



LMS REGISTRATION AND NAVIGATION JOB AID

FOR STATE OF TEXAS EMPLOYEES



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

v2025_1031

State of Texas employees can access the Texas Medicaid & Healthcare Partnership (TMHP) Learning Management System (LMS) to view State and provider educational materials such as eLearning modules, user guides, job aids, videos, and much more.

Creating an LMS Account

- 1) Go to learn.tmhp.com.

Note: If you're using a virtual private network (VPN) to access the LMS, you may need to disable it. Once you've connected to the LMS, you can reconnect to the VPN.

- 2) To create an account, click **Don't have an account? Sign up here**. A New User Registration window opens.

Note: If you are not ready to create an account but would like to browse topics on the LMS, select **Click here to browse the LMS**. You can view titles and descriptions of the educational materials available on the LMS, but you won't be able to access the materials until you have registered for an account.

- 3) Enter the following account information in the New User Registration window:
 - Username—Enter your State of Texas email address.
 - Password—Create a password that is at least seven characters and contains at least one special character (!@#\$\$%^&*), one letter, and one number.
 - Confirm Password—Reenter the password you created.

- **Profile Picture**—This is an optional field. If you would like to add an image to your profile, click **Choose File** and select a picture stored on your local computer.

Note: Fields marked with a * are required

Account

Username *

Password *

Confirm Password *

Profile Picture

Supported image format: JPG, GIF, PNG. Recommended dimensions are 270 x 270px.



- 4) Complete all required fields in the General section.

Note: Be sure to enter your State of Texas email address and not a personal email address. This will ensure you have access to the following sections on the LMS: Accenture Internal Training, State Education, Managed Care Organizations, and Provider Education.

General

First Name *

Last Name *

Timezone *

Email *

- 5) Enter information in the Contact section, as preferred. Fields in this section are optional.

Contact

Work Phone

Mobile Phone

City

State / Province / Region

Zip / Postal Code

6) Complete all required fields in the Custom section. You can either select choices from the drop-down menus or enter the following information

- User Type—State Employee
- Role in Provider Office—State Employee
- Business Name—Name of State Department (e.g., LTC, HHSC, OIG, DSHS, CSHCN, etc.)
- Provider Type—State Employee
- NPI—0 (This field must contain a number, even if you do not have a National Provider Identifier (NPI) or Atypical Provider Identifier (API).
- If “Other,” please specify—Leave blank

7) Click **Register**.

Note: The Register button will be disabled until you’ve completed all the fields.

The screenshot displays a registration form with the following elements:

- User Type ***: A dropdown menu with "None" selected.
- Role in Provider Office ***: A dropdown menu with "None" selected.
- Business Name ***: A text input field.
- Provider Type ***: A dropdown menu with "None" selected.
- NPI Number ***: A text input field.
- If "Other" please specify**: A text input field.
- Buttons**: A "Register" button (highlighted with a red rectangle) and a "Cancel" button.

- 8) The Welcome page is displayed. You will have immediate access to all public-facing materials on the LMS. Once TMHP verifies your account, you will have access to Accenture internal training, state education, and managed care organization (MCO) materials.

Note: Verification of your State of Texas email and credentials can take up to three business days.



Viewing Materials in the LMS

- 1) Go to learn.tmhp.com.
- 2) Enter your login and password.
- 3) Click **Log In**. The Welcome page is displayed.

A screenshot of the TMHP Learning system login page. The page has a dark header with the text "Your resource for successful participation in Texas Medicaid and other state health care programs." Below the header, there is a section titled "What would you like to learn today?" with a list of bullet points: "Run e-learning modules.", "Listen to or read transcripts of past webinars.", and "Access supplemental information." To the right of this section is a login box titled "Account Login" with a dropdown arrow. Inside the login box, there are fields for "Login" and "Password", a "Forgot Password?" link, a "Log In" button (highlighted with a red box), and a link "Don't have an account? Sign up here." At the bottom of the login box, there is a link "Not ready to create an account? Click here to browse the LMS."

- 4) Click a featured learning path, or use the arrow icons to view the topics.

FEATURED COURSES



Medicaid Essentials



Writing Functional Therapy Goals



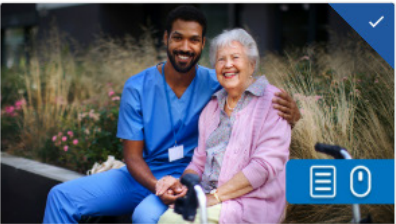
Electronic Visit Verification eLearning



PEMS Videos



HCS and TxHmL LTCOP User Guides



LTC Community Services Waiver Programs

[View All >](#)

EXPLORE THE LMS



Claims And Appeals



Instructor Led Training



Specialty Programs

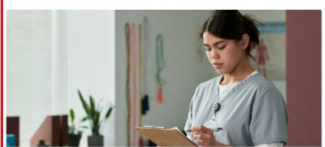


Systems

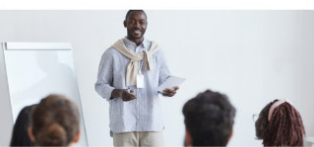
Topics

Each topic displays a list of educational materials related to the topic.

- 1) Click a topic image or name to view a list of materials related to the topic.



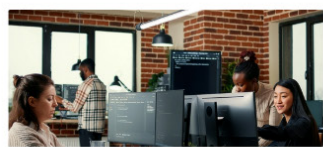
Claims And Appeals



Instructor Led Training



Specialty Programs



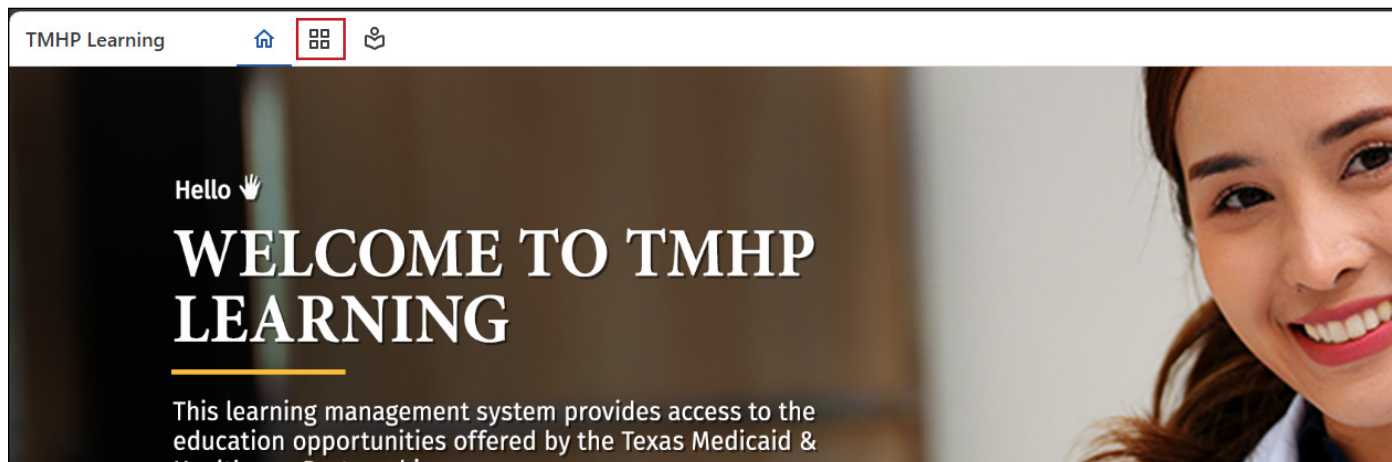
Systems

Other LMS Search Options

In the top-left corner of the LMS, you'll find several icons, while the top-right corner features a search bar and the Topics drop-down menu.

Browse Icon

- 1) Click the Browse icon. The State topics appear.



- 2) Click any of the topics or related images. To view State-focused educational materials, click **State Education**.



- 3) Scroll down the list and click the image or title heading to select a topic.

 Claims and Appeals	 Instructor-Led Training (ILT)	 Specialty Programs
 Systems	 Tools and Resources	

- 4) Scroll down the list and click the title heading to select a deliverable. The learning path for the material is displayed.

← State Education

State Education

🔍 Search Topic

Accessing TMHP Applications by State Employees
Published 07/23/2018

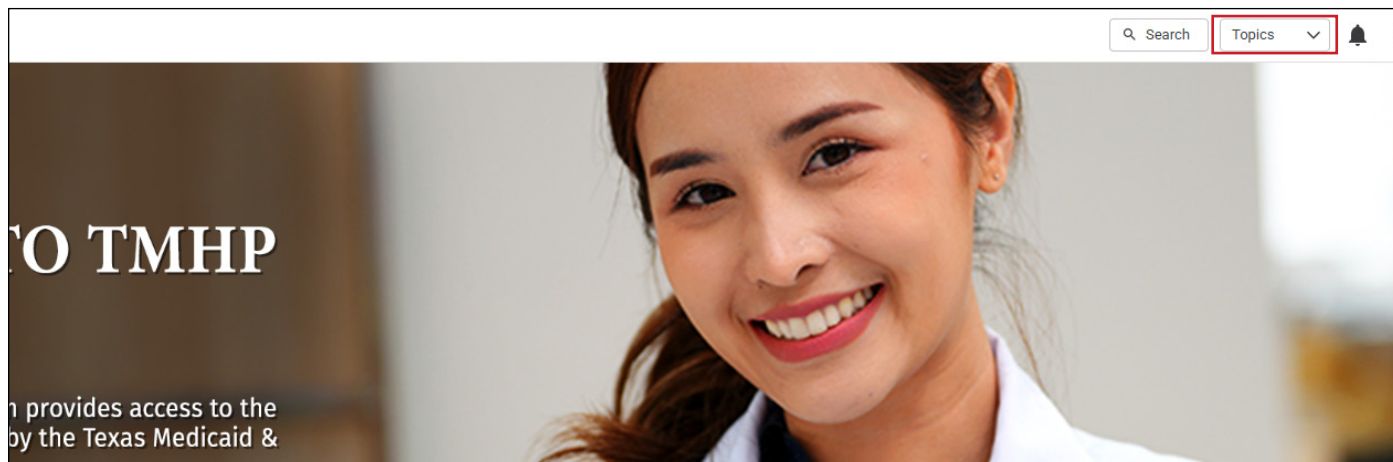


Citrix for State Users Job Aid
The Citrix for State Staff Job Aid provides information access and navigation information related to Citrix.

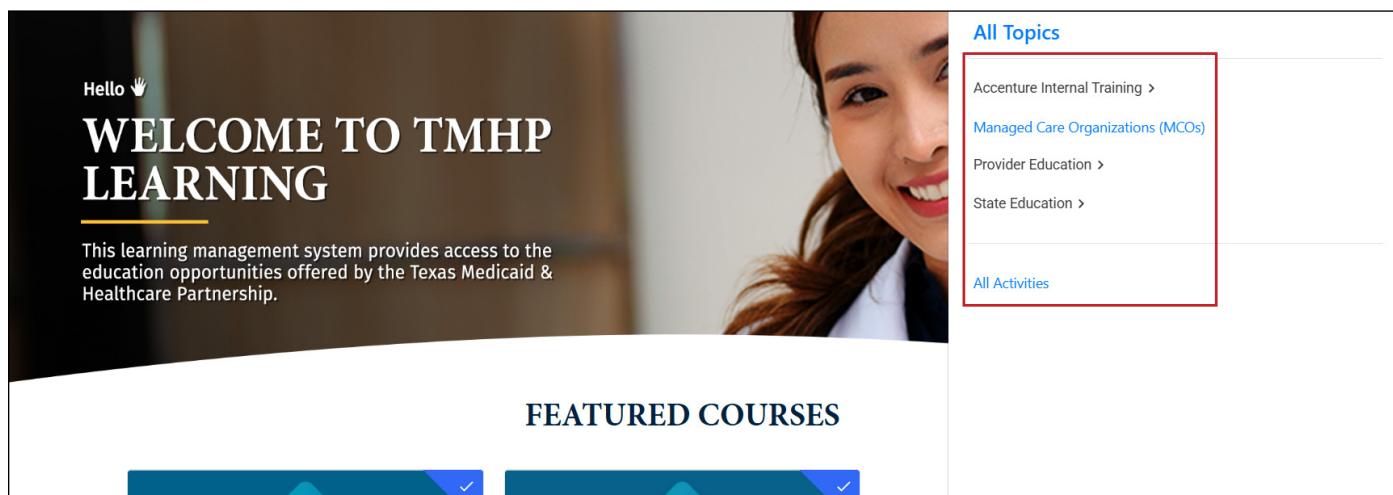


Topics Drop-Down Menu

- 1) Click the Topics drop-down menu. A list of topics is displayed.

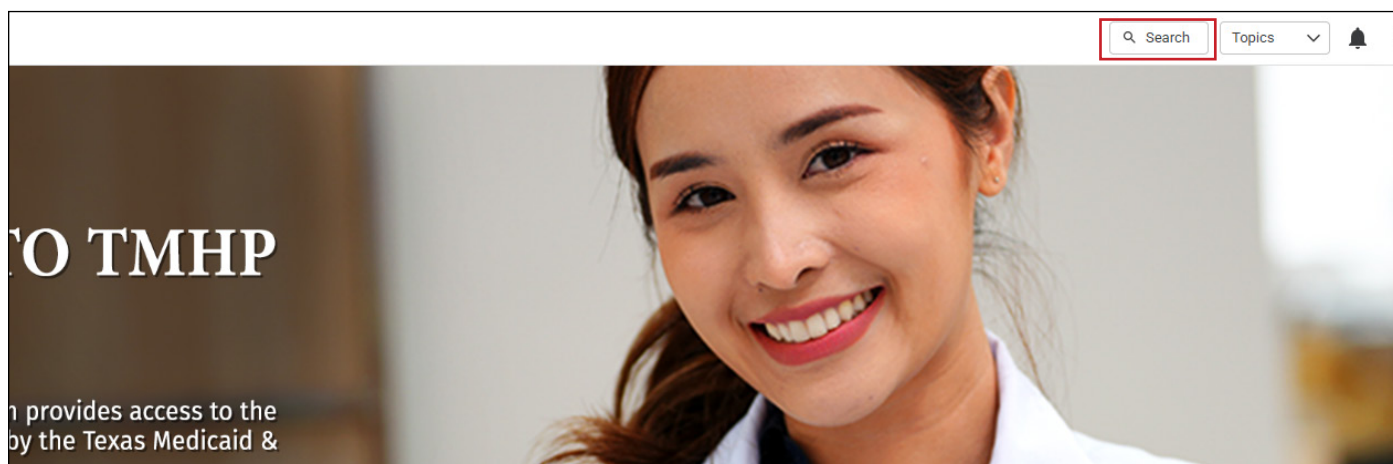


- 2) Click a topic from the list. A list of topics or educational materials related to the topic is displayed.



Search Function

- 1) Click the Search function.



- 2) Type a key word for the educational material you want to search for, and press **Enter**. A list of educational materials related to the topic selected is displayed.

- 3) Select a deliverable to view. The learning path for the material is displayed.

Administrative Appeals Job Aid Updates to programs, policies, and procedures discussed in this job aid can be found on the TMHP website in the current published provider manuals, web articles, and banner messages.	
Claim Appeals for CSHCN The goal of this training is to discuss the various levels of claim appeals and methods for submitting them. In this training, we'll look at three different scenarios involving claim appeals. 25m	
Claim Appeals for Medicaid How and when to appeal a claim, and when to escalate an appeal. 31m	

Instructor-Led Training (ILT) Courses

- 1) Click the Browse icon in the top right-hand corner to navigate to all topics.
- 2) Click **State Education**.
- 3) Click **Instructor-Led Training (ILT)**.

Note: When using the Search option to locate an ILT, the results will only display items that match the search words entered.

 Claims and Appeals	 Instructor-Led Training (ILT)	 Specialty Programs
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4) Click the preferred course heading.

Intro to TMHP for State Staff
The Intro to TMHP for State Staff is a 1 day instructor-led training course that provides state employees with an operational overview of TMHP and an intro to applications used in the administration of Texas Medicaid and other state healthcare...

4h

Phoenix Overview for State Staff
Phoenix Overview is a half day instructor-led training course for state staff who are new to the Phoenix application. The purpose of the training is to supply a high-level introduction and basic hands-on training using Phoenix. Topics covered include:- Basic...

4h Intermediate

Provider Enrollment Overview for State Staff Instructor-Led
This half-day course is intended to give state staff a high-level view of the provider enrollment process. Attendees of this

5) Click **Enroll** to register for an ILT.

Choose an Upcoming Event

City: All Location: All Instructor: All Date: All ☐ Virtual Only

FEB 20	February 2024 Tuesday, Feb 20, 2024 at 8:00 AM to 12:00 PM CST City: Austin, TX, United States Location: Online Instructor: Guyton More Details	Enroll
MAR 21	March 2024 Thursday, Mar 21, 2024 at 8:00 AM to 12:00 PM CDT City: Austin, TX, United States Location: Online Instructor: Guyton More Details	Enroll
APR 23	April 2024 Tuesday, Apr 23, 2024 at 8:00 AM to 12:00 PM CDT City: Austin, TX, United States Location: Online Instructor: Guyton More Details	Enroll

Accessible PDFs

The learning paths for eLearning modules, videos, and webinar recordings include portable document format (PDF) files that comply with the Americans with Disabilities (ADA) Act. These PDF files are compatible with assistive technologies such as screen readers.

- ✓ Claim Appeals Overview
- ✓ Managed Care Organization Appeals
- ✓ Claim Appeal Levels
- ✓ Claim Appeal Methods
- ✓ Electronic Appeals
- ✓ Automated Inquiry System
- Paper Appeals
- ✓ Medical Necessity Appeals

Accessible PDFs

- ✓ Claim Appeals Accessible PDFs



Registration Assistance

Contact [TMHP Training Support](#) for support with registering for the LMS.

Contact the [State Training Request Mailbox](#) for ILT course registration.

This document is produced by TMHP Training Services. Contents are current as of the time of publishing and are subject to change. Providers should always refer to the TMHP website for current and authoritative information.