

PEMS Data Alignment Frequently Asked Questions

Per guidance from the Texas Health and Human Services Commission (HHSC) and TMHP, Molina Healthcare of Texas, Inc. will require providers to ensure their demographic information is aligned across the Provider Enrollment and Management System (PEMS) Master Provider File and Molina's Online Provider Directory.

Frequently Asked Questions

Question: What is the effective date of the PEMS Data Alignment initiative?

A: The effective date of the PEMS initiative is May 30, 2025; however, providers should ensure their information is updated and accurate in PEMS as soon as possible.

Q: Is Molina denying claims based on a mismatch address between PEMS and the information in Molina's system, including provider addresses that are not loaded in PEMS?

A: There is not currently a requirement from HHSC to deny payment of claims for an address mismatch; however, there has been indication from HHSC that this could be a future requirement. HHSC has indicated that the expectation is that all addresses for a provider are accurately included in PEMS.

Q: Will using common abbreviations in addresses (i.e. Drive vs Dr) result in an address mismatch?

A: PEMS is implementing USPS Address Standardization/Validation when addresses are entered/updated into PEMS. Common abbreviations like "Dr" for "Drive" or "St" for "Street" will not result in a mismatch.

Q: Do roster submissions need to match the data that is loaded in PEMS?

A: Yes, roster submissions must exactly match the data in PEMS. Any addresses listed on a provider's roster should also be registered in PEMS. Any address that is not included in PEMS should be removed from the provider's roster.

Q: Can Molina provide a copy of the data currently listed in PEMS?

A: No, providers are responsible for reviewing their data that is loaded in the PEMS system. Molina does not have the ability to manage the PEMS data on a provider's behalf.

Q: What are the other impacts of an address mismatch?

A: Non-Emergency Medical Transportation (NEMT) vendors rely on the data in PEMS when scheduling transportation for members. If a member calls to schedule a ride to a provider and

the address is missing or incorrect in PEMS, it can cause delays or even prevent the trip from being scheduled.

Address mismatches can also cause issues in connecting members with their doctors, licensing providers and verifying credentials.

Q: What are the steps a provider needs to take to verify their information in PEMS?

A: Providers should **Log in to your [PEMS portal](#) review your information and to make updates such as:**

- **Existing Enrollment Changes**
 - Add or remove practice locations, programs, or providers
 - Ensure all locations have the corresponding group names listed
 - Change or update provider type
 - Update which providers are accepting new patients
- **Revalidation** – Submit revalidation applications at least 120 days prior to the end of your enrollment.

Updating data in PEMS will allow for those updates to flow to each MCO through the master provider file, thus reducing the work a provider must complete in order to update their information with each MCO.

Additional Resources:

- [Provider Enrollment and Management System \(PEMS\) | TMHP](#)
- [TMHP YouTube Channel](#)
- [Demographic Data Alignment Between PEMS Master Provider File and Molina’s Provider Directory](#)