

# Provider Revalidation Resource Guide

## YouTube Videos

YouTube videos for step-by-step guidance on completing Medicaid revalidation in PEMS, including how to log in, review and update information, upload documents, and submit your application.

- [Revalidating an Individual](#): A step-by-step video for individual providers on updating personal information and submitting Medicaid revalidation in PEMS.
- [Revalidating a Performing Provider](#): A step-by-step video for performing providers on updating personal information and submitting Medicaid revalidation in PEMS.
- [Revalidating a Clinic/Group Practice or Facility](#): A step-by-step video for Clinic/Group Practice or Facilities on updating personal information and submitting Medicaid revalidation in PEMS.

## Recommended Actions

- ✓ Block time on your calendar to watch the video that matches your provider type
- ✓ Plan your revalidation application soon after watching

## Written Guides, Job Aids, and Interactive Checklists

[Provider Enrollment Help Hub](#): A central “how-to” resource for understanding provider enrollment, revalidation, and account management in PEMS.

[NPI Type and Program Selection | TMHP](#): Provides an interactive customized checklist based on your provider type, program participation, and enrollment role (e.g., individual, group, or facility).

## Recommended Actions

- ✓ Explore available resources and identify relevant job aids and instructions
- ✓ Confirm your National Provider Identifier (NPI) type and program participation to generate your customized checklist

## Special Processes to Consider

[Common Deficiencies Identified by OIG](#): Highlights common disclosure errors such as missing owners, managing employees, affiliations, exclusion checks, or outdated ownership information. Incomplete or inaccurate disclosures may lead to denial or impact your ability to participate in Medicaid.

[ACA Screening Requirements](#): Explains how providers are screened during enrollment and revalidation, including risk levels and required site visits. Failure to complete or verify required screening steps may result in delays, denial, or termination of enrollment.



## Recommended Actions

- ✓ Gather documents and complete info required for full disclosures prior to starting the revalidation process
- ✓ Expect additional review steps during screening, such as site visits
- ✓ Account for additional time for responding to deficiencies or responding to requests for additional information.

## Customer Support

- For standard inquiries, contact Texas Medicaid & Healthcare Partnership (TMHP):
  - Email: [Provider.Relations@tmhp.com](mailto:Provider.Relations@tmhp.com)
  - Phone: TMHP Contact Center at 800-925-9126 or TMHP-CSHCN Services Program at 800-568-2413
- For escalations, contact HHSC via the HHSC Provider Enrollment mailbox, at [ProviderEnrollment@hhs.texas.gov](mailto:ProviderEnrollment@hhs.texas.gov)