



## **Provider Communication:** Provider Mailing Address Requirements for Paper Check Payments

**ATTENTION PROVIDERS:** To successfully receive paper check payments, providers must maintain an up-to-date mailing address with Texas Children's Health Plan (TCHP).

Important:

The mailing address you have on file with Zelis *will not* be used for mailed payments. Your address must be updated directly through TMHP/PEMS.

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### **How to Update Your Mailing Address with TCHP**

To ensure you receive your paper checks without delays, update your provider mailing address through TMHP:

1. Visit the TMHP PEMS portal:  
<https://www.tmhp.com/topics/provider-enrollment/pems/start-application>
2. Follow the instructions to update your information.
3. For help with the PEMS system, contact TMHP directly at:  
8009259126

**Additional guidance from TCHP can be found here:**

<https://www.texaschildrenshealthplan.org/providers/provider-resources/provider-enrollment-requirements>

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### **Before Choosing Paper Checks, Consider the Risks**

Paper check payments can come with several challenges, including:

- Increased vulnerability to fraud
- Delivery delays due to mail issues
- Inconvenience compared to electronic payment options
- Difficulty with tracking and reconciliation
- Added processing time and costs