

**04/16/2026**

## **Texas Medicaid Provider Revalidation Outreach Toolkit**

### **Background:**

The Texas Health and Human Services Commission (HHSC) has observed that many providers are not taking action to revalidate their Medicaid provider enrollment in accordance with state and federally required timelines. In July 2025, HHSC engaged the MCOs and DMOs to assist with communications to providers using reports generated by the Texas Medicaid & Healthcare Partnership (TMHP). In March 2026, HHSC requested MCOs and DMOs to provide at least one representative to serve as the MCO/DMO's point of contact for coordination of provider revalidation communications.

Providers are required to revalidate their enrollment at least every five years. If providers do not complete revalidation by their due date, they will be disenrolled from Texas Medicaid and will not be eligible for payment.

### **Key Details:**

HHSC has developed an enhanced provider communication plan in partnership with MCOs, DMOs and provider associations to educate providers on the importance of revalidation and to encourage immediate action. To drive this effort, HHSC has created an MCO Provider Revalidation Outreach Toolkit, attached to this notice, that MCOs and DMOs will use in their outreach.

The Outreach Toolkit includes:

- Outreach Plan Overview
- Key Messages Document
- Email templates and phone scripts tailored to providers based on their enrollment and application status
- Revalidation one page guide
- Resource Guide
- Slide deck with talking points
- Outreach tracker
- Outreach report filtering guide

HHSC is hosting a kickoff meeting with MCO and DMO representatives on Thurs., April 16, 2026, from 11 a.m. – 12 p.m. CST, to provide additional background and conduct a detailed walkthrough of the Outreach Toolkit.

HHSC extended this invitation to the MCO and DMO representatives provided in response to the MCO Notice titled: Provider Enrollment Revalidation Communication Project.

### **Action:**

As key partners in maintaining a stable and compliant Medicaid provider network, MCOs play a critical role in supporting timely provider revalidation. HHSC is requesting that MCOs actively conduct targeted outreach to their contracted providers to reinforce revalidation requirements to promote early completion. To ensure visibility into outreach effectiveness, MCOs are also responsible for tracking outreach activities and reporting progress to HHSC.

The following outlines the required outreach actions, tracking responsibilities, and reporting expectations for MCOs:

- Conduct repeated, multi-channel outreach to raise awareness of Medicaid provider revalidation requirements, including emails, phone calls, meetings, newsletters, or other appropriate communication methods
- Tailor outreach efforts based on provider revalidation status (e.g., not started, in progress, pending response), prioritizing providers at highest risk of noncompliance
- Utilize HHSC-provided tools and reports, including the Reval Due Date MCO Outreach Report, to identify, target, and monitor providers requiring outreach
- Direct providers to approved revalidation resources to support timely and accurate completion of revalidation requirements
- Track all outreach activities using the HHSC-designated tracking tool
- Submit the completed outreach tracking deliverable to HHSC no later than the 7th calendar day of each month, beginning in May, in accordance with HHSC instructions
- Respond to HHSC inquiries and participate in follow-up discussions regarding outreach progress, trends, or identified provider barriers, as requested

**Resources:**

<b>Attachment:</b>	MCO Provider Revalidation Outreach Toolkit (zip)
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**Contact:**

- Questions regarding the outreach plan or request for clarification should be sent to [providerenrollment@hhs.texas.gov](mailto:providerenrollment@hhs.texas.gov).
- For technical assistance with downloading the outreach report, please contact [MCOMailbox@tmhp.com](mailto:MCOMailbox@tmhp.com).
- If providers have questions or issues related to the enrollment process, contact [provider.relations@tmhp.com](mailto:provider.relations@tmhp.com).

**Attachment:**

MCO Provider Revalidation Outreach Toolkit.zip

**Type:** Action Required

**To:** CHIP; DMO; STAR; STAR+PLUS; STARHEALTH; STAR\_KIDS

**From:** Other