MCO TexConnect Training

Phase I
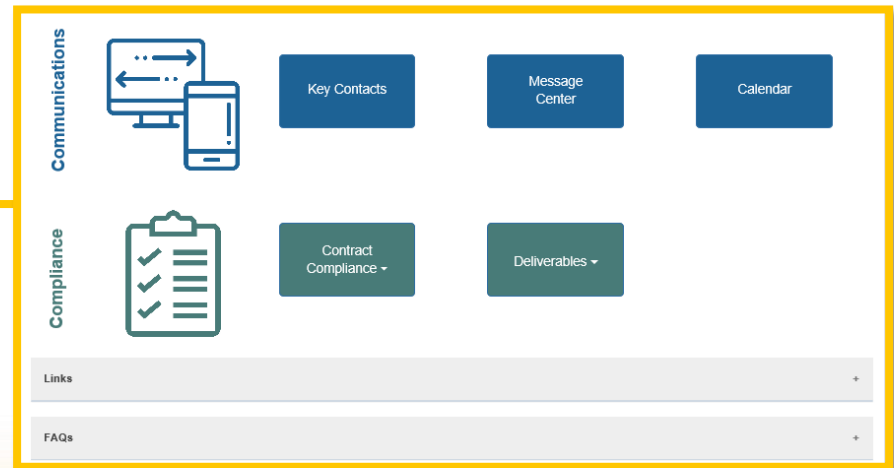
Introduction

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

Introduction

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

HHS Enterprise Portal

TEXAS
Health and Human Services

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.

Sign In

Username

Password

Sign In

Forgot Username?
Forgot Password?

New to the portal? **REGISTER**

Click here to sign Acceptable Use Agreement (AUA)

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

New User HHS Enterprise Portal

2. The *Self Registration* dialog box displays. Select a **User Type,** then click **Next.**

The *Request Access form* displays.

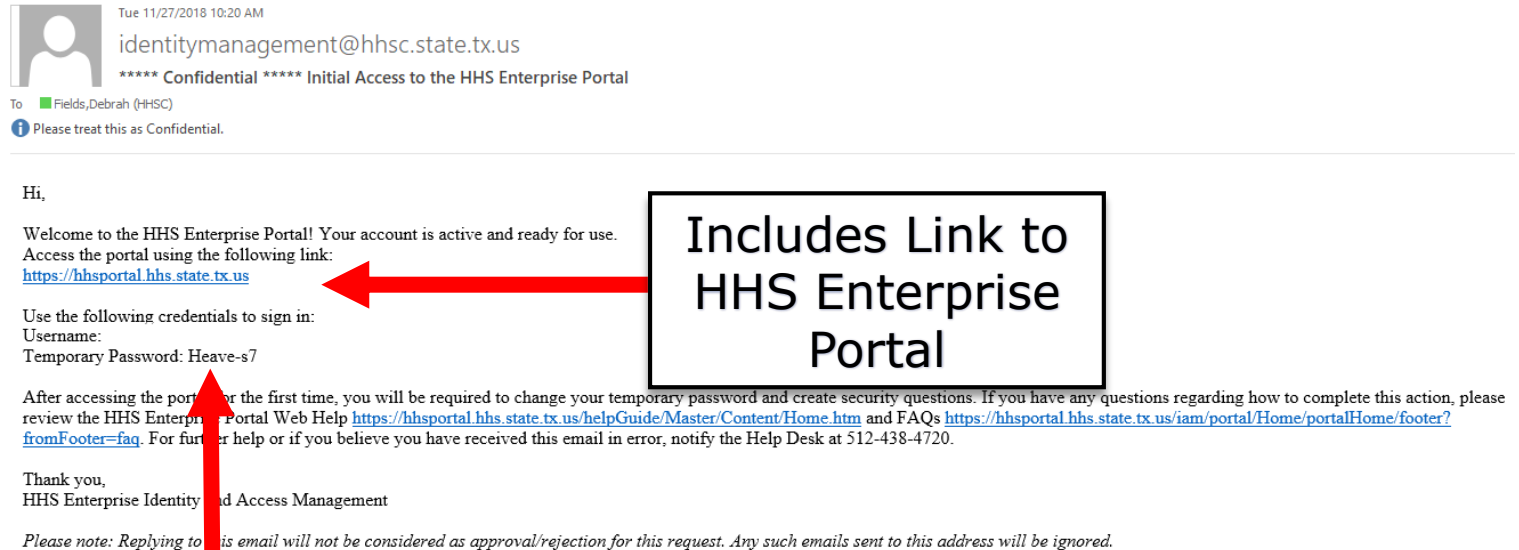3. Fill out the **Form**.

   • 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.

Tue 11/27/2018 10:20 AM

identitymanagement@hhsc.state.tx.us

***** Confidential ***** Initial Access to the HHS Enterprise Portal

To   Fields,Debrah (HHSC)

Please treat this as Confidential.

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:
Temporary Password: Heave-s7

After accessing the port   or 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 Enterpr   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/portalHome/footer?fromFooter=faq. For furt   r 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   d Access Management

Please note: Replying to   is email will not be considered as approval/rejection for this request. Any such emails sent to this address will be ignored.

Includes Link to HHS Enterprise Portal

Username and Temporary Password

New User HHS Enterprise Portal

6. Read and sign Acceptable Use Agreement (AUA)

Acceptable Use Agreement

Please review and agree to the terms of the Acceptable Use Agreement. **You must scroll to the end of the agreement to enable the checkbox.**

Health and Human Services Acceptable Use Agreement (AUA)
(Formerly known as the Computer Use Agreement or CUA)

Please read the following...

Purpose

The purpose of...

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

Authorized Use

- Information Resources are intended to be used in support of official state-approved business.
- Limited personal use of Information Resources may be allowed and is described in other policies and procedures of the HHS Agency by which I am employed.
- Proper authorization is required for access to all information owned by HHS Agencies, except for information that is maintained for public access.
- I will not attempt to access or alter any information that I am not authorized to work with in the performance of my job duties.
- I will not enter any unauthorized information, make any unauthorized changes to information, or disclose any information without proper authorization. Unauthorized access to an HHS Information Resource, allowing another party unauthorized access to, or maliciously causing a computer malfunction are violations under Chapter 33 of the Texas Penal Code ("Computer Crime Law") and are punishable by fines, jail time, or both.

User Credentials

- I will receive and will be required to use credentials (User ID and Password) to gain access to and to use HHS Information Resources.

By checking this box and typing my name below, I acknowledge that I read and understood the agreement, and I agree to comply with its terms.

Provide an electronic signature by entering your first and last name:
First Name
Last Name

Scroll Bar

Delete any additional space in the Name fields. Click **Next** when finished.

Cancel | Next

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Requesting Access to TexConnect

Submitting an Access Request:

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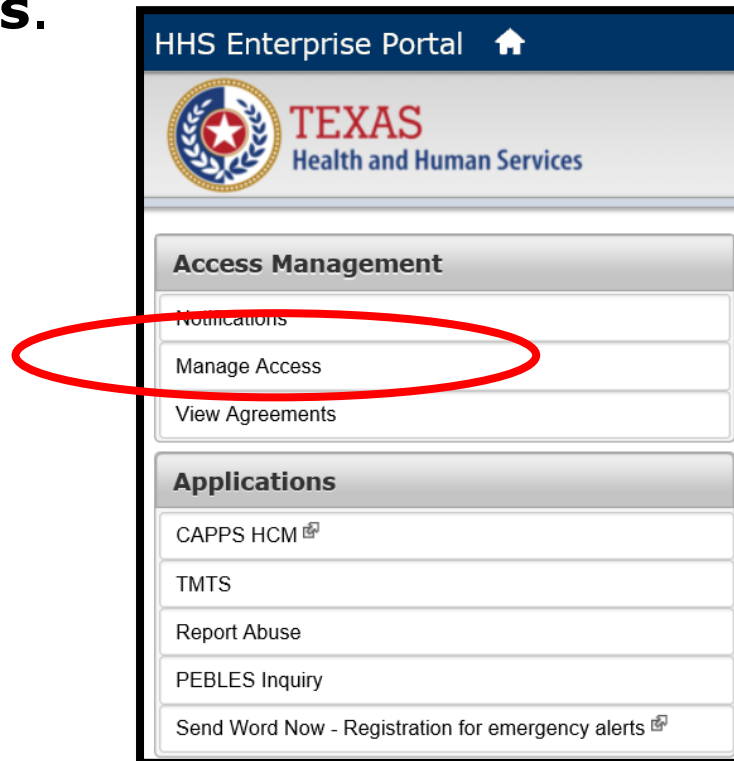
2. Click the **Sign In** button.

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.

Review Order

Empty Cart

Item Name	Request Type	Submitted For	Status	
TexConnect Portal	New Access	(MC0) Super	⚠ Information Required	🗑

Return To List   Submit Order

Information: TexConnect Portal (TexConnect Portal STest)

Complete the following information before submitting your request:

Select MCO.

MCO *
Aetna ▼

Roles *
- ☐ MCO Adhoc Deliverable Inquiry
- ☑ MCO Adhoc Deliverable Upload
- ☑ MCO Contract Deliverable Upload
- ☐ MCO Contract Deliverable Inquiry
- ☐ MCO CAP Write & Upload
- ☐ MCO CAP Inquiry
- ☑ MCO Message Inquiry All
- ☐ MCO Message Inquiry
- ☑ MCO Contact Create-Edit
- ☑ MCO Contact Inquiry
- ☑ MCO Calendar Inquiry

You have selected:
- MCO Adhoc Deliverable Upload
- MCO Contract Deliverable Upload
- MCO Message Inquiry All
- MCO Contact Create-Edit
- MCO Contact Inquiry
- MCO Calendar Inquiry
- MCO Review Deliverable Upload

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.

Comments *(Maximum character length is 250)*
Giving this user all access

Back   Next

User Roles

TexConnect	Role
Key Personnel/ Contacts	MCO Contact Create-Edit (*add, edit and delete*)
	MCO Contact Inquiry (*search and read only*)
Message Center	MCO Message Inquiry All (*search and read your MCOs' notices, compose emails and see all emails for your MCO*)
	MCO Message Inquiry (*search and read your MCOs' notices, compose and see only your emails*)
Calendar	MCO Calendar Inquiry (*search and read only*)
Contract Compliance	MCO CAP Write & Upload (*includes submit to HHSC*)
	MCO CAP Inquiry (*search and read only*)

User Roles

TexConnect	Role
Adhoc Deliverables	MCO Adhoc Deliverable Inquiry (*search and read only*)
	MCO Adhoc Deliverable Upload
Contract Deliverables	MCO Contract Deliverable Inquiry (*search and read only*)
	MCO Contract Deliverable Upload
Review Deliverables	MCO Review Deliverable Inquiry (*search and read only*)
	MCO Review Deliverable Upload

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Requesting Access

Provide Information: TexConnect Portal (TexConnect Portal STest)

Complete the following information before submitting your request:

MCO *
(MC0 Name) ▼

1

Roles *

- ☐ MCO Adhoc Deliverable Inquiry
- ☑ MCO Adhoc Deliverable Upload
- ☑ MCO Contract Deliverable Upload
- ☐ MCO Contract Deliverable Inquiry
- ☐ MCO CAP Write & Upload
- ☐ MCO CAP Inquiry
- ☑ MCO Message Inquiry All
- ☐ MCO Message Inquiry
- ☑ MCO Contact Create-Edit
- ☑ MCO Contact Inquiry
- ☑ MCO Calendar Inquiry

2

Comments *(Maximum character length*
Giving this user all access

3

You have selected:

- MCO Adhoc Deliverable Upload
- MCO Contract Deliverable Upload
- MCO Message Inquiry All
- MCO Contact Create-Edit
- MCO Contact Inquiry
- MCO Calendar Inquiry
- MCO Review Deliverable Upload

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Back   Next

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.
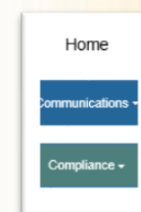
TexConnect Icons

Term	Definition	Icon
Close	Closes the window; located in top right-hand corner.	
Delete	Removes information from TexConnect. **No** restore.	
Download Arrow	Opens file to view	
Drop Down Arrow	Displays a list of values you can click to select.	
Export to Excel	Converts the file format and opens in Microsoft Excel.	Export to Excel
PDF to Print	Converts the file to PDF format to print.	PDF and print
Upload	Transfers information to TexConnect.	Upload

Accessing TexConnect

HHS Enterprise Portal 🏠

TEXAS
Health and Human Services

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.

Sign In

Username

Password

Sign In

Forgot Username?
Forgot Password?

New to the portal?   **REGISTER** ▶

Click here to sign Acceptable Use Agreement (AUA)

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

Broadcasts

🌐 Need assistance with portal features? Visit the Portal Web Help to access online instructions, video tutorials, and downloadable user guides.   **View Details**

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Accessing TexConnect

HHS Enterprise Portal

TEXAS
Health and Human Services

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.

Sign In

Username 00000111111

Password ••••••••••••••

Sign In

Forgot Username?
Forgot Password?

New to the portal? **REGISTER**

Click here to sign Acceptable Use Agreement (AUA)

Broadcasts

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

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Accessing TexConnect

HHS Enterprise Portal 🏠   Welcome, hhscsuper!   **Sign Out**

TEXAS
Health and Human Services

Home | Delegate | My Profile | My Orders 🛒

Access Management

Notifications

Manage Access

View Agreements

Broadcasts

🌐 To view updates to the portal, please clear your browser's cache. As an alternative, please use the instructions from this website🗗.   **View Details**

Applications

TexConnect

ISIM

CAPPS HCM 🗗

TMTS

Report Abuse

PEBLES Inquiry

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

Help 🗗 | Supported Browsers | FAQs | Contact Us | Internet Policy

Home Page

Name of User Logged in TexConnect

Logout Here

Highlights Communication

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

Home Page

Home Page

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

Key Contacts Landing Page

The MCO Contract Information display here.

The Global Left-Hand Navigation Menu will continue to display, and makes navigating from section to section easier.

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.

HHSC Point of Contacts

Contact # 1	Contact # 2	Contact # 3
Pat Boone	Latoya King-Escalante	Eladio Mora
Job Title: Team Lead	Job Title: Specialist	Job Title: SA
eMail:pat.boone@hhsc.state.tx.us	eMail:latoya.king-escalante@hhsc.state.tx.us	eMail:em@hhsc.state.tx.us
Work Phone: 1-512-123-4567	Work Phone: 1-512-123-4567	Work Phone: 1-234-567-8900

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

Receive system auto-generated communications

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

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

Add/Edit Contact Information   **Save**   **Cancel**

MCO:

Functional Role: Select a Functional Role   ⌄

Position Details: Contact # 1

Address Line 1:   Address line 1   First Name: First Na...   Last Name: Last Name
Address Line 2:   Address Line 2   email: emailaddress@mydomain.com
City: City   TX   ⌄   Zip: Zip Code   Work Ph...   Work Phone:
                                          Phone: Cell Phone:

                                          Contact # 2

                                          st Name: First Name   Last Name: Last Name
                                          ail: emailaddress@mydomain.com
                                          rk Phone: Work Phone:
                                          l Phone: Cell Phone:

                                          Contact # 3

                                          First Name: First Name   Last Name: Last Name
                                          email: emailaddress@mydomain.com
                                          Work Phone: Work Phone:
                                          Cell Phone: Cell Phone:

                                              Save   **Cancel**

The *Add/Edit Contact Information* window displays.

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

Adding a Contact

The *Functional Roles* display.

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

Add/Edit Contact Information   Save   Cancel

MCO:

Functional Role: Reporting

Position Details: **Contact # 1**

Address Line 1:   Address line 1   First Name: First Name   Last Name: Last Name

Address Line 2:   Address Line 2   email: emailaddress@mydomain.com

City: City   TX   Zip: Zip Code   Work Phone: Work Phone:

email: emailaddress@mydomain.com   Cell Phone: Cell Phone:

Contact # 2

First Name: First Name   Last Name: Last Name

email: emailaddress@mydomain.com

Work Phone: Work Phone:

Cell Phone: Cell Phone:

Contact # 3

First Name: First Name   Last Name: Last Name

email: emailaddress@mydomain.com

Work Phone: Work Phone:

Cell Phone: Cell Phone:

Save   Cancel

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

Then, enter up to **3** contacts for the functional role selected.

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Adding a Contact

Add/Edit Contact Information   Save   Cancel

MCO:

Functional Role:

> In this example, the domain is **@mydomain.com**

Position Details:

Address Line 1: [Address line 1]   First Name: [First Name]   Last Name: [Last Name]

Address Line 2: [Address Line 2]   email: [emailaddress@mydomain.com]

City: [City] [TX] Zip: [Zip Code]   Work Phone: [Work Phone:]

email: [emailaddress@mydomain.com]   Cell Phone: [Cell Phone:]

Contact # 2

First Name: [First Name]   Last Name: [Last Name]

email: [emailaddress@mydomain.com]

Work Phone: [Work Phone:]

Cell Phone: [Cell Phone:]

Contact # 3

First Name: [First Name]   Last Name: [Last Name]

email: [emailaddress@mydomain.com]

Work Phone: [Work Phone:]

Cell Phone: [Cell Phone:]

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.

Save   Cancel

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, t*o change contact information.

IMPORTANT: The HHSC POC's for the contract are notified anytime you edit contact information.

Editing a Contact

Add/Edit Contact Information   Save   Cancel

MCO: Aetna
Functional Role: Corrective Action Plans Contacts

Position Details: Contact # 1

Address Line 1:   1609 Centercreek Dr   First Name: Test   Last Name: User
Address Line 2:   Address Line 2   email: notvalid@aetna.com
City: Austin   TX ▼   Zip: 78754   Work Phone: 098695864
email: notvalid@aetna.com   Cell Phone: 45984-486546

                                           Contact # 2

The *Add/Edit Contact Information window* displays. Change the contact information as needed, then click the **Save** button when finished.

First Name: First Name   Last Name: Last Name
email: emailaddress@mydomain.com
Work Phone: Work Phone:
Cell Phone: Cell Phone:

Contact # 3

First Name: First Name   Last Name: Last Name
email: emailaddress@mydomain.com
Work Phone: Work Phone:
Cell Phone: Cell Phone:

                                           Save   Cancel

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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 t*o 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

Home Page

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!

Action Required Widget

⚠ Action Required		
Subject	**From**	**Due Date**
Test 2 - Melanie	EVV	05/02/2019
Action Required Test Notice	Finance	05/02/2019
New Action Required for MCOs	EVV	05/31/2019
Action Required Test Post D ...	Encounters	06/07/2019
New AR Test	Policy	06/13/2019
Action Required for MCOs	VDP	06/20/2019

- 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

Informational	
Subject	**Date**
testing 3 - dates	04/11/2019
Test Draft capability	03/07/2019
Test for STAR	03/04/2019
Test notice new file directory again.	02/08/2019
Create notice with draft status first.	02/07/2019
A new notice test for pdf generation.	02/07/2019
Test with attachment	**02/06/2019**
Test Notice	**02/06/2019**

- 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

Events	
Subject	**Date of Event**
Second Test Event Notice	05/03/2019
Test 3 Event Notice	05/08/2019
Event Test 2	**05/13/2019**
Event Required for MCOs	06/27/2019

- 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**.

Email Snapshot Widget

✉	Email Snapshot	
From	**Subject**	**Date**
SuperUser,HHSC	Test b	03/12/2019
SuperUser,HHSC	Test a	03/12/2019
SuperUser,HHSC	Test Action	03/11/2019
SuperUser,HHSC	Email with multiple paragr ...	03/01/2019
SuperUser,HHSC	FW: Test email Come from p ...	02/28/2019
Health Plan Specialist,HHSC Lead	FW: Test Email to multiple ...	02/21/2019
SuperUser,HHSC	Feb 8th second email test	02/08/2019
SuperUser,HHSC	Test Email	02/07/2019

- 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**.

Message Center Landing Page

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.

⭐ TexConnect

SuperUser   Logout

All Notices 💬 7

Home

Communications ▾

Compliance ▾

Show [10 ▾] entries

From: MM/DD/YYYY 📅   To: MM/DD/YYYY 📅

Category	Subject	From		Date
⚠	testing 3 - dates	EVV		04/11/2019
⚠	Test 2 - Melanie	EVV		04/11/2019
⚠	Action Required Test Post Date	Encounters		04/11/2019
⚠	Notice created on March 19th by David	MCCO		04/10/2019
⚠	Test Edit - 1	Policy		03/21/2019
		UALITY		03/19/2019
		UALITY	📎	03/18/2019
		OLICY		03/15/2019
		CCO	📎	03/15/2019
📅	Invitation to the HCBS Value Based P...	QUALITY		03/14/2019

Showing 1 to 10 of 33 entries

Previous **1** 2 3 4 Next

Filter by
☑ ⚠ Action Required
☑ ⓘ Informational
☑ 📅 Events

Message Center   All Emails

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All Notices Landing Page

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.

All Notices Landing Page

Search by *Date Range to view past notices up to two years from current date. (Notices are archived for 2 years)*

*To search, c*lick 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

Click on any **Subject** for more details

PDF and Print screen displays.

Quick Access Buttons now includes the *Message Center*.

List View

Detailed View

All Emails Landing Page

Change number of entries

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

Click links to view Sent and Draft 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.

All Emails Landing Page

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.

Aetna SuperUser   Logout

Archive
Mar 2019(13)
Feb 2019(2)

Home

Inbox
Sent
Draft

Communications ▾

Compliance ▾

25 ▾ entries

From	To	Subject	Date	Reply	Delete
SuperUser,HHSC	aeteditor@aetna.com	Aetna editor view	04/01/2019	↩	x
SuperUser,HHSC	aetreader@aetna.com	Aetna email view	04/01/2019	↩	x
SuperUser,HHSC	aeteditor@aetna.com	Test	03/15/2019	↩	x

Showing 1 to 3 of 3 entries

Previous 1 Next

Message Center   All Notices

© 2018 Texas Health and Human Services Commission   Contact HHSC Help Desk (Ph: 512-438-4720)

IMPORTANT: If email is received from TexConnect, you must respond from TexConnect. Do NOT respond from Outlook.

All Emails Landing Page

To create an email, click the **Create Email** button.

NOTE: You need the MCO Message Inquiry or the MCO Message Inquiry All user role to create emails.

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

Close the 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.

Creating an Email

Contact:
(Max 500 characters)

☐ Action Required   Due Date: MM/DD/YYYY 📅

Upload an attachment: [   ] Browse...

Upload additional attachment >>

Send   🖺 Save as Draft

Use Quick Access buttons to navigate.

Message Center   All Notices   All Emails

k (Ph: 512-438-4720)

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**.

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

Calendar Landing Page

Deliverables
Action Required
Events
All

1. Click the **Activity Type** drop down arrow.

You can select **ONE** or **ALL** Activity Types

TEXAS Health and Human Services | TexConnect

Aetna SuperUser   Logout

Contractor Calendar

Home

Communications ▾

Compliance ▾

Activity Type: All

From: To:

Export to Excel

1. Click the **More** link to view additional activities due on that day.

« ‹ › » today   March 2019

Sun	Mon	Tue	Wed	...	...	...
24	25	26	27		1	2
	Action Required	Action Required	Action Required	Action Required	Action Required	
	Action Required	Action Required	Action Req...	Action Required		
		Events	Action Required			
			+4 more			

2. The additional links displays. Click on the **Activity** you want to view.

Thursday, February 28   ✕

Action Required
Action Required
Action Required
Action Required
Deliverables Due
Deliverables Due
Deliverables Due

17	18	19	20			23
	Action Required	Action Required	Events			quired
	Action Required					

24	25	26	27	28	29	30
			Events	Action Required	Deliverables Due	
					Deliverables Due	
					Deliverables Due	

31	1	2	3	4	5	6
	Deliverables Due		Action Required			
	Deliverables Due					
	Deliverables Due					
	+4 more					

View **Links** and **Attachments** included in the notice.

The calendar defaults to Month view; use the **View navigation buttons** to switch between views.

Week View

Day View

List View

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

Contrator Calendar Activity Report for (MCO)
04/27/2019 18:14:25 PM

From Date: 02/24/20 To Date:
Activity Type: All

Example of the Calendar Activity Report exported to Excel.

February-19

Due Date: 02/27/2019

ActivityType	To	From	Subject	Contact	Publish Date	Sent Date
EVENT	CHIP,CMDS,DMO		A new notice test for pdf generation.	David	02/07/2019	
ACTION REQUIRED	STAR_KIDS		test notice	test@abc.com	02/08/2019	

Due Date: 02/28/2019

ActivityType	To	From	Subject	Contact	Publish Date	Sent Date
ACTION REQUIRED	CHIP,CMDS,DMO		A new notice test for pdf generation.	David	02/07/2019	
ACTION REQUIRED	CHIP,STAR_KIDS	Finance	New notice with file attachment	Test	02/05/2019	
ACTION REQUIRED	CHIP,STAR_KIDS	MCCO	Feb 5th Notice test	asfdasdf	02/05/2019	
ACTION REQUIRED	CHIP	MCCO	sfsdfsd	dfsfss	02/07/2019	
ActivityType	**Name**	**Status**	**Status Date**	**Program**	**Frequency**	**Created Date**
DELIVERABLES DUE	Claims Summary Report			CHIP	MONTHLY	03/12/2019
DELIVERABLES DUE	Claims Summary Report			STAR_KIDS	MONTHLY	03/12/2019
DELIVERABLES DUE	Claims Summary Report			STAR	MONTHLY	03/12/2019

Summary

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

Questions?

Compliance

Contract Compliance

Deliverables

Home Page

Home Page

Click the Deliverables drop-down arrow to select the **Contract Deliverables**.

Contract Deliverables Landing Page

The *Deliverables Library* page displays.

1. Click the drop-down arrow to select the **Type of Deliverable**

Contract Deliverables

NOTE: The **Claims Summary Report** is the only deliverable that will be submitted in TexConnect until further notice.

Contract Deliverables

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.

Contract Deliverables

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.

Contract Deliverables

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 <u>after the due date, during the 30 day review period</u> or, if the deliverable has been HHSC Accepted <u>30 days after the due date</u>.

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.

Status	Description
System Accepted	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.
System Rejected	Deliverable did not pass validation criteria. The reason will be specified and the MCO must resubmit the deliverable.

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.

Status	Description
System Accepted	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.
System Rejected	Deliverable did not pass validation criteria; a notification is sent to the MCO for resubmission and the LD clock starts ticking.

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

Home Page

Click the Deliverables drop-down arrow to select the **Adhoc Deliverables**.

Adhoc Deliverables Landing Page

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.

Adhoc Deliverables Landing Page

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.

Adhoc Deliverable Name	Program	Status	Status Date	Submit Date	Due Date	Over Due		Action
Flood Recovery	STAR	Received	2019-03-29	2019-03-29	2019-05-02	No		Upload
Hurricane Relief	STAR	Received	2019-04-01	2019-04-01	2019-04-01	Yes		Upload
Hurricane Relief	STAR	Received	2019-04-01	2019-04-01	2019-04-10	No		Upload
New Adhoc Delv	CHIP	Received	2019-03-27	2019-03-27	2019-03-27	Yes		Upload
New Adhoc Delv	MMP-MEDICARE	Received	2019-03-22	2019-03-22	2019-03-22	Yes		Upload
New Adhoc Delv	CMDS	Received	2019-03-22	2019-03-22	2019-03-22	Yes		Upload
New Adhoc Delv	CHIP	Received	2019-03-22	2019-03-22	2019-03-22	Yes		Upload
Emergency Training	STAR				2019-04-29	Yes		Upload
Requesting info from CHIP	STAR				2019-04-30	No		Upload

Adhoc Deliverables Landing Page

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

Home Page

WELCOME TO TEXCONNECT'S TEST ENVIRONMENT
(This is a test site and contains test data. This in 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)

Click the Deliverables drop-down arrow to select the **Review Deliverables**.

Key Contacts

Message Center

Calendar

Deliverables ▾

Contract Deliverables
Adhoc Deliverables
Review Deliverables

Links   +

FAQs   +

SuperUser   Logout

Types of Reviews

Type	Description
Operational	Generally performed every two years to review MCO functions.
Readiness	Performed upon implementation of new programs, contracts or system changes.
Targeted	Performed when HHSC identifies that a specific area of concern should be reviewed.

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

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

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.

Review Deliverables

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

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

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

- Portal Help Guide (How Do I): https://hhsportal.hhs.state.tx.us/helpGuide/Content/HowDoI.htm

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