

IAMOnline Educational Video Now Available

Parkland Community Health Plan (PCHP) would like to notify providers of important updates from the Texas Medicaid & Healthcare Partnership (TMHP).

Last updated on 7/20/2026

The Texas Medicaid & Healthcare Partnership (TMHP) has added a new educational video titled "IAMOnline" to the [TMHP YouTube channel](#) and in the TMHP [Learning Management System \(LMS\)](#).

The "IAMOnline" video helps users activate and manage their TMHP IAMOnline accounts. This video covers the following topics:

- Activating a TMHP IAMOnline account
- Following the instructions in the activation email
- Setting up multifactor authentication (MFA) using Okta Verify and Google Authenticator
- Understanding the 90-day inactivity policy
- Preventing account and application deactivation

In addition to watching the video, providers can refer to the [How to Access TMHP Applications Using IAMOnline](#) user guide, which is available on the [Account Management](#) page on tmhp.com.

Users must have a username and password to access training in the LMS. To obtain a username and password, click [create a new user account](#) on the LMS home page.

For more information, call the TMHP Contact Center at 800-925-9126 or the TMHP-CSHCN Services Program Contact Center at 800-568-2413.

Providers Must Have a Valid Email Address on Record to Access TMHP Applications Through TMHP IAMOnline

Last updated on 7/20/2026

On August 3, 2026, the Texas Medicaid & Healthcare Partnership (TMHP) will transition the My Account portal application to TMHP IAMOnline. Providers must be able to access TMHP IAMOnline to use My Account.

Providers must verify by July 30, 2026, that their My Account profile is active and their email address is valid. This will ensure that they can receive the TMHP IAMOnline activation email so that they can access TMHP IAMOnline.

If providers have an old or invalid email address on record, they must update the address immediately to avoid any interruption in access.

Important: July 30, 2026, will be the last day for providers to update their email address in My Account before it transitions to TMHP IAMOnline.

Updating Email Addresses After the Deadline

Providers that are not able to log in to TMHP IAMOnline after July 30, 2026, due to an outdated email address, must complete the [TMHP Portal Change Request Form](#) to activate their TMHP IAMOnline account and access TMHP applications. Completing the manual email update form may be time-consuming and cause delays for providers.

For more information about the My Account transition to TMHP IAMOnline, refer to the article titled [“New Login Process for All Texas Medicaid Providers Through TMHP IAMOnline and Provider MFA Registration for Transition Release 3”](#) that was posted on June 12, 2026.

For more information, call the Electronic Data Interchange (EDI) Help Desk at 888-863-3638.

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

Last updated on 7/17/2026

Effective Aug. 24, the Texas Medicaid & Healthcare Partnership (TMHP) will add new applications to the TMHP IAMOnline platform. TMHP IAMOnline manages user authentication and authorization to provide a secure, single-entry point for TMHP applications.

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

Providers that already have 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. [Read the full article.](#)