## Demographic Data Alignment Between PEMS Master Provider File and Molina's Provider Directory

Per guidance from the Texas Health and Human Services Commission (HHSC) and TMHP, Molina Healthcare of Texas, Inc. will require providers to ensure their demographic information is aligned across the Provider Enrollment and Management System (PEMS) Master Provider File and Molina's Online Provider Directory.

Inaccuracies in provider data can cause delays in quality of care, issues with accurate billing and significant problems in connecting patients and doctors, licensing providers, and verifying credentials.

Please note: Molina's transportation vendor, Access2Care, will not be able to schedule transportation services for your patients if differences occur between the information displayed in the PEMS system and Molina's Provider Online Directory. Providers must ensure that the information for **all** practice locations serving Medicaid members is up-to-date and consistent in PEMS and Molina's Provider Online Directory. Keeping your information updated in the PEMS system is both easy and essential.

**Next Steps for Providers:**
1. Review your information displayed in Molina's Provider Online Directory located at: molina.sapphirethreesixtyfive.com. If your information is not correct, please submit a Change of Information Form via the instructions on the form. The Change of Information form can be located at MolinaHealthcare.com under Provider Forms.

2. Log in to your PEMS portal review your information and to make updates such as:
   - Existing Enrollment Changes
     - Add or remove practice locations, programs, or providers
     - Ensure all locations have the corresponding group names listed
     - Change or update provider type
     - Update which providers are accepting new patients
   - Revalidation – Submit revalidation applications at least 120 days prior to the end of your enrollment.
   - Maintenance - Update demographics (address, office hours and phone number changes) and provider records

For questions regarding enrollment or maintenance, visit: https://www.tmhp.com/topics/provider-enrollment/provider-enrollment-help. For tutorial videos, visit the TMHP YouTube Channel: https://www.youtube.com/watch?v=ddvayyDWblM&list=PLIe60BLvrbETbsHtKqwWrcvMmJ_6MH9n-

You can also contact Molina's Provider Relations team at MHTXProviderServices@MolinaHealthcare.com for questions regarding PEMS and updating your demographic data.