

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

**Texas Medicaid & Healthcare Partnership: Processing Delays for Portal
Request Change Forms**

Texas Medicaid & Healthcare Partnership (TMHP) is currently experiencing delays in processing Portal Request Change Forms (PRCFs) due to a backlog.

As part of the process, TMHP has implemented an additional security step in the PRCF process to confirm a provider's identity and obtain permission to make the requested changes. This will be done through a video conference. The verification must be completed during the video conference before the requested changes can be processed. TMHP will reach out to providers to set up video conferences.

[Read the full article.](#)

Questions?

If you have questions, please contact UnitedHealthcare Community Plan of Texas Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.