

Provider Network News

Texas Facility Credentialing Application

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 reached by contacting Parkland Community Health Plan at the Provider Customer Service for *HEALTHfirst* – 1-888-672-2277 or *KIDSfirst* – 1-888-814-2352 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.

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 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+ 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 PCHP Provider Customer Service:

HEALTHfirst – 1-888-672-2277

KIDSfirst – 1-888-814-2352