

Dear Provider:

Effective July 1, 2023, facilities enrolled in Texas Medicaid should submit the Texas Facility Credentialing Application directly to Verisys— **the Availity portal is no longer an option for submission**. The facility credentialing application can be obtained from the Community Health Choice's Provider website [here](#) or by contacting Verisys's customer service team at 1-855-743-6161. As always, Verisys will contact you to initiate the facility credentialing process. Community Health Choice will use this new Texas Facility Credentialing Application to credential facility providers with all its products.

Please return your completed application with the supporting documents to Verisys via the following methods:

- Upload to our secure document submission website at <https://outreach.aperturecvo.com> Use Access Code: aperture
- Email to [TAHPapps@verisys.com](mailto:TAHPapps@verisys.com) utilizing the bar-coded letter as the top page of the PDF document
- Fax to 866-293-0421 utilizing the bar-coded letter as a cover sheet
- Mail to Verisys P.O. Box 221049 Louisville, KY 40252-1049

The removal of Availity as a portal for submitting facility credentialing applications is due to the rollout of HHSC's PEMS+<sup>1</sup> and the expiration of Availity's contract with Verisys. PEMS+ is an enhancement that will move credentialing into the existing PEMS portal; when it rolls out, providers and facilities will submit both credentialing and enrollment applications through PEMS+. We will communicate the timeframe for the rollout of PEMS+ as soon as it has been finalized by HHSC.

Please direct questions to Provider Services at 713.295.2295 or 1.888.760.2600.

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<sup>1</sup> SB 200 (84R) requires a streamlined process for Medicaid provider enrollment and managed care credentialing. The PEMS+ rollout is led by HHSC and moves credentialing to the Provider Enrollment Management System (PEMS) portal, which is currently being used for provider enrollment.