

Medicaid/CHIP Vendor Drug Program Accessing the Eligibility Verification Portal (EVP)

How to register:

- Pharmacies must submit the completed **Eligibility Verification Portal (EVP) Access Form** either by fax to 866-780-2185 or by email to Pharmacy.MoveIT@tmhp.com. Forms are available under the "Claims" section at txvendordrug.com.
- The pharmacy is required to designate an administrator in order for the EVP Access Form to be processed.
 - The administrator will reset the passwords on the EVP. Individual user passwords will be emailed to the administrator who will then forward the email to the appropriate user. It is the administrator's responsibility to reset the password if an employee leaves, thereby removing access to the EVP for that user. This EVP Access Form is required to add new users.

How to access the EVP:

- Once you have received the User ID and password, you can access the Vendor Drug EVP at <https://txpcra.acspbms.com/ACSPortal/login.jsp>. From the dropdown box, select "Eligibility Verification" and then enter your User ID and password.
- Pharmacy staff must use Microsoft Internet Explorer browser to access the EVP. The free browser is available at Microsoft.com.

Submitting Eligibility Verification inquiries:

- The user will be prompted to submit the following required fields:
 - 10-digit Pharmacy National Provider Identifier (NPI).
 - Date of Service.
 - Client's 9-digit Cardholder ID Number. *
 - Client's date of birth.
 - Client's gender.
 - Group ID

** **Note:** if you do not know the Cardholder ID then you may enter the client's Social Security Number. You must select the appropriate Group ID for the program whose Cardholder ID you're requesting (Medicaid, CHIP, KHC, or CSHCN). The EVP will return the client's 9-digit Cardholder ID in the response, and you can select "Click here to enter another query" to perform a second inquiry with the Cardholder ID.*

Passwords:

- ACS-Pharmacy will assign a User ID and temporary password by email. When you login for the first time, you will be prompted to change your password.
- If you forget or need to reset your password, click the "Forgot/Change Password" link on the EVP screen.
 - ACS-Pharmacy will email a temporary password to the designated administrator, who will then forward the email to the user making the request. The user will be required to change the password the next time he or she attempts to access the EVP.

For assistance:

- Please direct all questions to the ACS-Pharmacy Technical Support and Interfaces Desk:
 - By phone: 888-701-1713