



HOW TO ACCESS TMHP APPLICATIONS USING IAMONLINE



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
A STATE MEDICAID CONTRACTOR

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Contents

Overview 3

Supported Browsers 3

TMHP Applications 3

90 Day Inactivity 4

 Best Practices 4

 Account Level Inactivity 5

 Application Level Inactivity 5

Account Activation Email 5

 Okta Verify. 8

 Google Authenticator. 10

Application Access 11

 TMHP Website Pathway 11

 My Account Pathway 15

 TMHP IAMOnline Home Pathway 18

Help 20

 Managing Your Security Methods 20

 Okta Verify 24

 Google Authenticator. 25

 Update Password 27

 Can I edit my personal information in TMHP IAMOnline? 30

 How do I enroll as a new Texas Medicaid provider? 31

 What do I do if I get locked out? 31

Overview

The Texas Medicaid & Healthcare Partnership (TMHP) is transitioning from the current My Account sign-in process to TMHP IAMOnline, a secure login and account-management platform, as the new entry point for accessing applications on tmhp.com. It handles user authentication, account security, and application authorization, allowing users to access multiple TMHP applications with a single sign-on (SSO).

Important: TMHP IAMOnline will work in tandem with My Account to provide a secure user experience for all providers. TMHP IAMOnline will act as the gateway to My Account, which is where administrative users will continue to manage permissions for users linked to a specific provider identifier. It's highly recommended that providers refer to the [Account Management](#) web page on tmhp.com for more information on My Account and TMHP account management.

This guide is intended to:

- Help providers manage their account security.
- Provide instructions for providers enrolled in Texas Health and Human Services Commission (HHSC) Medicaid and non-Medicaid programs on how to access applications on tmhp.com.

Supported Browsers

For the best experience, we recommend using the latest version of Google Chrome or Microsoft Edge. Keep in mind that Internet Explorer 11 is no longer supported by Microsoft. To upgrade to the latest version, click on your browser:

- [Microsoft Edge](#)
- [Google Chrome](#).

TMHP Applications

Once you activate your TMHP IAMOnline account, you will use your new TMHP IAMOnline credentials to sign in. These credentials will work for applications that are available in My Account and have been integrated with TMHP IAMOnline. These applications include:

- View Paid Claims Detail Report (Also known as Medlog Reports)
- Provider Enrollment and Management System
- Manage IMD Clients
- Enroll to receive Electronic Remittance Advice (ERA)
- Prior Authorization (PA on the Portal)
- View Payment Amounts
- Fee Schedule
- TexMedConnect

- View R&S/COF Reports
- Submit Administrative Appeal
- Submit OIG Utilization Review
- Submit DSNP Admission Notification File
- Message Dashboard
- My Account
- Medicaid Client Portal for Providers
- Submit Form (LTC Online Portal)
- Inquire about a form status (LTC Online Portal)
- EVV Search
- EVV Reports
- View PPE Provider Reports
- View MET Provider Reports
- View ACA PCP Supplemental Payment Reports
- View CIPR for Providers

90 Day Inactivity

TMHP IAMOnline is enforcing a new security and access-management policy for all users. To strengthen security and ensure that only active, authorized individuals retain access, the portal will automatically deactivate any user who has not logged into their account for 90 consecutive days. When a user is deactivated, their access to TMHP applications will be removed, preventing them from opening or using those applications. This will pause Medicaid provider workflows or approvals tied to their account and may require work reassignment or account reactivation. To regain access, providers must go through the standard access-request process. All users are also expected to maintain active access to each individual application for which they have assigned permissions.

- If a provider needs to regain access to their TMHP account, they will need to contact TMHP's EDI Help Desk at 888-863-3638 for account reactivation.
- If a provider needs to regain access to any of their TMHP applications, they will need to contact TMHP's EDI Help Desk at 888-863-3638 to restore individual application access.

Best Practices

- Build the habit of regularly logging in to any TMHP application at least once every month to maintain account level access and access to individual applications.

- To keep your access active for each individual TMHP application, you must sign in to each application at least once every 90 days. Access is based on an application-by-application basis, not a single sign in.
 - For example, you may use the Prior Authorization application every week, but only access the Medlog Reports application occasionally. Even though you sign in to TMHP IAMOnline regularly and use the Prior Authorization application, your access to the Medlog Reports application will be disabled if you do not access it within a 90 day period. If this occurs, you will need to contact the TMHP EDI Help Desk to restore access to the Medlog Reports application.
- Consider setting a calendar reminder.
- You must update your password every 90 days.
- You must sign in at least once every 90 days.
- If you know you'll be away for an extended period, notify your manager or system administrator.

Account Level Inactivity

If your account remains inactive for 80 days, you will begin receiving email reminders prompting you to sign in to avoid deactivation. TMHP IAMOnline will send inactivity reminder emails at 80, 85, and 89 days of inactivity to the user.

After 90 days, the account will be automatically deactivated, and users will receive an email notifying them of the account deactivation. The email will include information on how to regain access.

To restore access, providers need to contact TMHP's EDI Help Desk. The agent will verify user information and submit a request to restore access within five business days.

Application Level Inactivity

TMHP IAMOnline will send individual application inactivity reminder emails at 80, 85, and 89 days of inactivity to the user.

After 90 days, the application will be automatically deactivated, and users will receive an email notifying them of the specific application that they have lost access to. The email will include information on how to regain access.

When attempting to access an application:

- The application will not appear as an TMHP IAMOnline tile.
- In My Account, it will take you to a page where it states that the application access has been removed.
- If accessed through a direct link, it will say the user is not assigned to this application.

Account Activation Email

You will receive a registration email from noreply@okta.com or [Do Not Reply TMHP IAMOnline@tmhp.partner.hhs.texas.gov](mailto:Do_Not_Reply_TMHP_IAMOnline@tmhp.partner.hhs.texas.gov) that will inform you that your TMHP IAMOnline Account is active and ready for use. The email will identify your username, which should be the same as the one you use on My Account.

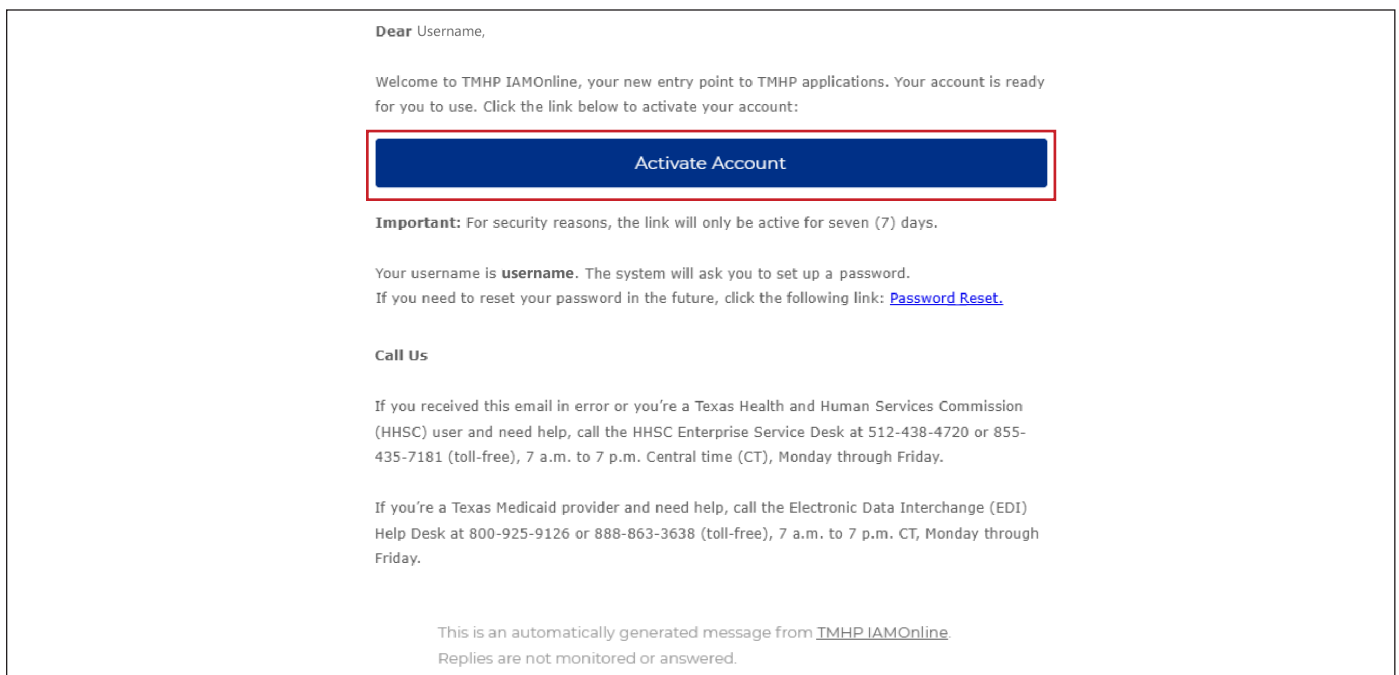
If you do not see the activation email, check your Spam/Junk folders and email filters for the TMHP IAMOnline account activation email, which may have mistakenly been caught by these filters.

Note: Your organization's email security setting may block the activation email domain. To resolve this issue, your organization's information technology (IT) security staff must immediately add noreply@okta.com and [Do Not Reply TMHP IAMOnline@tmhp.partner.hhs.texas.gov](mailto:Do_Not_Reply_TMHP_IAMOnline@tmhp.partner.hhs.texas.gov) to your organization's whitelist.

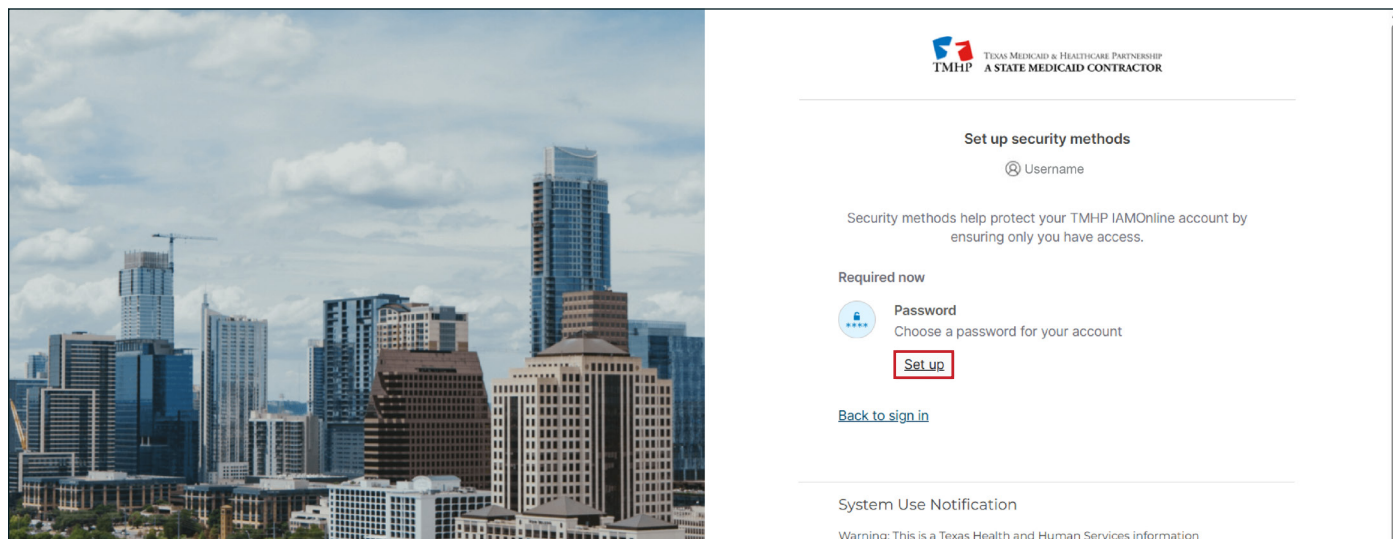
Note: The link will only be active for seven days for security reasons. After this time, it will expire. If the activation link is expired, you will be presented with instructions to request a new activation email or you can contact the TMHP EDI Help Desk at 888-863-3638.

To activate your TMHP IAMOnline account:

- 1) Locate your "Welcome to TMHP IAMOnline!" email, and click **Activate Account**. This will redirect you to the TMHP IAMOnline sign-in page where you will be prompted to complete activation.



2) Click **Set up**.



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Set up security methods

Username

Security methods help protect your TMHP IAMOnline account by ensuring only you have access.

Required now

Password
Choose a password for your account

Set up

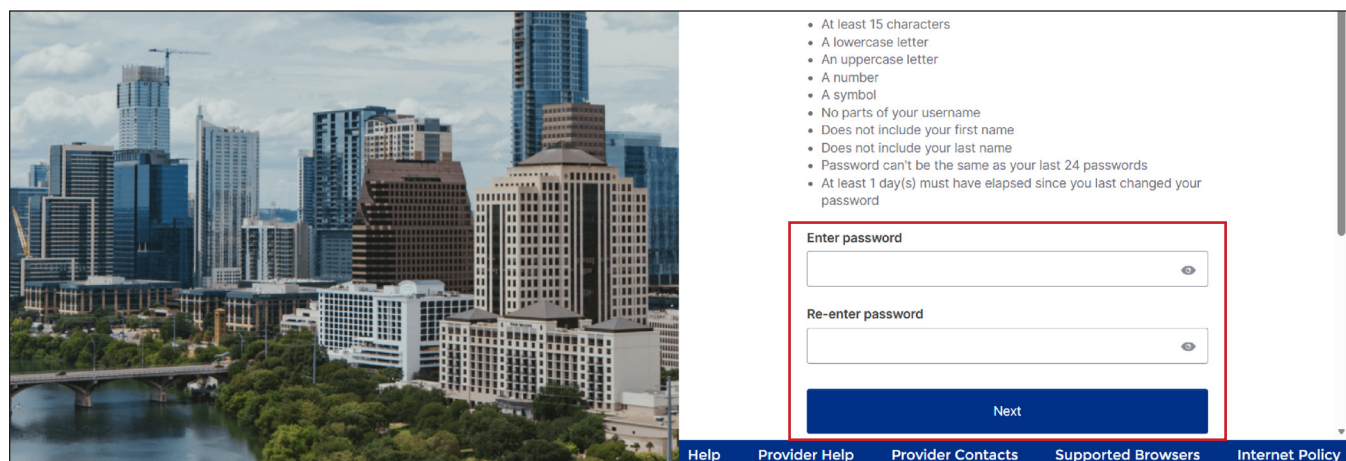
[Back to sign in](#)

System Use Notification
Warning: This is a Texas Health and Human Services information

3) Enter and re-enter your new password, then click **Next**.

Note: The following requirements when creating a new password:

- At least 15 characters in length
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Does not include your first name
- Does not include your last name
- Can't be the same as your last 24 passwords
- Minimum one day since last password change



- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Enter password

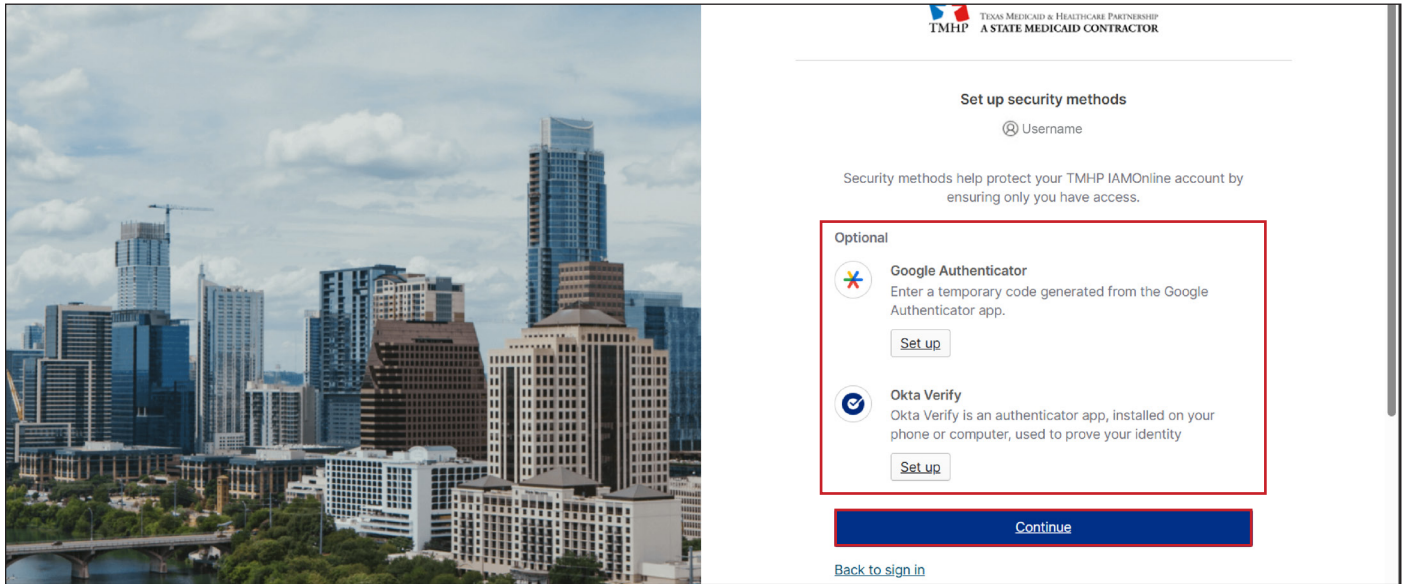
Re-enter password

Next

[Help](#) [Provider Help](#) [Provider Contacts](#) [Supported Browsers](#) [Internet Policy](#)

- 4) Choose the security method you'd like to complete, and click **Set up**. If you're setting up an Okta Verify security method, continue on to the next section. If you're setting up a Google Authenticator security method, skip to the [Google Authenticator](#) section and continue reading.

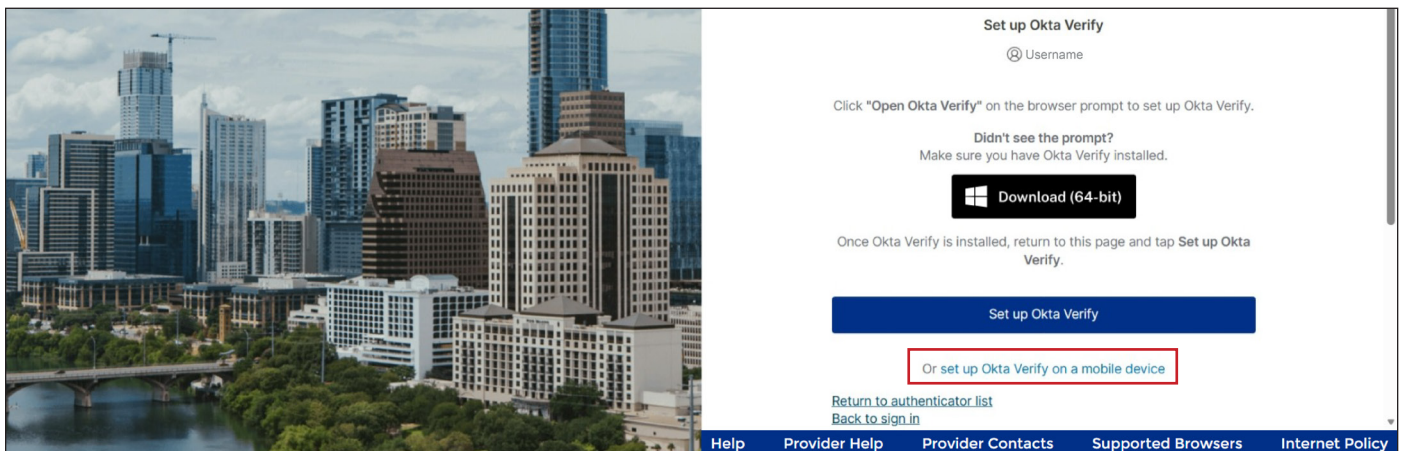
Note: Email is the default security method for all users in TMHP IAMOnline. Click **Continue** to skip the optional setup for Google Authenticator and Okta Verify. If you would like to set up one of these security methods at a later time, refer to the [Managing Your Security Methods](#) section.



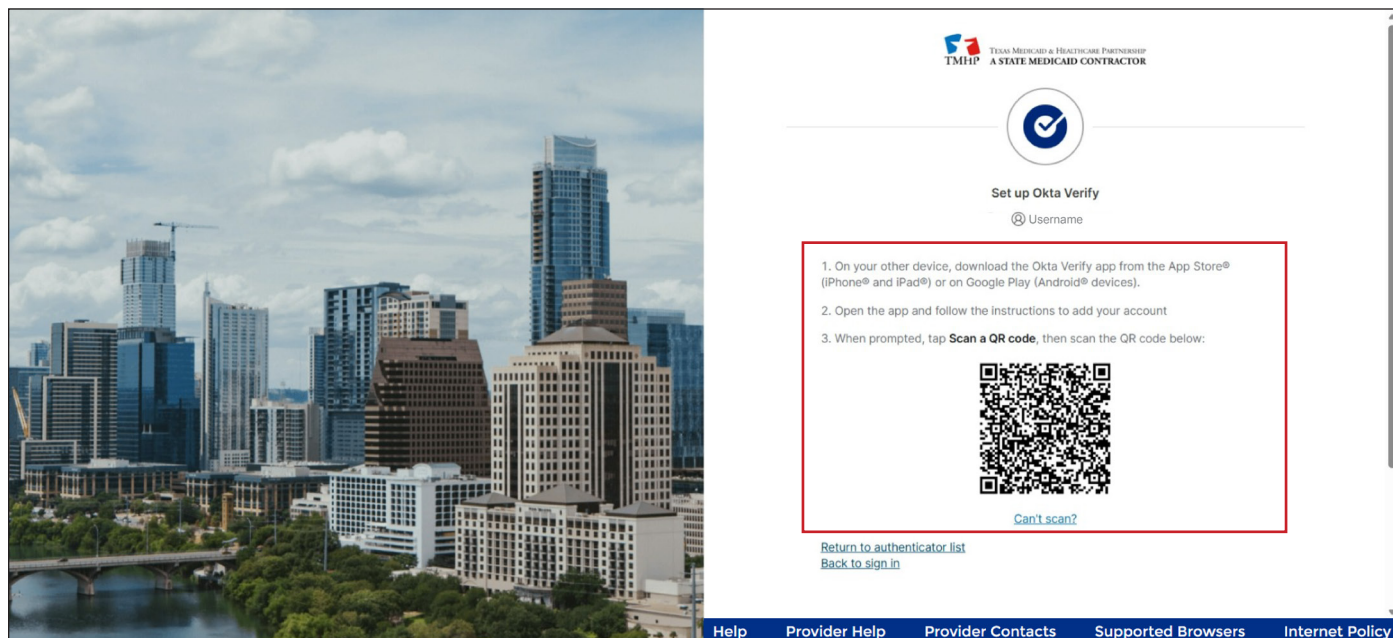
Okta Verify

To set up Okta Verify:

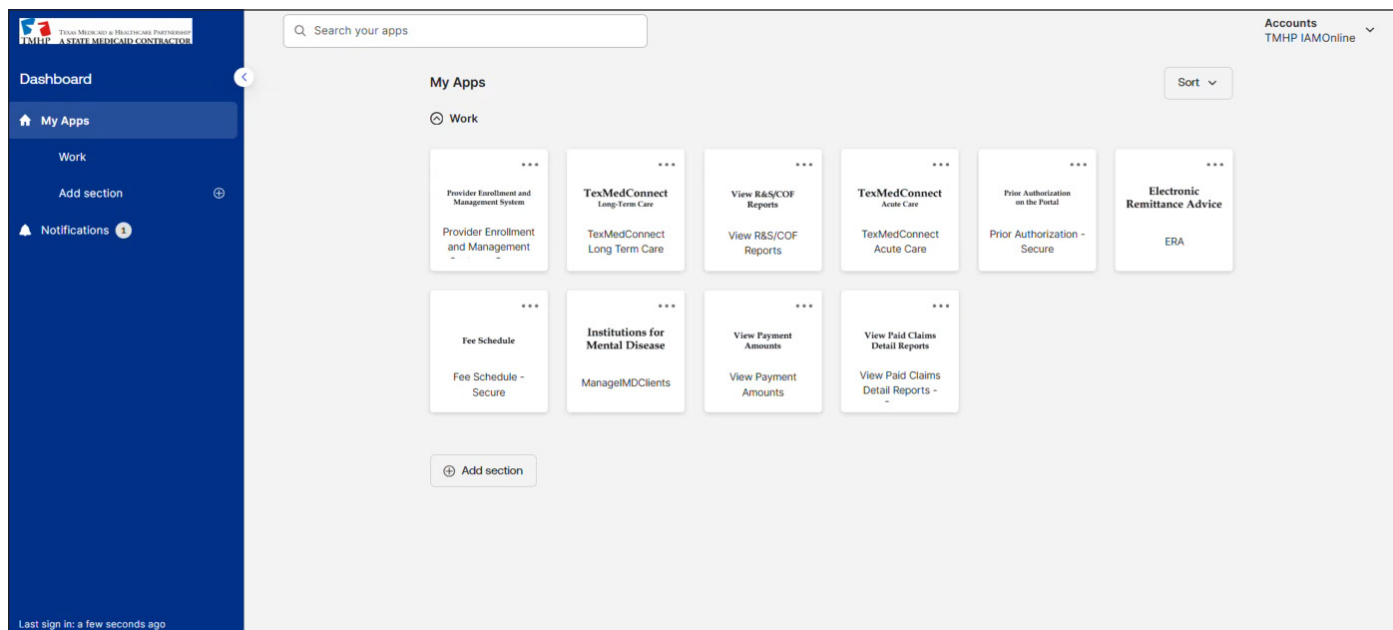
- 1) You must download Okta Verify from the Apple App Store or Google Play onto your phone.
- 2) Click **set up Okta Verify on a mobile device**.



3) Follow the instructions listed on the screen.

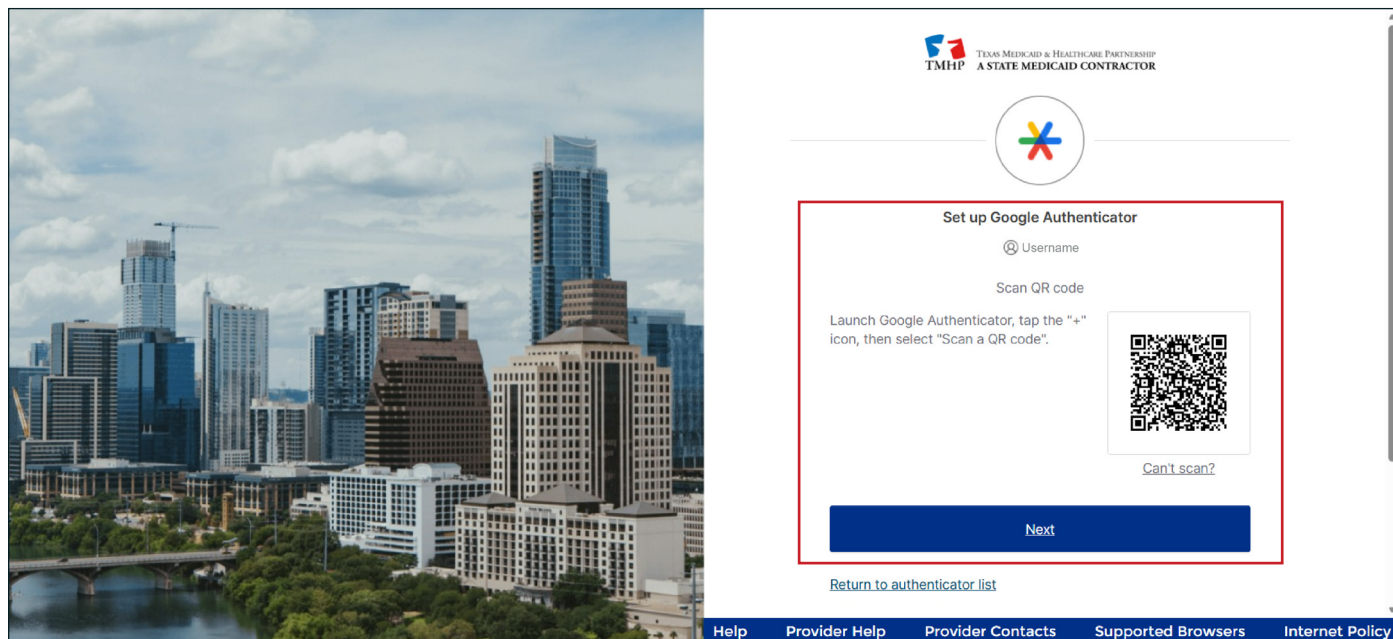


4) You have successfully added Okta Verify as a multifactor authentication method and have completed account activation. You will now be taken to the TMHP IAMOnline dashboard.

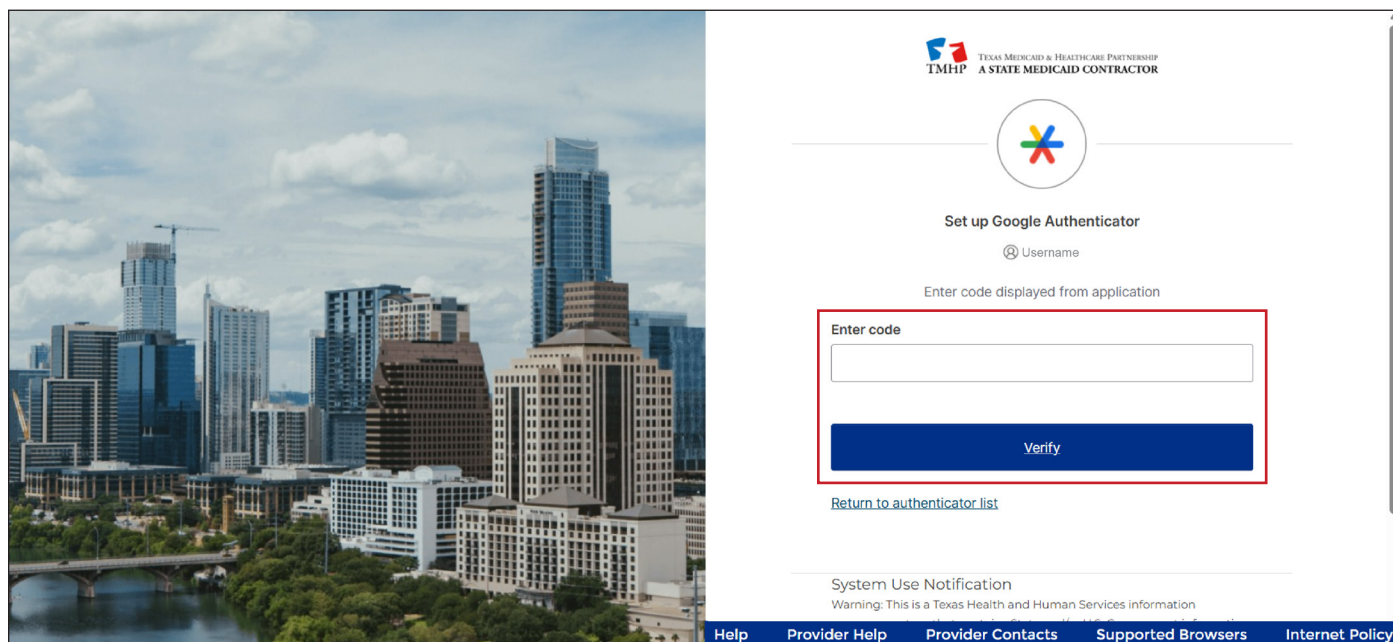


Google Authenticator

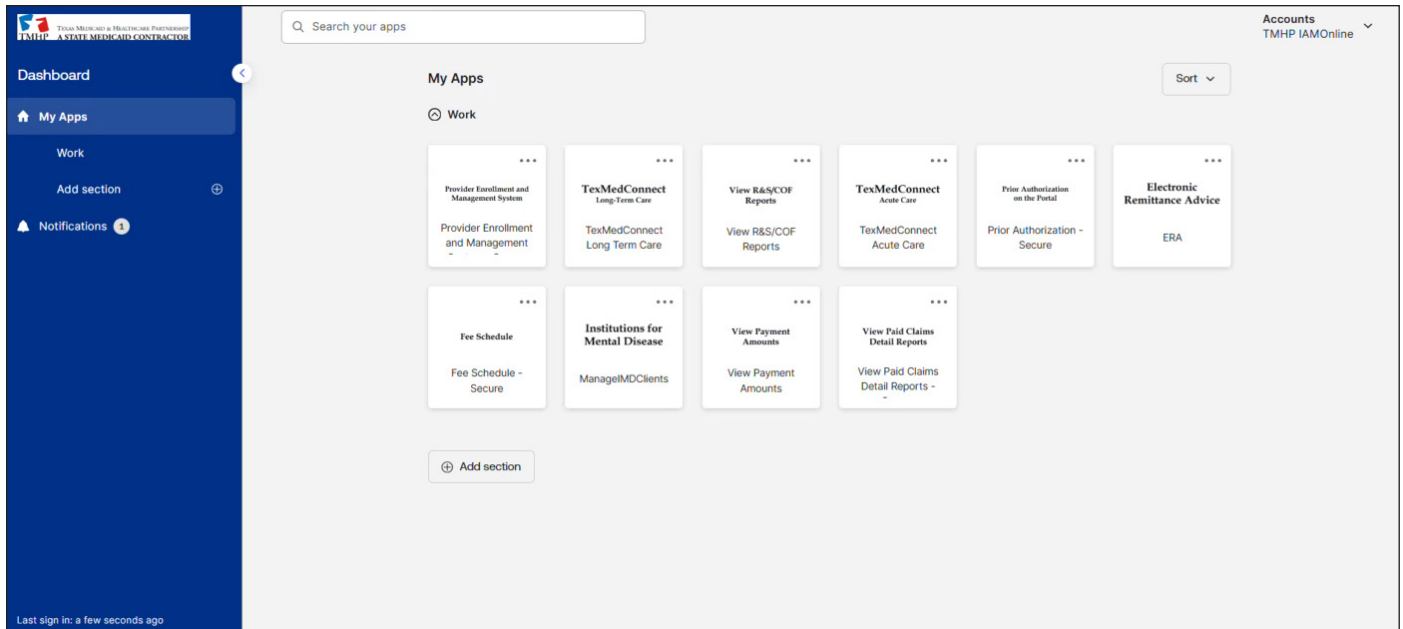
- 1) Follow the instructions listed on the screen, and click **Next**.



- 2) Enter the code that was sent to your Google Authenticator. Click **Verify**.



- 3) You have successfully added Google Authenticator as a multifactor authentication method and have completed account activation. You will now be taken to the TMHP IAMOnline dashboard.



Application Access

There are three different ways that providers can access their TMHP applications:

- TMHP Website Pathway
- My Account Pathway
- TMHP IAMOnline Home Pathway

TMHP recommends that account holders continue using the path they usually take to access their applications. For example, if a provider is used to accessing PA on the Portal through a bookmarked link on their browser, then it's encouraged to continue using that pathway. The path that is least recommended is the TMHP IAMOnline Home Pathway.

TMHP Website Pathway

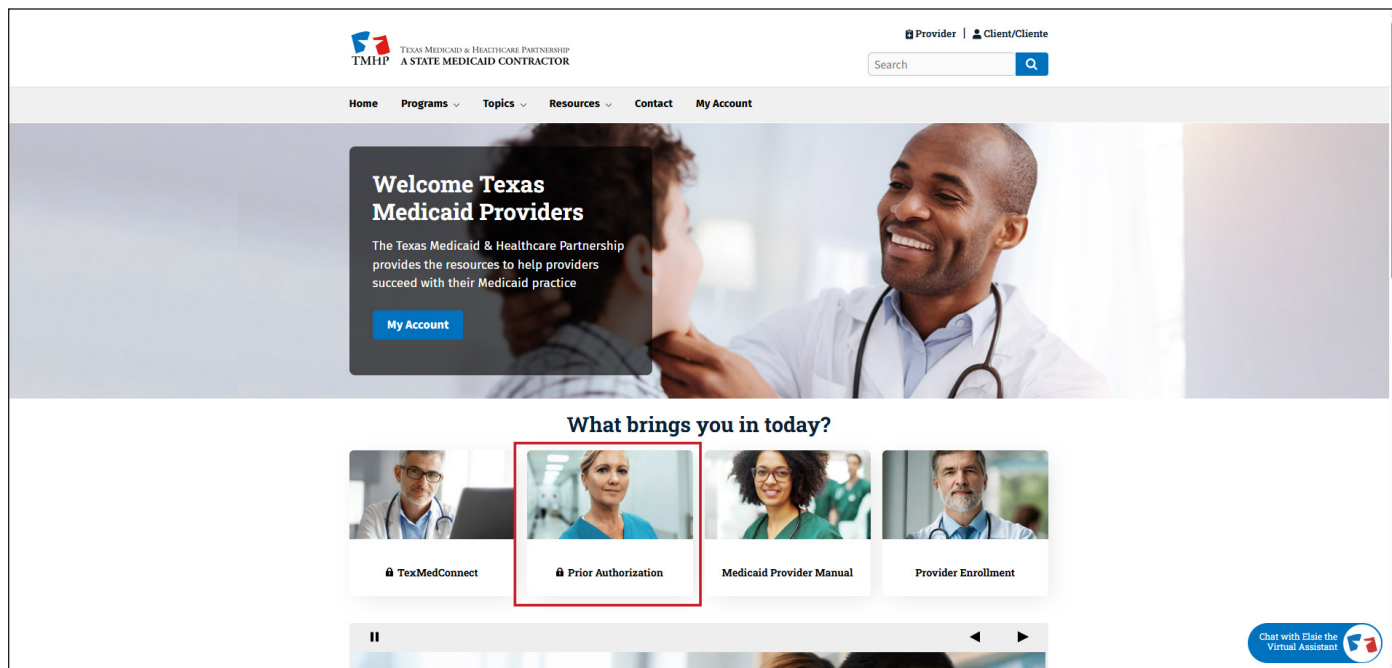
The TMHP website has multiple entry points to its applications. Some applications are accessed through buttons on the program pages. The LTC program page includes a button that links to the **LTC Online Portal** application and other applications are accessed through topic pages, such as Provider Enrollment, where the **Enroll Today** button leads to the PEMS application.

Let's take the homepage, for example. It has the following applications directly linked:

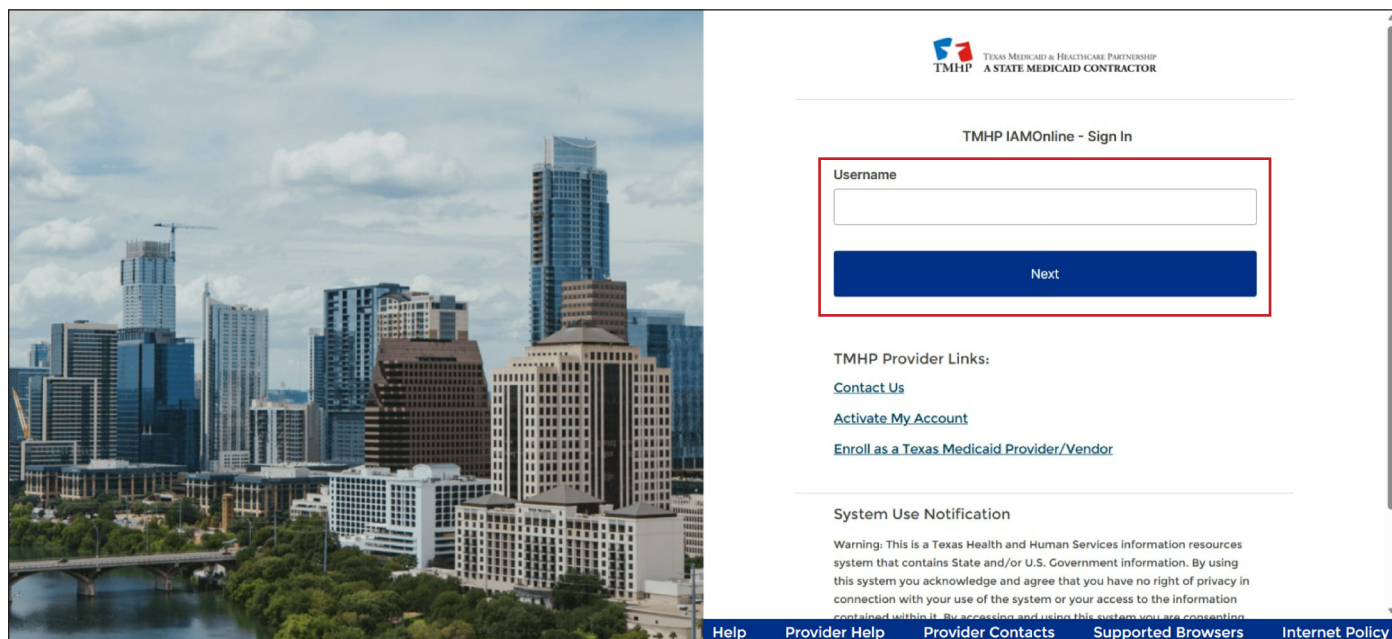
- My Account
- TexMedConnect
- Prior Authorization

To access your TMHP applications through the website, follow these steps:

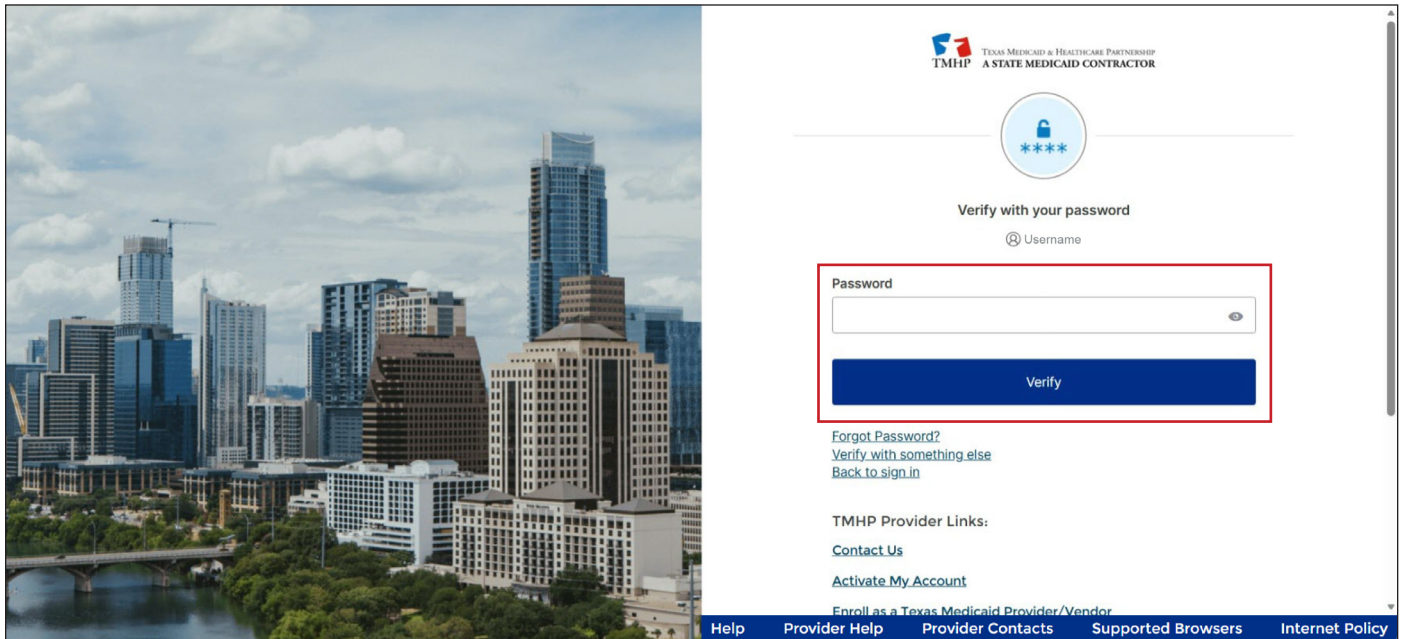
- 1) Select a direct link on the TMHP homepage. For this example, we'll navigate to the **Prior Authorization application**, PA on the Portal. This selection redirects you to the TMHP IAMOnline sign-in page.



- 2) Enter your username, then click Next.

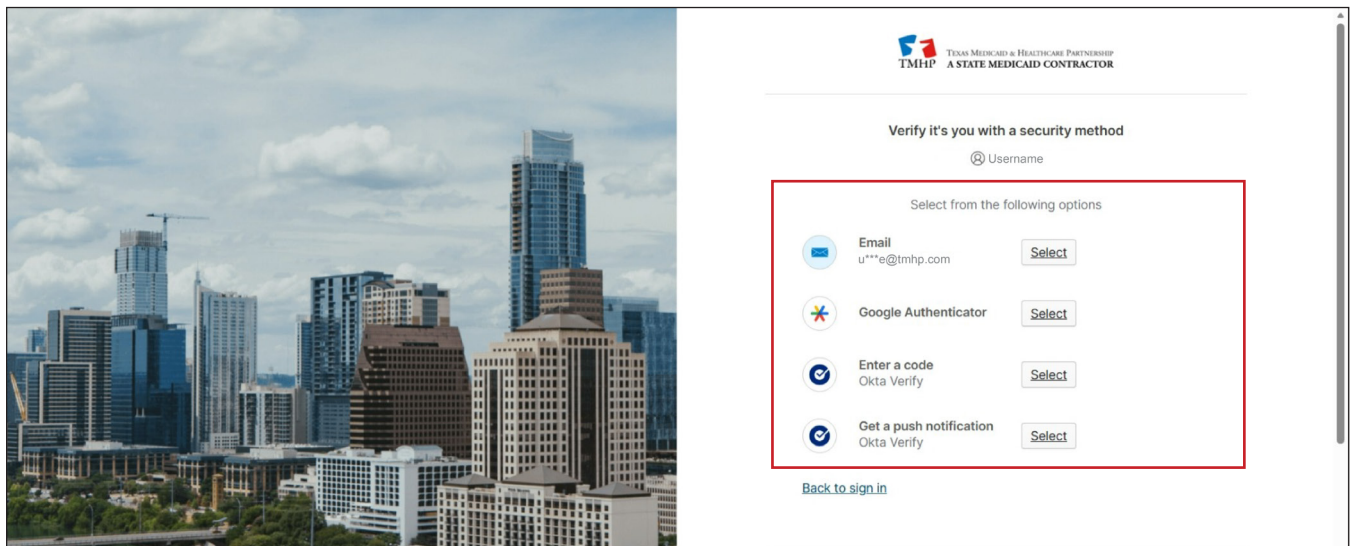


3) Enter your password, then click **Verify**.

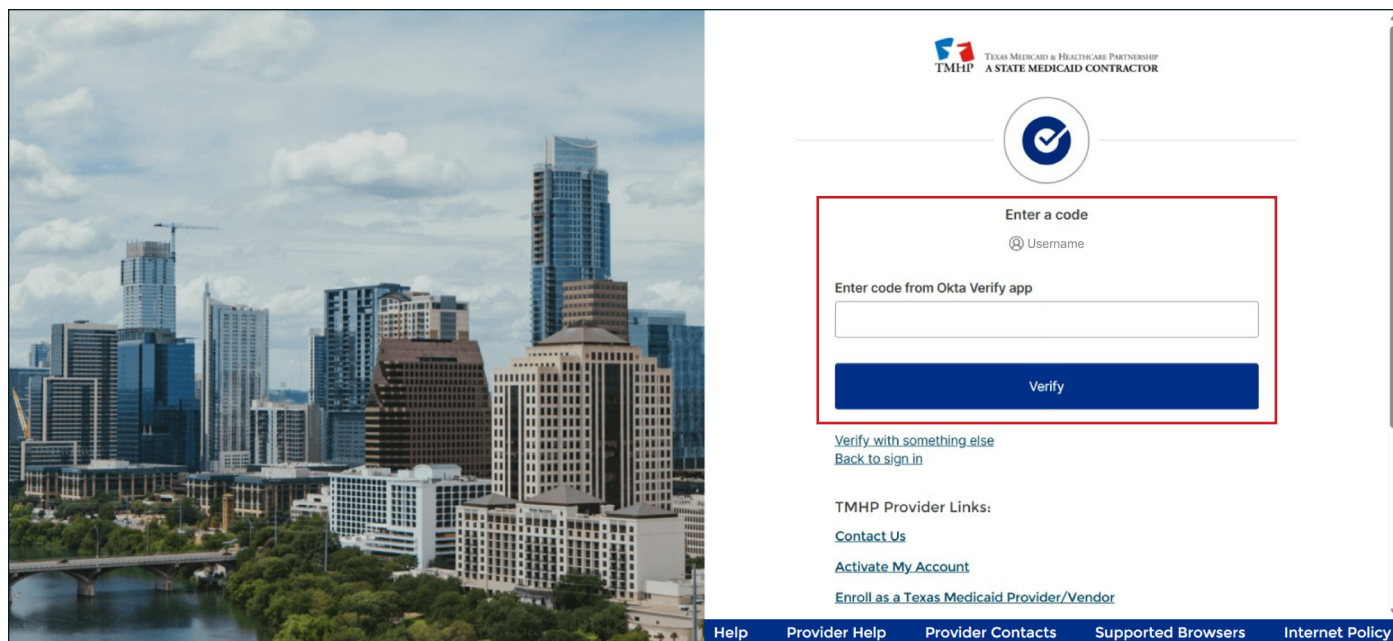
The screenshot shows the TMHP login interface. On the left is a cityscape image. On the right, the TMHP logo is at the top. Below it is a lock icon with four asterisks. The text "Verify with your password" is centered. Underneath is a "Username" field with a key icon. A red box highlights the "Password" field, which contains four asterisks, and a blue "Verify" button below it. At the bottom of the red box are links for "Forgot Password?", "Verify with something else", and "Back to sign in". Below these links are "TMHP Provider Links" for "Contact Us" and "Activate My Account", and a link to "Enroll as a Texas Medicaid Provider/Vendor". A footer bar contains links for "Help", "Provider Help", "Provider Contacts", "Supported Browsers", and "Internet Policy".

4) Click **Select** next to your preferred security method to confirm your sign in and to complete one of the following actions:

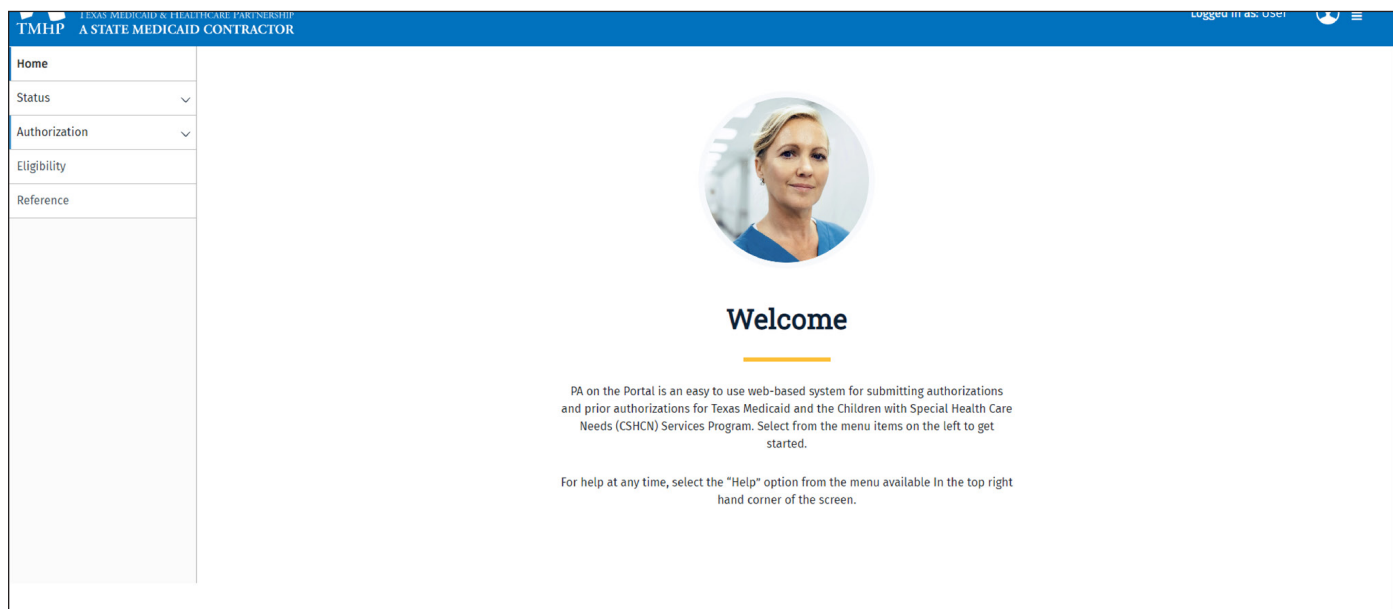
- **Email:** Click **Send me an email**. Then click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the temporary code generated in your Google Authenticator app. Then, click **Verify**.
- **Enter a code (Okta Verify):** Enter the temporary code generated in your Okta app. Then, click **Verify**.
- **Get a push notification (Okta Verify):** Click **Send push** and you will receive a push notification on your mobile device. Click **Yes, It's Me** on your mobile device.

The screenshot shows the TMHP login interface at the security method selection step. On the left is the same cityscape image. On the right, the TMHP logo is at the top. Below it is a lock icon with four asterisks. The text "Verify it's you with a security method" is centered. Underneath is a "Username" field with a key icon. A red box highlights a section titled "Select from the following options" which contains four items: "Email" with the address "u***e@tmhp.com" and a "Select" button; "Google Authenticator" with a "Select" button; "Enter a code" with "Okta Verify" and a "Select" button; and "Get a push notification" with "Okta Verify" and a "Select" button. Below the red box is a link for "Back to sign in".

- 5) In this scenario, we will select the **Enter a code (Okta Verify)** option. Enter the temporary code generated in your Okta app. Then, click **Verify**.



- 6) After you sign in, you will be redirected back to the TMHP application you selected at the beginning. In this scenario, that application is PA on the Portal.

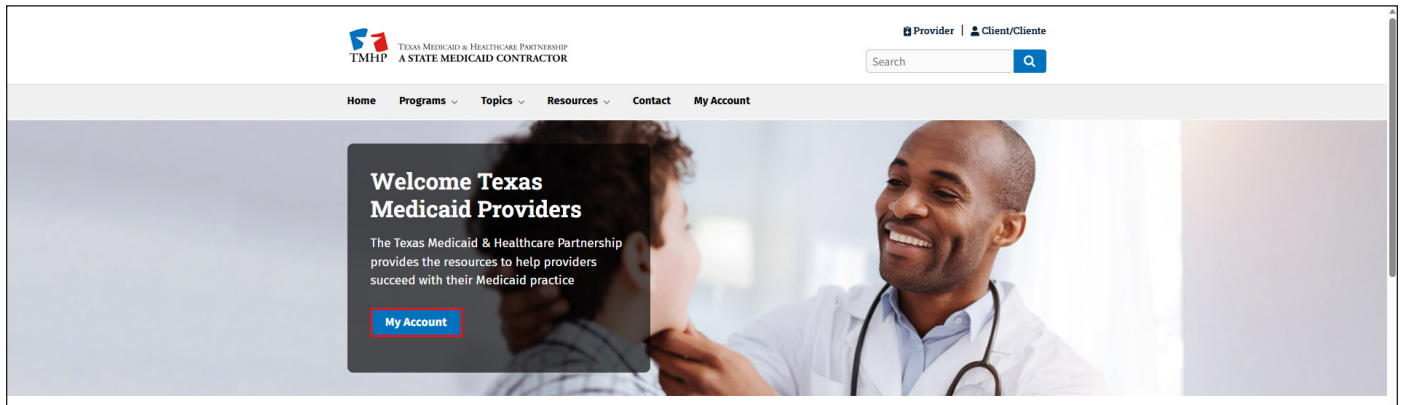


Note: Providers can bookmark direct links to each TMHP application for their own ease of access. Selecting a bookmarked link to PA on the Portal would skip step 1 in the list above.

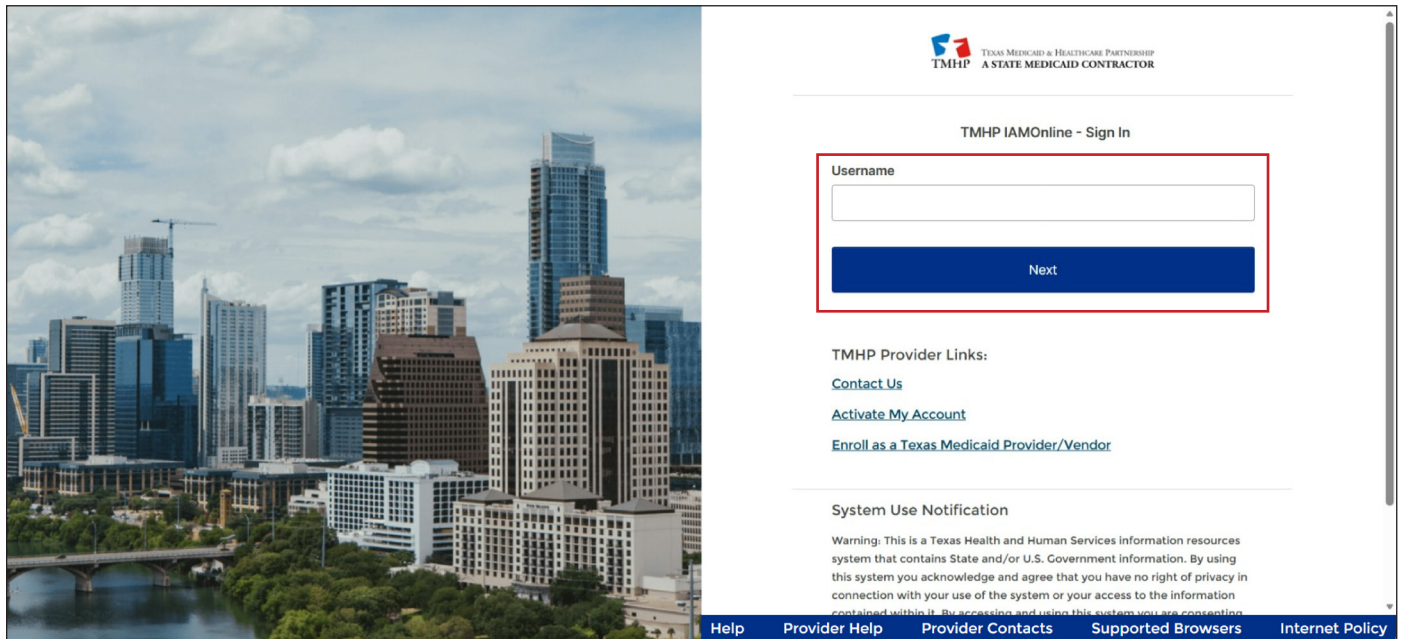
My Account Pathway

My Account is a TMHP platform where providers go to manage access to other TMHP applications such as PEMS. It's also where providers who want to access the secure functions of tmhp.com must activate their provider identifier, also known as a National Provider Identifier (NPI)/Atypical Provider Identifier (API), for online use and associate it with a TMHP user account.

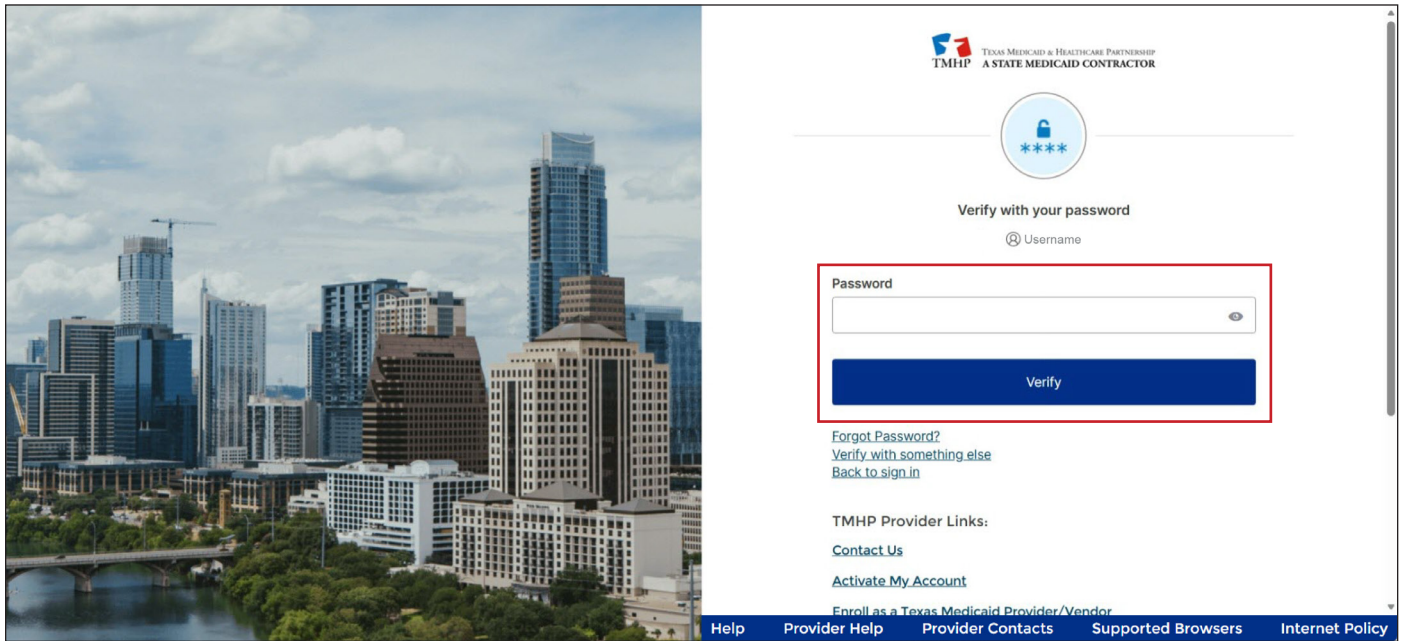
- 1) Go to tmhp.com, and click **My Account**.



- 2) Enter your username, then click **Next**.

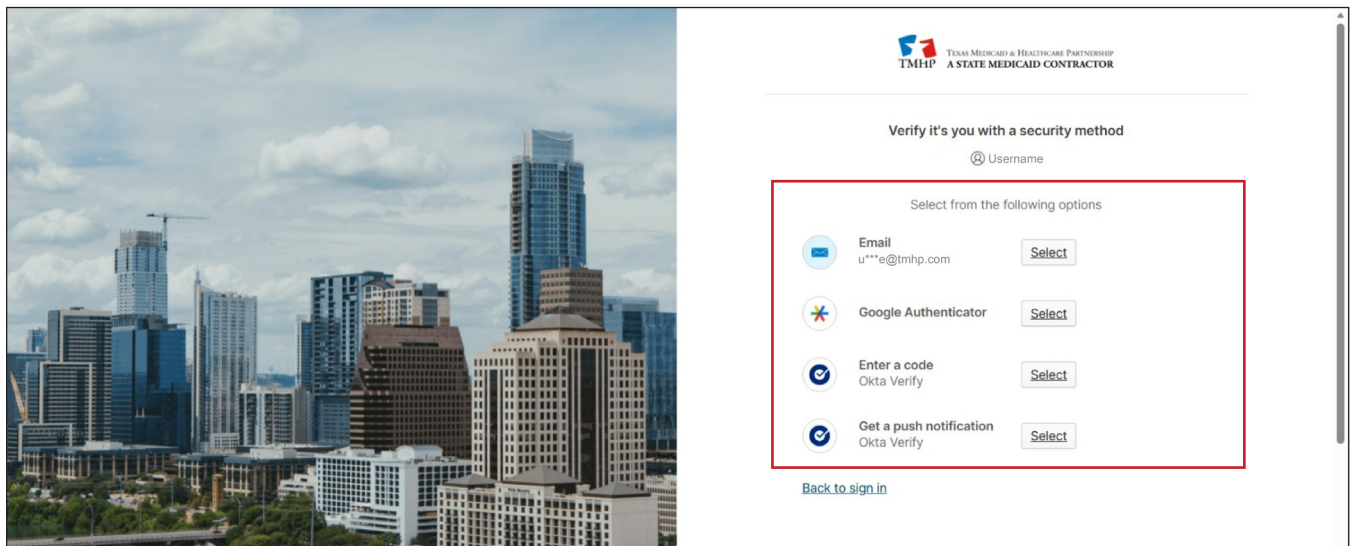


3) Enter your password, then click **Verify**.

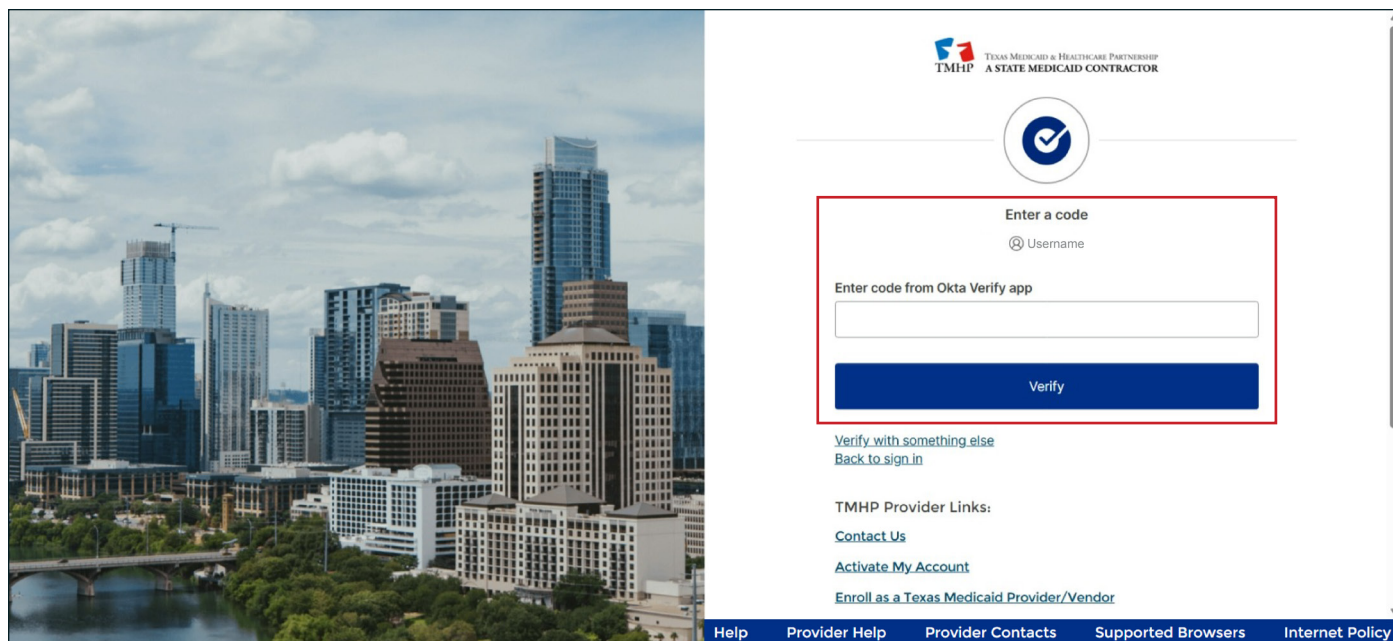
The screenshot shows the TMHP login interface. On the left is a cityscape image. On the right, the TMHP logo is at the top. Below it is a circular icon with a lock and four asterisks. The text "Verify with your password" is centered. Below this is a "Username" field with a key icon. A red box highlights the "Password" field, which contains four asterisks, and a blue "Verify" button below it. At the bottom of the red box are links for "Forgot Password?", "Verify with something else", and "Back to sign in". Below these links are "TMHP Provider Links" for "Contact Us" and "Activate My Account", and a link to "Enroll as a Texas Medicaid Provider/Vendor". A footer bar contains links for "Help", "Provider Help", "Provider Contacts", "Supported Browsers", and "Internet Policy".

4) Click **Select** next to your preferred security method to confirm your sign in and to complete one of the following actions:

- **Email:** Click **Send me an email**. Then click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the temporary code generated in your Google Authenticator app. Then, click **Verify**.
- **Enter a code (Okta Verify):** Enter the temporary code generated in your Okta app. Then, click **Verify**.
- **Get a push notification (Okta Verify):** Click **Send push** and you will receive a push notification on your mobile device. Click **Yes, It's Me** on your mobile device.

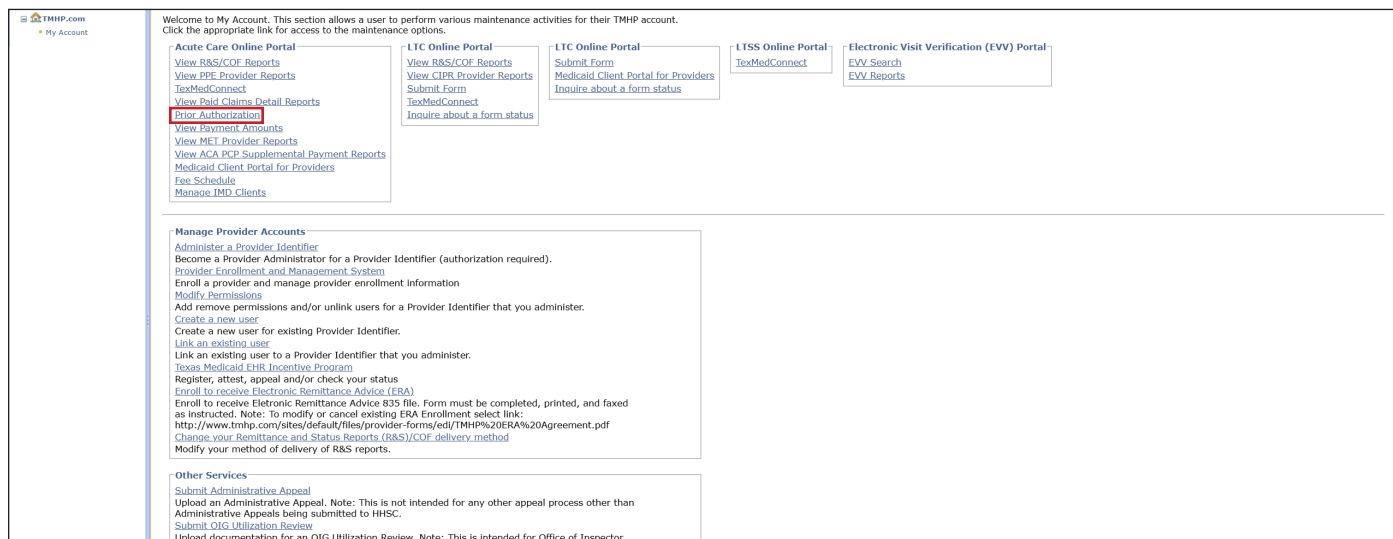
The screenshot shows the TMHP login interface at the security method selection step. On the left is the same cityscape image. On the right, the TMHP logo is at the top. Below it is a circular icon with a lock and four asterisks. The text "Verify it's you with a security method" is centered. Below this is a "Username" field with a key icon. A red box highlights a section titled "Select from the following options" which contains four items: "Email" with the address "u***e@tmhp.com" and a "Select" button; "Google Authenticator" with a "Select" button; "Enter a code" with "Okta Verify" and a "Select" button; and "Get a push notification" with "Okta Verify" and a "Select" button. Below the red box is a link for "Back to sign in".

- 5) In this scenario, we will select the **Enter a code (Okta Verify)** option. Enter the temporary code generated in your Okta app. Then, click **Verify**.



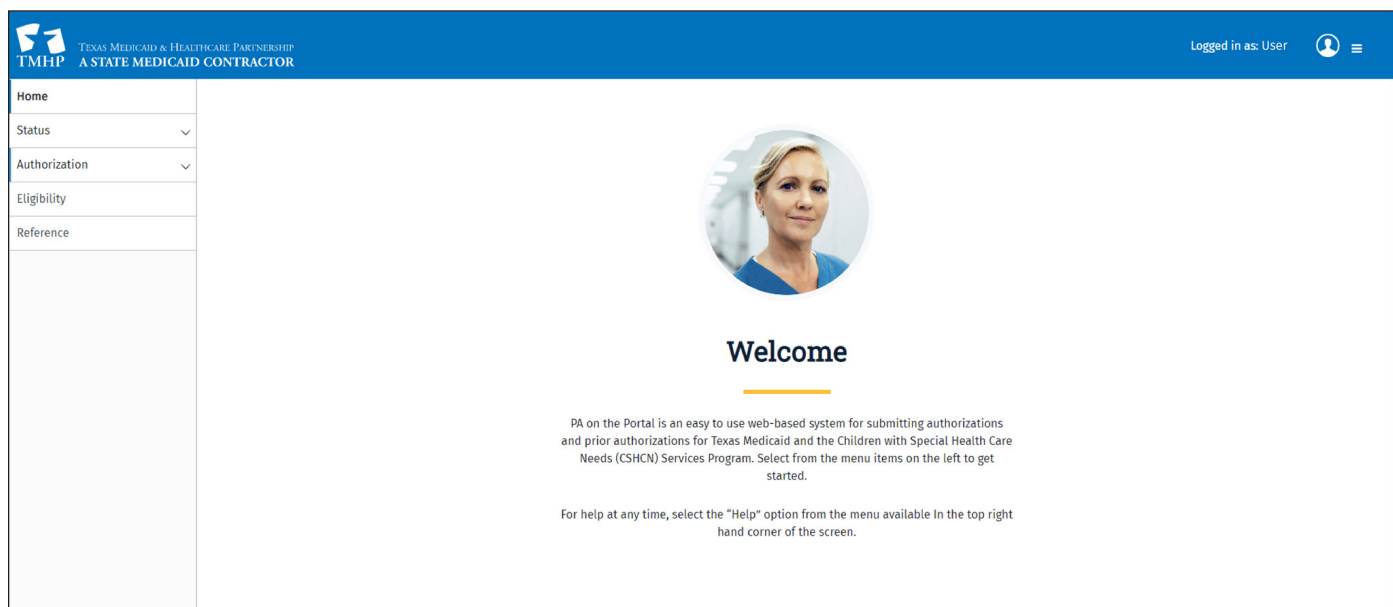
The screenshot shows the TMHP login interface. On the left is a cityscape image. On the right, the TMHP logo and 'Texas Medicaid & Healthcare Partnership A STATE MEDICAID CONTRACTOR' are at the top. Below is a circular icon with a checkmark. A red box highlights the 'Enter a code' section, which includes a 'Username' field and a text input for the 'Enter code from Okta Verify app'. A blue 'Verify' button is below the input field. Below the box, there are links for 'Verify with something else' and 'Back to sign in'. Further down are 'TMHP Provider Links' including 'Contact Us', 'Activate My Account', and 'Enroll as a Texas Medicaid Provider/Vendor'. At the bottom is a navigation bar with links: 'Help', 'Provider Help', 'Provider Contacts', 'Supported Browsers', and 'Internet Policy'.

- 6) After you sign in, you will see the TMHP My Account dashboard, where you will continue to have access to different applications. Click **Prior Authorization**.



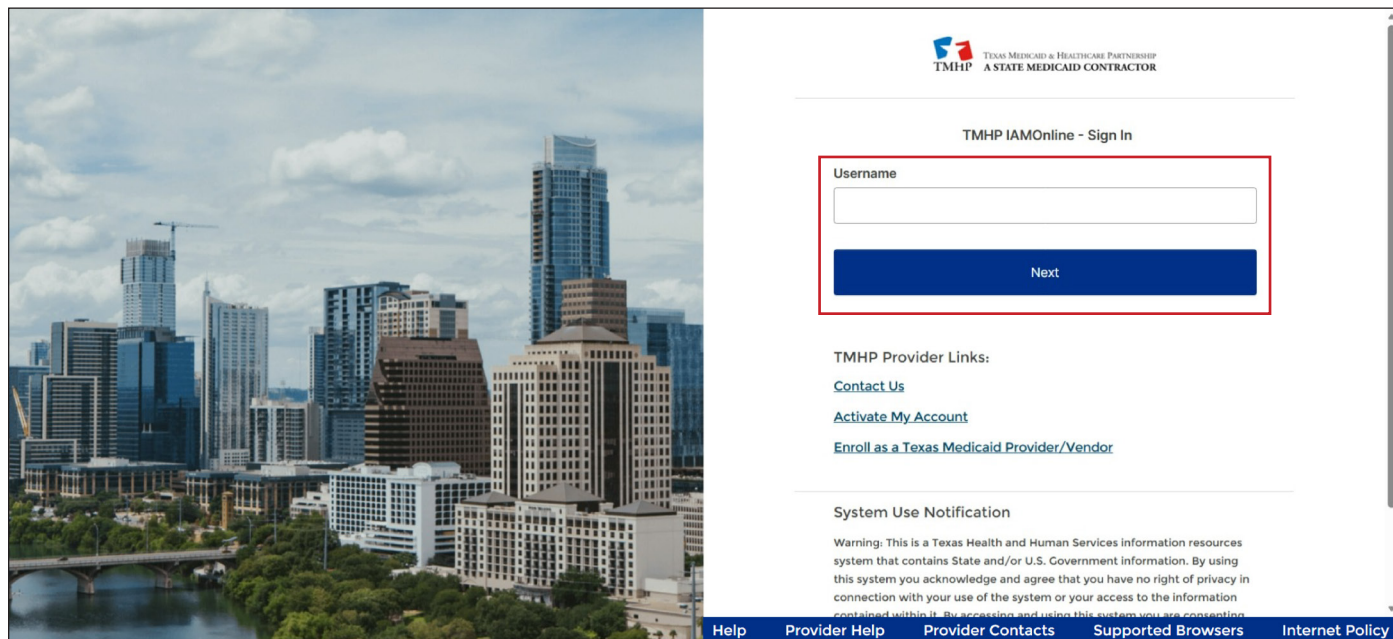
The screenshot shows the 'My Account' dashboard. At the top, it says 'Welcome to My Account. This section allows a user to perform various maintenance activities for their TMHP account. Click the appropriate link for access to the maintenance options.' Below this are several sections of links. The 'Acute Care Online Portal' section has a red box around the 'Prior Authorization' link. Other sections include 'LTC Online Portal', 'LTSS Online Portal', 'Electronic Visit Verification (EVV) Portal', 'Manage Provider Accounts', and 'Other Services'.

7) The PA on the Portal application will appear.

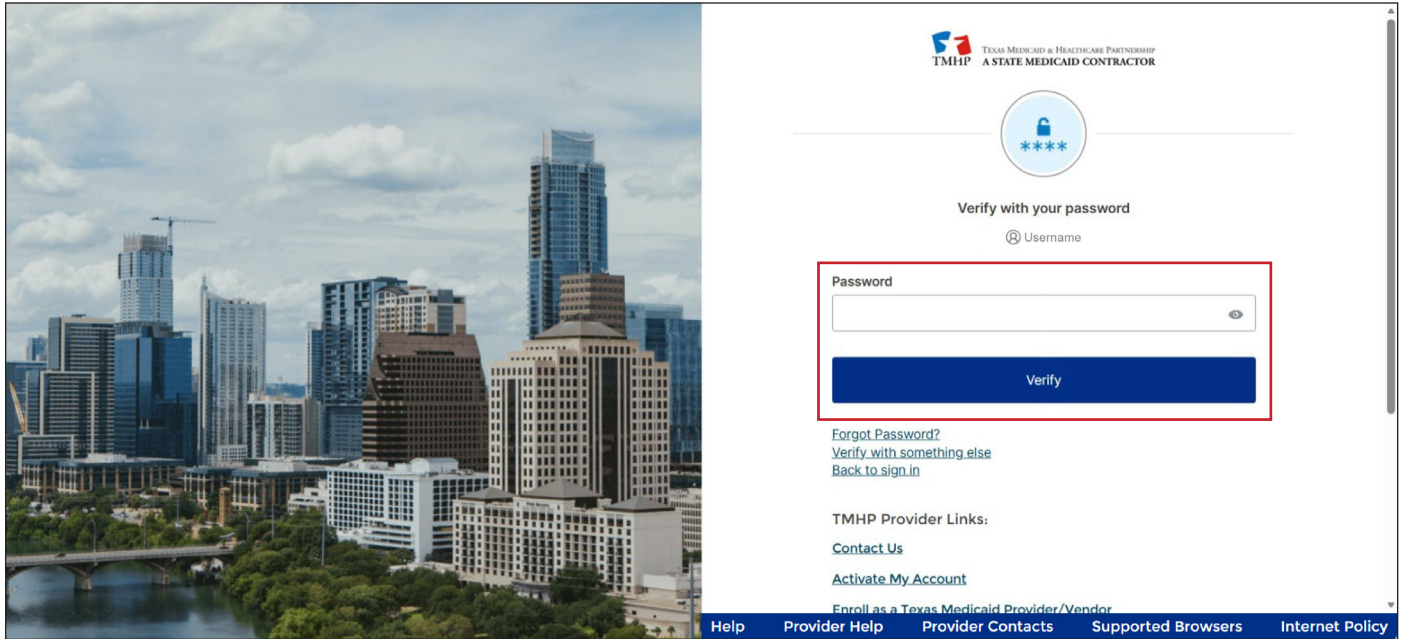


TMHP IAMOnline Home Pathway

1) Go to the [TMHP IAMOnline](#) sign-in page. Enter your username, then click **Next**.

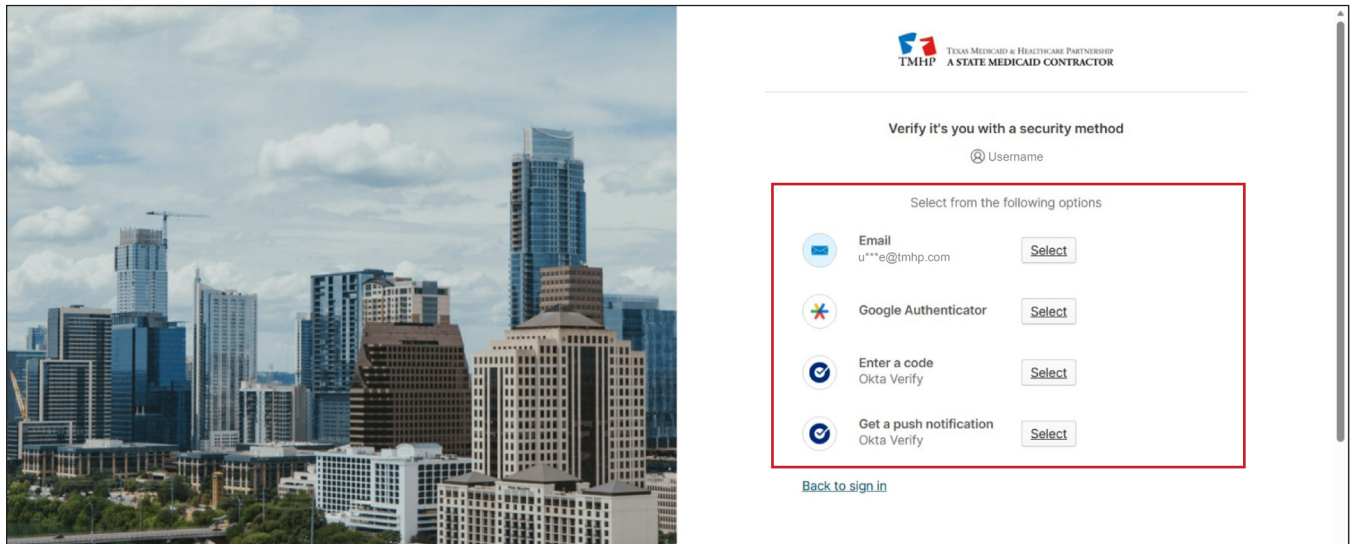


2) Enter your password, then click **Verify**.

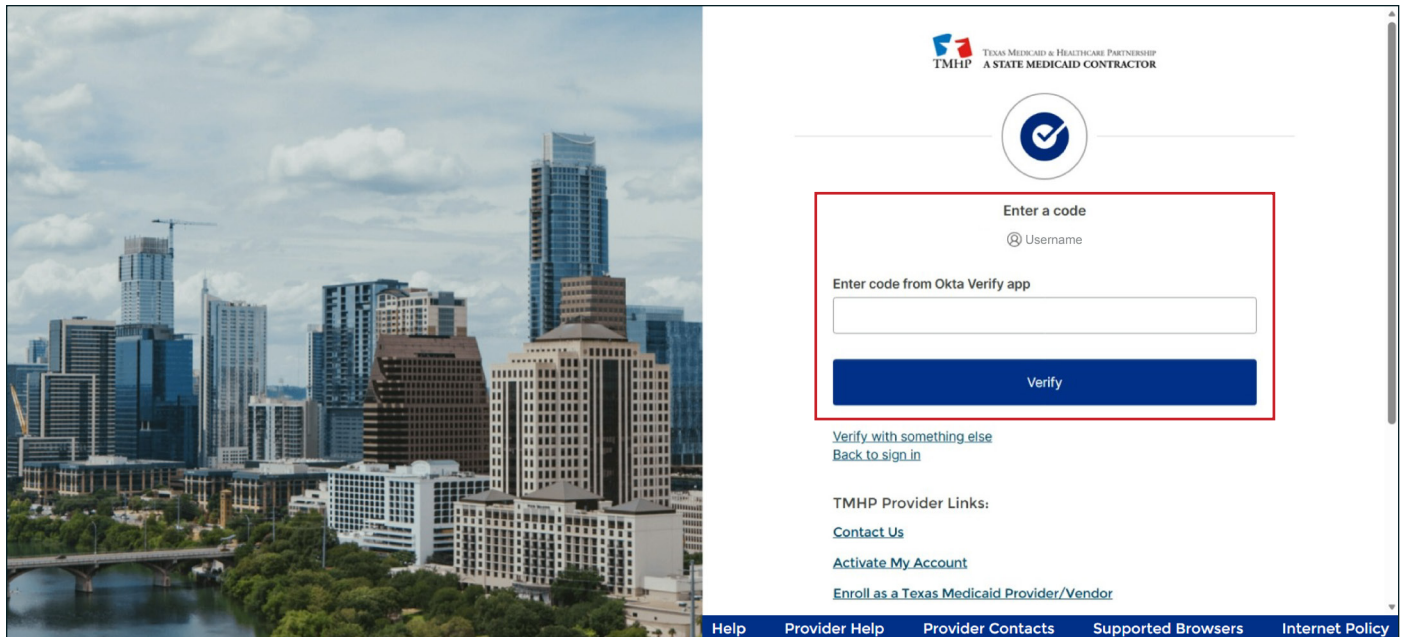
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3) Click **Select** next to your preferred security method to confirm your sign-in and to complete one of the following actions:

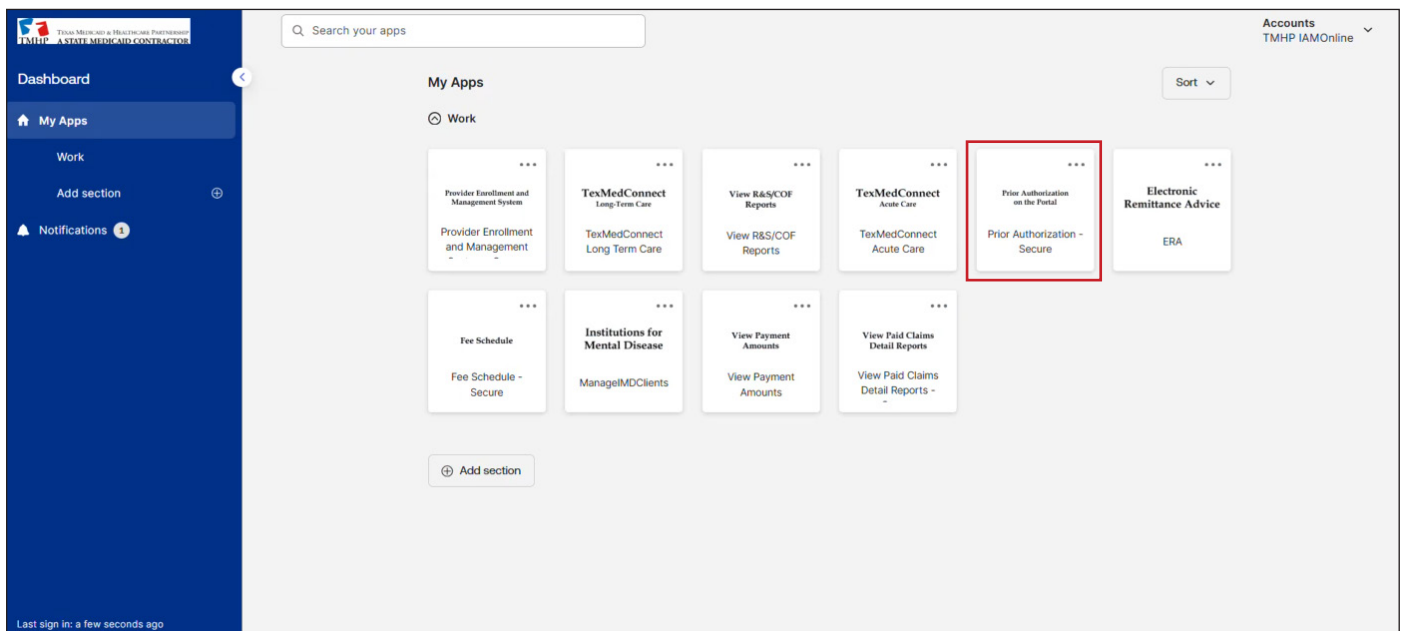
- **Email:** Click **Send me an email**. Then click the **Sign In** link from the email you receive. If the link is not available, enter the code provided.
- **Google authenticator:** Enter the temporary code generated in your Google Authenticator app. Then, click **Verify**.
- **Enter a code (Okta Verify):** Enter the temporary code generated in your Okta app. Then, click **Verify**.
- **Get a push notification (Okta Verify):** Click **Send push** and you will receive a push notification on your mobile device. Click **Yes, It's Me** on your mobile device.

The screenshot shows the TMHP login interface for selecting a security method. On the left is a cityscape image. On the right, the TMHP logo is at the top. Below it is the text "Verify it's you with a security method" and a "Username" field with a key icon. A red box highlights a section titled "Select from the following options" which contains four items: "Email" with the address "u***e@tmhp.com" and a "Select" button; "Google Authenticator" with a "Select" button; "Enter a code" with "Okta Verify" and a "Select" button; and "Get a push notification" with "Okta Verify" and a "Select" button. Below the red box is a "Back to sign in" link.

- 4) In this scenario, we will select the **Enter a code (Okta Verify)** option. Enter the temporary code generated in your Okta app. Then, click **Verify**.



- 5) Once you're signed in to the TMHP IAMOnline dashboard, you will have access to different applications, such as PA on the Portal, and other actions for account management.



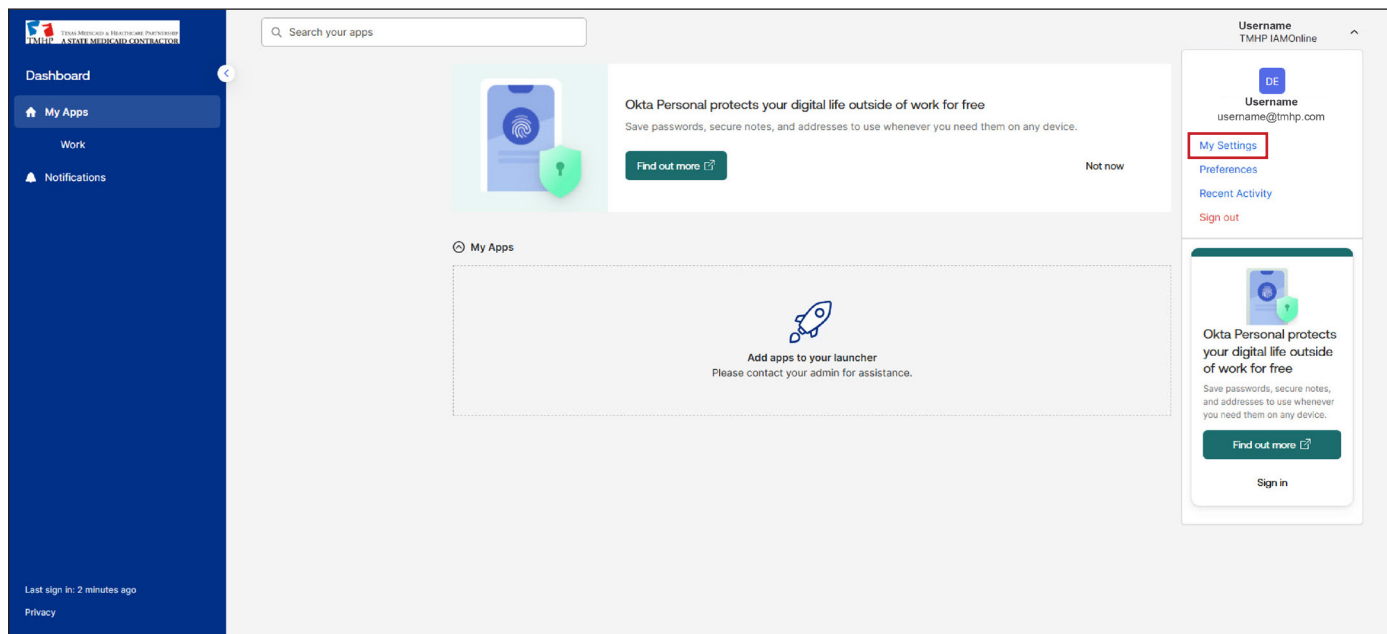
Help

Managing Your Security Methods

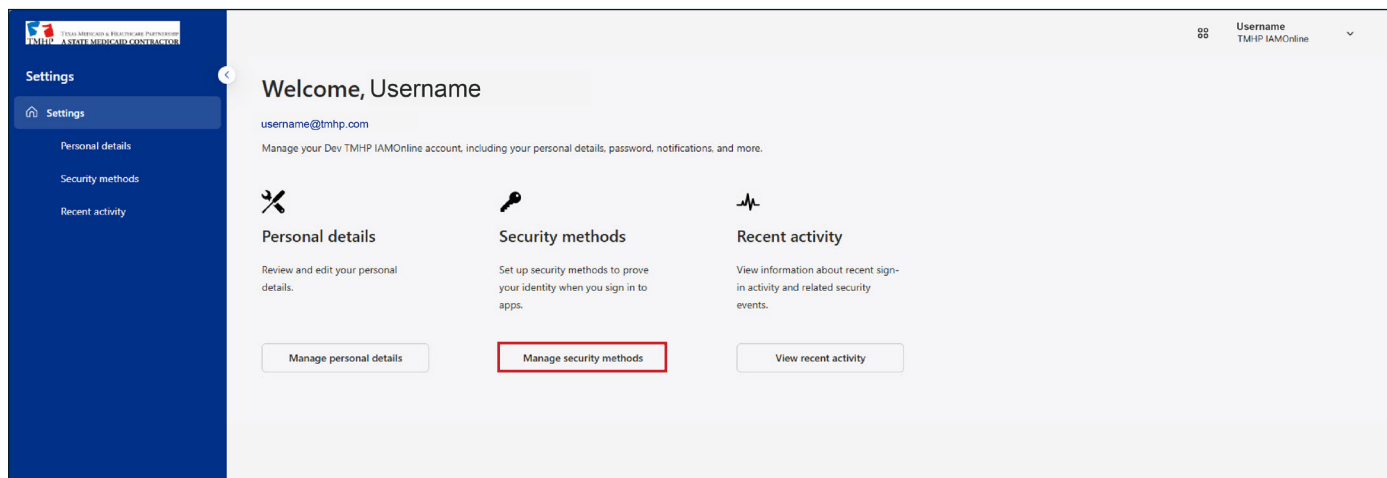
To make changes to your account's security methods you will need to sign in to TMHP IAMOnline. Refer to the [TMHP IAMOnline Home Pathway](#) section of this guide for step-by-step help with logging in.

If you didn't set up a security method during account activation or if you would like to add an additional security method, follow the steps below.

- 1) Locate your profile name in the top-right corner and click the drop-down menu. Then click, **My Settings**. This will take you to your TMHP IAMOnline Account Settings.

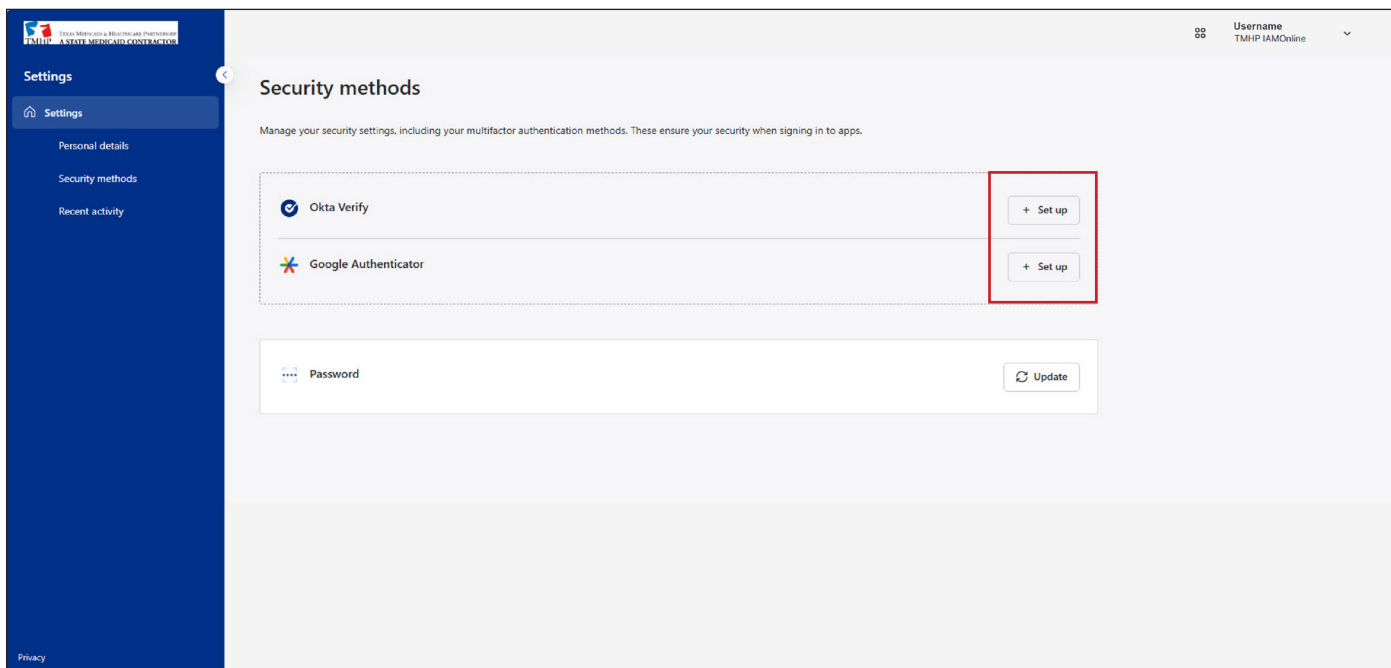


- 2) Click **Manage security methods** to set up security methods that help prove your identity when you sign in to TMHP applications.

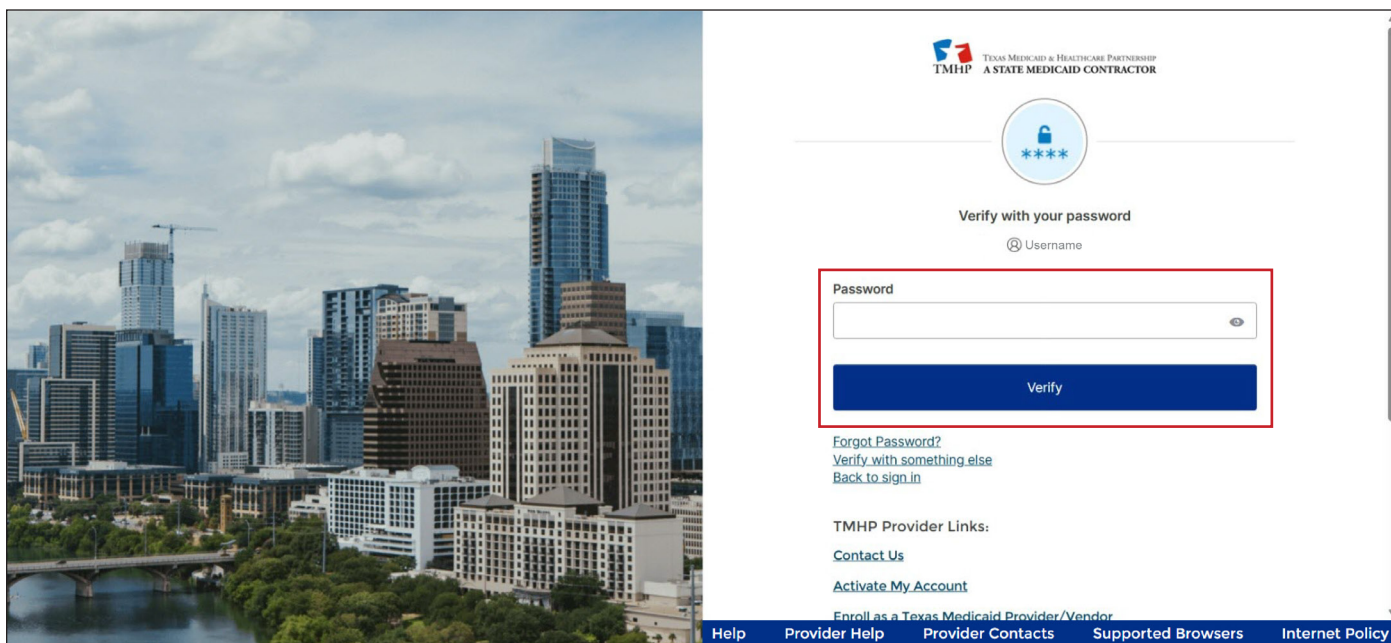


- 3) Choose the security method you'd like to complete, and click **Set up**.

Remember: Email is the default security method for all users in TMHP IAMOnline.

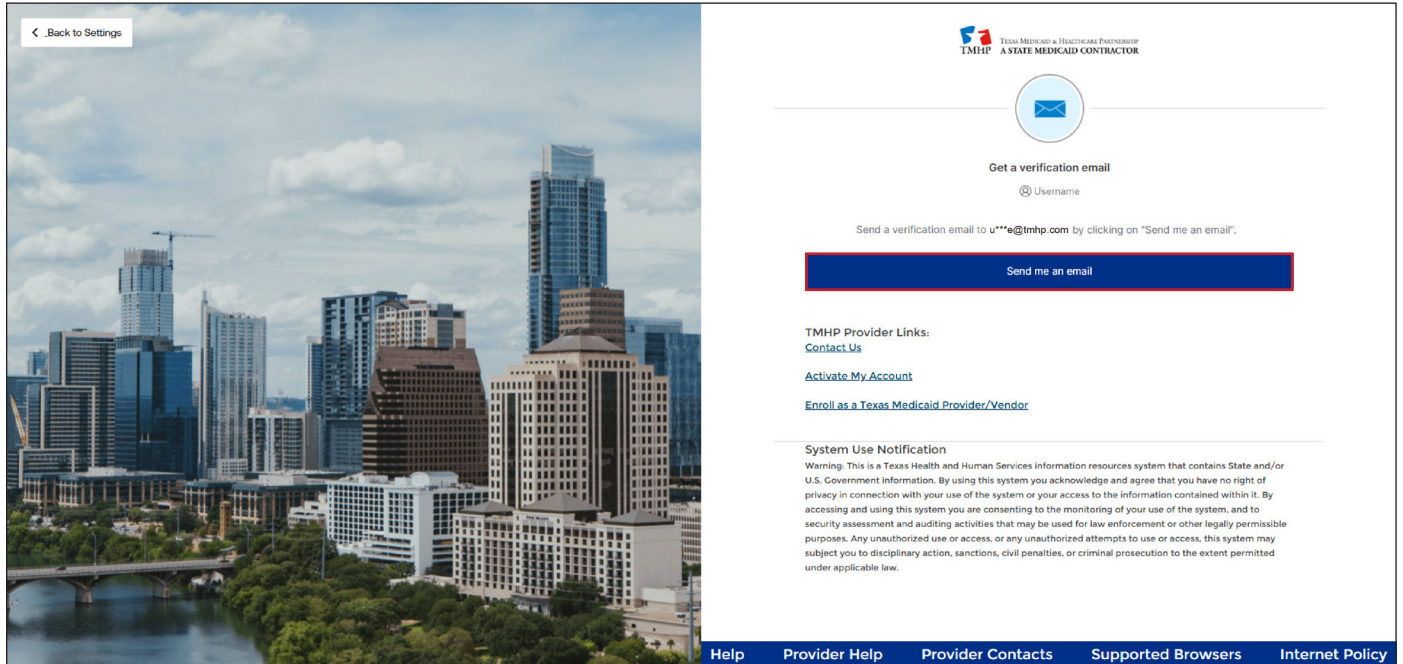


- 4) Enter your password, then click **Verify**.

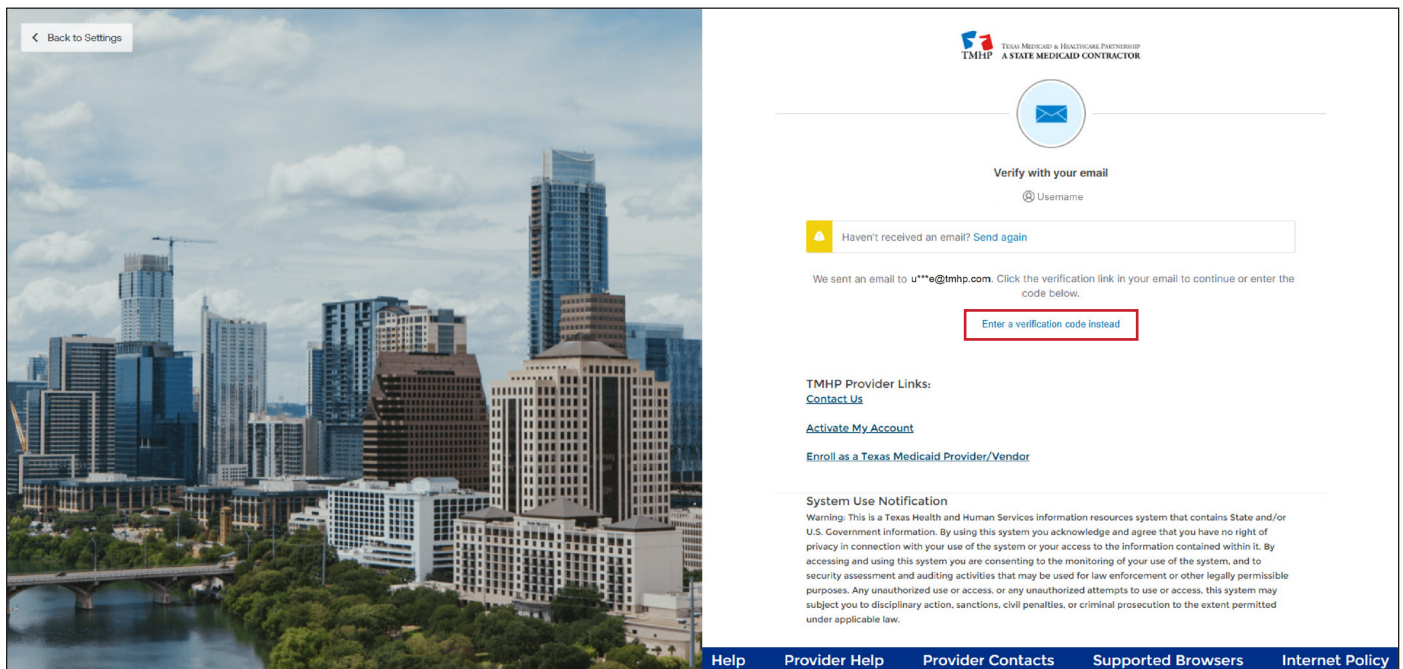


- 5) Send an email verification by clicking **Send me an email**. This will send you an email to the address associated with your account.

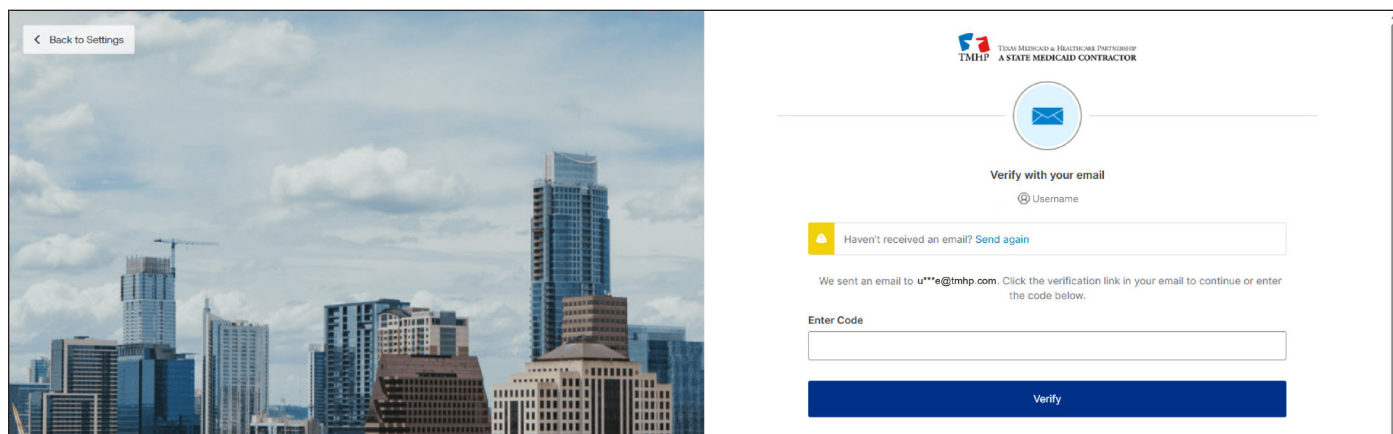
Note: The emailed **Sign in** link, and its associated code, are only valid for five minutes after they have been generated. After that time, you'll need to request a new one.



- 6) Click the **Sign in** link in your email to continue, or click **Enter a verification code instead** and enter the code, also provided in your email.

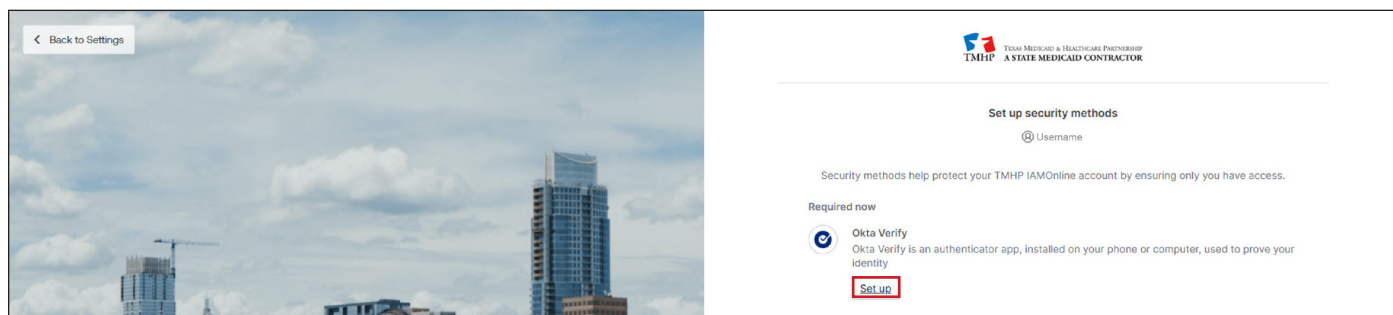


- 7) Click **Verify**. If you're setting up an Okta Verify security method, continue on to the next section. If you're setting up a Google Authenticator security method, skip to the [Google Authenticator](#) section and continue reading.

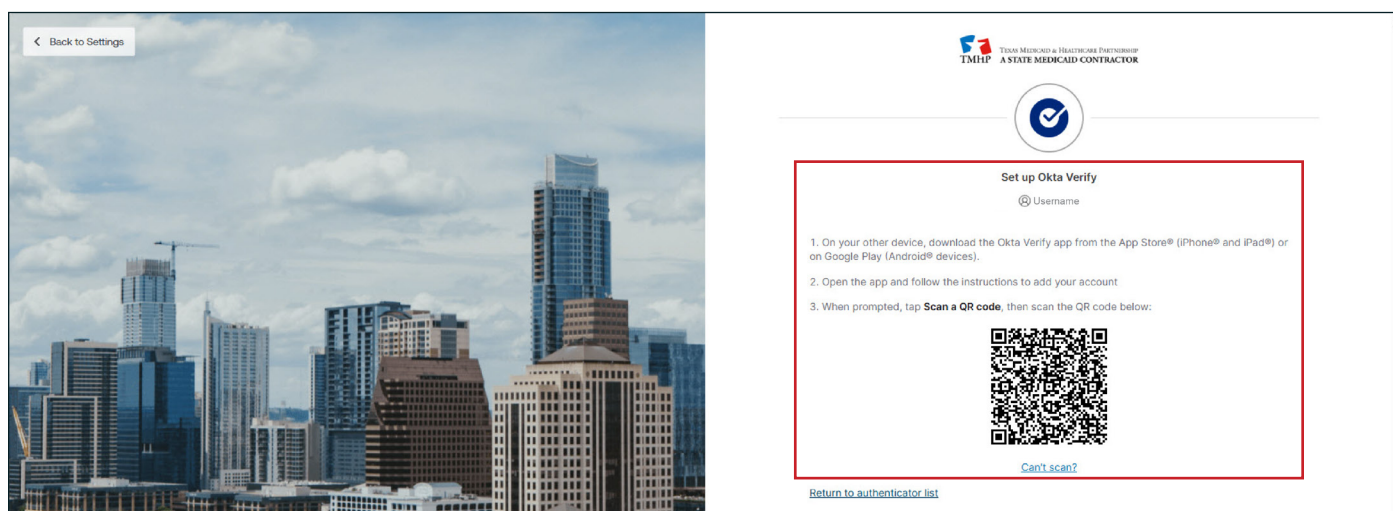


Okta Verify

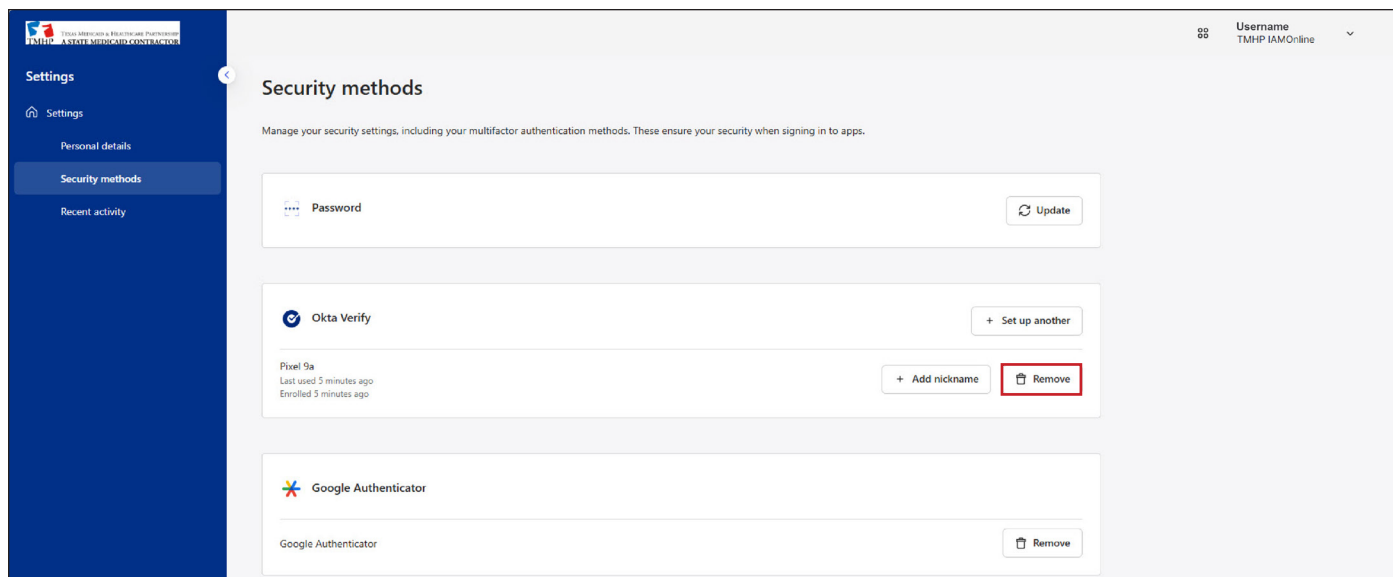
- 1) Click **Set up** to set up your Okta Verify security method.



- 2) Follow the instructions listed on the screen.



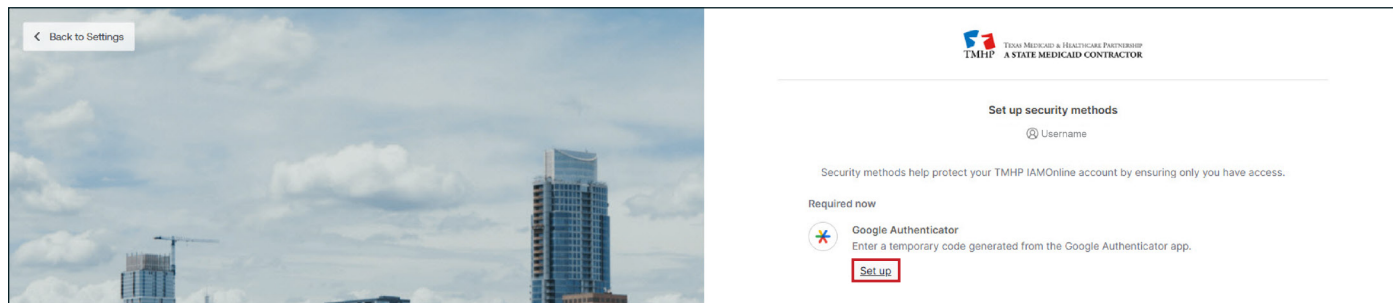
- 3) You have successfully added Okta Verify as a multifactor authentication method. You will now be taken back to the Security methods page.



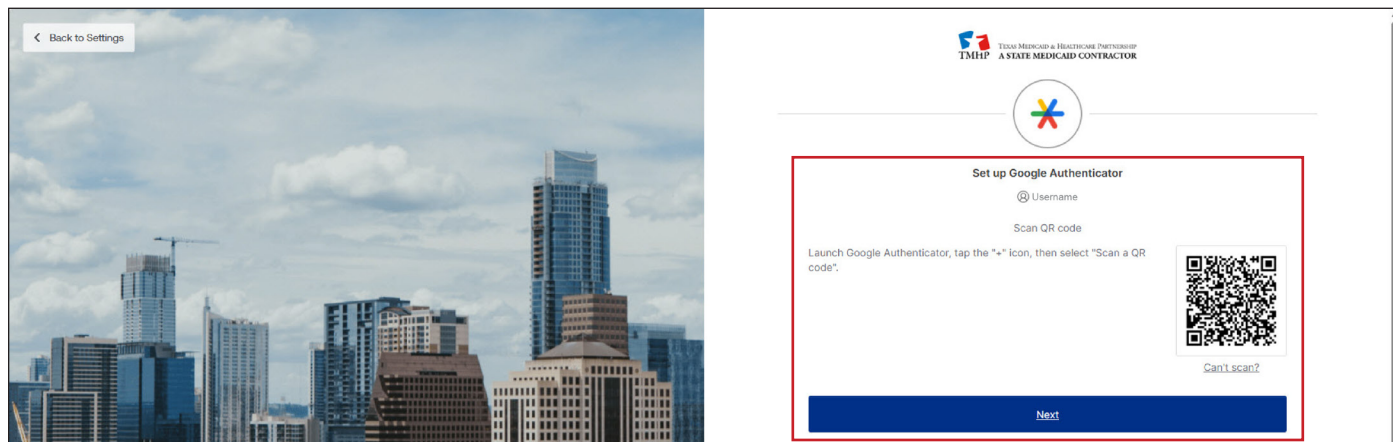
Note: You may remove your security method at any time by clicking **Remove**.

Google Authenticator

- 1) Click **Set up** to set up your Google Authenticator security method.



- 2) Follow the instructions listed on the screen, and click **Next**.



- 3) Enter the code that was sent to your **Google Authenticator** and click **Verify**.

Back to Settings

TMHP TEXAS MEDICARE & HEALTHCARE PARTNERSHIP
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Set up Google Authenticator

Username

Enter code displayed from application

Enter code

Verify

[Return to authenticator list](#)

TMHP Provider Links:
[Contact Us](#)
[Activate My Account](#)
[Enroll as a Texas Medicaid Provider/Vendor](#)

System Use Notification
Warning: This is a Texas Health and Human Services Information resources system that contains State and/or U.S. Government information. By using this system you acknowledge and agree that you have no right of privacy in connection with your use of the system or your access to the information contained within it. By accessing and using this system you are consenting to the monitoring of your use of the system, and to security assessment and auditing activities that may be used for law enforcement or other legally permissible purposes. Any unauthorized use or access, or any unauthorized attempts to use or access, this system may subject you to disciplinary action, sanctions, civil penalties, or criminal prosecution.

Help Provider Help Provider Contacts Supported Browsers Internet Policy

- 4) You have successfully added Google Authenticator as a multifactor authentication method. You will now be taken back to the Security methods page.

Settings

Settings

Personal details

Security methods

Recent activity

Security methods

Manage your security settings, including your multifactor authentication methods. These ensure your security when signing in to apps.

Password

Update

Okta Verify

+ Set up another

Pixel 9a
Last used 5 minutes ago
Enrolled 5 minutes ago

+ Add nickname

Remove

Google Authenticator

Google Authenticator

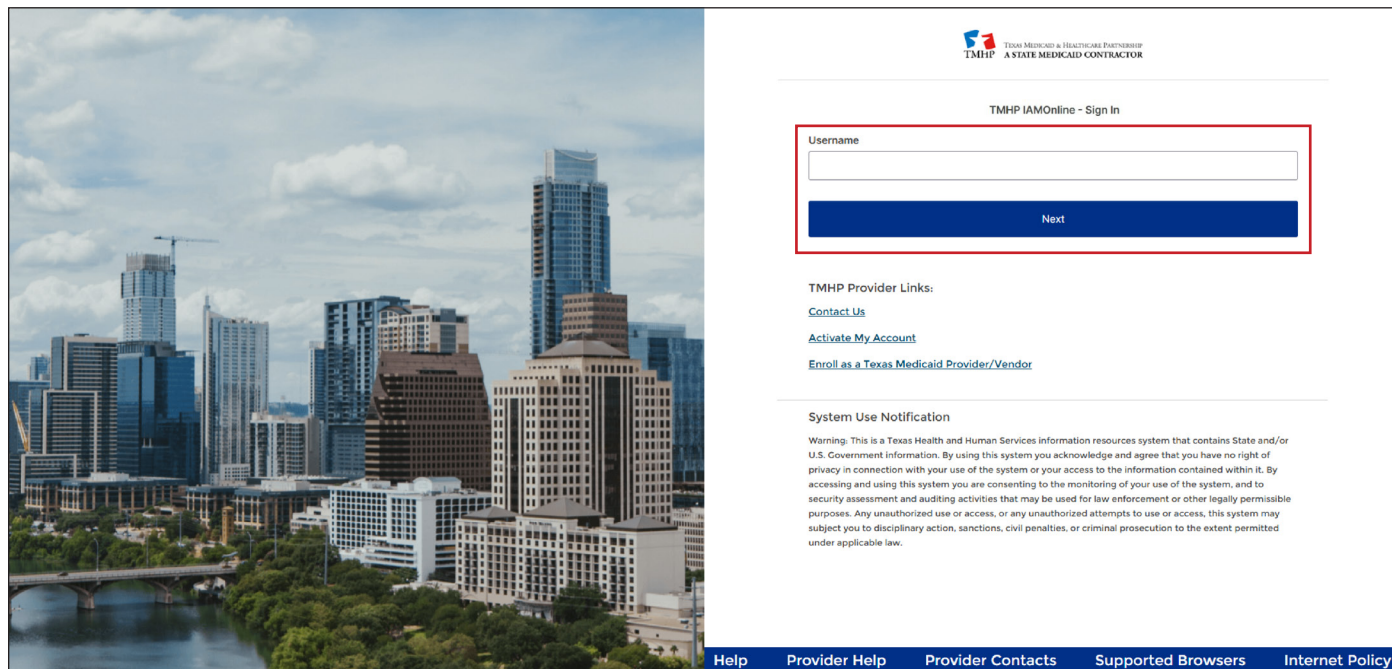
Remove

Note: You may remove your security method at any time by clicking **Remove**.

Update Password

- 1) Enter your username and click **Next**.

Note: If you have forgotten the username for your account, refer to the Forgotten Username or Password section in the *TMHP My Account User Guide*. This document is found on the [Account Management](#) web page on tmhp.com.



TMHP IAMOnline - Sign In

Username

Next

TMHP Provider Links:

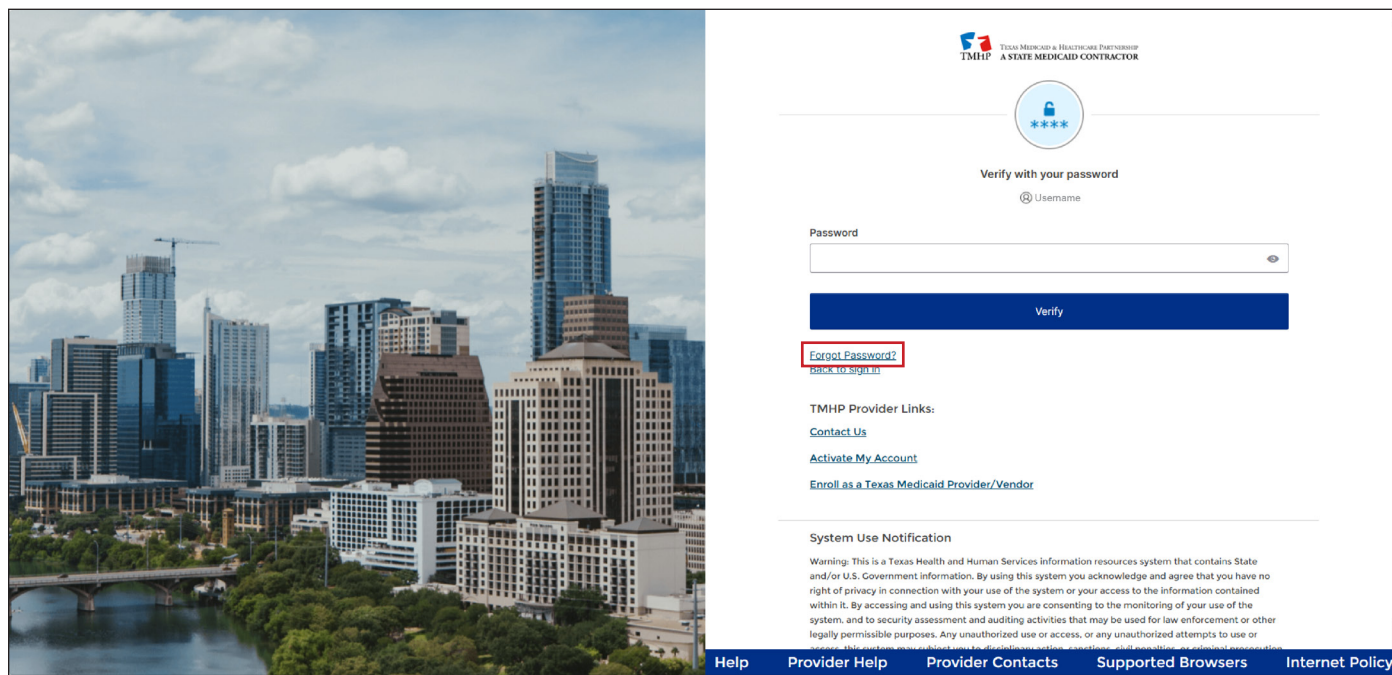
- [Contact Us](#)
- [Activate My Account](#)
- [Enroll as a Texas Medicaid Provider/Vendor](#)

System Use Notification

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Help Provider Help Provider Contacts Supported Browsers Internet Policy

- 2) Click **Forgot Password?**



TMHP IAMOnline - Verify

Verify with your password

Username

Password

Verify

[Forgot Password?](#)

TMHP Provider Links:

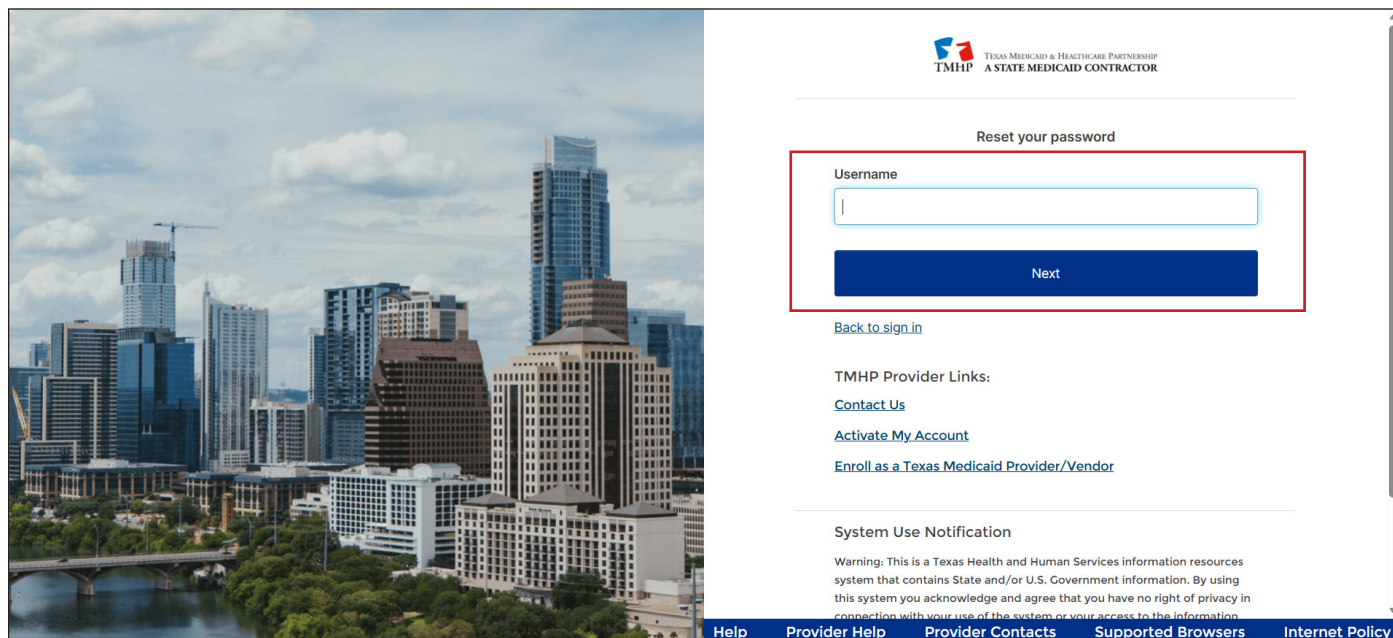
- [Contact Us](#)
- [Activate My Account](#)
- [Enroll as a Texas Medicaid Provider/Vendor](#)

System Use Notification

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Help Provider Help Provider Contacts Supported Browsers Internet Policy

3) Enter your username and click **Next**.



TMHP TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
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Reset your password

Username

Next

[Back to sign in](#)

TMHP Provider Links:

[Contact Us](#)

[Activate My Account](#)

[Enroll as a Texas Medicaid Provider/Vendor](#)

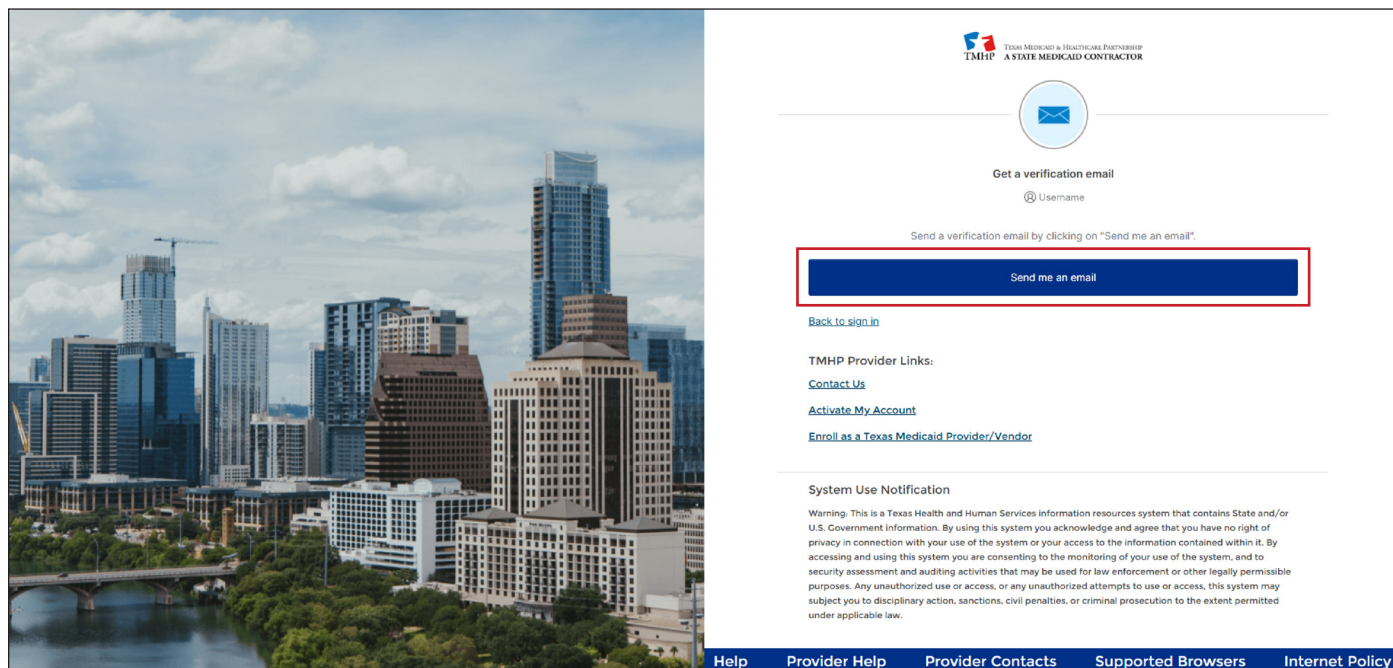
System Use Notification

Warning: This is a Texas Health and Human Services information resources system that contains State and/or U.S. Government information. By using this system you acknowledge and agree that you have no right of privacy in connection with your use of the system or your access to the information.

[Help](#) [Provider Help](#) [Provider Contacts](#) [Supported Browsers](#) [Internet Policy](#)

4) Send an email verification by clicking **Send me an email**. This will send you an email to the address associated with your account.

Note: The emailed **Reset Password** link, and its associated code, are only valid for five minutes after they have been generated. After that time, you'll need to request a new one.



TMHP TEXAS MEDICAID & HEALTHCARE PARTNERSHIP
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Get a verification email

Username

Send a verification email by clicking on "Send me an email".

Send me an email

[Back to sign in](#)

TMHP Provider Links:

[Contact Us](#)

[Activate My Account](#)

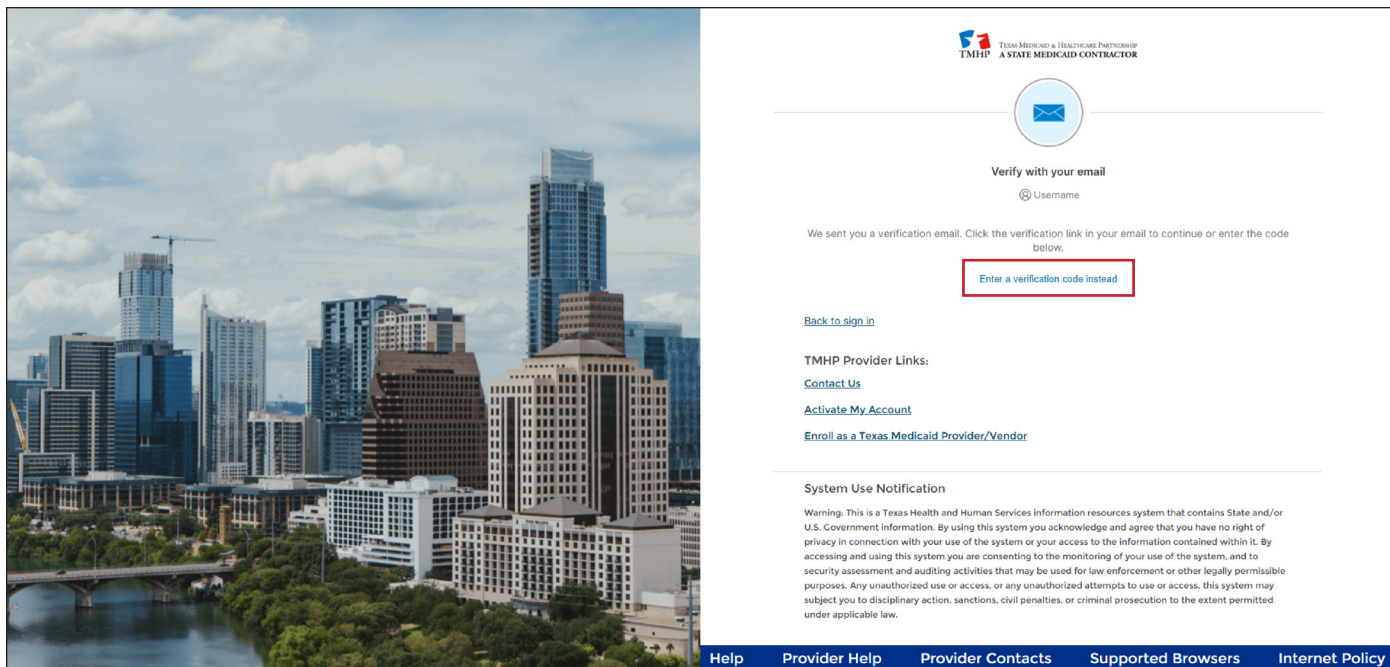
[Enroll as a Texas Medicaid Provider/Vendor](#)

System Use Notification

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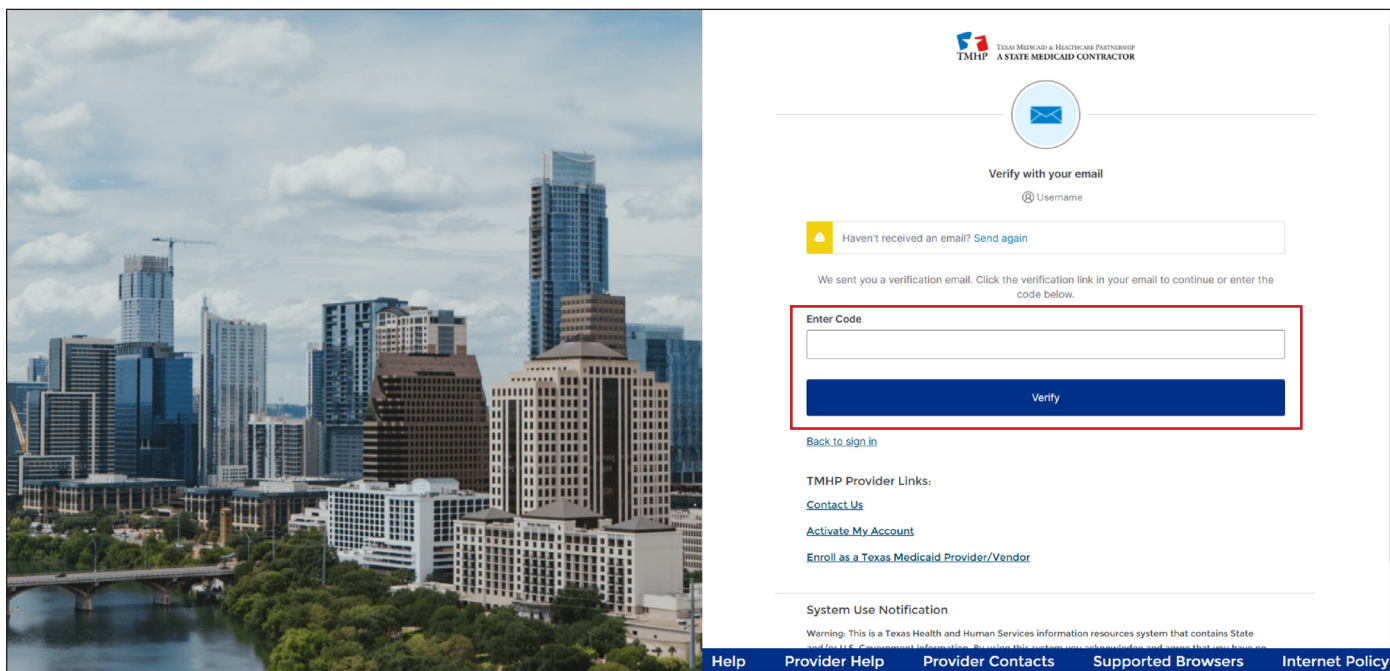
[Help](#) [Provider Help](#) [Provider Contacts](#) [Supported Browsers](#) [Internet Policy](#)

- 5) Click the **Reset Password** link in your email to continue, or click **Enter a verification code instead** and enter the code, also provided in your email.



The screenshot shows the TMHP IAMOnline login page. On the left is a large image of a city skyline. On the right, the page header includes the TMHP logo and the text 'TEXAS MEDICAID & HEALTHCARE PARTNERSHIP' and 'A STATE MEDICAID CONTRACTOR'. Below the header is a circular icon with an envelope. The main heading is 'Verify with your email'. Underneath is a 'Username' field. A message states: 'We sent you a verification email. Click the verification link in your email to continue or enter the code below.' A red box highlights the link 'Enter a verification code instead'. Below this are links for 'Back to sign in', 'TMHP Provider Links' (including 'Contact Us', 'Activate My Account', and 'Enroll as a Texas Medicaid Provider/Vendor'), and a 'System Use Notification' section with a warning about privacy. The footer contains links for 'Help', 'Provider Help', 'Provider Contacts', 'Supported Browsers', and 'Internet Policy'.

- 6) Click **Verify**.

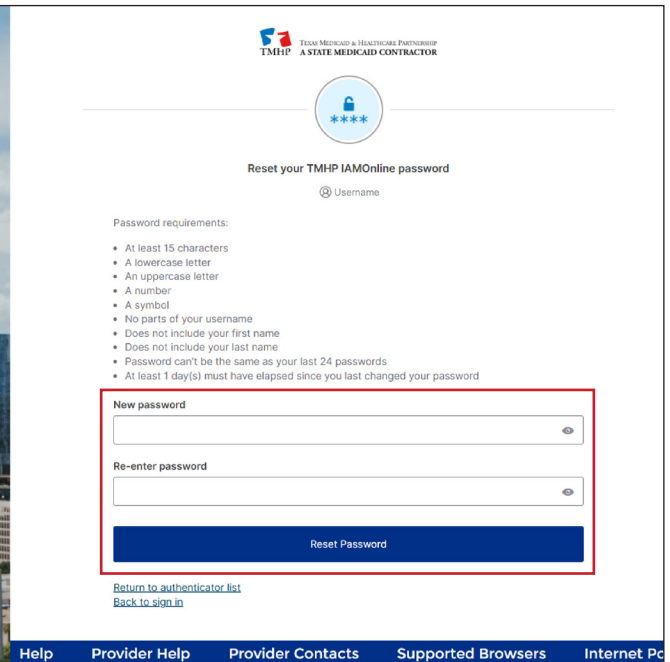


This screenshot shows the same TMHP IAMOnline login page as the previous one, but with the 'Enter Code' field and the 'Verify' button highlighted by a red box. The 'Enter Code' field is a text input box. The 'Verify' button is a blue button with the text 'Verify' in white. The rest of the page, including the city skyline image, the TMHP logo, the 'Verify with your email' heading, the 'Username' field, the verification email message, the 'Back to sign in' link, the 'TMHP Provider Links', the 'System Use Notification', and the footer links, are identical to the previous screenshot.

7) Enter and re-enter your new password, then click **Reset Password**.

Note: The following requirements when creating a new password:

- At least 15 characters in length
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- Does not include your first name
- Does not include your last name
- Can't be the same as your last 24 passwords
- Minimum one day since last password change



Can I edit my personal information in TMHP IAMOnline?

No. You cannot edit personal information like first name, last name, and email in TMHP IAMOnline. You must make these changes in My Account. Refer to the [Account Management](#) web page on tmhp.com for more information on TMHP account management.

How do I enroll as a new Texas Medicaid provider?

You will need a TMHP account in order to submit an electronic application for enrollment. If you do not have a TMHP account and need to create one, refer to the [Account Management](#) web page on tmhp.com for more information on TMHP account management. After you create your user account, check the [Account Activation Email](#) section of this guide for step-by-step help with setting your password and choosing a security method.

What do I do if I get locked out?

After you have submitted an incorrect password three times, you will be locked out of your account. It will automatically unlock after thirty minutes. After the 30 minutes have passed, you may try to sign in again or you can reset your password. You can also call the EDI Helpdesk for assistance with unlocking your account within the 30 minute timeframe.

Note: Account administrators cannot reset their passwords on their own.

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.