

Parkland Community Health Plan (PCHP) would like to provide an update from the Texas Health and Human Services Commission (HHSC) regarding recent TMHP IAMOnline changes.

Separate Password No Longer Needed for My Account

Last updated on 7/31/2026

This is an update to the article titled, "[Inactive TMHP User Accounts Deactivated After 90 Days](#)."

The Texas Medicaid & Healthcare Partnership (TMHP) has successfully transitioned My Account to IAMOnline, and providers will no longer need a separate password to access the application.

Reminder: TMHP will deactivate provider accounts that have been inactive for 90 days or more. Providers must log in to their accounts or change their passwords every 90 days to avoid deactivation.

Accessing TMHP IAMOnline

To access the portal, visit tmhp.com and click My Account in the navigation menu near the top of the page.

TMHP IAMOnline will act as the gateway to My Account, and My Account is where administrative users will continue to manage TMHP application permissions for users linked to a specific provider identifier. TMHP IAMOnline offers single sign-on and password self-service capabilities using multi-factor authentication (MFA).

Providers can refer to the [Account Management](#) page on tmhp.com for more information.

Deactivated Accounts

If a provider's account has been deactivated, the provider should call the TMHP EDI Help Desk at 1-888-863-3638 to restore their access to My Account. They should have immediate access and may need to refresh their screens.

To learn more about portal account management, refer to [TMHP's TMHP My Account User Guide](#).

MCP and My Account Training Materials Updated to Include TMHP IAMOnline Login Details

Last updated on 8/3/2026

The Texas Medicaid & Healthcare Partnership (TMHP) has updated training materials for the Medicaid Client Portal (MCP) and My Account to include login steps for TMHP IAMOnline. The training materials are now available on the TMHP [Learning Management System \(LMS\)](#).

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

For LMS access issues, email TMHP LMS support at TMHPTrainingSupport@tmhp.com.

For more information, call the Electronic Data Interchange (EDI) Help Desk at 1-888-863-3638.

Custom Reports Online Portal Application Will Not Transition to TMHP IAMOnline on August 3, 2026

Last updated on 8/3/2026

This is an update to the article titled, "[New Login Process for All Texas Medicaid Providers Through TMHP IAMOnline and Provider MFA Registration for Transition Release 3.](#)"

The Custom Reports online portal application will not transition to the Texas Medicaid & Healthcare Partnership (TMHP) IAMOnline platform as part of Release 3.

TMHP will notify providers in a future article when Custom Reports will transition to TMHP IAMOnline.

The following applications transitioned on August 3, 2026:

- Medicaid Client Portal (MCP)
- Document Uploads
- Provider Message Dashboard
- My Account

For more information, call the EDI Help Desk at 1-888-863-3638.