

## MCO/DMO TexConnect User Role Guidance

Role name	Description	Who needs this role?
<b>MCO Adhoc Deliverable Inquiry</b>	Search and view ad hoc deliverables related to your MCO or DMO.	Staff who normally submit custom data, reports, or information requested by HHSC via MCO Notices must have this role to search and view them.
<b>MCO Adhoc Deliverable Upload</b>	Upload ad hoc deliverables related to your MCO or DMO.  All ad hoc deliverable requests of an MCO or DMO will go through TexConnect instead of Outlook email, unless an HHSC team uses a different deliverable venue like TxMedCentral.	Staff who normally submit custom data, reports, or information requested by HHSC via MCO Notices must have this role to upload submissions.  This person must also request access to the Adhoc Deliverable Inquiry role to search and view these deliverables.
<b>MCO Calendar Inquiry</b>	Search and view due dates for deliverables and action required items, and upcoming events on a calendar.	Staff who normally submit contract deliverables or information requested by HHSC via MCO Notices, and staff who attend HHSC-related events.
<b>MCO Contact Inquiry</b>	Search and view user's MCO or DMO and HHSC key contacts.	Staff that email who back and forth with specific point of contacts at HHSC.  This role ensures staff have access to the most current HHSC Health Plan Specialist contact information.
<b>MCO Contact Create-Edit</b>	Add, edit, edit and delete key contacts for the user's MCO or DMO.	*This role is only for designated MCO and DMO staff who will be responsible for creating and editing their key contact information.
<b>MCO Message Inquiry</b>	<ul style="list-style-type: none"> <li>• Search and view notices relevant to user's MCO or DMO</li> <li>• Create and view user's own TexConnect emails</li> </ul>	Staff who typically receive MCO Notices will use this role to continue to view notices.
<b>MCO Message Inquiry All</b>	<ul style="list-style-type: none"> <li>• Search and view notices relevant to user's MCO or DMO</li> <li>• Create and view all TexConnect emails associated with user's MCO or DMO</li> </ul>	Staff who typically receive MCO Notices will use this role to continue to view them.  Designated staff who should view all TexConnect emails associated with their MCO or DMO. The MCO or DMO's first level approver will decide who is granted access to this role.

Note: Other roles that appear when requesting access are unavailable. Staff will be denied these requests at this time.