



**Children's Health Insurance Program
Provider Enrollment
Frequently Asked Questions**



1) Do all CHIP providers need to enroll with the Texas Medicaid & Healthcare Partnership ?

Yes. All CHIP providers enroll with TMHP by Dec. 31, 2017. CHIP providers who are already enrolled with TMHP to provide Medicaid services do not need to re-enroll.

2) Do I need to enroll with TMHP even though I am already contracted with and credentialed by a CHIP health plan?

Yes. If you don't enroll by Dec. 31, the health plan must remove you from its network.

3) Do I need to enroll again if I am already enrolled as a Medicaid provider?

No. CHIP providers who are actively enrolled with TMHP as Medicaid providers don't need to do anything to continue to provide services through a CHIP health plan. Please note, all providers must revalidate enrollment every three-to-five years, depending on the provider type.

4) I am new to CHIP. May I begin providing services to CHIP members after completing enrollment with TMHP?

No. Texas CHIP is delivered through contracted health plans. To provide services to CHIP members, providers must first enroll with TMHP and then contract with and be credentialed by a CHIP health plan.

5) What does enrollment with TMHP entail?

You must submit a complete provider enrollment application, all additional documentation and disclosures and application fee, if applicable. Receipt of a complete application will initiate the TMHP provider screening process.

6) Is Texas requiring CHIP providers to enroll in Texas Medicaid?

No. However, CHIP providers must enroll through the Medicaid provider enrollment process. Texas CHIP is using the Medicaid enrollment process because the federal requirements to screen and enroll providers are the same for Medicaid and CHIP.

Once enrollment is complete, you will receive the same letter as Medicaid providers. If you indicate in the TMHP enrollment application that you choose to be a CHIP-only provider, and choose to not appear in the online provider lookup, you won't be considered a Medicaid provider. You can change your preference to appear on the online provider lookup at any time if you choose to participate in Medicaid at a later date.

7) How do I show in the application that I want to be a CHIP-only provider?

If you don't intend to participate in the Medicaid program, there are two key steps to complete in the application process:

1. Answer "yes" to the following question on the application: "Are you enrolling to provide services exclusively to CHIP clients?"
2. Select "no" for the following option on the application: "I would like my provider information to be visible on the Texas Medicaid Online Provider Lookup (OPL)."

Providers who take these two steps in their application won't be Medicaid providers and won't appear on the Texas Medicaid online provider directory.

8) Can I update my enrollment status in the future if I choose to participate in Medicaid?

Yes, you can log into the Provider Information Management System after enrollment is complete to choose to appear in or be hidden from the Texas Medicaid Online Provider Lookup.

9) What are the advantages of using Provider Enrollment on the Portal?

TMHP guides applicants through the TMHP provider enrollment process and can help you complete the application more accurately by doing the following:

- PEP automatically populates duplicate data fields, which reduces errors and shortens the time needed to complete the application.
- Before submission, the system checks the information to make sure all questions are answered and the information is consistent throughout the application.
- The new E-signature option allows providers to sign and submit re-enrollment documents online.
- Online tracking of application status.

If there is missing or incomplete information, a deficiency notice will be sent to the provider. If a provider signs up to have deficiency notifications sent by e-mail, the system sends an update to the e-mail address on file. Corrections can then be made and submitted online. Providers have 30 days to address the deficiency in the application.

10) How can I get started on the portal?

Visit the TMHP website at www.tmhp.com.

1. Click on the "Not yet a provider?" web ad on the right side of the page.
2. Then click on the "I would like to..." link at the top right of the page.
3. Then click the "Activate my account (Provider Enrollment on the Portal [PEP]) link."

11) Once I submit my application, how long will it be until my enrollment is complete?

It takes TMHP an average of 45 calendar days to process a complete enrollment application. Please note that it can take longer if the application is incomplete. For incomplete applications, TMHP will send deficiency notices requesting the missing or incorrect information and application processing is delayed until TMHP receives all of the necessary information. Following the application directions closely is crucial to ensure timely processing and completion of an enrollment decision.

12) Who should I contact if I need help completing the enrollment application?

TMHP has provider enrollment representatives who can help with your enrollment needs. You can call a TMHP provider enrollment representative at **1-800-925-9126**.

13) Where can I find additional information about how to enroll?

Additional information about enrolling, including the application fee, provider screening, and requirements for certain provider types, is available at: www.tmhp.com/Pages/ProviderEnrollment/PE_TX_Medicaid_New.aspx.