

**An Important Message from
The Texas Health and Human Services Commission (HHSC)**

PEMS+ Project Go-Live Plan

Background:

This notice is related to the revised timeline of the Provider Enrollment and Management System Plus (PEMS+) project. It also provides guidance to MCOs and DMOs for the process of reporting project impacts to compliance measures.

Key Details:

HHSC, the Texas Medicaid & Healthcare Partnership (TMHP), MCOs, DMOs, the Texas Association of Health Plans (TAHP) and the Texas Association of Community Health Plans (TACHP), the credentialing verification organization (Verisys), HHSC's Enrollment Broker (Maximus), and other stakeholders have worked collaboratively on the PEMS+ project. The primary scope of this project involves implementing the PEMS-based master provider file (MPF) and the capability for providers to apply for managed care credentialing in PEMS. HHSC and the project stakeholders had been tracking toward a May 30, 2025, deployment date.

Due to concerns about the impact of these two major changes deploying at the same time and concerns about data discrepancies that must be addressed by TMHP and providers, HHSC explored options to revise the go-live plan. HHSC developed an alternative go-live plan. HHSC worked with TAHP and TACHP to get initial feedback from MCOs and DMOs, then reviewed the plan in detail with the MCOs and DMOs during the IT Consortium call held on May 2, 2025.

HHSC is proceeding with the revised go-live plan as follows:

- **Phase I:** Deploy the following PEMS+ related functionality on May 30, 2025:
- Implement loading and processing of the PEMS-based MPF.
- Implement new file layouts, validations, and response files for the Provider Network Files (P-Files).

HHSC has communicated specific requirements through various channels including MCO Notices, IT Consortium calls, and MCO/DMO one-on-one meetings. Refer to MCO Notices sent on 4/4/24, 6/20/24, 3/6/25, and 3/24/25 for PEMS MPF and PEMS Recon P-file Error Report layouts and additional information.

- **Phase II:** Deploy the Credentialing functionality in PEMS on Aug. 31, 2025, with the following tentative staged rollout plan*:
- **Stage 1:** Providers completing initial credentialing with DMOs start using PEMS for credentialing.
- **Stage 2:** Providers completing initial credentialing with MCOs start using PEMS for credentialing.
- **Stage 3:** Providers completing recredentialing with MCOs and DMOs start using PEMS for recredentialing.

*HHSC will collaborate with MCOs, DMOs and other project stakeholders to finalize the staged rollout plan.

MCOs and DMOs have requested relief from HHSC for compliance measures, such as network adequacy requirements, if the deployment of PEMS+ functionality impacts performance. HHSC provides the following guidance to MCOs and DMOs related to this: If an MCO identifies that non-compliance is due to the deployment of the PEMS+ project,

they must select the 'Inaccurate Files' root cause during the Network Adequacy Action Plan and Corrective Action Plan process. The MCOs must outline the impact in detail. The MCOs must include a detailed description of their efforts in their response along with supporting documentation. In general, MCOs must always identify the root cause of any non-compliance and explain the root cause and corrective actions in their Corrective Action Plan.

Action:

MCOs and DMOs must begin using the PEMS-based MPF and discontinue the use of the legacy Compass-21-based MPF **effective June 1, 2025**. MCOs and DMOs must begin submitting Provider Network Files (P files) in the new format **effective June 6, 2025**, and be ready to load and process corresponding Error Response files produced by the Enrollment Broker and PEMS. Refer to details provided above under section 'Phase I'.

All MCOs and DMOs must post the information on their websites notifying their providers that the implementation of credentialing functionality in PEMS has been postponed **by May 16, 2025**. Refer to the attached notice that was posted on May 6, 2025, on TMHP.com and will be emailed to providers via GovDelivery. MCOs and DMOs must ensure providers continue to use their current available processes for completing the credentialing process.

Reference:

TMHP Notification: [Provider Credentialing in PEMS Postponed](#)

Questions?

For questions about the PEMS+ go-live plan:

ProviderEnrollmentManagementSystem@hhs.texas.gov

For questions about compliance reporting: MCCO_NetAd@hhsc.state.tx.us

Additional questions, please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.