



## Provider Enrollment and Management System (PEMS) Frequently Asked Questions May 2025

Per guidance from the Texas Health and Human Services Commission (HHSC) and Texas Medicaid & Healthcare Partnership (TMHP), Texas Children's Health Plan (TCHP) will require providers to ensure their information is aligned across the Provider Enrollment and Management System (PEMS) Master Provider File effective **May 30, 2025**.

As an MCO, TCHP will contract, credential and pay only those providers who are properly enrolled with TMHP and whose information is received in the official PEMS file from TMHP. In addition, it is important that every provider be enrolled at each location where they see patients. This is to help ensure claims process correctly.

Watch our **new** [PEMS and Revalidation Information](#) video for more details.

### **1. When is the effective date of the PEMS go-live?**

The effective date of the PEMS Master Provider File is **May 30, 2025**. TCHP encourages providers to ensure their information is updated and accurate in PEMS as soon as possible.

### **2. What are the steps a provider needs to take to verify their information in PEMS?**

Providers should login to the PEMS portal, [My Account](#), to review their information and make updates such as:

Enrollment Changes

- a. Add or remove practice locations, programs, or providers
- b. Ensure all locations have the corresponding group names listed
- c. Change or update provider taxonomy codes
- d. Update which providers are accepting new patients

Revalidation – Submit revalidation applications at least 120 days prior to the end of your enrollment.

Refer to the [Portal Security Training Manual](#) for help with creating a TMHP User Account.

### **3. What are the options to make the update to my address in PEMS?**

- **PEMS Maintenance Request:** Providers can directly update their address through a maintenance request in PEMS.
- **Disenrollment Request:** If the location is no longer valid, providers can submit a request to disenroll from the current location.
- **Merge Locations:** In cases of duplicate locations, providers should submit tickets through the existing process to merge these locations.

### **4. Are there guides or instructions on how to update the provider practice address in PEMS?**

Use these resources to update your address in PEMS:

- Update an Existing Address Job Aid in the [PEMS Collection of the Learning Management System](#)

- Update an Existing Address video in the [PEMS YouTube Playlist](#)

**5. Once I make the updates to my address in PEMS, how long will it take to reflect in PEMS?**

After submitting the maintenance request, it may take up to 28 business days for approval and for the data to be updated in PEMS. If any deficiencies are identified during operational reviews, the process may be extended.

**6. What is the turnaround time for PEMS updates to be reflected in the TCHP system?**

Once information is received and accepted in PEMS, it is sent to TCHP within one day. TCHP then loads that data from the PEMS system within 24 hours.

**7. How can I confirm that my address update in PEMS was successful?**

Once the address update is approved, the data will appear on the PEMS MPF (Master Provider File) and will be visible in the PEMS user interface when searching for the NPI. Additionally, the updated address will be displayed in the Online Provider Lookup (OPL).

**8. What are possible consequences of an address mismatch?**

Non-Emergency Medical Transportation (NEMT) vendors rely on the data in PEMS when scheduling transportation for members. If a member calls to schedule a ride to a provider and the address is missing or incorrect in PEMS, it can cause delays or even prevent the trip from being scheduled.

Additionally, address mismatches can also cause issues in connecting members with their doctors, licensing providers and verifying credentials. The search results for online provider directories will be incorrect.

**9. As a provider, if I update my name in PEMS, will TCHP receive it?**

Yes, demographic changes will flow from PEMS to TCHP. PEMS is the source of truth for all provider information.

**10. Should a provider's change request for physical address update flow through PEMS update or be sent to Contracting via Cobblestone?**

The short answer is that PEMS is the SOT for all provider information. Provider address changes are automated for updates to Provider via the interfaces.

**11. Do roster submissions need to match the data that is loaded in PEMS?**

Yes, roster submissions must exactly match the data in PEMS. Any addresses listed on a provider's roster should also be registered in PEMS. Any address that is not included in PEMS should be removed from the provider's roster.

**12. Who should I contact for PEMS login issues?**

Providers can access the TMHP Portal Security Manual for troubleshooting guidance on their PEMS account activation and login related issues: [TMHP Portal Security Manual](#)

**Additional Resources:**

- [Provider Enrollment and Management System \(PEMS\) | TMHP](#)
- [PEMS YouTube Playlist](#)

- [PEMS and Revalidation Information](#) (Video)
- [PEMS Collection of the Learning Management System](#)
- Ensure Your Information Is Current: Provider Enrollment Management System (PEMS) & Revalidation ([Provider Alert](#))
- Coming Soon: PEMS to Be Updated to Allow Provider Credentialing ([Provider Alert](#))
- PEMS Requests Must Be Submitted Within 180 Calendar Days of Their Creation Date ([Provider Alert](#))
- Preparation for Implementation of PEMS Master Provider File Regarding Enrollment and Address Information ([Provider Alert](#))
- Demographic Data Alignment Between PEMS Master Provider File and TCHP's Provider Directory ([Provider Alert](#))