



Driscoll Health Plan

News and Updates



Date:

Aug-11
2026

Contact Information

For questions or additional assistance, contact:

Provider Relations
956-632-8308

To enter authorization requests and upload clinical via the Provider Portal, visit driscollhealthplan.com/providers

To verify authorization requirements via the Authorization Requirement Portal, visit driscollhealthplan.com/priorauthcheck

To submit authorization requests or clinical to the UM Dept. via fax, send to 1-866-741-5650

Attention: New Login Process for All Texas Medicaid Providers Through TMHP IAMOnline and Provider MFA Registration for Transition Release 4

Effective August 24, 2026, the Texas Medicaid & Healthcare Partnership (TMHP) will add new applications to the TMHP IAMOnline platform. These changes will continue the transition to TMHP IAMOnline as the entry point for accessing applications on tmhp.com. TMHP IAMOnline manages user authentication and authorization to provide a secure, single-entry point for TMHP applications.

Portal Applications Being Transitioned in Release 4

Effective August 24, 2026, TMHP will transition the following online portal applications to TMHP IAMOnline:

- Long-term Care Online Portal (LTCOP)
- Long-term Care (LTC) Dashboard
- Electronic Visit Verification (EVV) Portal
- Care Forms

Important: Providers that already have Texas Health and Human Services Commission (HHSC) IAMOnline access for the State of Texas Electronic Provider System (STEPS) cost report must still activate their TMHP IAMOnline account to access their TMHP applications.

Login Required Every 90 Days

Important: Effective August 24, 2026, providers must change their password every 90 days and use each application at least once every 90 days to stay active in their TMHP IAMOnline account and My Account. Any applications or TMHP IAMOnline accounts with 90 days of inactivity will be deactivated.

Providers will receive emails reminding them to use each application at least once every 90 days, along with contact information to use if access does become deactivated. Reminder emails will be sent to the user after 80, 85, and 89 days of TMHP IAMOnline inactivity and after 80, 85, and 89 days of TMHP application inactivity. If deactivation does occur, the EDI Help Desk will be able to reactivate application access for providers. Restoration of provider access should be immediate. Providers may need to refresh their screens to ensure they have access.

For more information, call the EDI Help Desk at 888-863-3638.

* To access the DHP provider portal, visit driscollhealthplan.com