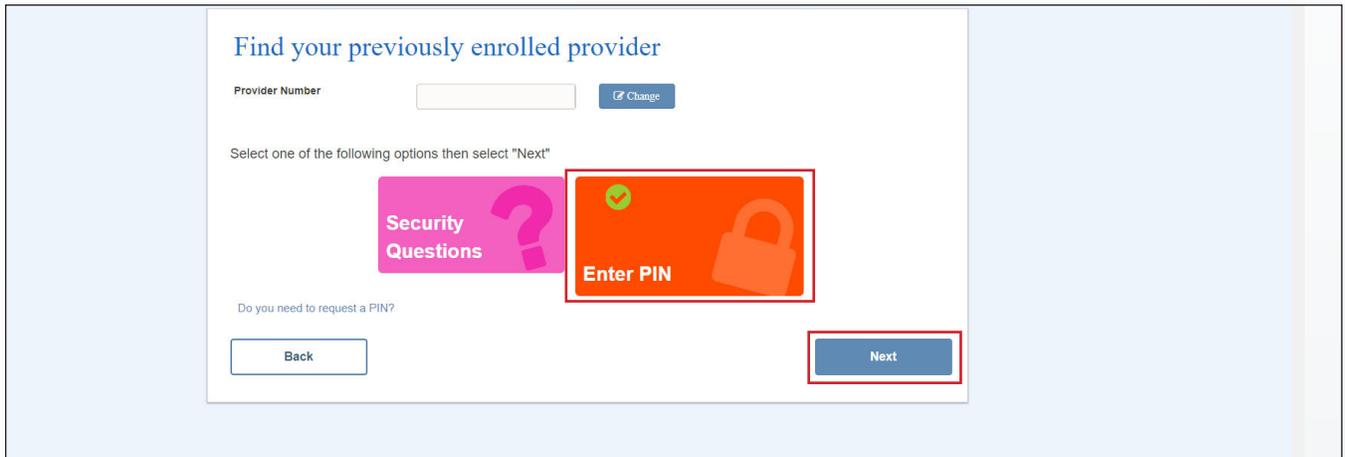
- e) Click **Do you need to request a PIN?** since you do not yet have a PIN.

The screenshot shows the same TMHP web interface. The 'Provider Number' field is now disabled and has a 'Change' button next to it. Below this, there is a prompt: 'Select one of the following options then select "Next"'. There are two large buttons: a pink one labeled 'Security Questions' with a question mark icon, and an orange one labeled 'Enter PIN' with a padlock icon. A red box highlights the text 'Do you need to request a PIN?' which is positioned between these two buttons. At the bottom, there are 'Back' and 'Next' buttons.

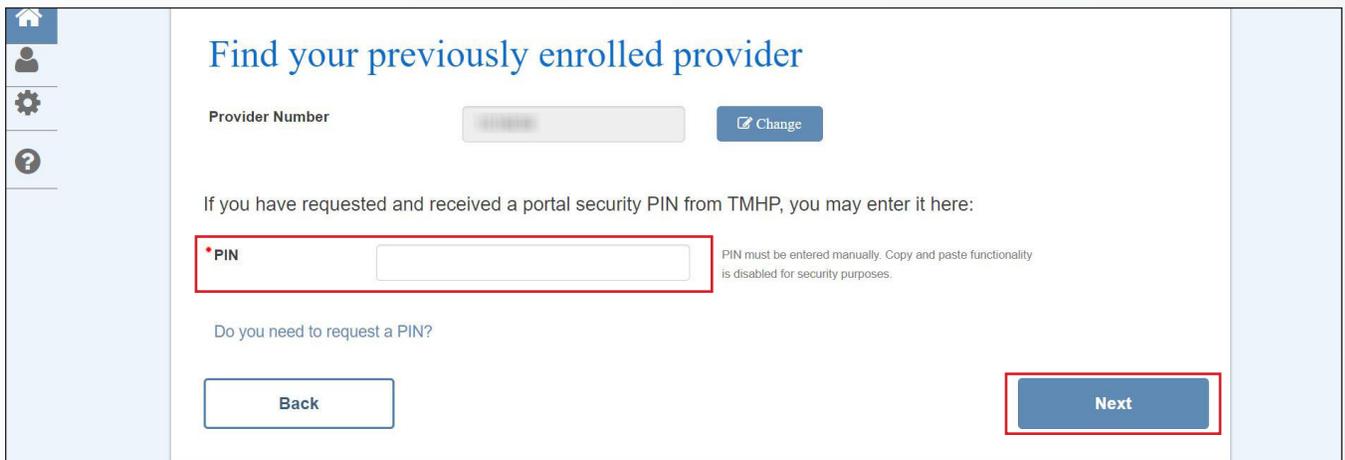
- f) Click the **radio button** next to the address where the PIN should be mailed, then click **Submit**. It may take up to 10 days to receive your PIN in the mail.

The screenshot shows the 'Request a PIN' page. It has a title 'Request a PIN' and a sub-header 'Request a PIN'. Below that, it says: '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.' There is a radio button next to the text 'Please select the address to which the PIN should be sent'. A red box highlights this radio button. Below this is a 'Submit' button, also highlighted with a red box.

- g) Repeat steps A through D once you receive your PIN.
- h) Click **Enter PIN**, then click **Next**.



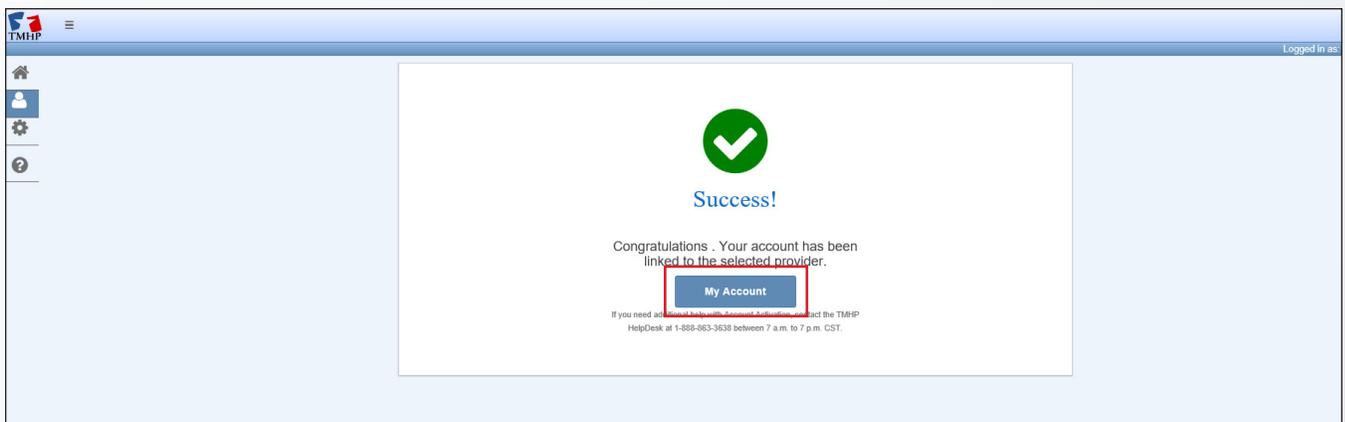
- i) Enter your PIN, then click **Next**. Your administrator account information prepopulates on the next page.



- j) Scroll down to review all the General Terms and Conditions, then click the “I agree to these terms” check box.
- k) Click **Link Provider Number**.

- l) The following confirmation screen appears and you receive a confirmation email when your provider number is successfully linked. Click **My Account** and repeat these steps until all your provider numbers are linked.

Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

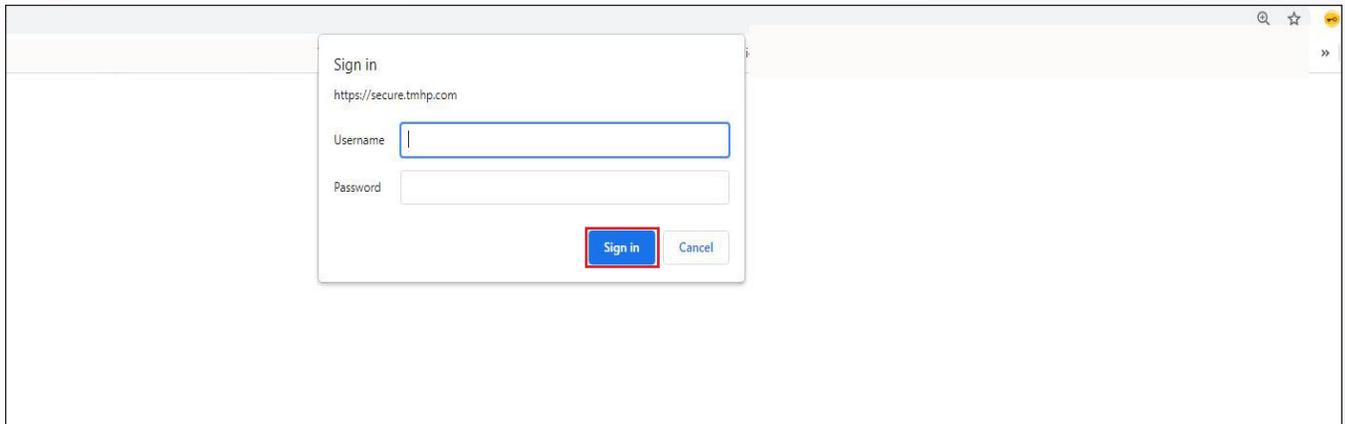


Step 3: Create Your TexMedConnect Users

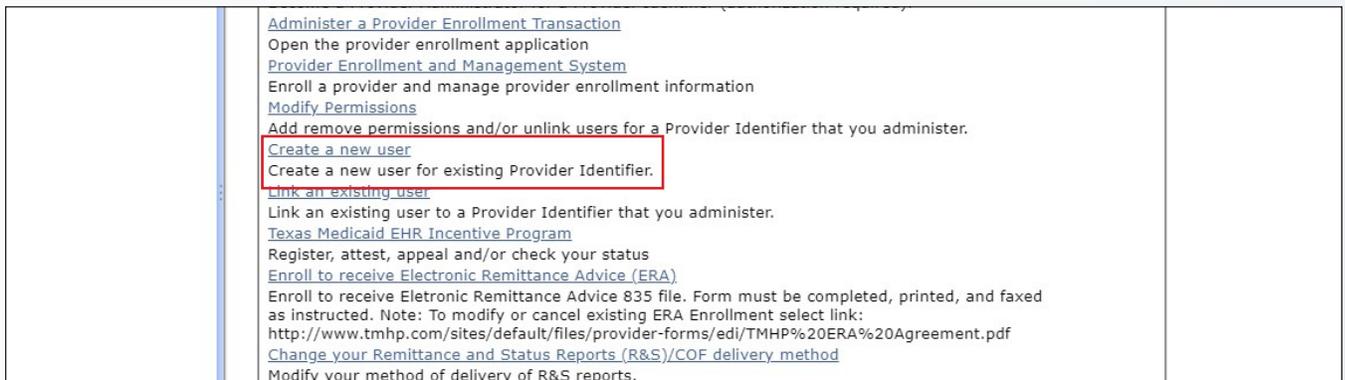
Your TMHP account administrator must create and grant permissions to users to access TexMedConnect. If your user does not need access to TexMedConnect and only needs access to forms on the LTC Online Portal, go to [Step 5: Create Your LTC Online Portal Users](#).

Note: Each user must have a unique email address and cannot have the same email address as the account administrator.

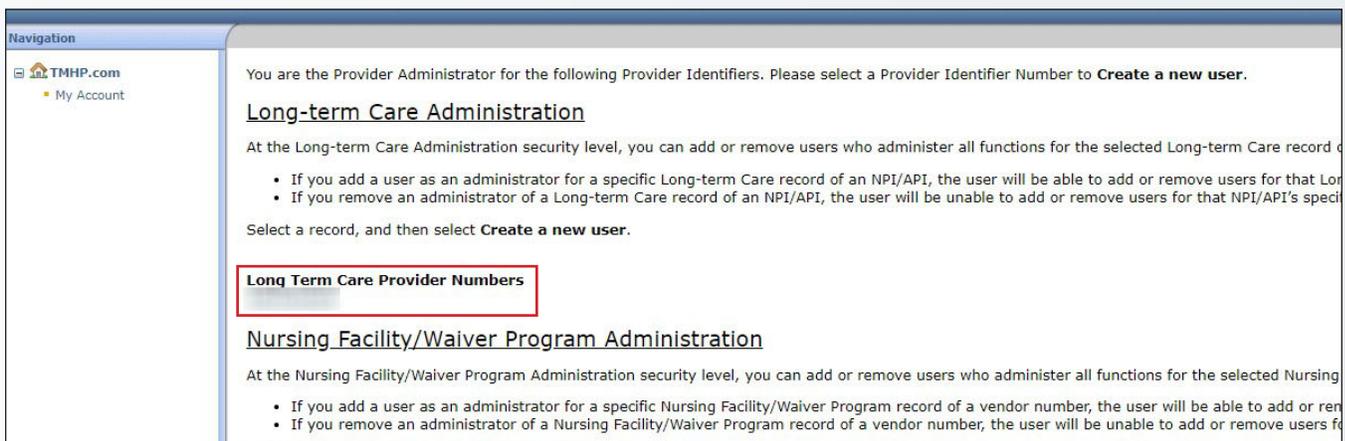
- a) Sign in to your TMHP administrator account.



- b) Click **Create a new user** on the My Account page.



- c) Select the appropriate **Long Term Care Provider Number**.



- d) Complete required fields, as indicated by the red dots.
 - e) Check the permission boxes you would like to assign the user. Refer to pages 13-14 of the [Managing Your Long-Term Care Online Portal Account: A Step by Step Guide](#) to determine permissions based on the services your organization is contracted to provide and the related tasks the user is responsible for.
 - f) Click **Create User** after permissions are assigned. The new user's username and password display. The new user receives an email confirmation.
- Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

Please type in the user information for the new user and select the security permissions for:

Provider Number

User Name: 6-20 characters (no spaces or special characters)

- Must be different than your EDI Submitter ID

First Name: (no special characters)

- First Name:

Last Name: (no special characters)

- Last Name:

Business telephone: xxx-xxx-xxxx xxxx

- Business telephone:

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.

- Confirm Email:

Permissions(s) for Provider Number

MESAV Performer	View 835 Reports	CSI Performer	Claim Submitter	Adjustment Submitter	3071 Submitter	3074 Submitter	Provider Administrator	IMT Hospice Provider	IDRC Hospice Provider	3071 Miscellaneous permission	3074 Miscellaneous permission	EVV Provider
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										

Create User

Step 4: Link an Existing TexMedConnect User to the LTC Online Portal

If an existing TexMedConnect user needs access to forms, your TMHP account administrator must link the existing user and grant LTC Online Portal permissions.

- a) Sign in to your TMHP administrator account.

Sign in

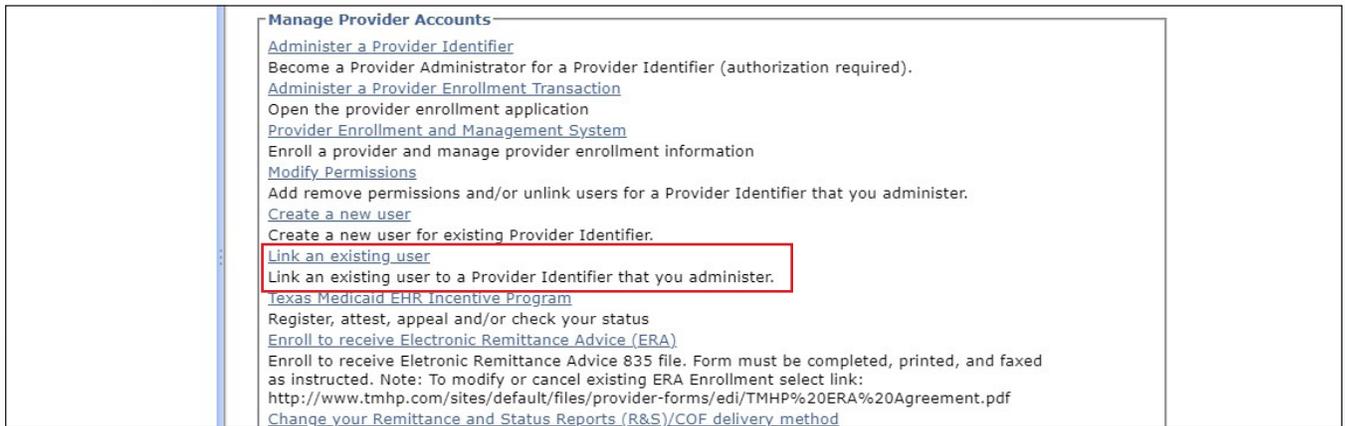
https://secure.tmhp.com

Username

Password

Sign in Cancel

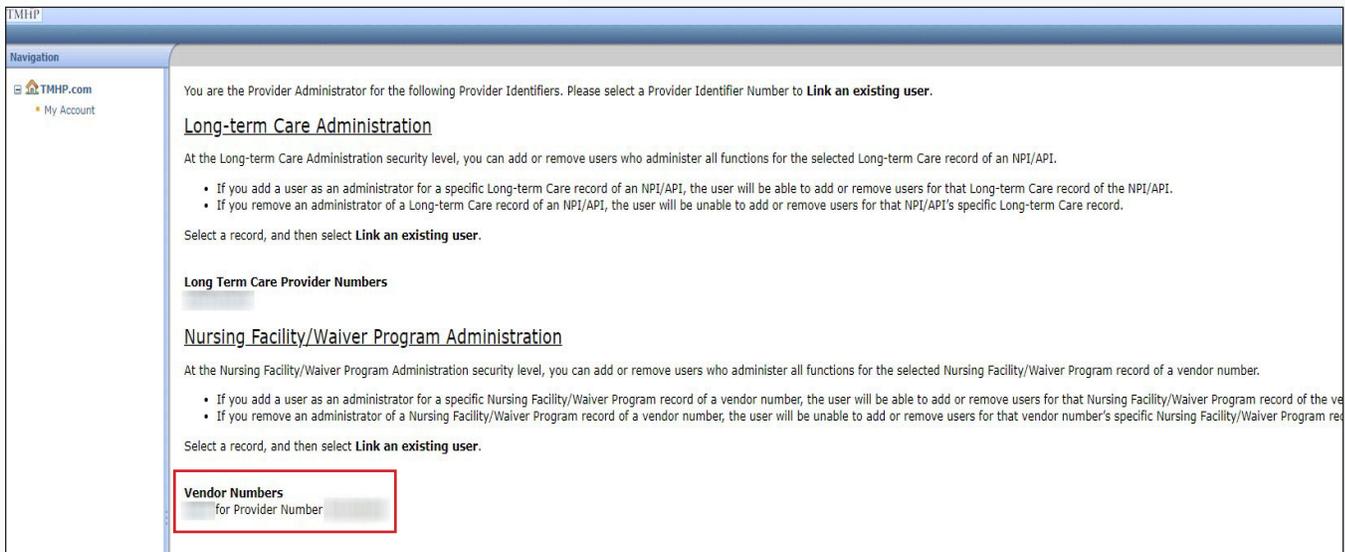
b) Click **Link an existing user** on the My Account page.



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](#)

c) Select the **Vendor Number** you are linking.



TMHP

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**.

Long-term Care Administration

At the Long-term Care Administration security level, you can add or remove users who administer all functions for the selected Long-term Care record of an NPI/API.

- If you add a user as an administrator for a specific Long-term Care record of an NPI/API, the user will be able to add or remove users for that Long-term Care record of the NPI/API.
- If you remove an administrator of a Long-term Care record of an NPI/API, the user will be unable to add or remove users for that NPI/API's specific Long-term Care record.

Select a record, and then select **Link an existing user**.

Long Term Care Provider Numbers

Nursing Facility/Waiver Program Administration

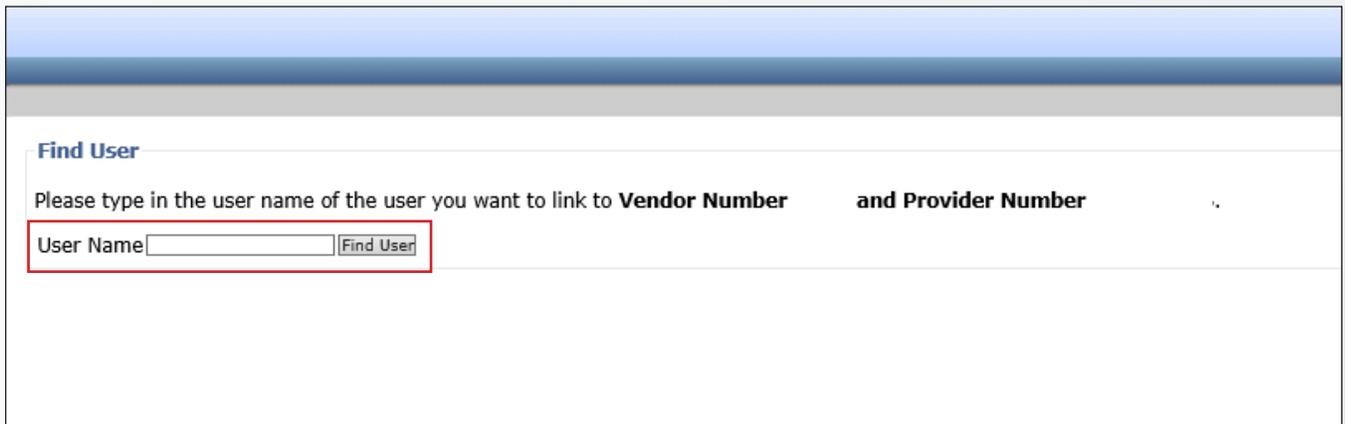
At the Nursing Facility/Waiver Program Administration security level, you can add or remove users who administer all functions for the selected Nursing Facility/Waiver Program record of a vendor number.

- If you add a user as an administrator for a specific Nursing Facility/Waiver Program record of a vendor number, the user will be able to add or remove users for that Nursing Facility/Waiver Program record of the vendor number.
- If you remove an administrator of a Nursing Facility/Waiver Program record of a vendor number, the user will be unable to add or remove users for that vendor number's specific Nursing Facility/Waiver Program record.

Select a record, and then select **Link an existing user**.

Vendor Numbers
for Provider Number

d) Enter the existing user's username, then click **Find User**.

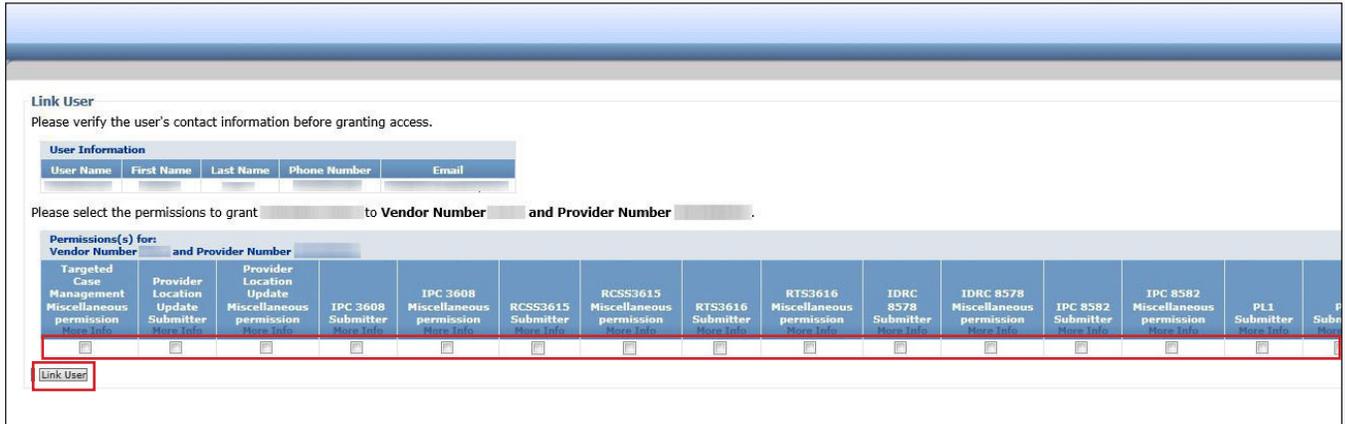


Find User

Please type in the user name of the user you want to link to **Vendor Number** and **Provider Number**.

User Name **Find User**

- e) Check the permission boxes you would like to assign the user. Refer to pages 13-14 of the [Managing Your Long-Term Care Online Portal Account: A Step by Step Guide](#) to determine permissions based on the services your organization is contracted to provide and the related tasks the user is responsible for.
- f) Click **Link User** after permissions are assigned. A confirmation page displays that the username is successfully linked to the provider number. The user receives an email confirmation.
Note: Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.



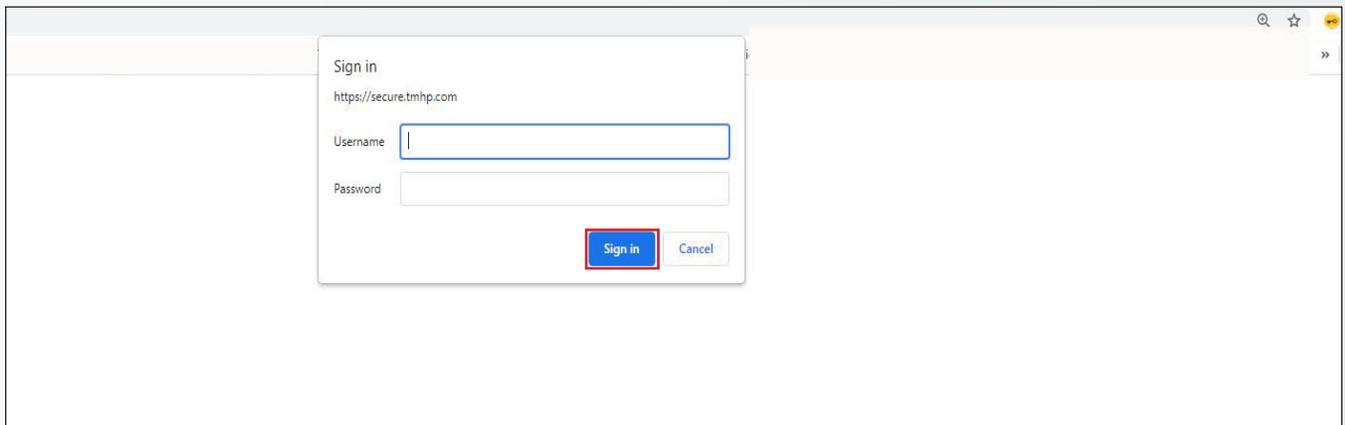
- g) Repeat these steps until you have linked all the provider numbers your user needs to access.

Step 5: Create Your LTC Online Portal Users

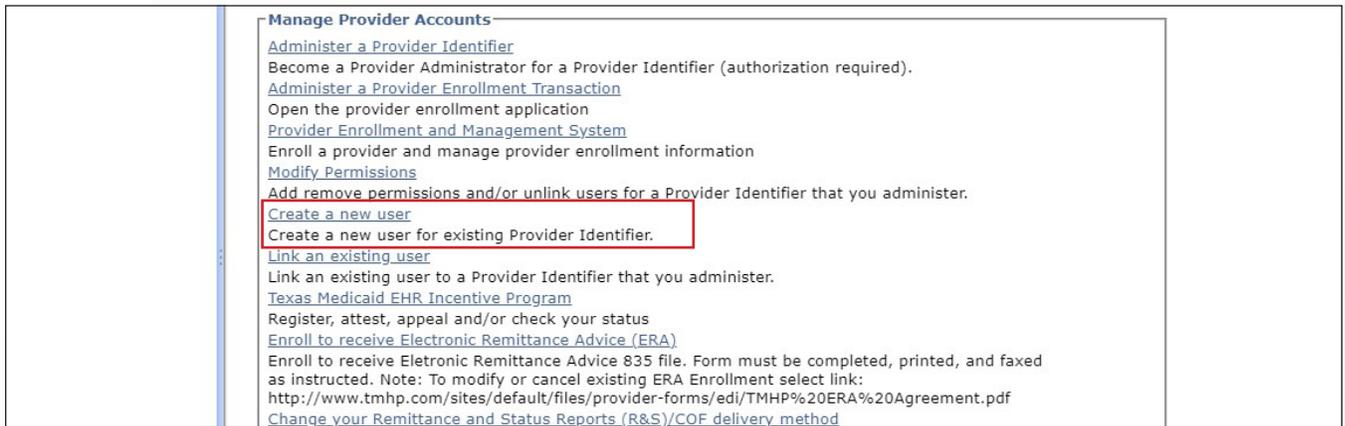
Your TMHP account administrator must create and grant permissions to users to access forms on the LTC Online Portal. Each LTC Online Portal account must have at least one user to access forms, even if your TMHP account administrator is the only person who will submit forms for your organization. If your user also needs access to TexMedConnect, complete [Step 3: Create Your TexMedConnect Users](#) and [Step 4: Link an Existing TexMedConnect User to the LTC Online Portal](#) instead.

Note: Each user must have a unique email address and cannot have the same email address as the account administrator.

- a) Sign in to your TMHP administrator account.



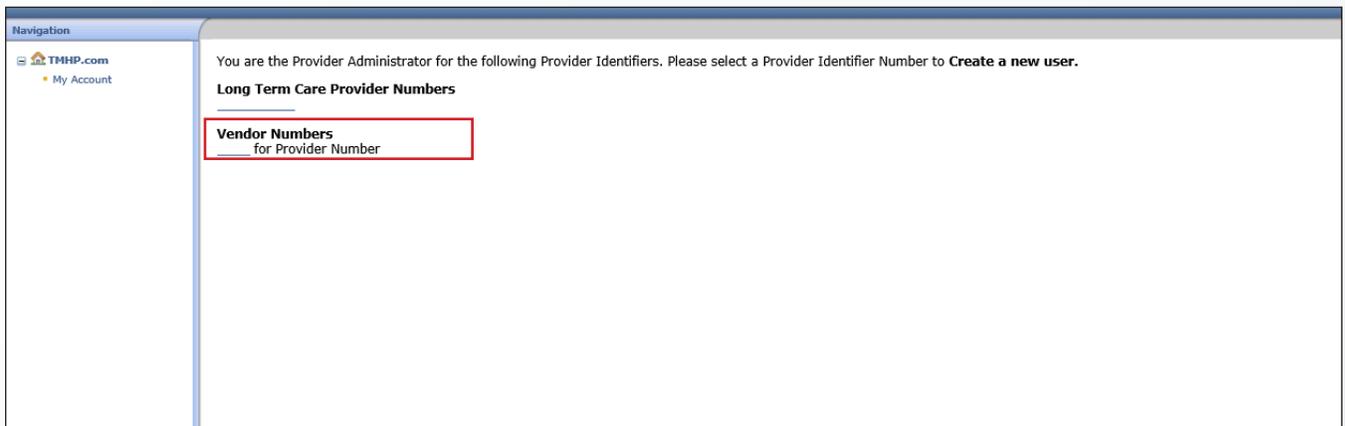
b) Click **Create a new user** on the My Account page.



Manage Provider Accounts

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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 Eletronic 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](#)

c) Select the appropriate **Vendor Number**.



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**.

Long Term Care Provider Numbers

Vendor Numbers
_____ for Provider Number

- d) Complete required fields, as indicated by the red dots.
 - e) Check the permission boxes you would like to assign the user. Refer to pages 13-14 of the [Managing Your Long-Term Care Online Portal Account: A Step by Step Guide](#) to determine permissions based on the services your organization is contracted to provide and the related tasks the user is responsible for.
 - f) Click **Create User** after permissions are assigned. The new user's username and password display. The new user receives an email confirmation.
- Note:** Call the EDI Help Desk at 888-863-3638 if you receive any error messages or do not receive a confirmation email.

Please type in the user information for the new user and select the security permissions for:
Vendor Number and **Provider Number**

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:
Vendor Number and **Provider Number**

Targeted Case Management Miscellaneous permission	Provider Location Update Submitter	Provider Location Update Miscellaneous permission	IPC 3608 Submitter	IPC 3608 Miscellaneous permission	RCSS3615 Submitter	RCSS3615 Miscellaneous permission	RTS3616 Submitter	RTS3616 Miscellaneous permission	IDRC 8578 Submitter	IDRC 8578 Miscellaneous permission	IPC 8582 Submitter	IPC 8582 Miscellaneous permission	PL1 Submitter	PL1 Submitter
<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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 6: Submit Your EDI Agreement

All organizations must submit an Electronic Data Interchange (EDI) Agreement to access the electronic version of the Remittance and Status (R&S) Report. The R&S Report provides the status of claims processed by TMHP. Providers cannot retrieve R&S Reports older than *90 days* if an EDI Agreement is not submitted.

835 Electronic Remittance and Status (ER&S) Reports can be retrieved as far back as the time your submitter ID has been linked to your provider number (also known as contract number). Refer to the [835 Long Term Care Companion Guide](#) on tmhp.com for more information on 835 ER&S Reports. If you access the Portable Document Format (PDF) version of the R&S Report through TexMedConnect, it will only be available to you for *90 days*.

Note: If you plan to submit claims using EDI, reference the [TMHP EDI web page](#) for detailed information on [approved trading partners](#), software testing, and more.

- a) Submit a completed [EDI Agreement](#) for each provider number (also known as contract number). The EDI Agreement may take up to 30 days to process.

Step 7: Create Your LMS Account

The Learning Management System (LMS) provides education related to claims submission, the LTC Online Portal, managing your TMHP accounts, and more. You must create an account the first time you access the LMS, and log in with those credentials thereafter. Reference the [Learning Management System \(LMS\) Registration and Navigation Job Aid for Providers](#) for further information.

- a) Complete the form on the [New User Registration](#) web page to create your account.



New User Registration

Note: Fields marked with a * are required

Account

Username *

Password *

Confirm Password *

Profile Picture

Once you have successfully created your TexMedConnect and LTC Online Portal administrator accounts, created your account users, and completed all other steps in this QRG, you are now ready to submit claims and forms to TMHP.

Contact Information

Contact the following if you require assistance:

- For TMHP account-related questions—TMHP LTC Help Desk at 800-626-4117, Option 1.
- For EDI-related questions—EDI Help Desk at 888-863-3638.
- For LMS-related questions—[TMHP Training Support](#).