

Enrolling All Service Locations for Texas Medicaid

Instructions for Care Providers With More Than One Service Location

Your Medicaid Enrollment Needs to Show Each of your Service Addresses

As a care provider serving Medicaid and Children's Health Insurance Program (CHIP) members, you're required to have current enrollment in Texas Medicaid. This applies to our care vendor partners as well. As part of this requirement, each service location where you serve our members must be listed with your Medicaid enrollment. Two things can happen if you're enrolled in Medicaid but the current location where you see our members is not included in your enrollment:

- 1) Your services will not be eligible for payment.
- 2) Members who need assistance won't be able to secure transportation to get to your location, which can result in missed appointments or the member needing to transfer to another care provider.

How to Enroll Service Locations When Enrolling or Re-enrolling in Texas Medicaid

The easiest way to enroll all your service locations is to include them when you initially enroll or when it's time for you to re-enroll. If you need to add service locations after you're already enrolled and before the time you need to re-enroll, you can do so online or using a paper form. Here's how:

- **Online:** Go to tmhp.com > providers > [Enrollment](#) > Click Here to Activate Your Account. Within the electronic application you can select "Add alternate physical address". You can use this option even if you used a paper form to submit your initial enrollment or re-enrollment. For more information, see the [Provider Information Management System \(PIMS\) User Guide](#).
- **Paper:** Go to tmhp.com > providers > [Forms](#). Scroll down to "Provider Enrollment – Applications" to see application forms with instructions for facilities, groups, individual and performing providers. You'll need to submit a new application for each service address.
 - Whether entering a service location online or using a paper form, be sure to use the correct application for your provider type. The Medical Transportation Program Provider Application is only for providers who transport members to/from service locations.

LTSS Providers: Providers of Long-term Services and Supports can enroll in Texas Medicaid by requesting an application through Texas Health and Human Services. To request an application, email mco_ltss_provider_re-enrollment@hpsc.state.tx.us.

How to Change or Add Service Locations to an Existing Texas Medicaid Enrollment

Here's what to do when you're already enrolled in Texas Medicaid with one service address and you're moving to another service address, or you need to add a service location:

- **Moving to another service address:** When you move to another service address, it's considered a change of address, but it does not require a change to your Medicaid enrollment. You can update your address using PIMS. For instructions, see the [PIMS User Guide](#).
- **Adding a service address:** When you're adding a service address, it needs to be included in your Texas Medicaid Enrollment. You can make this change by following the directions in the "How to Enroll Service Locations When Enrolling or Re-enrolling in Texas Medicaid" section of this document.

We're Here to Help

If you have questions, please contact your Provider Advocate or call **888-887-9003**, Monday through Friday, from 8 a.m. to 6 p.m. Central Time. Thank you.