MCO TexConnect Training

Phase I
TexConnect, a new web-based system:

- Validation and tracking of MCO standards and ad-hoc deliverable status
- Auto-generated notifications
- Consolidated access and storage of data reports
- Centralized communications for MCO notices and emails
- Calendar with key due dates and events
TexConnect training was developed to provide Managed Care Organizations (MCOs) and Medicaid and Chip Services (MCS) staff with the knowledge necessary to use TexConnect as designed.
Course Objective

By the end of this training, participants will be able to:

• Launch and navigate the MCO Portal (TexConnect)

• Identify five sections of TexConnect and each purpose

• Access and review notices and emails

• Upload contract and adhoc deliverables
New User
HHS Enterprise Portal

As with all HHSC applications, the HHS Enterprise Portal is the secure easy-to-use interface used to request access to TexConnect.

1. First-time Users Must Register

https://hhspportal.hhs.state.tx.us
2. The *Self Registration* dialog box displays. Select a **User Type**, then click **Next**.
The Request Access form displays.

3. Fill out the Form.

- When finished, click **Next**.

You’re almost done!

4. Check **Email** for further instructions to complete registration.
New User
HHS Enterprise Portal

5. Click the link in the email and sign in with your username and temporary password.

Hi,

Welcome to the HHS Enterprise Portal! Your account is active and ready for use.
Access the portal using the following link:
https://hhsportal.hhs.state.tx.us

Use the following credentials to sign in:
Username: [Username]
Temporary Password: [Temporary Password]

After accessing the portal for the first time, you will be required to change your temporary password and create security questions. If you have any questions regarding how to complete this action, please review the HHS Enterprise Portal Web Help https://hhsportal.hhs.state.tx.us/helpGuide/Master/Content/Home.htm and FAQs https://hhsportal.hhs.state.tx.us/iam/portal/Home-portal/Home?fromFooter=faq. For further help or if you believe you have received this email in error, notify the Help Desk at 512-438-4720.

Thank you,
HHS Enterprise Identity and Access Management

Please note: Replying to this email will not be considered as approval/rejection for this request. Any such emails sent to this address will be ignored.
6. Read and sign Acceptable Use Agreement (AUA)

Read the AUA before signing; scroll to the end of the document to enable the Confirmation check box.

Delete any additional space in the Name fields. Click Next when finished.
Requesting Access to TexConnect

Submitting an Access Request:

1. Open browser and navigate to the HHS Enterprise portal. Enter your **Username** and **Password**.
2. Click the **Sign In** button.

https://hhsportal.hhs.state.tx.us
Requesting Access to TexConnect

The HHS Enterprise Portal landing page displays.

3. Under Access Management, click **Manage Access**.
Requesting Access

The Select Items window displays.

4. Use the **Scroll Bar** to find TexConnect.
Requesting Access

Or use the **Search** field to find TexConnect. Click the **Checkbox** next to TexConnect, then click the **Next** button.
**Requesting Access**

The Review Order window displays. Click **Information Required** Link.

Use scroll bar, if needed, to click the **Checkbox** next to each User Role you want to request. A list of the roles you have selected displays.
## User Roles

<table>
<thead>
<tr>
<th>TexConnect</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Personnel/Contacts</td>
<td>MCO Contact Create-Edit <em>(add, edit and delete)</em></td>
</tr>
<tr>
<td></td>
<td>MCO Contact Inquiry <em>(search and read only)</em></td>
</tr>
<tr>
<td>Message Center</td>
<td>MCO Message Inquiry All <em>(search and read your MCOs’ notices, compose emails and see all emails for your MCO)</em></td>
</tr>
<tr>
<td></td>
<td>MCO Message Inquiry <em>(search and read your MCOs’ notices, compose and see only your emails)</em></td>
</tr>
<tr>
<td>Calendar</td>
<td>MCO Calendar Inquiry <em>(search and read only)</em></td>
</tr>
<tr>
<td>Contract Compliance</td>
<td>MCO CAP Write &amp; Upload <em>(includes submit to HHSC)</em></td>
</tr>
<tr>
<td></td>
<td>MCO CAP Inquiry <em>(search and read only)</em></td>
</tr>
</tbody>
</table>
## User Roles

<table>
<thead>
<tr>
<th>TexConnect</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adhoc Deliverables</td>
<td>MCO Adhoc Deliverable Inquiry (<em>search and read only</em>)</td>
</tr>
<tr>
<td></td>
<td>MCO Adhoc Deliverable Upload</td>
</tr>
<tr>
<td>Contract Deliverables</td>
<td>MCO Contract Deliverable Inquiry (<em>search and read only</em>)</td>
</tr>
<tr>
<td></td>
<td>MCO Contract Deliverable Upload</td>
</tr>
<tr>
<td>Review Deliverables</td>
<td>MCO Review Deliverable Inquiry (<em>search and read only</em>)</td>
</tr>
<tr>
<td></td>
<td>MCO Review Deliverable Upload</td>
</tr>
</tbody>
</table>
To review:

1. Click drop-down arrow to select the **MCO**.
2. Click the **Checkbox** next to each Role you want to request.
3. A list of the roles you select displays.
4. When finished, click the **Next** button.
Requesting Access

1. The *Review Order* window displays with a green check mark under status.

2. Click checkbox to agree that the information entered is true and necessary.

3. Click the **Submit Order** button.
Approval Process 🧙

1. If **New to Portal**, submit access request for an HHS Enterprise Portal account.

2. Submit **Access Request** for TexConnect via HHS Enterprise Portal.

3. Sign the AUA.

4. First Level Approval, **Approve/Deny**.

5. Second Level Approval, HHSC **Approve/Deny**.

**IMPORTANT**: The approval process can take up to 10 business days.
Summary

• First Time users must register for Enterprise Portal account before submitting an Access Request for TexConnect.
• User Roles must be approved by the MCO’s designated person and then HHSC.
• Select a role for each function.

Questions?
Helpful Tips

• **Portal** times out after 30 minutes idle.

• **Global Left-hand Navigation Menu** is persistent throughout the site and used to navigate to different sections.

• **Titles** display on the top left or center of page.

• **Button placement** is consistent throughout the site.

• **Click** buttons or **Hover+Click** buttons to navigate.
# TexConnect Icons

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
<th>Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close</td>
<td>Closes the window; located in top right-hand corner.</td>
<td>![Close Icon]</td>
</tr>
<tr>
<td>Delete</td>
<td>Removes information from TexConnect. <strong>No</strong> restore.</td>
<td>![Delete Icon]</td>
</tr>
<tr>
<td>Download Arrow</td>
<td>Opens file to view</td>
<td>![Download Icon]</td>
</tr>
<tr>
<td>Drop Down Arrow</td>
<td>Displays a list of values you can click to select.</td>
<td>![Dropdown Icon]</td>
</tr>
<tr>
<td>Export to Excel</td>
<td>Converts the file format and opens in Microsoft Excel.</td>
<td>![Export Icon]</td>
</tr>
<tr>
<td>PDF to Print</td>
<td>Converts the file to PDF format to print.</td>
<td>![PDF Print Icon]</td>
</tr>
<tr>
<td>Upload</td>
<td>Transfers information to TexConnect.</td>
<td>![Upload Icon]</td>
</tr>
</tbody>
</table>
Accessing TexConnect

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 to the extent permitted under applicable law.

https://hhsportal.hhs.state.tx.us

New to the portal? 

Click here to sign Acceptable Use Agreement (AUA)
Accessing TexConnect

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 to the extent permitted under applicable law.

New to the portal?

Click here to sign Acceptable Use Agreement (AUA)

Need assistance with portal features? Visit the Portal Web Help to access online instructions, video tutorials, and downloadable user guides.
Accessing TexConnect

Under the Applications area:
Click on **TexConnect** to open the application.
Home Page

Highlights

Communication

Name of User Logged in TexConnect

Logout Here

Important Links and Frequently Asked Questions
Home Page

- View & Update Key Personnel
- View Emails, Events & Notices
- Calendar View of Due Dates & Events
- Submit CAP Responses
- Upload Deliverables
After clicking the drop down arrow, hover + left-click the mouse over the sub-section you want to view.
Communications

Key Contacts  Message Center  Calendar
Communications

Key Contacts → Message Center → Calendar
Home Page
The Global Left-Hand Navigation Menu will continue to display, and makes navigating from section to section easier.

The MCO Contract Information display here.

<table>
<thead>
<tr>
<th>Contact # 1</th>
<th>Contact # 2</th>
<th>Contact # 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pat Boone</td>
<td>Latoya King Escalante</td>
<td>Ebedio Mora</td>
</tr>
<tr>
<td>Job Title: Team Lead</td>
<td>Job Title: Specialist</td>
<td>Job Title: SA</td>
</tr>
<tr>
<td>email: <a href="mailto:pat.boone@hhsc.state.tx.us">pat.boone@hhsc.state.tx.us</a></td>
<td>email: <a href="mailto:latoya.king-escalante@hhsc.state.tx.us">latoya.king-escalante@hhsc.state.tx.us</a></td>
<td>email: <a href="mailto:emora@hhsc.state.tx.us">emora@hhsc.state.tx.us</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Position Details</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Services</td>
<td>1186 Clayton, Austin, TX 78722</td>
<td>Contact # 1: Debrah Fields</td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:aeteditor@aetna.com">aeteditor@aetna.com</a></td>
<td>email: <a href="mailto:dfm@aetna.com">dfm@aetna.com</a></td>
</tr>
<tr>
<td></td>
<td>Work Phone: 5123331212</td>
<td>Work Phone: 5124446555</td>
</tr>
<tr>
<td></td>
<td>Cell Phone:</td>
<td></td>
</tr>
<tr>
<td>MIS</td>
<td>123 Hope Lane, Austin, TX 78722</td>
<td>Contact # 2: Valerio Iannuccilli</td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:aetreader@aetna.com">aetreader@aetna.com</a></td>
<td>email: <a href="mailto:viben@aetna.com">viben@aetna.com</a></td>
</tr>
<tr>
<td></td>
<td>Work Phone: 5128405216</td>
<td>Work Phone: 5124446555</td>
</tr>
<tr>
<td></td>
<td>Cell Phone:</td>
<td></td>
</tr>
</tbody>
</table>
Contract Information

MCO contract information is entered by HHSC and includes:

- MCO Name
- DBA (Doing Business As)
- Contract Numbers
- Product Lines

**NOTE**: Only designated HHSC users can enter and edit contract information.
HHSC Point of Contacts

The HHSC Point of Contacts for the contract display here.

<table>
<thead>
<tr>
<th>Position</th>
<th>Position Details</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Contact # 1</td>
</tr>
<tr>
<td>Member Services</td>
<td>1166 Clayton</td>
<td>Debrah Fields</td>
</tr>
<tr>
<td></td>
<td>Austin, TX 78722</td>
<td>email: <a href="mailto:dfbms@aetna.com">dfbms@aetna.com</a></td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:aetmeditor@aetna.com">aetmeditor@aetna.com</a></td>
<td>Work Phone: 5123331212</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Call Phone: 5124446555</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Contact # 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Valerie Iannuccilli</td>
</tr>
<tr>
<td></td>
<td></td>
<td>email: <a href="mailto:vibem@aetna.com">vibem@aetna.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Work Phone: 5128465216</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell Phone:</td>
</tr>
<tr>
<td>MIS</td>
<td>123 Hope Lane</td>
<td>Beena Madyssihla</td>
</tr>
<tr>
<td></td>
<td>Austin, TX 78782222</td>
<td>email: <a href="mailto:bm@aetna.com">bm@aetna.com</a></td>
</tr>
<tr>
<td></td>
<td>email: <a href="mailto:aetreader@aetna.com">aetreader@aetna.com</a></td>
<td>Work Phone: 1234567691</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell Phone:</td>
</tr>
</tbody>
</table>
# HHSC Point of Contacts

<table>
<thead>
<tr>
<th>Contact # 1</th>
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</tr>
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<td><strong>Eladio Mora</strong></td>
</tr>
<tr>
<td>Job Title: Team Lead</td>
<td>Job Title: Specialist</td>
<td>Job Title: CA</td>
</tr>
<tr>
<td>eMail: <a href="mailto:pat.boone@hhsc.state.tx.us">pat.boone@hhsc.state.tx.us</a></td>
<td>eMail: <a href="mailto:latoya.escalante@hhsc.state.tx.us">latoya.escalante@hhsc.state.tx.us</a></td>
<td>eMail: <a href="mailto:em@hhsc.state.tx.us">em@hhsc.state.tx.us</a></td>
</tr>
</tbody>
</table>

The three HHSC Point of Contacts (POCs) listed for each MCO contract are the:

- Primary Health Specialist
- Secondary Health Specialist
- The Health Plan Manager

**NOTE:** Only designated HHSC users can edit HHSC POCs.
## MCO Key Personnel

### Contract Information

- **MCO:** Texas Health and Human Services
- **DBA:** Aetna
- **Contracts:** 529-13-0071-00001, 529-12-0002-00022
- **Product Lines:** CHIP, STAR, STAR_KIDS

### Contact Information

<table>
<thead>
<tr>
<th>Position</th>
<th>Position Details</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Services</td>
<td>1186 Clayton Austin, TX 78722</td>
<td></td>
</tr>
<tr>
<td>MIS</td>
<td>123 Hope Lane Austin, TX 78702</td>
<td></td>
</tr>
</tbody>
</table>

- **Email:**
  - atke@aetna.com
- **Work Phone:**
  - 5123331212
  - 5124446665
  - 5128485216
  - 1234567891

### Compliance

- **Received system auto-generated communications:**

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**Note:** The screenshot indicates a webpage with a focus on contact details for MCO Key Personnel, including names, titles, and contact information. The webpage contains a table with contact details for different positions and departments, with options to edit and delete entries.
MCO Key Personnel

• Determined by the MCO
• Displays based on the user’s organization
• Add up to 3 contacts per position (functional role) if you have the *MCO Contact Create-Edit* user role.

• Information is listed by position (functional role) and also includes:
  • Email (functional/mailbox)
  • Address

**IMPORTANT:** MCO’s must keep Key Personnel/Contact information updated.
Adding a Contact

IMPORTANT: The HHSC POC’s for the contract are notified anytime you add, edit or delete key personnel information.

To add up to 3 contacts to a position (function role), click the Add button.

NOTE: You need the MCO Contact Create-Edit user role to create contacts.

IMPORTANT: The HHSC POC’s for the contract are notified anytime you add, edit or delete key personnel information.
Adding a Contact

The Add/Edit Contact Information window displays.

1. Click the **Functional Role** drop down arrow to select a role.
Adding a Contact

1. Select a Functional Role.
Adding a Contact

In this example, the *Reporting Functional Role* was selected. Next, enter the **Position Details**.
Adding a Contact

If applicable, enter a **Group Email** address here.

Then, enter up to 3 contacts for the functional role selected.
Adding a Contact

**IMPORTANT:** Each contact’s email domain must be the same as the user’s email domain. Contact your HHSC POC to request adding a different domain for TexConnect related business only.

In this example, the domain is @mydomain.com
Adding a Contact

When finished adding contact information, click the **Save** button.
Editing a Contact

To make changes to contact information, click the **Edit** button.

**NOTE:** You need the **MCO Contact Create/Edit** user role, to change contact information.

**IMPORTANT:** The HHSC POC’s for the contract are notified anytime you edit contact information.
The **Add/Edit Contact Information** window displays. Change the contact information as needed, then click the **Save** button when finished.
Deleting a Contact

To delete contact information, click the **Delete** button. Click **OK** to confirm you want to delete the contact information.

**NOTE:** You need the *MCO Contact Create-Edit user role* to delete contact information.

**IMPORTANT:** The HHSC POC’s for the contract are notified anytime you delete contact information.
Summary

• Keep contact information updated always.

• HHSC POCs are notified when you add, edit or delete key personnel.

• Contact email domains must be the same as the MCO; contact your HHSC POC to request adding a different email domain for TexConnect business only.

Questions?
Communications

Key Contacts  Message Center  Calendar
WELCOME TO TEXCONNECT’S TEST ENVIRONMENT
(This is a test site and contains test data. This is not a representation of actual MCO or MCO/Contractor Data)
(This is a test of the User role’s ability to use this Home Page message. EM)
Message Center Landing Page

Indicates the number of unread messages for All Notices and All Emails.

Click the Quick Access buttons to easily navigate to All Notices or All Emails.
Message Center Widgets

Snapshot of Information in List View!

Click on any subject for more detail

Bold = Not Open/Read

1. Home
2. Message Center
3. Email Snapshot
4. Events

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## Action Required Widget

<table>
<thead>
<tr>
<th>Action Required Test Notice</th>
<th>From</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test 2 - Melanie</td>
<td>EVV</td>
<td>05/02/2019</td>
</tr>
<tr>
<td>New Action Required for MCOs</td>
<td>EVV</td>
<td>05/31/2019</td>
</tr>
<tr>
<td>Action Required Test Post D</td>
<td>Finance</td>
<td>05/02/2019</td>
</tr>
<tr>
<td>New AR Test</td>
<td>Encounters</td>
<td>06/07/2019</td>
</tr>
<tr>
<td>Action Required for MCOs</td>
<td>Policy</td>
<td>06/13/2019</td>
</tr>
<tr>
<td></td>
<td>VDP</td>
<td>06/20/2019</td>
</tr>
</tbody>
</table>

- Information comes from:
  - MCO notices published
  - HHSC emails sent from TexConnect requiring action
- List top 10 current and upcoming notices published or emails sent to the MCO and **requires action**.
- Displays in order **by action due date**.
Information Widget

- Information comes from MCO notices published by HHSC.
- List the 10 most recent notices published to the MCO and does not require action.
- Displays in order by date published.
Events Widget

- Information comes from MCO Notices published by HHSC.
- Only the user’s events will display.
- List the **10** most recent notices for the MCO that are related to an upcoming event.
- Displays in order by event date.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Date of Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Second Test Event Notice</td>
<td>05/03/2019</td>
</tr>
<tr>
<td>Test 3 Event Notice</td>
<td>05/08/2019</td>
</tr>
<tr>
<td>Event Test 2</td>
<td>05/13/2019</td>
</tr>
<tr>
<td>Event Required for MCOs</td>
<td>06/27/2019</td>
</tr>
</tbody>
</table>
Email Snapshot Widget

- Information displayed based on user role

- List the **10** most recent emails sent to the MCO and **could require action** and **have a due date**.

- Displays in order **by date sent**.
Click the **Quick Access** buttons to easily navigate to *All Notices* or *All Emails*.
All Notices Landing Page

Click the **Show entries** drop down arrow to change number of entries displayed.

Indicates the number of unread messages for **All Notices**, including Archived Notices.

Click the **Page Navigation** buttons to view additional pages.
To search by subject, type one or more relevant words in the Search Subject field, then press the keyboard Enter key.

Delete the word(s), then press Enter to return to the original list.
Search by Date Range to view past notices up to two years from current date. (Notices are archived for 2 years)

To search, click the From and To calendar icons to select a date range. Results display after selecting the To date. Delete both dates to return to the original list.

NOTE: The date listed is the date the notice was published.
All Notices

Click the **Filter by** check boxes to change the category of notices listed.

**IMPORTANT:** MCO Notices will transition to TexConnect and will no longer be sent via email. Check TexConnect regularly for new notices published!
Detailed View

List View

PDF and Print screen displays.

Quick Access Buttons now includes the Message Center.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Category</th>
<th>From</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Required Test Date</td>
<td>Test</td>
<td>EVV</td>
<td>04/15/2019</td>
</tr>
<tr>
<td>Notice created in March 2019 by David</td>
<td>Test</td>
<td>MOBO</td>
<td>04/10/2019</td>
</tr>
<tr>
<td>Test Test</td>
<td>Submit UCOS MOBO Provider Enrollment</td>
<td>Policy</td>
<td>05/31/2016</td>
</tr>
<tr>
<td>Test</td>
<td>Test - 00</td>
<td>QUALITY</td>
<td>05/15/2016</td>
</tr>
<tr>
<td>Test</td>
<td>Test Test</td>
<td>UCOS MOBO Policy</td>
<td>05/31/2016</td>
</tr>
<tr>
<td>Test</td>
<td>Test Test</td>
<td>UCOS MOBO Policy</td>
<td>05/31/2016</td>
</tr>
<tr>
<td>Test</td>
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<td>Test</td>
<td>Test Test</td>
<td>UCOS MOBO Policy</td>
<td>05/31/2016</td>
</tr>
</tbody>
</table>

Click on any Subject for more details.
Click the X to close the notice.

The content section is Read Only! Unable to edit and save changes.

Click to view Attachments
All Emails
Landing Page

Change number of entries

Click links to view Sent and Draft emails.

Indicates the number of unread messages for All Emails; including archived emails.

Quick Access buttons

IMPORTANT: If email is received from TexConnect, you must respond from TexConnect. Do NOT respond from Outlook. Displays emails for current month.
### IMPORTANT:
If email is received from TexConnect, you must respond from TexConnect. Do NOT respond from Outlook.

---

**Click the Arrows to sort by From, To, Subject, Date and Reply columns.**

**Emails are archived by month for two years. Click appropriate month to view archived emails.**

---

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Subject</th>
<th>Date</th>
<th>Reply</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>SuperUser, HHSC</td>
<td><a href="mailto:aet_editor@aetna.com">aet_editor@aetna.com</a></td>
<td>Aetna editor view</td>
<td>04/01/2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SuperUser, HHSC</td>
<td><a href="mailto:aet_reader@aetna.com">aet_reader@aetna.com</a></td>
<td>Aetna email view</td>
<td>04/01/2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SuperUser, HHSC</td>
<td><a href="mailto:aet_editor@aetna.com">aet_editor@aetna.com</a></td>
<td>Test</td>
<td>03/15/2019</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
IMPORTANT: If email is received from TexConnect, you must respond from TexConnect. Do NOT respond from Outlook. Use for TexConnect business only.
Creating an Email

1. Select from Key contacts or type an email address in the To field.
2. Enter Subject.
3. Type Content and format as needed.

Close the email.
Creating an Email

1. If applicable, enter **Contact information**.
2. If applicable, click the **Action Required** checkbox and enter a **Due Date**.
3. If applicable, click the **Browse** button to upload an attachment.
4. Click **Send** or **Save as Draft**.

Use Quick Access buttons to navigate.
Summary

• Notices viewed in the Message Center are only associated with your MCO.

• Respond to TexConnect Emails from TexConnect only.

• Check TexConnect regularly for new notices published.

Questions?
Communications

Key Contacts ➔ Message Center ➔ Calendar
Home Page

WELCOME TO TEXCONNECT'S TEST ENVIRONMENT
(This is a test site and contains test data. This is not a representation of actual MCCO or MCO/Contractor Data)
(This is a test of the User role's ability to use this Home Page message. EM)

Communications
- Key Contacts
- Message Center
- Calendar

Compliance
- Contract Compliance
- Deliverables

Links

FAQs
1. Click the Activity Type drop down arrow.

You can select **ONE** or **ALL** Activity Types.
Contractor Calendar

Home

Activity Type: All

From:  To:

Export to Excel

April 2019

Sun | Mon | Tue | Wed | Thu | Fri | Sat
---|-----|-----|-----|-----|-----|-----
7 | 8 | 9 | 10 | 11 | 12 | 13
14 | 15 | 16 | 17 | 18 | 19 | 20
21 | 22 | 23 | 24 | 25 | 26 | 27
28 | 29 | 30 | 31

- Deliverables Due
- Action Required

Deliverables Due

Action Required
Use the **Navigation Arrows** to change the year or month

View Deliverables tied to Due Dates

View Notices tied to Action Required and Events
1. Click the **More** link to view additional activities due on that day.

2. The additional links display. Click on the **Activity** you want to view.
View **Links** and **Attachments** included in the notice.
The calendar defaults to Month view; use the View navigation buttons to switch between views.
Day View

Contractor Calendar

March 1, 2019

<table>
<thead>
<tr>
<th>6am</th>
<th>7am</th>
<th>8am</th>
<th>9am</th>
<th>10am</th>
<th>11am</th>
<th>12pm</th>
<th>1pm</th>
<th>2pm</th>
<th>3pm</th>
<th>4pm</th>
<th>5pm</th>
<th>6pm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
List View

Contractor Calendar

Feb 24 – Mar 2, 2019

Tuesday
- all-day: Action Required
- all-day: Action Required

Wednesday
- all-day: Action Required
- all-day: Action Required
- all-day: Events

Thursday
- all-day: Action Required
- all-day: Action Required
- all-day: Action Required
- all-day: Deliverables Due
- all-day: Deliverables Due

Friday
- all-day: Action Required
- all-day: Action Required
Exporting to Excel

To export the calendar information to Excel from any view.

1. Enter a date range in the **From** and **To** date fields.
Exporting to Excel

2. Click the **Export to Excel** button to export the information, in the selected date range, to Excel.

3. Click **Open** to view the information in Excel or click **Save** to save the information to a different location.
### Exporting to Excel

Example of the Calendar Activity Report exported to Excel.

<table>
<thead>
<tr>
<th>Activity Type</th>
<th>From</th>
<th>Subject</th>
<th>Contact</th>
<th>Publish Date</th>
<th>Sent Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVENT</td>
<td>CHIP,CMDS,DMO</td>
<td>A new notice test for pdf generation</td>
<td>David</td>
<td>02/07/2019</td>
<td></td>
</tr>
<tr>
<td>ACTION REQUIRED</td>
<td>STAR_KIDS</td>
<td>test notice</td>
<td><a href="mailto:test@abc.com">test@abc.com</a></td>
<td>02/09/2019</td>
<td></td>
</tr>
<tr>
<td>Due Date:</td>
<td>02/27/2019</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event Type</td>
<td>To</td>
<td>From</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACTION REQUIRED</td>
<td>CHIP,CMDS,DMO</td>
<td>A new notice test for pdf generation</td>
<td>David</td>
<td>02/07/2019</td>
<td></td>
</tr>
<tr>
<td>ACTION REQUIRED</td>
<td>STAR_KIDS</td>
<td>Finance New notice with file attachment</td>
<td>Test</td>
<td>02/05/2019</td>
<td></td>
</tr>
<tr>
<td>ACTION REQUIRED</td>
<td>CHIP,STAR_KIDS</td>
<td>Feb 5th Notice test</td>
<td>asdfsadfd</td>
<td>02/05/2019</td>
<td></td>
</tr>
<tr>
<td>ACTION REQUIRED</td>
<td>CHIP</td>
<td>MCOO</td>
<td>dslfd</td>
<td>02/07/2019</td>
<td></td>
</tr>
<tr>
<td>Activity Type</td>
<td>Name</td>
<td>Status</td>
<td>Program</td>
<td>Frequency</td>
<td>Created Date</td>
</tr>
<tr>
<td>DELIVERABLES DUE</td>
<td>Claims Summary Report</td>
<td>CHIP</td>
<td>MONTHLY</td>
<td>03/12/2019</td>
<td></td>
</tr>
<tr>
<td>DELIVERABLES DUE</td>
<td>Claims Summary Report</td>
<td>STAR_KIDS</td>
<td>MONTHLY</td>
<td>03/12/2019</td>
<td></td>
</tr>
<tr>
<td>DELIVERABLES DUE</td>
<td>Claims Summary Report</td>
<td>STAR</td>
<td>MONTHLY</td>
<td>03/12/2019</td>
<td></td>
</tr>
</tbody>
</table>
Summary

• Check calendar regularly for Events, Action Required and Deliverable due dates.

Questions?
Compliance
Home Page
Click the Deliverables drop-down arrow to select the **Contract Deliverables**.
The Deliverables Library page displays.

1. Click the drop-down arrow to select the **Type of Deliverable**.
NOTE: The **Claims Summary Report** is the only deliverable that will be submitted in TexConnect until further notice.
2. Select the **Due From** and **Due Till dates**. You can type the dates or click each calendar icon to select the dates.

3. Next, click the drop down arrows to select the **Product Line**, **Contract** and **Status**.

**NOTE**: You can only select one Product Line, Contract and Status at a time.
Contract Deliverables

4. (Optional) Click the **All Overdue Deliverables** checkbox to see only *Contract Deliverables* that are overdue.

**NOTE**: Overdue deliverables are those that have not been submitted at all by the due date or were submitted after the due date.

5. Next, click the **Search** button.
NOTE: Only the deliverables for the MCO logged in TexConnect will display.

The **Search Results** can be sorted by column using the ascending and descending arrows.
Contract Deliverables

**TIP**: You can use the **Search** field to narrow down the search results.

In this example, only the CSR deliverables for STAR_KIDS display because **STAR_K** was entered in the Search field.
6. Click the appropriate **Upload** button to transfer the requested deliverable to TexConnect.

**NOTE**: The Upload button will not display if the deliverable was submitted and System Accepted after the due date, during the 30 day review period or, if the deliverable has been HHSC Accepted 30 days after the due date.
Submitting a Deliverable Prior to Due Date

**Prior to the due date**, the MCO can submit deliverables any number of times. Each previous deliverable will be overwritten and **only** the latest version submitted will be available.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Accepted</td>
<td>Deliverable passed validation criteria. Next, the HHSC user will review and can Accept or Reject. If rejected, the reason will be specified and the deliverable must be resubmitted.</td>
</tr>
<tr>
<td>System Rejected</td>
<td>Deliverable did not pass validation criteria. The reason will be specified and the MCO must resubmit the deliverable.</td>
</tr>
</tbody>
</table>

**NOTE**: Anytime a deliverable is *System Accepted*, *System Rejected*, *HHSC Accepted* and *HHSC Rejected* a system auto-generated email is sent to the contacts entered in the Key Personnel section.
Submitting a Deliverable After the Due Date

**After the due date**, the MCO can submit a deliverable if it is over-due or has been rejected by HHSC.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Accepted</td>
<td>Deliverable passed the validation criteria, Next, the HHSC user will review and can manually reject. If rejected, the reason will be specified and the MCO must resubmit the deliverable.</td>
</tr>
<tr>
<td>System Rejected</td>
<td>Deliverable did not pass validation criteria; a notification is sent to the MCO for resubmission and the LD clock starts ticking.</td>
</tr>
</tbody>
</table>

**NOTE**: Anytime a deliverable is *System Accepted, System Rejected, HHSC Accepted* and *HHSC Rejected* a system auto-generated email is sent to the contacts setup in the Key Personnel section.
Compliance

- Contract Deliverables
- Adhoc Deliverables
- Review Deliverables
Click the Deliverables drop-down arrow to select the **Adhoc Deliverables**.
The **Adhoc Deliverables** page displays.

1. Enter the **Adhoc Deliverable Name**.
2. Enter the appropriate **Due From** and **Due Till** dates.
3. Click the **Search** button.
Only the deliverables for the MCO logged in TexConnect will display.

The **Search Results** can be sorted by column using the ascending and descending **Arrows**.

You can also use the **Search** field to narrow down the search results and click the **Export to Excel** button to transfer the information to Excel.
4. Click the appropriate **Upload** button to transfer the requested deliverable to TexConnect.

The **Adhoc Deliverable: Select File to Upload** dialog box displays.

Click the appropriate **Green Arrow** to view an uploaded file.
Compliance

- Contract Deliverables
- Ad Hoc Deliverables
- Review Deliverables
Click the Deliverables drop-down arrow to select the **Review Deliverables**.
### Types of Reviews

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational</td>
<td>Generally performed every two years to review MCO functions.</td>
</tr>
<tr>
<td>Readiness</td>
<td>Performed upon implementation of new programs, contracts or system changes.</td>
</tr>
<tr>
<td>Targeted</td>
<td>Performed when HHSC identifies that a specific area of concern should be reviewed.</td>
</tr>
</tbody>
</table>
Review Deliverables

The MCO can search for requested Review Deliverables.

1. Click the drop-down arrow to select the SFY

2. Select the Type of Review.

3. Then, click the Search button.
Review Deliverables

The search results will display fields for the review that match the search criteria entered.

Use the **Search** field to narrow down the results. Click the **View** button for more details.

(Optional) Click **Export to Excel** to print the search results.
Review Deliverables

5. Once the document is received, a Link to the requested document is included and the status is marked Received.

4. Click the Upload button to transfer the requested documents to TexConnect.
Summary

• Notifications of request, submission, acceptance or rejection are sent to the email addresses specified in the Key Personnel page.

• If a deliverable is rejected after the due date, it must be resubmitted and the LD clock starts ticking.

Questions?
More Information

- MCO Testing May 1st – Sept. 13th

- Email Questions to TexConnect Mailbox: TexConnectHelp@hhsc.state.tx.us

More Information

• MCO Testing May 1st – Sept. 13th
  • TexConnect LAST (Testing Environment)

• TexConnect Production
  • Request access for TexConnect (this is the production environment)

**IMPORTANT:** Information entered in TexConnect Last will not carry over to TexConnect Production. All information must be entered again in the TexConnect Portal Production.
Thank you

Debrah Fields
Managed Care Compliance & Operations Training
mailto:MCCO_Training@hhsc.state.tx.us