# Provider Enrollment and Management System (PEMS)

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# Benefits

New system will modernize, consolidate, and streamline provider enrollment into Texas Medicaid

- ✅ Online "smart" provider enrollment application and provider agreement

- ✅ Single system for managing information, paper apps will only accepted on exception basis – *VDP, MCO LTSS, LTC*

- ✅ NPI-based enrollment, revalidation, paper claims and prior authorization submissions

- ✅ Shortened timeline for enrollment and revalidation with real-time workflows, electronic application validation, and error checking

- ✅ User-centric design with enhanced communication capabilities such as status alerts and automatic reminders for upcoming due dates

- ✅ Online provider look-up including practice locations and 'tele' services

# Current vs. Future State
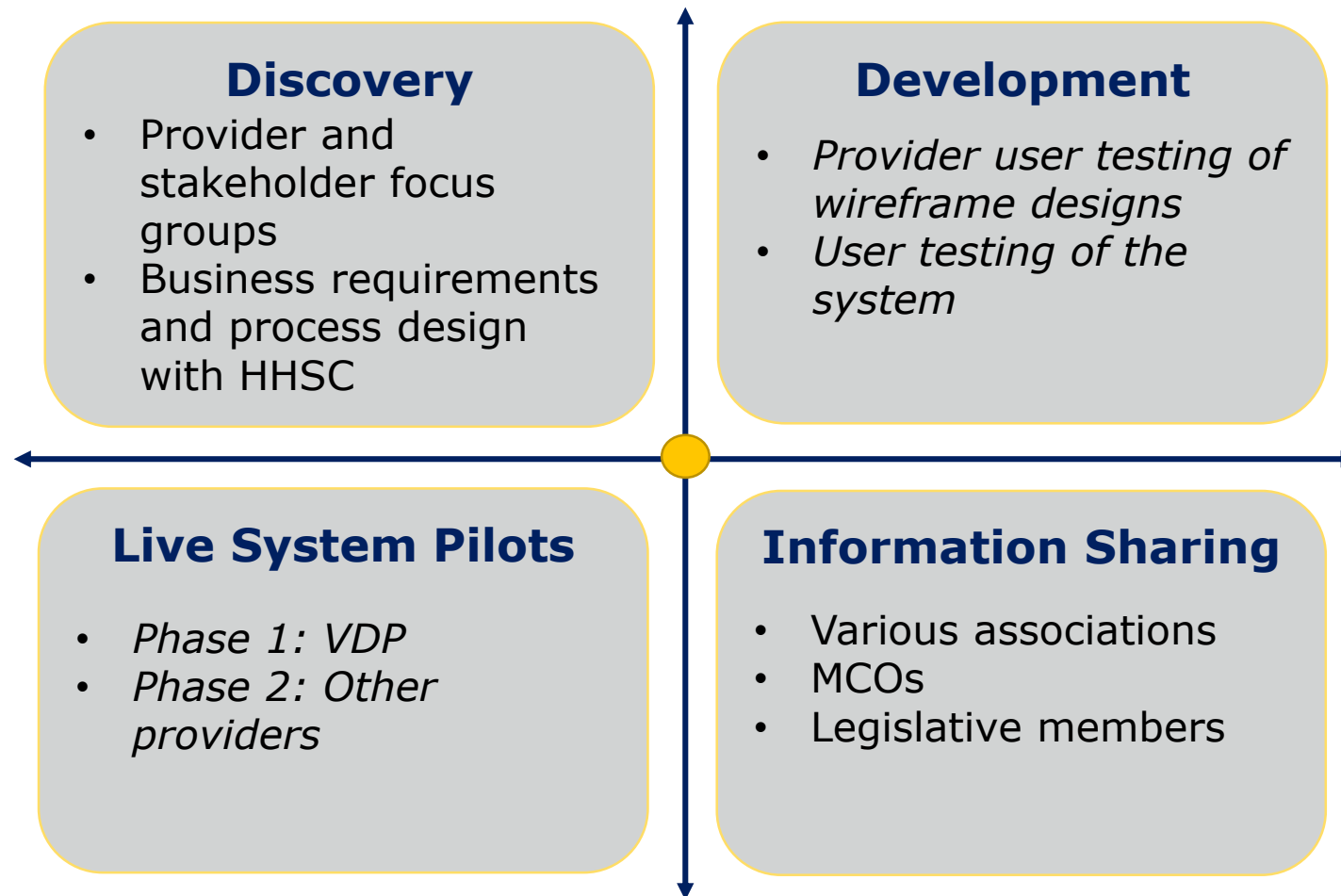
| Today | | August 2021 |
|---|---|---|
| Multiple systems (PEP,PIMS,PPM,PETS) | ⟩ | **One** system=PEMS |
| TPI-based enrollment | ⟩ | **One** NPI-based enrollment |
| Lengthy paper and online application | ⟩ | **One** dynamic smart application (no paper) |
| Multiple, varied provider agreements | ⟩ | **One** dynamic smart provider agreement |
| Varied required enrollment support documents | ⟩ | **One** standardized set of enrollment forms |
| Multiple provider communications | ⟩ | **One** provider message board |

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# Stakeholder Engagement
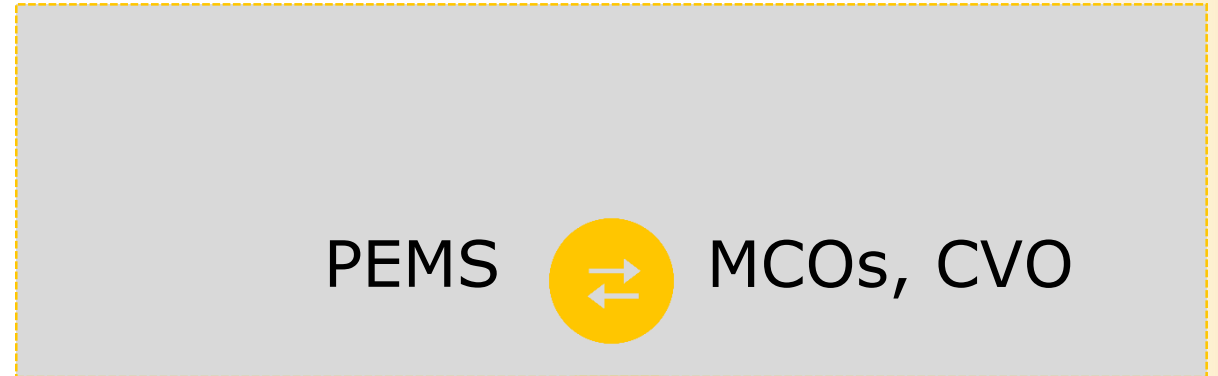
Multifaceted areas for input while balancing project scope

### Discovery

- Provider and stakeholder focus groups
- Business requirements and process design with HHSC

### Development

- *Provider user testing of wireframe designs*
- *User testing of the system*

### Live System Pilots

- *Phase 1: VDP*
- *Phase 2: Other providers*

### Information Sharing

- Various associations
- MCOs
- Legislative members

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# Data sharing - Proposed

**GOAL**

Reduce provider administrative burden during enrollment and credentialing processes
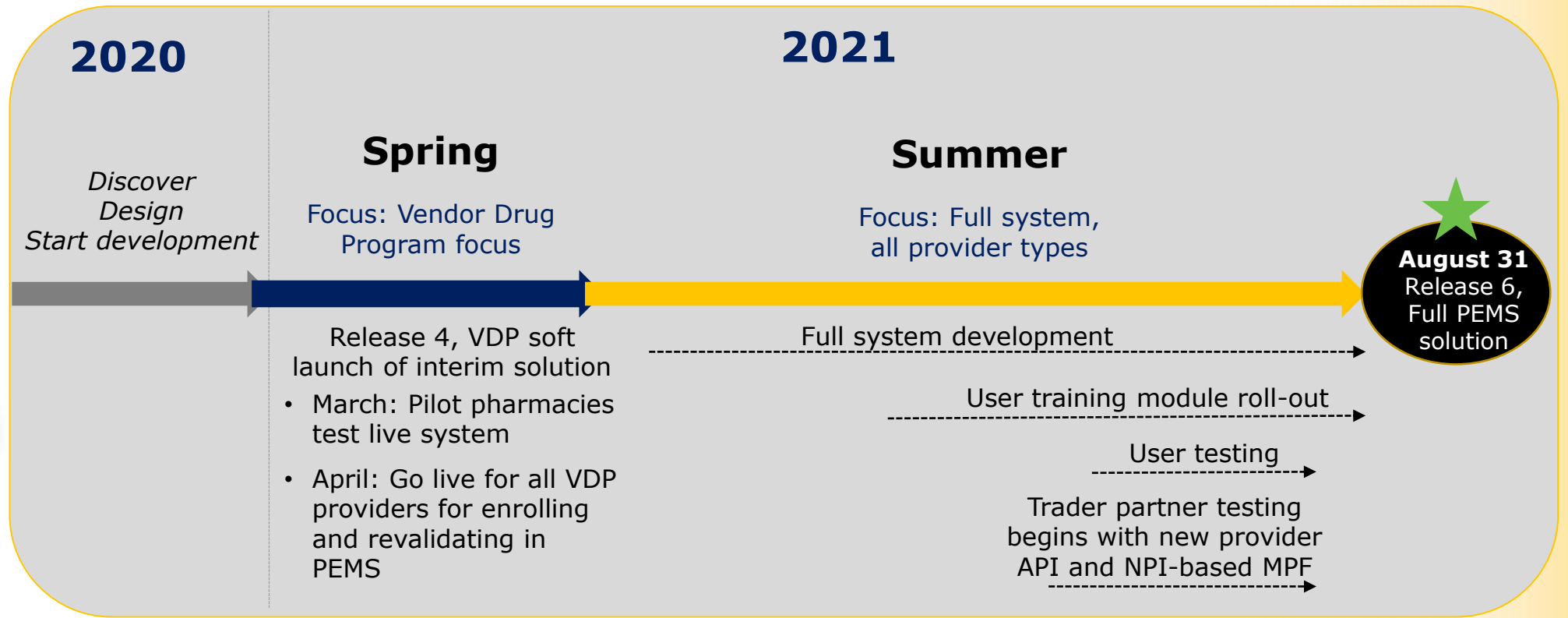
PEMS ⇄ MCOs, CVO

- Reduction in duplicative verification processes
- Pre-population of known information
- Providers update one system when possible

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# Activity Timeline

On track for August 31, 2021 launch of full PEMS solution

**2020**

**2021**

*Discover Design Start development*

**Spring**

Focus: Vendor Drug Program focus

Release 4, VDP soft launch of interim solution

- March: Pilot pharmacies test live system
- April: Go live for all VDP providers for enrolling and revalidating in PEMS

**Summer**

Focus: Full system, all provider types

Full system development

User training module roll-out

User testing

Trader partner testing begins with new provider API and NPI-based MPF

**August 31** Release 6, Full PEMS solution

*Due to the ongoing public health emergency, revalidation timelines and requirements will align with state and federal flexibilities*

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# VDP Initial Feedback

"This is much easier than the 400 page paper revalidation several years ago!"

- Soft launch provider

"I'm new to enrolling a pharmacy but this seems pretty simple to follow."

- New to VDP

"Once improvements are made, it seems this will be easier than the paper version."

- Large soft launch provider

# Resources

- TMHP site: https://www.tmhp.com/

- Angie Hutchison, *Senior Operations Analyst, Operations Management* - Medicaid and CHIP Services | Texas Health and Human Services Commission, angie.hutchison@hhs.texas.gov

- Caryl Chambliss, *Director, Operations Management Claims Administrator*-Medicaid/CHIP Division | Texas Health and Human Services Commission, caryl.chambliss@hhs.texas.gov

# Questions?

**Thank You**