

Provider Enrollment and Management System (PEMS) Post-Deployment Update

In the nearly 80 days since the December 13, 2021, deployment of the Provider Enrollment and Management System (PEMS) system, Texas Medicaid & Healthcare Partnership (TMHP) has heard from many providers and used their feedback to enhance the provider user experience. This update highlights the most frequent topics about which providers have communicated a need for additional support or functionality, and is the first of a number of updates which will be issued over the next few weeks. TMHP will be increasing the frequency of updates such as this one in order to share added training modalities, system enhancements, and system changes, all designed to improve functionality based on provider feedback and post-deployment observations.

Performing Provider Enrollment	Enhancement Estimated March, 2022
<p>Currently, multiple enrollments for performing providers or multiple locations under one NPI cannot be initiated concurrently. The limitation was created to prevent multiple requests from updating the same information and causing conflicts.</p>	<p>System enhancements which will allow concurrent enrollment for performing providers are currently in process. Please note that a new provider must be enrolled completely before they can be associated with multiple locations or groups with concurrent applications.</p>
Enrollment effective date	Enhancement Estimated April, 2022
<p>HHSC is revising the policy for Medicaid enrollment effective dates to again allow retroactive enrollment to the Medicare certification date for providers with the same Medicare and Medicaid risk category. This will require systems changes to implement and will be applied retroactively to providers that meet risk category criteria and submitted a Medicaid enrollment application on or after December 13, 2021.</p>	<p>System enhancements which allow providers that meet risk category criteria, and submitted a Medicaid enrollment application on or after December 13, 2021, to systematically reprocess any claims that were denied, will move forward and the reprocessing of claims will occur after the system modification.</p>
Enrolling Performing Providers in PEMS	Clarification and Guidance
<p>Frequently Asked Question: How to add a performing provider to a group?</p>	<p>No system change is required. For additional guidance, please see this article on tmhp.com: https://www.tmhp.com/news/2022-01-11-enrolling-performing-providers-pems</p>
Dashboard View NPI level	Clarification and Guidance
<p>Clarification for users with dashboard rights: Users have described seeing messages that are not related to their location.</p>	<p>Dashboards now include all locations under an NPI. This additional content is a change from the previous system, and is due to a change from TPI to NPI hierarchy. Please see this article on tmhp.com: https://www.tmhp.com/news/2022-01-11-enrolling-performing-providers-pems</p>