

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)  
HHSC Needs Current Email Addresses from Pharmacy Providers**

**Background:**

HHSC and the Texas Medicaid and Healthcare Partnership (TMHP) are redesigning the current provider enrollment process for all providers with a new online portal and a streamlined application. The new Provider Enrollment and Management System (PEMS) will be ready on Feb. 15, 2021, for new enrollment, re-enrollment, revalidation, and change in ownership applications.

TMHP will begin contacting all pharmacy providers in early Dec. 2020 with instructions to create an online portal account. It is essential TMHP has the pharmacy's current email address because TMHP will link the address to the pharmacy's National Provider Identifier to authenticate the portal account. Without a current email address, TMHP will have to send the pharmacy instructions by US mail, delaying access to the new system.

**Action:**

Pharmacies are asked to provide the following information to [vdp-enrollment@hhsc.state.tx.us](mailto:vdp-enrollment@hhsc.state.tx.us) no later than **Wednesday, Nov. 25, 2020**:

- Email Subject Line
  - ▶ EMAIL UPDATE – [Enter the name of your pharmacy]
- Email Message Contents
  - ▶ Pharmacy Name
  - ▶ Pharmacy's National Provider Identifier (NPI)
  - ▶ Dedicated email address
  - ▶ Enrollment Point of Contact Name
  - ▶ Enrollment Point of Contact Phone Number

Pharmacies who have already responded can ignore this request.

**Contact:**

[vdp-enrollment@hhsc.state.tx.us](mailto:vdp-enrollment@hhsc.state.tx.us)

**Due Date: 11/25/2020**