



TEXMEDCONNECT

ACUTE USER GUIDE



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

v2023_0512

Contents

Overview 4

Requirements 4

Support 5

 Technical Support. 5

 Training Support 5

 Claims Support 5

Logging in to TexMedConnect 5

Navigation Panel 6

Eligibility. 7

 Eligibility Verification (EV) 7

 Client Group List 10

 EV Batch History 13

Claims Submission15

Claims Entry.15

 Professional Claim 16

 Patient Tab 17

 Provider Tab 17

 Claim Tab 18

 Diagnosis Tab 18

 Details Tab. 19

 Other-Insurance/Submit Claim Tab 20

 Outpatient Claim 21

 Patient Tab 22

 Provider Tab. 22

 Claim Tab 23

 Diagnosis Tab 24

 Details Tab. 24

 Other-Insurance/Submit Claim Tab 25

Saving Claims26

 Saving as a Draft. 27

 Viewing Draft Claims 27

 Saving Claims as Templates 28

Viewing Individual Templates. 29

Saving as a Batch 30

 Submitting a Pending Batch 30

 Batch History 32

Claim Status Inquiry (CSI)34

Fee-for-Service Claims Appeals35

Remittance and Status (R&S) Reports.37

 Viewing the PDF Version 37

 Downloading the ANSI 835 Version 37

Overview

The TexMedConnect Acute Care application is accessed online on the Texas Medicaid & Healthcare Partnership (TMHP) website at tmhp.com.

TexMedConnect is a free, online claims submission application provided by TMHP. Acute care providers can use TexMedConnect to verify client eligibility, submit claims and appeals, use Claim Status Inquiry (CSI) to check the status of claims, and view Remittance and Status (R&S) Reports.

TexMedConnect requires a National Provider Identifier (NPI) and does not support the Texas Provider Identifier (TPI).

TexMedConnect:

- Delivers an integrated, web-based application.
- Provides a stable and secure environment for claims submission.
- Provides accessibility from any computer with internet access.

TexMedConnect supports the following Health Insurance Portability and Accountability Act (HIPAA) - compliant transaction types along with their corresponding electronic file numbers:

- Eligibility Request 270
- Eligibility Response 271
- Claim Status Inquiry 276
- Electronic Remittance and Status (ER&S) Reports 835
- Dental Claims 837D
- Institutional Claims 837I
- Professional Claims 837P
- Long Term Care (LTC) Claims

Note: All transaction types except 276 apply for LTC transactions through TexMedConnect.

Requirements

TexMedConnect is a web-based application and requires internet capabilities as follows:

- Internet service provider (ISP)
- Internet browser such as Microsoft Edge® or Google Chrome®

A broadband connection is recommended but not required.

Support

TMHP offers support for TexMedConnect technical issues, training, and claims questions.

Technical Support

Contact the TMHP Electronic Data Interchange (EDI) Help Desk at 888-863-3638 for technical issues. The TMHP EDI Help Desk provides technical assistance with troubleshooting TexMedConnect and TMHP EDI Gateway system issues.

Contact your system administrator for assistance with modem, hardware, internet connectivity, or phone-line issues.

Training Support

The TMHP EDI Help Desk does not provide training; however, training is available through your TMHP provider relations representative.

TMHP has two contact centers that provide information about your provider relations representative and other information.

For Medicaid and Family Planning information, call the TMHP Contact Center at 800-925-9126.

For CSHCN Services Program information, call the TMHP CSHCN Services Program Contact Center at 800-568-2413.

Claims Support

For answers to questions about Medicaid and Family Planning electronic or paper claims, providers can call the TMHP Contact Center at 800-925-9126.

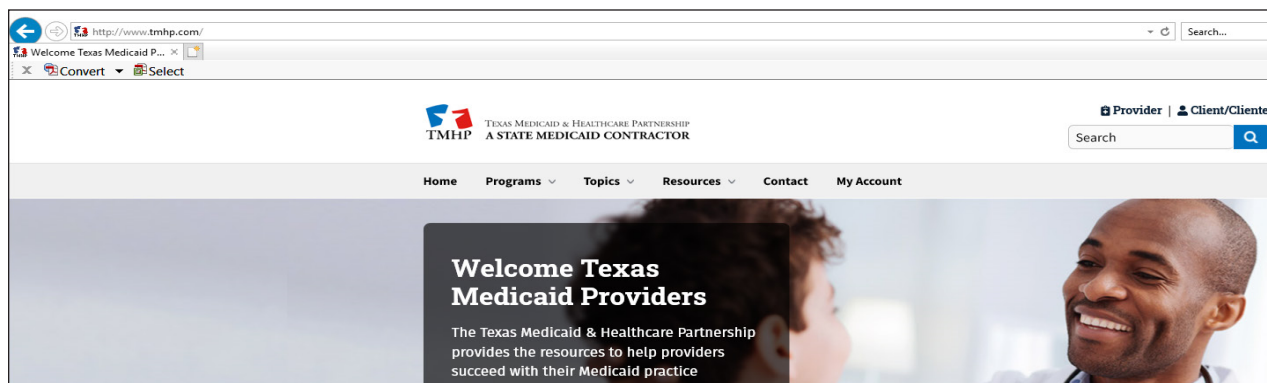
For answers to questions about CSHCN Services Program claims, providers can call the TMHP CSHCN Services Program Contact Center at 800-568-2413.

Logging in to TexMedConnect

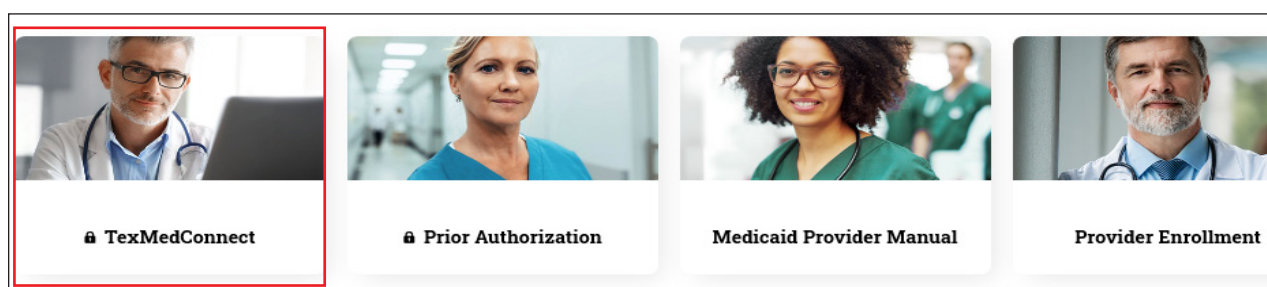
To use TexMedConnect, you must already have an account on the TMHP website. If you do not have an account, set one up using the information provided in the [TMHP Website Security Provider Training Manual](#).

Take the following steps after you have an account for the TMHP website:

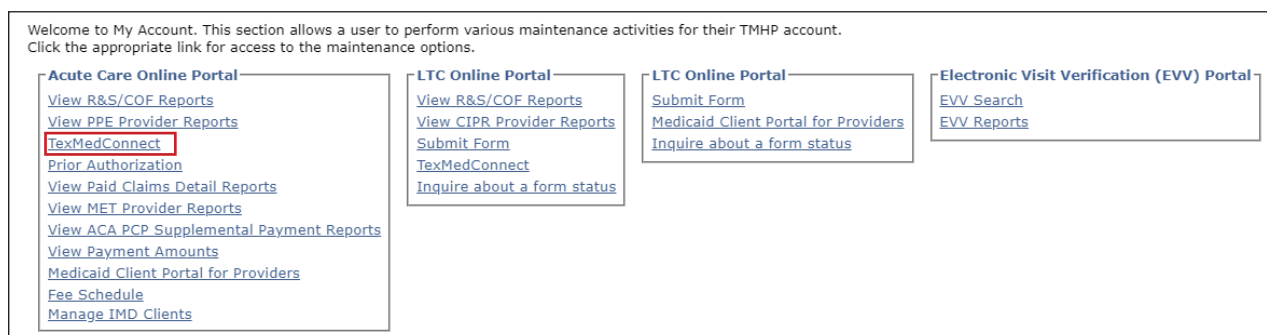
- 1) Access the TMHP website at tmhp.com.



- 2) Click **TexMedConnect**. Enter your user name and password.



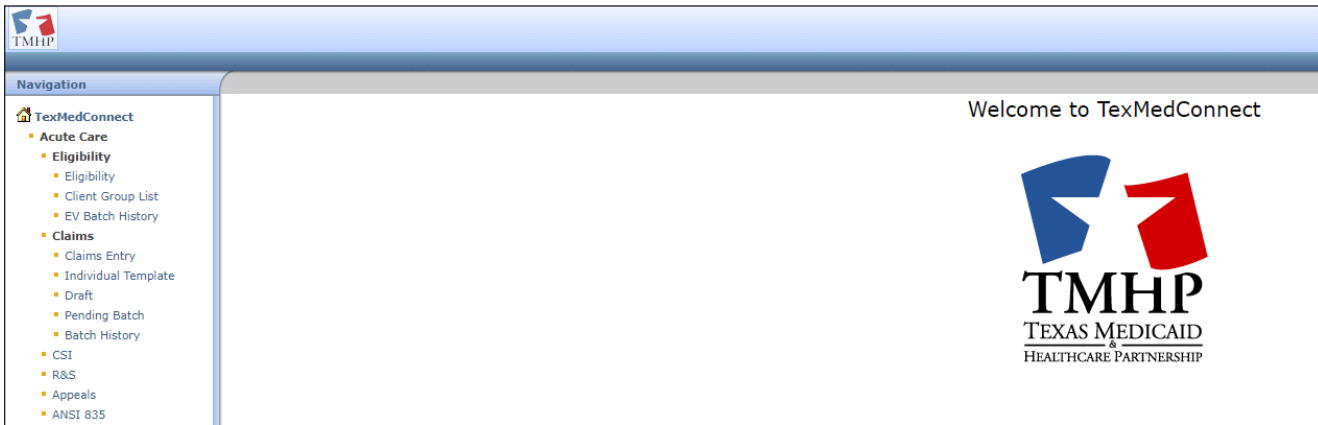
- 3) The My Account page will open to display website features you have access to. Click **TexMedConnect**.



Navigation Panel

Menu options for acute care providers are located under Acute Care in the left navigation panel. Access privilege determines which options are displayed. Select the option from the navigation panel that you would like to

perform.



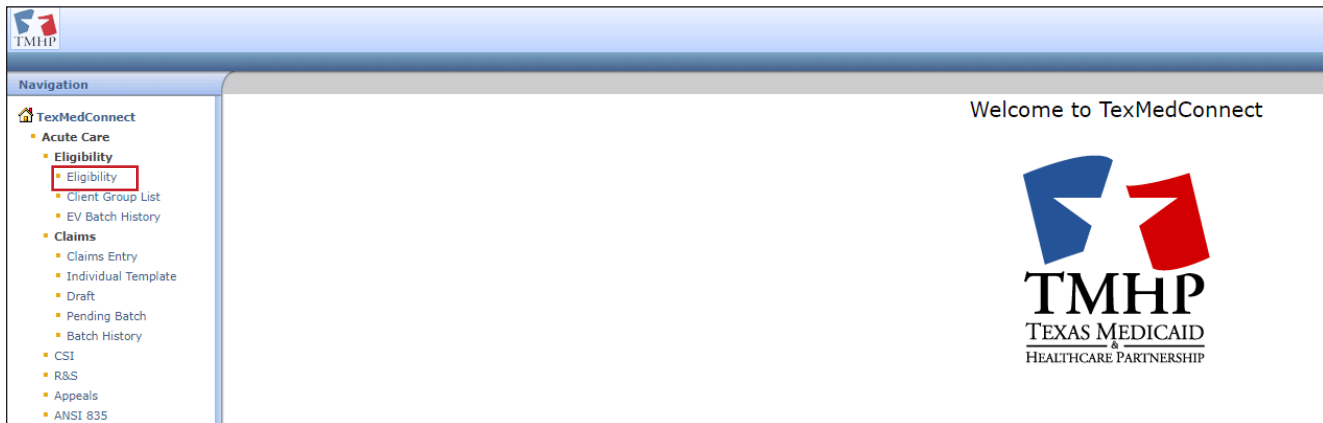
Eligibility

You have the ability to verify a client's eligibility, create a list of clients for whom you would like to verify eligibility, and create eligibility batch reports by NPI or API.

Eligibility Verification (EV)

To verify a client's eligibility, follow these steps:

- 1) Click **Eligibility** from the navigation panel.



- 2) Use the Provider NPI/API drop-down list to select an NPI or API.

Eligibility Verification

Please enter the required information and click "Submit" to view the eligibility of the client.

Provider NPI/API: *		Select a Provider NPI/API
Eligibility From Date: *		Format: mm/dd/yyyy
Eligibility Through Date: *		Format: mm/dd/yyyy

- 3) Enter an Eligibility From Date and Eligibility Through Date manually, or use the calendar icon.

Eligibility Verification

Please enter the required information and click "Submit" to view the eligibility of the client.

Provider NPI/API:  Select a Provider NPI/API

Eligibility From Date:  Format: mm/dd/yyyy

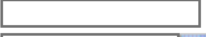
Eligibility Through Date:  Format: mm/dd/yyyy

- 4) You must also enter information in the Medicaid/CSHCN ID field or Social Security Number field and either the Date of Birth, Last Name, or First Name field. Click **Submit**.

Please enter one of the following valid field combinations:

- Medicaid/CSHCN ID and Date of Birth
- or Medicaid/CSHCN ID and Last Name
- or Medicaid/CSHCN ID and Social Security Number
- or Social Security Number and Last Name
- or Social Security Number and Date of Birth
- or Date of Birth and Last Name and First Name

Medicaid/CSHCN ID:  Format: 123456789

Social Security Number:  Format: 123-45-6789 or 123456789

Date of Birth:  Format: mm/dd/yyyy

Last Name: 

First Name: 



- 5) Eligibility verification results appear. Click the PDF icon in the top right corner of the Eligibility Verification Results page to view and print results.

Print Options :: 

Eligibility Verification Results

[New Lookup](#) [Return with Search Criteria](#)

Patient Information		Inquiry Information	
Client No./Trainee SSN		NPI/API	
DOB		Eligibility From	9/1/2019
Gender	F	Eligibility Through	9/30/2019
SSN		Medicaid /Client No.	
Name		Social Security Number	
Address		Date of Birth	
County	Garza	Last Name	
Medicare No.		First Name	
Base Plan	INDIV OUTS		

Eligibility Segments					
Segment Dates	Medical Coverage	Program Type	Program	Benefit Plan	Spend-down Indicator
EFF : 1/1/2012 TRM : 7/31/2020 ADD : 11/22/2011	R - REGULAR	54 - MQMB (SSI, RECIPIENT)	100 - MEDICAID	140 - MCAID QUAL MEDICARE BENE	Q - MQMB - CATEGORY 01, 03, OR 04 CLIENT WHO IS DUALY ELIGIBLE FOR MAO AND QMB

Medicare Segments				
Segment Dates	Medicare Type	Contract Number	Plan ID	Contract Number Link
EFF : 4/1/1992 TRM : 7/31/2020 ADD : 4/14/1992	A			
EFF : 4/1/1992 TRM : 7/31/2020 ADD : 4/20/1992	B			

Lock-In Segments
No Lock-In Segments found

TPR Segments
No TPR Segments found

TPL Segments
No TPL Segments found

Managed Care Segments					
Segment Dates	Organization	Plan Code	Line Of Business	Name	Phone
EFF : 9/1/2013 TRM : 7/31/2020 ADD : 7/23/2013		58	STAR+PLUS		

Limits Segments				
Dental	Hearing Aid	Eye Exam	Eye Glasses	Medical
		4/26/1990	1/16/2012	

- 6) Click **New Lookup** to return to the Eligibility Verification screen. Click **Return with Search Criteria** to return to the Eligibility Verification screen with the last search criteria in the fields.

Eligibility Verification Results

[New Lookup](#) [Return with Search Criteria](#)

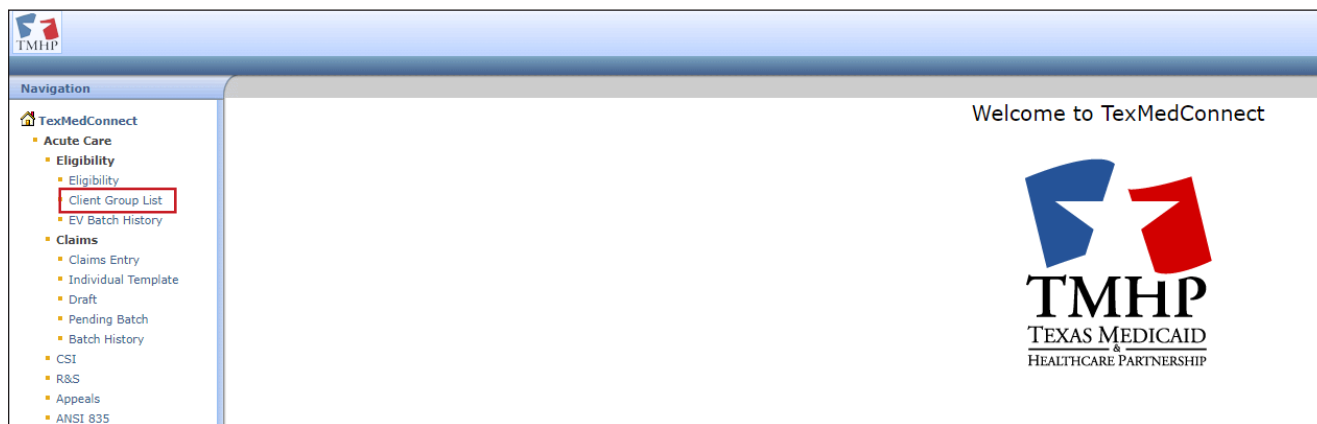
Patient Information		Inquiry Information	
Client No./Trainee SSN		NPI/API	
DOB		Eligibility From	9/1/2019
Gender	F	Eligibility Through	9/30/2019

Client Group List

The client group list allows you to create a list of clients for whom you would like to verify eligibility. You can create up to 100 groups for each NPI or API. Each client group can contain up to 250 clients.

To verify eligibility through the client group list, follow these steps:

- 1) Click **Client Group List** on the navigation panel.



- 2) Select the NPI or API on the EV Client Group List screen. Click **Continue**.

EV Client Group List

Select NPI/API and related data

NPI	Taxonomy	Address	Zip	Benefit Code
☒ [Redacted]	[Redacted]	[Redacted]	77642	LTSS
☐ [Redacted]	[Redacted]	[Redacted]	77642	LTSS
☐ [Redacted]	[Redacted]	[Redacted]	77642	LTSS

Continue >>

- 3) The Client Group List screen appears. You can click the name of the group to view the client list, or you can click **Delete** to remove an existing client group list. You can also type a group name and click **Add Group** to create a new client group list.

Client Group List

NPI/API 123456789

Add Group

Name of the group	User ID	Created Date	Last Updated Date	
TEST	123456789	08/04/2020	08/04/2020	Delete
TEST 4	123456789	08/04/2020	08/04/2020	Delete

- 4) To add a client to the group, enter a Client number or Social Security number and date of birth, last name, or first name. Click **Lookup**. Then, click **Add To Group**.

Add Client

Client #:

SSN:

DOB: 

Last Name:

First Name:

Lookup

Lookup Criteria
 Combination of Client # and DOB
 or Client # and Last Name
 or Client # and SSN
 or SSN and Last Name
 or SSN and DOB
 or DOB and Last Name and First Name.

Go Back **Add To Group**

- 5) Click **Add Client** to add more clients to the group.

Client List Print Options :: 

Go Back **Add Client**

NPI/API 123456789

From Date of Service  Format mm/dd/yyyy

To Date of Service  Format mm/dd/yyyy

Select All	First Name	Last Name	Client #	SSN		
☐	JOHN	DOE	123456789	***-**-****	Eligibility	Delete
☐	JANE	DOE	123456789	***-**-****	Eligibility	Delete

Submit EV Batch

- 6) Enter a date range in the From Date of Service and To Date of Service fields manually, or use the calendar icon. Click **Eligibility** to view the Eligibility Verification Results page.

Client List Print Options ::

[Go Back](#) [Add Client](#)

NPI/API

From Date of Service Format mm/dd/yyyy

To Date of Service Format mm/dd/yyyy

Select All ☐	First Name	Last Name	Client #	SSN		
☐	John	Doe	1234567890	***-**-****	Eligibility	Delete
☐	Jane	Doe	1234567890	***-**-****	Eligibility	Delete

[Submit EV Batch](#)

- 7) The eligibility verification results appear. Click the PDF icon in the top right corner of the Eligibility Verification Results page to view and print the results. Click **Return to List** to return to the Client List screen.

Eligibility Verification Results Print Options ::

[Return to List](#)

Patient Information

Client No./Trainee SSN	
DOB	
Gender	M
SSN	
Name	
Address	
County	Dallas
Medicare No.	
Base Plan	INDIV OUTS

Inquiry Information

NPI/API	
Eligibility From	9/1/2019
Eligibility Through	9/30/2019
Medicaid /Client No.	
Social Security Number	
Date of Birth	
Last Name	
First Name	

Eligibility Segments

Segment Dates	Medical Coverage	Program Type	Program	Benefit Plan	Spend-down Indicator
EFF : 12/1/2011 TRM : 7/31/2020 ADD : 10/25/2011	R - REGULAR	54 - MQMB (SSI, RECIPIENT)	100 - MEDICAID	140 - MCAID QUAL MEDICARE BENE	Q - MQMB - CATEGORY 01, 03, OR 04 CLIENT WHO IS DUALY ELIGIBLE FOR MAO AND QMB

Medicare Segments

Segment Dates	Medicare Type	Contract Number	Plan ID	Contract Number Link
EFF : 5/1/2011 TRM : 7/31/2020 ADD : 4/6/2011	A			
EFF : 2/1/2011 TRM : 7/31/2020 ADD :	B			

- 8) To submit an eligibility report for one or more clients in a client group list to batch, enter a date range in the From Date of Service and To Date of Service fields manually, or use the calendar icon. Click individual check boxes to select clients for a batch report, or click **Select All** to create a batch report for all members of the client

group list. Click **Submit EV Batch**.

Print Options ::

Client List

NPI/API

From Date of Service Format mm/dd/yyyy

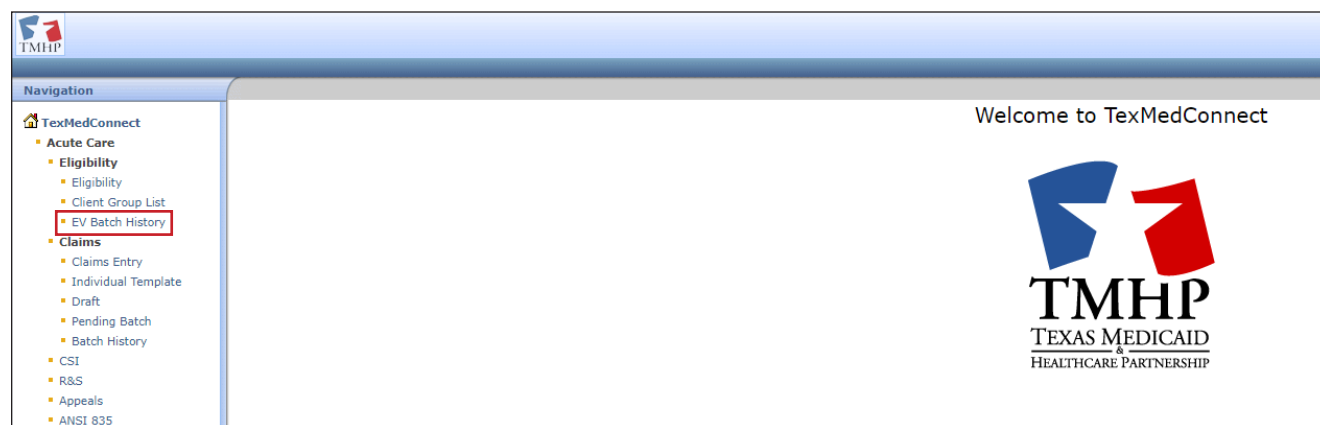
To Date of Service Format mm/dd/yyyy

Select All ☐	First Name	Last Name	Client #	SSN		
☐	John	Doe	1234567890	***-**-****	Eligibility	Delete
☐	Jane	Doe	1234567890	***-**-****	Eligibility	Delete

EV Batch History

To view eligibility batch reports, follow these steps:

- 1) Click **EV Batch History** from the navigation panel.



- 2) Select an NPI or API on the EV Batch History screen. Click **Continue**.

EV Batch History

Select NPI/Contract No.

NPI	Taxonomy	Address	Zip	Benefit Code
☒			77642	LTSS
☐			77642	LTSS
☐			77642	LTSS

Continue >>

- 3) Click a **Batch ID** to review the eligibility report results. The report opens in a new browser window in PDF format.

EV Batch History Print Options :: 

NPI/API

EV Batch History					
BatchID	Group Name	Client Count	Status	Submitted By	Transmission Date
	LTSS Test Group 2	1	Processed		7/14/2020
	TEST DEV	1	Processed		7/14/2020

- 4) Use your browser print functions to print the report results. Click X on the browser tab to close the report and return to the EV Batch History results screen for the selected NPI or API.

Created Date: 7/14/2020

51 - Provider not on file.

CLIENT INFORMATION	INQUIRY INFORMATION
Client No./Trainee SSN:	NPI/API:
DOB:	Eligibility From: 6/11/2020
Gender:	Eligibility Through: 6/20/2020
SSN:	Medicaid/Client No.:
Name:	Social Security Number:
Address:	Date of Birth:
County:	Last Name:
Medicare No.:	First Name:
Base Plan:	

Claims Submission

To submit an individual claim, you must select a valid NPI and related data before entering the Claims Entry screen.

You can submit the following claims:

- 020 (Professional, Ambulance, Vision, and Medical Transportation Program)
- 021 (Dental)
- 023 (Outpatient)
- 040 (Inpatient)
- 056 (HHSC Family Planning Program [DFPP])
- 058 (Family Planning Title XIX)

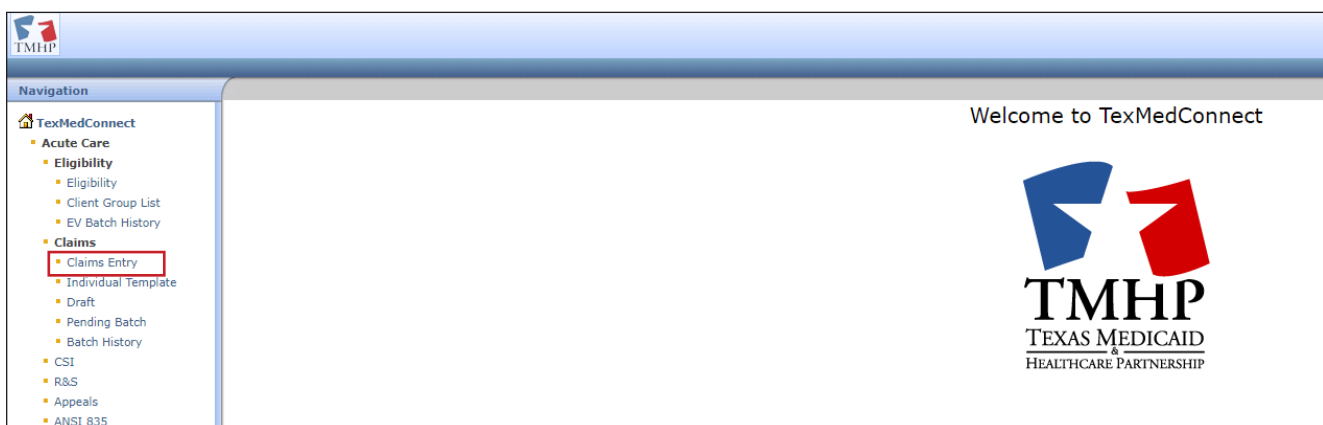
After choosing the appropriate claim type, entering the optional client number, and selecting the next appropriate action, you are directed to the Claims Main screen where the required data can be entered on the available tabs for the selected claim type.

After the claim is completed, you can choose to submit the claim from the Other Insurance tab. After doing so, you will receive any explanation of benefits (EOBs) that may apply or an Internal Control Number (ICN) if the claim has submitted successfully. You also can save an incomplete claim as a draft or save an individual claim as a template.

Claims Entry

To enter the details of a claim, follow these steps:

- 1) Click **Claims Entry** from the navigation panel.



- 2) Use the NPI drop-down list to select an NPI or API. A list of NPIs or APIs and related data (such as taxonomy, physical address, and benefit code selections) are displayed based on the user's access.

NPI	Taxonomy	Address	Zip	Benefit Code
			77642	LTSS
			77642	LTSS
			77642	LTSS

- 3) Enter the client number for the claim (optional). The client number is the Medicaid ID number. When a client number is entered, the system populates most of the required fields on the Client tab. If you do not enter the client number, you must enter all required fields manually on the Client tab.

- 4) Use the Claim Type drop-down menu to select the claim type you are submitting. Click **Proceed to Step 2**.

Claim Submission - Step 1

NPI: [dropdown]
 Client#: [input]
 Claim Type: [dropdown menu open]

2017 Claim Form
 Inpatient - UB04 (CMS1450)
 Outpatient - UB04 (CMS1450)
 Dental - ADA Dental Form
 Professional - CMS1500
 Ambulance - CMS1500
 Vision - CMS1500
 MTP - CMS1500

Proceed to Step 2 >>

Professional Claim

When the Professional claim type is chosen from drop-down menu, the Claims Entry screen appears for the chosen type. Required fields (indicated by a red dot) must be completed on each tab. If you entered the client number on the Claims Entry screen, many of these fields are prepopulated but can still be edited.

You can use the Next and Previous buttons on each tab to save claim data and move through the claims entry steps.

Patient Tab

On the Patient tab, complete all required fields. Make sure to enter a nine-digit ZIP code in the ZIP+4 field.

The screenshot shows the 'Patient' tab selected in the 'Claim Submission - Step 2' form. The form is titled 'Patient Identification Numbers' and contains fields for Account No., SSN, and Client Number. Below this is the 'Name and Address' section with fields for Last Name, First Name, MI, Suffix, Street, City, State, and ZIP+4. The 'Patient General Information' section includes Gender, Patient Date of Birth, and Patient Date of Death. At the bottom are 'Save Draft' and 'Save Template' buttons, and 'Previous' and 'Next' navigation buttons.

Home :: TMHP.com :: My Account

Logged in as: [User] | Log Off

Print Options :: [Print]

Claim Submission - Step 2

Please disable pop-up blocker to print.

Claim Type	Patient	Provider	Status	Claim No.
Professional			New	

PATIENT PROVIDER CLAIM DIAGNOSIS DETAILS OTHER-INSURANCE / SUBMIT CLAIM

Patient

Patient Identification Numbers

Account No. * SSN Client Number *

Name and Address

Last Name * First Name * MI Suffix

Street * City * State * ZIP+4 *

Patient General Information

Gender * Patient Date of Birth * Patient Date of Death *

Save Draft Save Template Previous Next

Provider Tab

On the Provider tab, complete all required fields. Some billing provider fields prepopulate. All other required data (such as ID Type) must be entered manually.

The screenshot shows the 'Provider' tab selected in the 'Claim Submission - Step 2' form. The form is titled 'Billing Provider' and contains fields for NPI, Taxonomy, Benefit Code, Last/First Name, MI, Suffix, Address, Address2, City, State, ZIP+4, ID Type, EIN/SSN, and Phone No. Below this is the 'Facility Provider' section with fields for NPI/API, Name, Address, City, State, ZIP+4, and Service Location. The 'Referring/Other Provider' section includes fields for NPI/API, Last Name, First Name, MI, and Suffix. The 'Referring/Other Supervising Provider' section includes fields for NPI/API, Last Name, First Name, MI, and Suffix. At the bottom are 'Save Draft' and 'Save Template' buttons, and 'Previous' and 'Next' navigation buttons.

Home :: TMHP.com :: My Account

Logged in as: [User] | Log Off

Print Options :: [Print]

Claim Submission - Step 2

Please disable pop-up blocker to print.

Claim Type	Patient	Provider	Status	Claim No.
Professional			New	

PATIENT **PROVIDER** CLAIM DIAGNOSIS DETAILS OTHER-INSURANCE / SUBMIT CLAIM

Providers

Billing Provider

NPI: Taxonomy Benefit Code

Last/First Name MI Suffix

Address Address2 City State ZIP+4

ID Type * EIN/SSN * Phone No.

Facility Provider

NPI/API Name

Address City State ZIP+4

Service Location

Referring/Other Provider

NPI/API Last Name First Name MI Suffix

Referring/Other Supervising Provider

NPI/API Last Name First Name MI Suffix

Save Draft Save Template Previous Next

Claim Tab

On the Claim tab, complete all required fields when applicable.

Home :: TMHP.com :: My Account

Logged in as: [User] | Log Off

Print Options :: [Print]

Claim Submission - Step 2

Please disable pop-up blocker to print.

Claim Type	Patient	Provider	Status	Claim No.
Professional			New	

PATIENT PROVIDER CLAIM DIAGNOSIS DETAILS OTHER-INSURANCE / SUBMIT CLAIM

Claim

General

Date Of Current Condition: [Date Picker] ☐ AutoAccident ☐ Employment Related ☐ THSteps Related ☐ Other Accident

Authorization No.: [Text Field] Outside Lab?: [Dropdown]

Charges: \$ [Text Field]

Dates patient unable to work in current occupation
From: [Date Picker] To: [Date Picker]

Value Codes

Value Amount: [Text Field]

Save Draft Save Template Previous Next

Diagnosis Tab

On the Diagnosis tab, complete all required fields.

Home :: TMHP.com :: My Account

Logged in as: [User] | Log Off

Print Options :: [Print]

Claim Submission - Step 2

Please disable pop-up blocker to print.

Claim Type	Patient	Provider	Status	Claim No.
Professional			New	

PATIENT PROVIDER CLAIM DIAGNOSIS DETAILS OTHER-INSURANCE / SUBMIT CLAIM

Qualifier

[Dropdown]

Diagnosis

Code: [Text Field] [Magnifying Glass Icon] Description: [Text Field]

Number of Details To Add: [Text Field] Add New Diagnosis Code Row(s)

There is a maximum of 12 Diagnosis code rows available for entry.

Save Draft Save Template Previous Next

Use the Qualifier drop-down list to select International Statistical Classification of Diseases and Related Health Problems (ICD-9) or ICD-10 to ensure that the correct ICD diagnosis code is found in the Code lookup field. The qualifier selected must be valid for the diagnosis code entered based on the date of services.

Input the diagnosis code to the highest degree of specificity. Click the magnifying glass icon to look up the code description.

To add additional diagnosis code rows, enter a number (up to 12) in the **Number of Details To Add** field and click **Add New Diagnosis Code Row(s)**.

Details Tab

On the Details tab, complete all required fields.

Home :: TMHP.com :: My Account

Logged in as: [User] Log Off

Print Options: [Print]

Please disable pop-up blocker to print.

Claim Type	Patient	Provider	Status	Claim No.
Professional			New	

Claim Submission - Step 2

PATIENT PROVIDER CLAIM DIAGNOSIS **DETAILS** OTHER-INSURANCE / SUBMIT CLAIM

General Details

	DOS	POS	Proc ID	Proc	Remarks	Mods				Ane. Min.	OB.Ane.Units	Diag Ref	Qty/Units	Unit Price
						1	2	3	4					
1														
2														
3														
4														
5														

Number of Details to Add: [0] Add New Detail Row(s) Copy Row

Totals

Total Charges	Other Insurance Paid	Net Billed
\$0.00	\$0.00	\$0.00

Save Draft Save Template

Previous Next

NDC			
Ben Code	NDC	Qty	UOM

Delete Delete Delete Delete Delete

The Total Charges on each row are automatically calculated based on the Qty/Units x Unit Price. It is important to note that, for Electronic Visit Verification (EVV) claims, the units on the EVV claim must match the units on the EVV transactions for the date of service, or the claim will be denied.

Consult the current [HHSC published list of EVV services](#) to know which services are set to bypass the EVV06 claims units match edit. In the list, find your service. Go to the Units Matched During EVV Claims Matching column to determine whether the units on the EVV claim must match the units on the EVV visit transactions for that service.

Additionally, the total charges at the bottom of the screen are automatically calculated, based on the Total Charges for each row entered.

To add additional detail rows, enter the **Number of Details To Add** (up to 28) and click **Add New Detail Row(s)**. To duplicate a detail row, click on the row number and click **Copy Row**.

Click **Delete** in the far right column to remove a row.

Other-Insurance/Submit Claim Tab

On the Other-Insurance/Submit Claim tab, you can select an option from the **Source of Payment** drop-down list. Enter insurance information into all required fields. Click **Add Another Insurance Plan** to enter information on new insurance that is not on file.

PATIENT

PROVIDER

CLAIM

DIAGNOSIS

DETAILS

OTHER-INSURANCE / SUBMIT CLAIM

Other Insurance 1

Source of Payment

Source of Payment

XX NONE

Add Another Insurance Plan

Certification, Terms And Conditions

Please Review the following certification and the [terms and conditions](#). The terms and conditions can be reviewed by clicking [here](#).

The Providers and Claim Submitter certify that the information supplied on the claim form and any attachments or accompanying information constitute true, correct, and complete information. The Provider and Claim entries, concealment of a material fact, or pertinent omission may constitute fraud and may be prosecuted under applicable federal and/or state law. Fraud is a felony, which can result in fines or imprisonment.

By checking "We Agree", you agree and consent to the Certification above and to the TMHP "Terms and Conditions".

☒ We Agree

After reviewing the Certification, Terms, And Conditions section, check **We Agree** to enable the Submit button.

Click **Submit** to have the claim information automatically verified by TexMedConnect.

If there is any missing or invalid information, an error message will display the location of the error. Click each tab to view the error message detailing fields that must be corrected. The claim will not submit until the errors are corrected.

Home :: TMHP.com :: My Account
Logged in as: [User] Log Off
Print Options: [Print]

Claim Submission - Step 2

Please fix these errors. The page will not submit until these are corrected.

- There are errors in PATIENT tab
- There are errors in PROVIDER tab
- There are errors in DIAGNOSIS tab
- There are errors in DETAILS tab

PATIENT PROVIDER CLAIM DIAGNOSIS DETAILS OTHER-INSURANCE / SUBMIT CLAIM

Other Insurance 1

Source of Payment
XX NONE

[Add Another Insurance Plan](#)

Certification, Terms And Conditions

Please Review the following certification and the [terms and conditions](#). The terms and conditions can be reviewed by clicking [here](#).

The Providers and Claim Submitter certify that the information supplied on the claim form and any attachments or accompanying information constitute true, correct, and complete information. The Provider and Claim Submitter understand that payment of this claim will be from Federal and State funds, and that falsifying entries, concealment of a material fact, or pertinent omission may constitute fraud and may be prosecuted under applicable federal and/or state law. Fraud is a felony, which can result in fines or imprisonment.

By checking "We Agree", you agree and consent to the Certification above and to the TMHP "Terms and Conditions".

☐ We Agree

Save Draft Save Template **Submit** Previous Next

After you have corrected all errors return to the Other-Insurance/Submit Claim tab. Read the Certification, Terms And Conditions section, then check the **We Agree** box. Click **Submit** to submit the claim.

When the claim has been successfully submitted, a message indicating the claim was submitted successfully will be displayed and assign the Internal Control Number (ICN) for the claim. The ICN is a clickable link that will open the Claim Status Inquiry (CSI) screen and display the status of the claim.

Home :: TMHP.com :: My Account
Logged in as: [User] Log Off
Print Options: [Print]

Claim Submission - Step 2

PATIENT PROVIDER CLAIM DIAGNOSIS DETAILS OTHER-INSURANCE / SUBMIT CLAIM

The TMHP EDI Transaction Number is 1194

Submitted at 11/15/2019 2:51:53 PM by [User]

Cigna-HealthSpring has been identified as the Medicaid Managed Care Organization that will process this claim. They can be reached at 1-877-653-0331 for questions about processing of this claim.

[Enter Another Claim](#)

Outpatient Claim

The Claims Entry screen appears for an Outpatient claim type. Required fields (indicated by a red dot) must be completed on each tab. If you entered the client number on the Claims Entry screen, many of these fields are prepopulated but can still be edited.

Use the Next and Previous buttons at the bottom of each tab to save claim data and move through the claims entry steps.

Patient Tab

On the Patient tab, complete all required fields.

The screenshot shows the 'Patient' tab selected in the 'Claim Submission - Step 2' form. The form is titled 'Claim Submission - Step 2' and includes a navigation bar with tabs: PATIENT, PROVIDER, CLAIM, DIAGNOSIS, DETAILS, and OTHER-INSURANCE / SUBMIT CLAIM. The 'PATIENT' tab is highlighted. Below the tabs, the form is divided into sections: 'Patient Identification Numbers' (Account No., SSN, Client Number), 'Name and Address' (Last Name, First Name, MI, Suffix, Street, City, State, ZIP+4), and 'Patient General Information' (Gender, Patient Date of Birth). The form includes a 'Save Draft' button and a 'Save Template' button. A 'Previous' and 'Next' button are also visible.

Provider Tab

On the Provider tab, complete all required fields. Some billing provider fields prepopulate. All other required data (such as ID Type) must be entered manually.

The screenshot shows the 'Provider' tab selected in the 'Claim Submission - Step 2' form. The form is titled 'Claim Submission - Step 2' and includes a navigation bar with tabs: PATIENT, PROVIDER, CLAIM, DIAGNOSIS, DETAILS, and OTHER-INSURANCE / SUBMIT CLAIM. The 'PROVIDER' tab is highlighted. Below the tabs, the form is divided into sections: 'Billing Provider' (NPI, Taxonomy, Benefit Code, Last/Organization Name, Address, Address2, City, State, ZIP+4, EIN, Phone No.), 'Attending Provider' (Attending Provider NPI/API, Last Name, First Name, MI, Suffix), 'Operating Provider' (Operating Provider NPI/API, Last Name, First Name, MI, Suffix), 'Referring/Other Provider' (NPI/API, Last Name, First Name, MI, Suffix), and 'Rendering Provider' (NPI, Last Name, First Name, MI, Suffix). The form includes a 'Save Draft' button and a 'Save Template' button. A 'Previous' and 'Next' button are also visible.

Claim Tab

On the Claim tab, complete all required fields.

Home :: TMHP.com :: My Account

Logged in as: [User Name] | Log Out

Print Options ::

Claim Submission - Step 2

Please disable pop-up blocker to print.

Claim Type	Patient	Provider	Status	Claim No.
Outpatient			New	

PATIENT PROVIDER CLAIM DIAGNOSIS DETAILS OTHER-INSURANCE / SUBMIT CLAIM

Claim

General

Patient Discharge Status • Authorization No.

Type of Bill •

Admission Information

Date • Hour • Priority (Type) of Admission or Visit • Point of Origin for Admission or Visit •

Discharge Information

Hour

Occurrence Codes

Occurrence Code Occurrence Date

Add New Occurrence Code

Value Codes

Value Code Value Amount

Add New Value Code

There is a maximum of 24 Value Code rows available for entry

Condition Codes

Condition Code **Remove**

Add New Condition Code

Save Draft Save Template Previous Next

To add occurrence code rows, click **Add New Occurrence Code**. There is a maximum of four occurrence code rows.

To add value code rows, click **Add New Value Code** (up to 24 rows) and click **Add New Diagnosis Code Row(s)**.

To add condition codes, click **Add New Condition Code**.

To delete any added rows, click **Remove**.

Diagnosis Tab

On the Diagnosis tab, complete all required fields.

Use the Qualifier drop-down list to select ICD-9 or ICD-10 to ensure that the correct ICD diagnosis code is found in the Code lookup field. The qualifier selected must be valid for the diagnosis code entered based on the date of services.

Input the diagnosis code to the highest degree of specificity. Click the magnifying glass icon to look up the code description.

To add additional diagnosis code rows, enter the **Number of Details To Add** (up to 12) and click **Add New Diagnosis Code Row(s)**.

Details Tab

On the Details tab, complete all required fields.

The Total Charges on each row are automatically calculated based on the Qty/Units x Unit Price. It's important to note that, for EVV claims, the units on the EVV claim must match the units on the EVV transactions for the date of service, or the claim will be denied. Additionally, the Total Charges at the bottom of the screen are automatically calculated based on the total charges for each row entered.

To add additional detail rows, enter the **Number of Details To Add** (up to 28) and click **Add New Detail Row(s)**. To duplicate a detail row, click on the row number, and click **Copy Row**.

To remove a row, click **Delete** in the far right column.

Other-Insurance/Submit Claim Tab

On the Other-Insurance/Submit Claim tab, you can select an option from the **Source of Payment** drop-down list. Enter insurance information into all required fields. Click **Add Another Insurance Plan** to enter information on new insurance that is not on file.

Home :: TMHP.com :: My Account

Logged in as: [User] | Log Off

Print Options :: [Print]

Claim Submission - Step 2

Please disable pop-up blocker to print.

Claim Type	Patient	Provider	Status	Claim No.
Outpatient			New	

PATIENT **PROVIDER** **CLAIM** **DIAGNOSIS** **DETAILS** **OTHER-INSURANCE / SUBMIT CLAIM**

Other Insurance 1

Source of Payment

Source of Payment
XX NONE

Add Another Insurance Plan

Certification, Terms And Conditions

Please Review the following certification and the [terms and conditions](#). The terms and conditions can be reviewed by clicking [here](#).

The Providers and Claim Submitter certify that the information supplied on the claim form and any attachments or accompanying information constitute true, correct, and complete information. The Provider and Claim Submitter understand that payment of this claim will be from Federal and State funds, and that falsifying entries, concealment of a material fact, or pertinent omission may constitute fraud and may be prosecuted under applicable federal and/or state law. Fraud is a felony, which can result in fines or imprisonment.

By checking "We Agree", you agree and consent to the Certification above and to the TMHP "Terms and Conditions".

☒ We Agree

Save Draft Save Template Save to Batch **Submit** Previous Next

After reviewing the Certification, Terms, And Conditions section, check **We Agree** to enable the Submit button.

Click **Submit** to have the claim information automatically verified by TexMedConnect. If there is any missing or invalid information, an error message will display the location of the error. Click each tab to view the error message detailing fields that must be corrected. The claim will not submit until the errors are corrected.

The screenshot shows the 'Claim Submission - Step 2' interface. At the top, there is a navigation bar with 'Home :: TMHP.com :: My Account', 'Logged in as: [User]', and 'Log Off'. Below this, a red banner contains the message: 'Please fix these errors. The page will not submit until these are corrected.' The errors listed are: 'There are errors in PATIENT tab', 'There are errors in PROVIDER tab', 'There are errors in CLAIMS tab', 'There are errors in DIAGNOSIS tab', and 'There are errors in DETAILS tab'. Below the banner, there are tabs for 'PATIENT', 'PROVIDER', 'CLAIM', 'DIAGNOSIS', 'DETAILS', and 'OTHER-INSURANCE / SUBMIT CLAIM'. The 'OTHER-INSURANCE / SUBMIT CLAIM' tab is selected. Under this tab, there is a section for 'Other Insurance 1' with a 'Source of Payment' dropdown menu set to 'XX NONE'. Below this is a link to 'Add Another Insurance Plan'. Further down is a 'Certification, Terms And Conditions' section with a paragraph of text and a 'We Agree' checkbox. At the bottom, there are buttons for 'Save Draft', 'Save Template', 'Submit', 'Previous', and 'Next'.

After you have corrected all errors, return to the Other-Insurance/Submit Claim tab. Read the Certification, Terms And Conditions, then check the **We Agree** box. Click **Submit** to submit the claim.

When the claim has been successfully submitted, a message indicating that the claim was submitted successfully will be displayed and assign the Internal Control Number (ICN) for the claim. The ICN is a clickable link that will open the Claim Status Inquiry (CSI) screen and display the status of the claim.

The screenshot shows the 'Claim Submission - Step 2' interface after a successful submission. The 'OTHER-INSURANCE / SUBMIT CLAIM' tab is still selected. A green banner displays the message: 'The TMHP EDI Transaction Number is 11994'. Below this, it says 'Submitted at 11/15/2019 2:51:53 PM by [User]'. Further down, it states: 'Cigna-HealthSpring has been identified as the Medicaid Managed Care Organization that will process this claim. They can be reached at 1-877-653-0331 for questions about processing of this claim.' There is a link to 'Enter Another Claim'. At the bottom, there are buttons for 'PATIENT', 'PROVIDER', 'CLAIM', 'DIAGNOSIS', 'DETAILS', and 'OTHER-INSURANCE / SUBMIT CLAIM'.

Saving Claims

Claims cannot be submitted until all required information has been entered correctly. If information has been entered incorrectly or is missing, a message screen will display to indicate the fields with errors. Once all required fields have been completed, four choices are available for processing:

- **Save Draft** – Adds claim to the draft list for later completion
- **Save Template** – Adds claim to the template list for quicker claims creation in the future

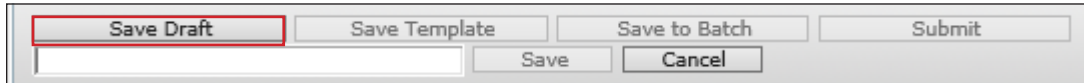
- **Save to Batch** – Adds claim to the pending claims list for batch submission
- **Submit** – Submits one claim at a time

Note: After a claim is submitted, an ICN is generated.

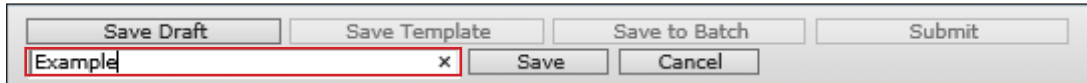
Saving as a Draft

Incomplete claims can be saved in a draft status for later submission. To save a claim as a draft, follow these steps:

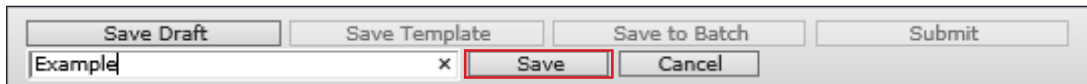
- 1) Click **Save Draft**.


 A screenshot of a software interface showing a row of buttons: 'Save Draft', 'Save Template', 'Save to Batch', and 'Submit'. Below these buttons is a text input field and two more buttons, 'Save' and 'Cancel'. The 'Save Draft' button is highlighted with a red rectangular box.

- 2) Enter a draft name in the blank field that appears. The draft name can include both numbers and letters.


 A screenshot of the same software interface as before. The text input field now contains the word 'Example' and has a small 'x' icon to its right. The 'Save Draft' button is still highlighted with a red box.

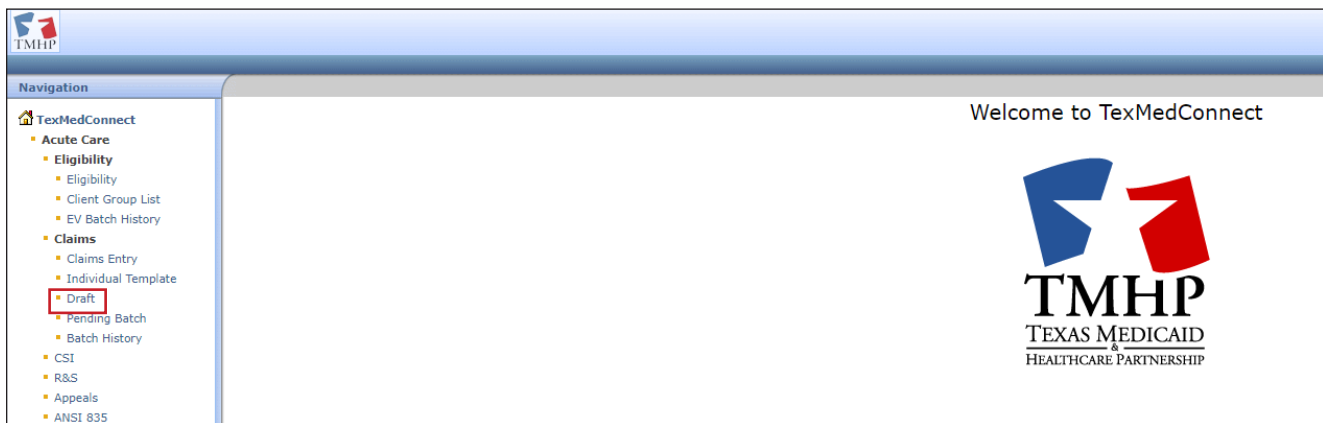
- 3) Click **Save** to save the draft for later completion.


 A screenshot of the same software interface. The 'Save' button, located below the 'Save Draft' button, is now highlighted with a red rectangular box.

Viewing Draft Claims

A list of NPIs and APIs and related data appear in the Claims Draft screen. Once a draft is submitted, it is removed from the draft list. Additionally, drafts are removed if they are not submitted within 45 days. A maximum of 50 drafts can be created for each NPI or API number. Drafts are displayed by NPI or API. To view a list of draft claims, follow these steps:

- 1) Click **Draft** in the left navigation panel.



- 2) Select the NPI or API on the Claims Draft screen. Click **Continue**.

Claims Draft

Select NPI/API and related data

NPI	Taxonomy	Address	Zip	Benefit Code
☒		3800	77642	LTSS
☐		3800	77642	LTSS
☐		3800	77642	LTSS

Continue >>

- 3) Click on a draft name to continue working on it. Drafts can be sorted by clicking column headers.

Claims - Draft List

NPI/API

Draft Name	Claim Form	UserID	Create Date	Date Last Updated	Delete
Draft1	Professional		11/6/2019	11/6/2019	Delete

Saving Claims as Templates

To save time submitting claims in the future, you can save an individual claim as a template. Follow these steps to save a claim as a template:

- 1) Click **Save Template**.

Save Draft Save Template Save to Batch Submit

- 2) Enter a template name in the blank field that appears.

Save Draft Save Template Save to Batch Submit

Save Cancel

- 3) Click **Save** to save the template. Click **Cancel** to close the template name field.

Save Draft Save Template Save to Batch Submit

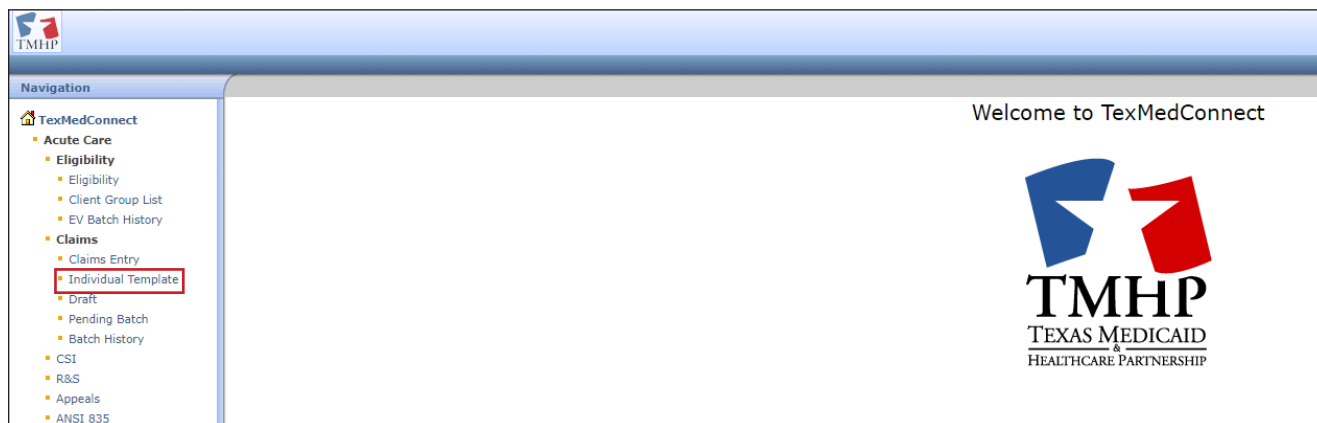
Example x Save Cancel

- 4) The claim is saved to the Individual Template screen for later completion.

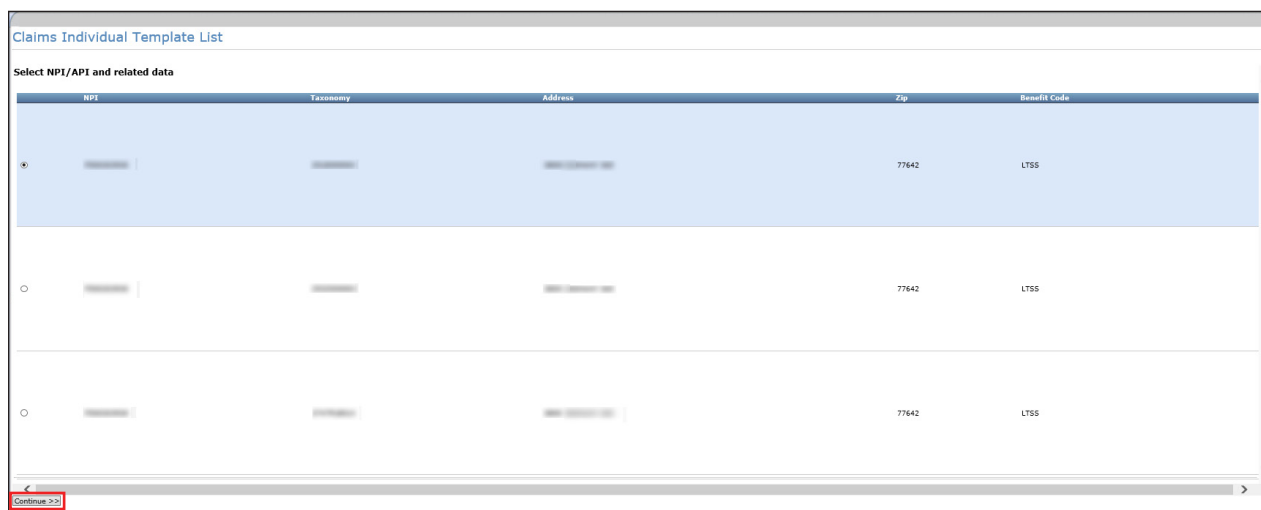
Viewing Individual Templates

A list of NPIs and APIs and related data appear in the Claims Individual Template List screen. Templates are displayed by NPI or API. Templates do not disappear when used, but they are removed when they are not used for 90 days. A maximum of 1000 individual claim templates can be created for each NPI or API number. To view a list of individual templates:

- 1) Click **Individual Template** in the left navigation panel.



- 2) Select the NPI or API on the Claims Individual Template List screen. Click **Continue**.



- 3) Click on a template name to continue working on a claim. Templates can be sorted by clicking column headers.

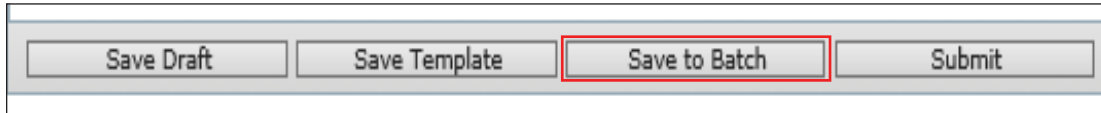
Claims - Individual Template List							
NPI/API [redacted]							
Template Name	Claim Form	User/ID	Created Date	Last Updated	Delete		
EVV TEMPLATE 1	Professional	[redacted]	11/1/2019	11/1/2019			

Saving as a Batch

You can save a claim to batch, which creates a pending batch list that is maintained until you submit the batch. One batch can contain up to 250 claims. Claims from Draft, Templates, or claims currently being created can be saved to a pending batch. After 45 days, pending batches that have not been submitted are deleted. You can view or edit claims in a pending batch before submission.

To save a claim to batch, follow these steps:

- 1) Click **Save to Batch**.

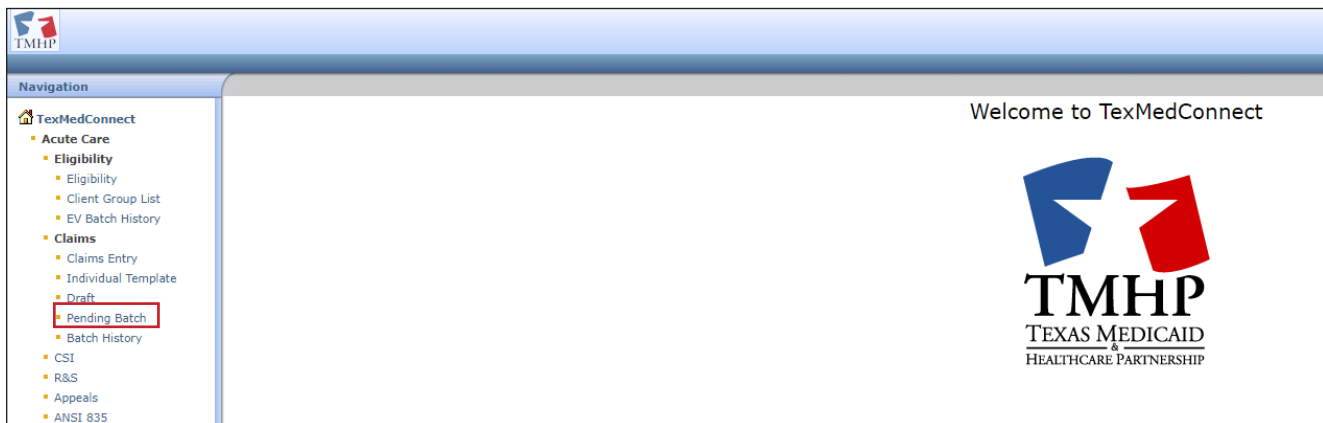


- 2) After you click **Save to Batch**, the system will take you back to the Claims Entry screen.

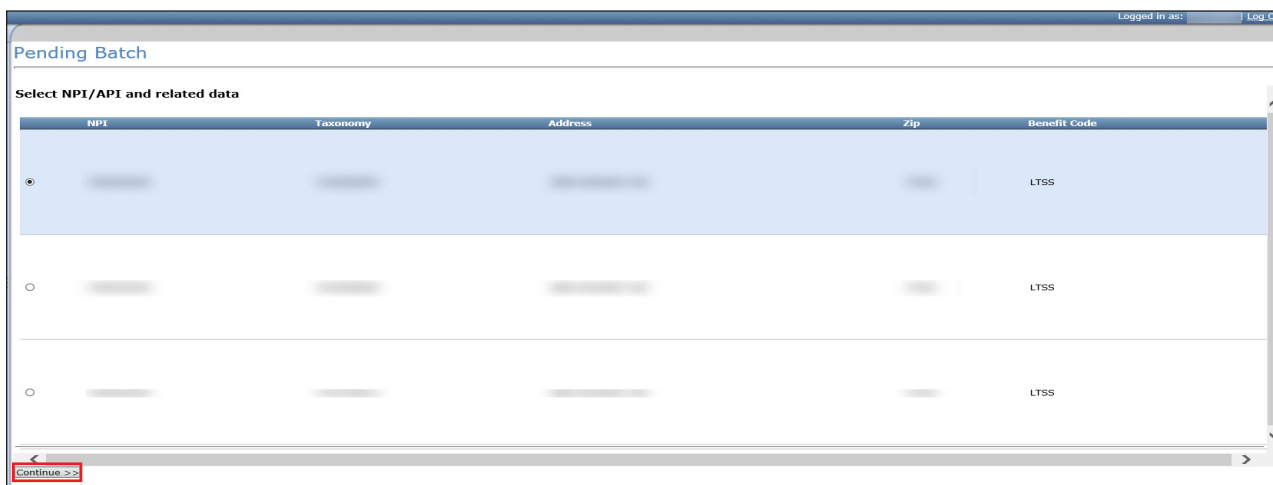
Submitting a Pending Batch

The pending batch list displays claims that are ready to be submitted. To submit a batch of pending claims, follow these steps:

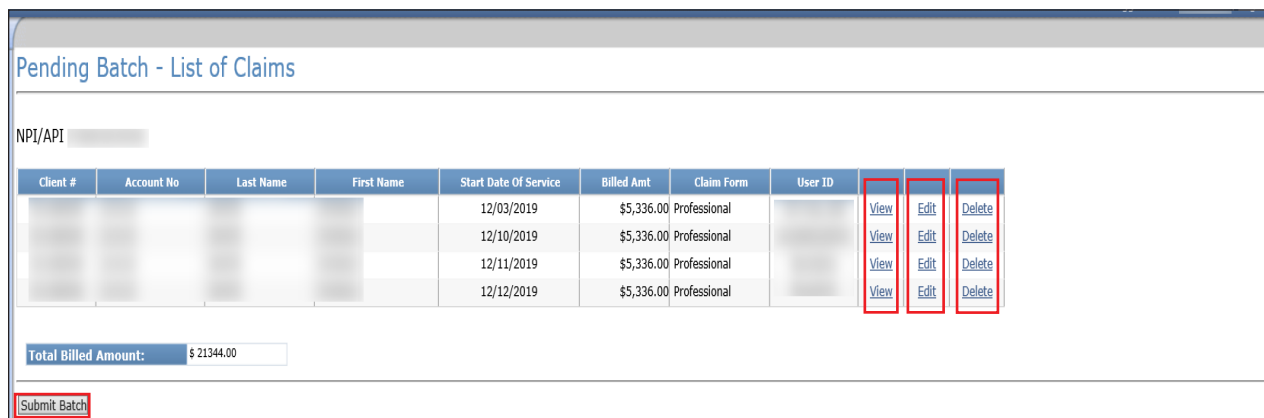
- 1) Click **Pending Batch** in the left navigation panel.



- 2) Select the NPI or API in the Select NPI/API and related data list, then click **Continue**.



- 3) Click **View** to view pending claim detail. Click **Edit** to make changes to the pending claim. Click **Delete** to delete the pending claim.
- Click **Submit Batch** when all pending claims displayed are ready to be submitted. All claims in the batch will be submitted, even if they were created by other users under the same NPI.



Pending Batch - List of Claims

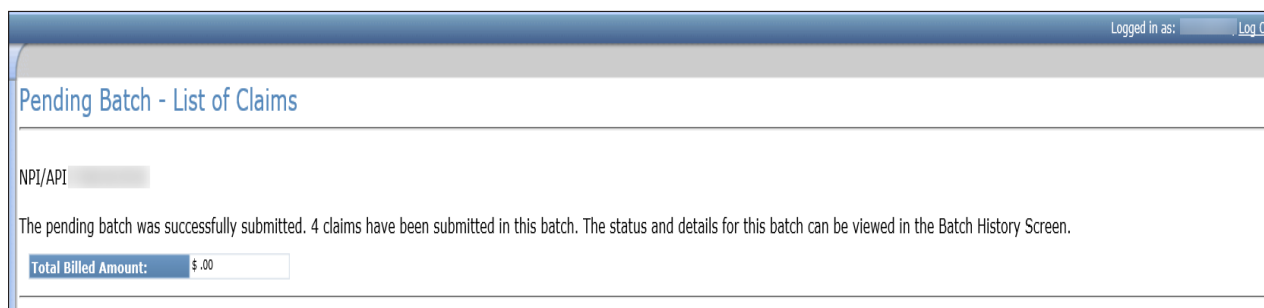
NPI/API

Client #	Account No	Last Name	First Name	Start Date Of Service	Billed Amt	Claim Form	User ID	View	Edit	Delete
				12/03/2019	\$5,336.00	Professional		View	Edit	Delete
				12/10/2019	\$5,336.00	Professional		View	Edit	Delete
				12/11/2019	\$5,336.00	Professional		View	Edit	Delete
				12/12/2019	\$5,336.00	Professional		View	Edit	Delete

Total Billed Amount:

[Submit Batch](#)

- 4) A confirmation appears when the batch is submitted.



Logged in as: [Log Off](#)

Pending Batch - List of Claims

NPI/API

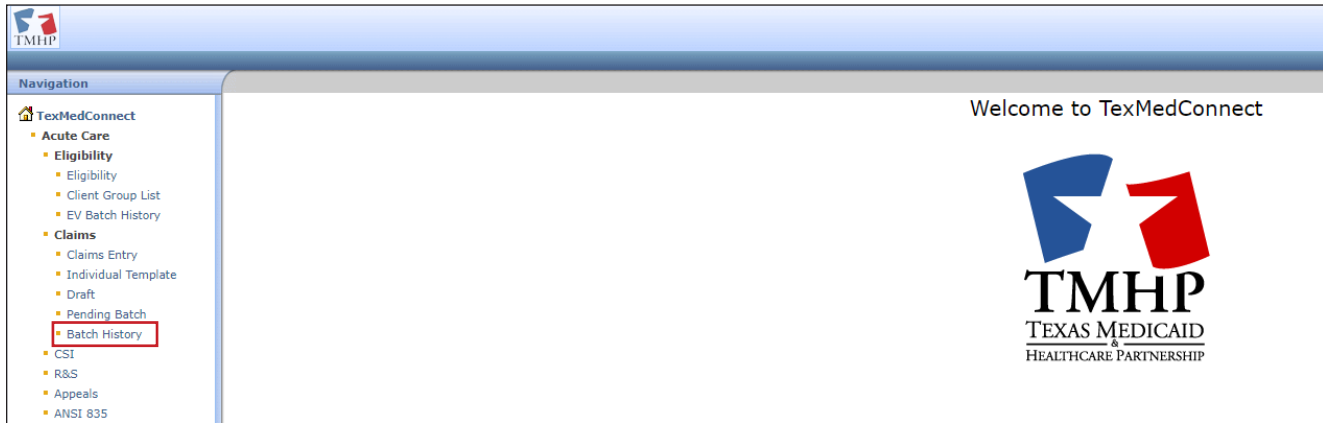
The pending batch was successfully submitted. 4 claims have been submitted in this batch. The status and details for this batch can be viewed in the Batch History Screen.

Total Billed Amount:

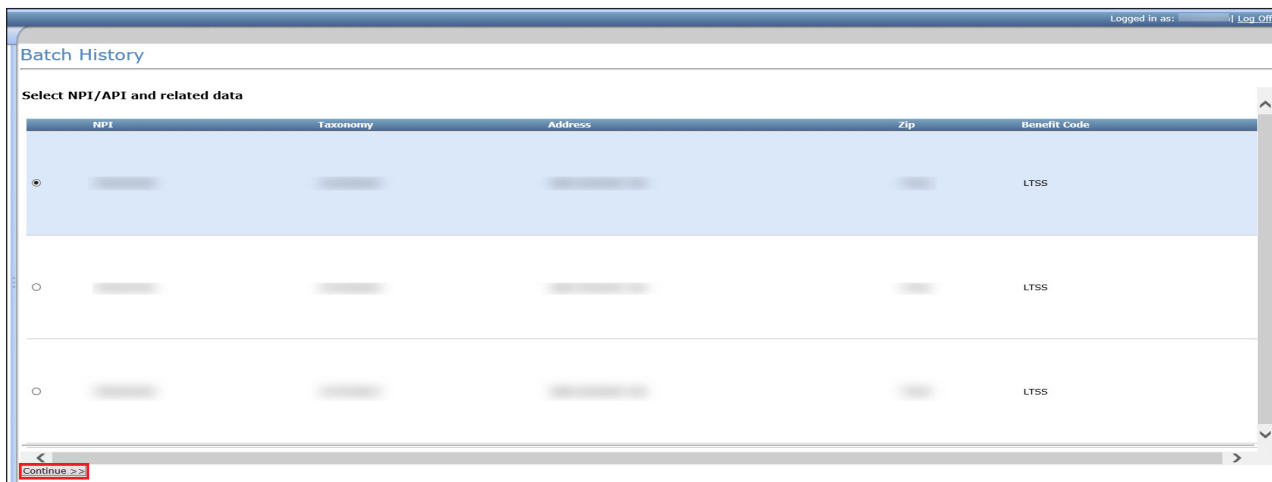
Batch History

You can view the history of submitted claim batches for the previous 120 days. Batches that are more than 120 days old are automatically deleted from the history. To view a batch history, follow these steps:

- 1) Click **Batch History** in the left navigation panel.



- 2) Select the NPI or API in the **Select NPI/API and related data** list, then click **Continue**.



- 3) A Batch History list appears for the NPI/API that was selected. Batch IDs are assigned a *Submitted* status or a *Processed* status. A *Submitted* status indicates that the user has submitted the batch, but it has not been forwarded to the payer. A *Processed* status indicates that the batch has been processed by the system and forwarded to the payer. A *Submitted* status will change to *Processed* status within 24 hours. Contact the EDI Help Desk at 888-863-3638 if the batch remains in *Submitted* status for over 24 hours.

- 4) Click a **Batch ID** in *Processed* status to view the list of claims in that batch.

Batch History				
NPI/API				
Batch ID	Status	Claim Count	Total Billed Amount	Transmission Date
	Submitted	1	\$5,336.00	12/26/2019 03:57:18 PM
	Submitted	2	\$9,336.00	01/13/2020 12:20:30 PM
	Submitted	1	\$200.00	01/13/2020 01:12:53 PM
	Processed	1	\$495.00	01/13/2020 01:23:00 PM
	Submitted	4	\$21,344.00	01/15/2020 09:24:16 AM

- 5) A list of claims for the Batch ID appears. Claims are in a *Forwarded*, *Accepted*, or *Rejected* status. *Forwarded* claims have been sent to the payer, but have not been accepted or rejected. *Accepted* claims have been accepted by the payer. *Rejected* claims have been rejected by the payer.
- 6) Clicking the **Status** link will take you to additional details on the CSI Search Details screen.

Home :: TMHP.com :: My Account									
Logged in as: Log Off									
Print Options ::									
Batch History - List of Claims -									
Status	Client #	Account No	Payer Name	Last Name	First Name	Start Date Of Service	Billed Amt	Claim Form	User ID
Forwarded		12341234				01/03/2020	\$495.00	Professional	
Total Billed Amount: \$ 495.00									
BatchID:									
Go Back									

- 7) Click **Go Back** to return to the list of claims.

Batch History - List of Claims -							
Status	Client #	Account No	Payer Name	Last Name	First Name	Start Date Of Service	Billed Amt
Forwarded		12341234				01/03/2020	\$495.00
Total Billed Amount: \$ 495.00							
BatchID:							
Go Back							

Claim Status Inquiry (CSI)

The Claim Status Inquiry (CSI) function allows you to determine the status of processed claims. Three years of claims history are available. Claims meeting the search criteria are displayed on the CSI Search Results screen. The system returns a maximum of 250 results, and you can determine the claim status for those claims. You have two options for conducting a CSI search:

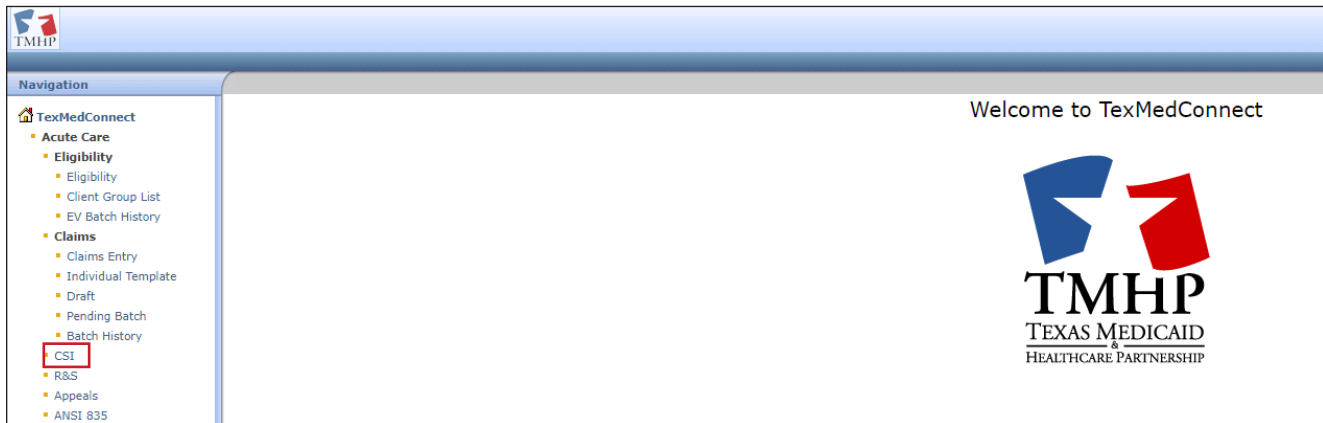
- By claim number
- By a valid NPI/API and related data, including from date of service (FDOS) and through date of service (TDOS)

When searching by NPI/API/FDOS/TDOS, the following conditions apply:

- The dates cannot define a length of time greater than 30 days.
- The FDOS cannot go back more than 36 months from the current date.
- If the FDOS is entered but the TDOS is not provided, the default value of seven days (from the FDOS date) auto-populates in the TDOS field.

To perform a claim status inquiry, follow these steps:

- 1) Click **CSI** in the left navigation panel.



- 2) Enter a claim number. Click **Lookup**. If you do not know the claim number, enter other claim information and click **Search**.

CSI Search

Lookup Fee For Service Claim by Claim Number

Claim Number: Format: 24 digits with no spaces

Fee For Service Claim Search

Provider NPI/API:

From DOS: Format: mm/dd/ccyy

Through DOS: Format: mm/dd/ccyy
Default of 7 days

Medicaid/CSHCN ID: Format: 123456789

Billed Amount between: and Format: 100.00 or 100

- 3) The CSI Search Results screen displays. If the search does not locate the desired claim, narrow the search criteria to produce a more specific match. A maximum of 50 claims at a time can be displayed on the Search Results screen. To display more claims that match the search criteria, click **Next**.

CSI Search Results

[New Lookup](#)
[Return with Search Criteria](#)

Search Criteria

Provider NPI/ API	0123456789 REGIONAL MEDICAL CENTER
Dates of Service	12/2/2012 - 12/9/2012
Medicaid/ CSHCN ID	012345678 DOE, JOHN
Billed Amount	\$2,429.00

Search Results

Service Dates		Patient Information		Claim Information				
From	To	Name	Medicaid #	Claim Number	Status	Billed Amt	Paid Amt	Adj
1/2/2013	1/24/2013	DOE, JOHN	012345678	123 456 789 012345678901234	Paid	\$2,429.00	\$30.72	Y
1/2/2013	1/24/2013	DOE, JOHN	012345678	123 456 789 012345678901234	Adjusted Claim	\$2,429.00	\$30.72	Y
1/2/2013	1/24/2013	DOE, JOHN	012345678	123 456 789 012345678901234	Adjusted Claim	\$2,429.00	\$30.72	Y

- 4) To display the details of a specific claim, click the claim number. The claim details for the selected claim appear on the CSI Search Details screen. The information displayed on the Details screen is the same information available on the R&S Report.

Fee-for-Service Claims Appeals

The following claims may not be appealed through TexMedConnect (refer to the [Texas Medicaid Provider Procedures Manual](#) (TMPPM) for detailed appeals information):

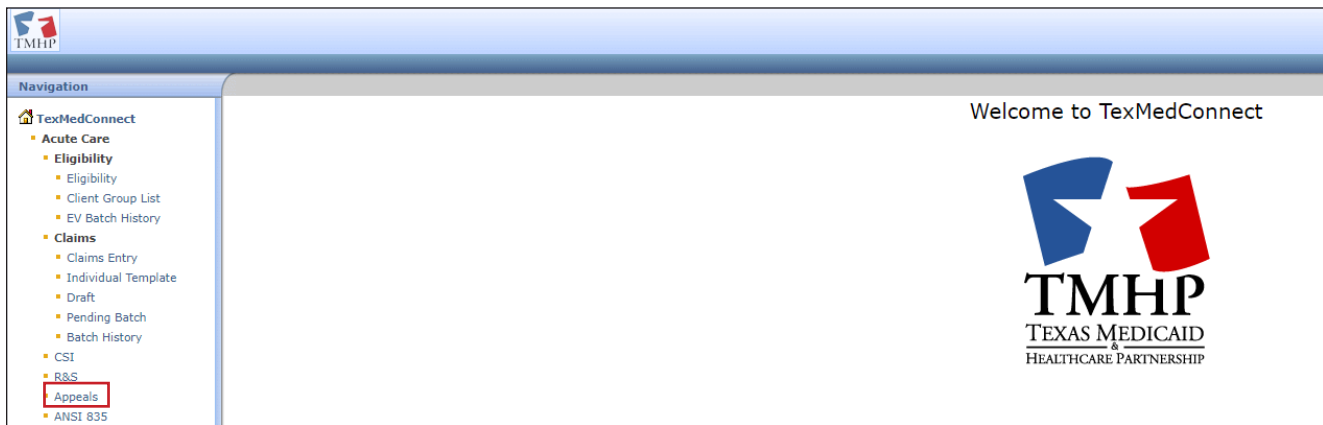
- Claims that require supporting documentation (e.g., operative report, medical records, home health, hearing aid, and dental X-rays)
- Diagnosis-related group (DRG) assignment
- Medicare crossovers
- Claims listed as pending or in process with explanation of pending status (EOPS) messages
- Claims denied as past filing deadline except when retroactive eligibility deadlines apply
- Claims denied as past the payment deadline
- Claims with quantity billed changes in the claims details
- Claims that are the result of a mass adjustment

Claims with a finalized status, such as *Denied* or *Paid*, can be appealed directly from TexMedConnect.

NOTE: MCOs may refer to Appeals as Corrections, Adjustments, or Updates.

To appeal a claim, follow these steps:

- 1) Click **Appeals** in the left navigation panel.



- 2) Enter the claim number and click **Lookup** or select an NPI/API, enter claim information, and click **Search**.

Appeals

Lookup Fee For Service Claim by Claim Number

Claim Number: Format: 24 digits with no spaces

Fee For Service Claim Search

Provider NPI/API:
 From DOS: Format: mm/dd/ccyy
 Through DOS: Format: mm/dd/ccyy
 Medicaid/CSHCN ID: Format: 123456789
 Billed Amount between: and Format: 100.00 or 100

Lookup Managed Care Claim by Transaction Number

Transaction Number:
 Transaction Number Type: Select

Claim Status Inquiry Instructions

Help
 TMHP.com Claims Appeal Instructions: Effective April 2006, TMHP implemented appeals submission functionality on TMHP.com. A help guide has been developed by TMHP to assist providers. Providers can access the online guide by selecting [TMHP.com Appeals Instructions](#).

- 3) CSI search details appear if a match is found. Click **Appeal Claim** to begin the appeal process. Most fields populate with the claim information. You can modify the claim information for the appeals.

[New Lookup](#) [Return to List](#)

Claim Information		Patient Information	
Claim #	123 456 789 012345678901234	Medicaid/CSHCN ID	012345678
Previous Claim #	012 345 678 901234567890123	Name	DOE, JOHN
Dates of Service	1/6/2013 - 1/6/2013	Date of Birth	1/1/1990
Status	Paid	Patient Account #	XXX01234
Status Date	2/19/2013	Medical Record #	X000012345
EOB / EOPS	00018, 00027		

Financial Information		Provider Information	
Billed Amount	\$175.00	Billing ID	0123456789
Paid Amount	\$1.67	Billing Name	REGIONAL MEDICAL CENTER
R&S Date	2/22/2013	Referring ID	
R&S Number	012345678	Referring Name	
Check Number	0000000123456789		

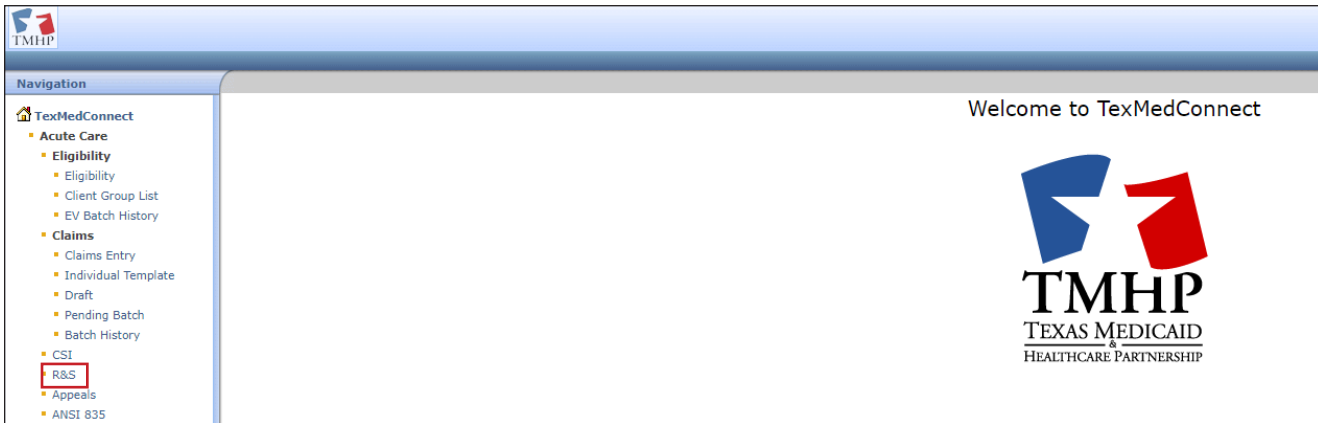
Remittance and Status (R&S) Reports

The R&S function on the navigation panel has two options:

- PDF – Displays the Portable Document Format (PDF) version of the R&S Report
- ANSI 835 – Allows the download of the American National Standards Institute (ANSI) 835 version of the R&S Report for providers that use third-party billing software or third-party billing agents

Viewing the PDF Version

To view the R&S Report PDF, click **R&S** on the navigation panel. Click any R&S Report to view the PDF.

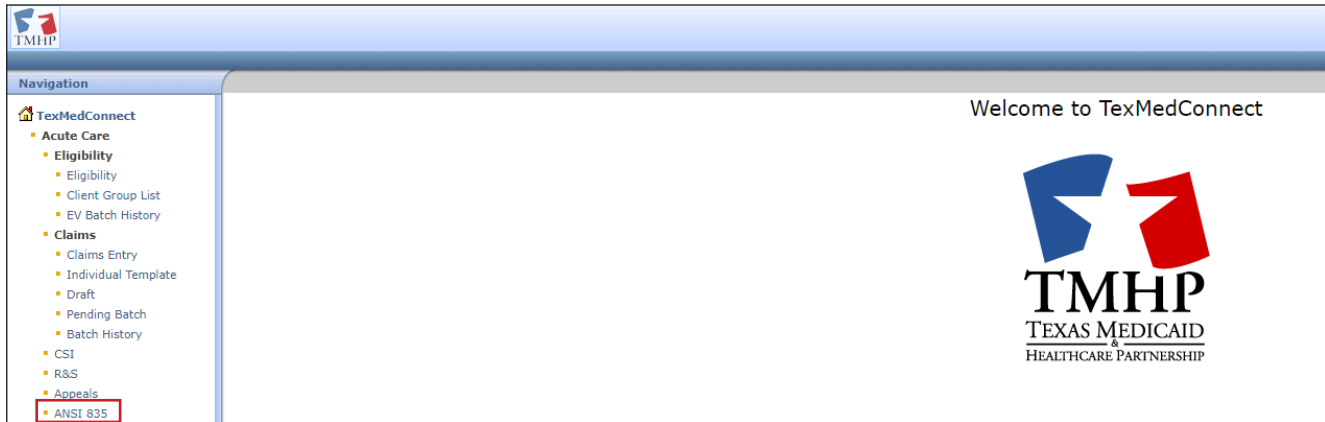


Downloading the ANSI 835 Version

You can access the ANSI 835 version of nonpending Electronic Remittance and Status (ER&S) Reports and pending ER&S Reports using a submitter ID and password. To obtain a submitter ID or for help with a forgotten password, call the TMHP EDI Help Desk at 888-863-3638.

To download the ANSI 835 version of the R&S Report, follow these steps:

- 1) Click **ANSI 835** from the navigation panel to access the FTP site.



- 2) Enter the Submitter ID you were issued and password. Click **Download**.

ANSI 835

Step 1:

- Ensure that you have a program to unzip the zip file (Download WinZip [Here](#))

Step 2:

- Enter your Submitter ID and Password
- Click "Download" to retrieve your files.

Step 3:

- IMPORTANT!** Click **SAVE** when you see the "File Download" prompt.
- Clicking **Cancel** or leaving this page prior to clicking save will cause your files to be lost.

Submitter ID:
 Password:

Example of "File Download" prompt, click Save, DO NOT click Cancel, and DO NOT leave this page prior to clicking save:

File Download

Do you want to open or save this file?

Name: ansi835-8[2].28.2007.zip
 Type: WinZip File
 From: localhost

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

Note: A companion guide containing information about file formats is available on tmhp.com on the [EDI](#) page.

