

# New HCE Verification System User Guide

Welcome to the new HCE Verification system. This system is designed to be more user friendly and to provide a faster turnaround for requested information. The new HCE Verification system is accessed using [MyTMB](#). A link for [MyTMB](#) is located in the upper right hand corner of the TMB website, as well as on the [Health Care Entity Notice page](#).

Please see the instructions below for using the new system and if you have any questions, please email [Registrations@tmb.state.tx.us](mailto:Registrations@tmb.state.tx.us) and reference “HCE system” in the subject line.

[Login to the system](#)

[Submitting a New Request](#)

[Downloading Results](#)

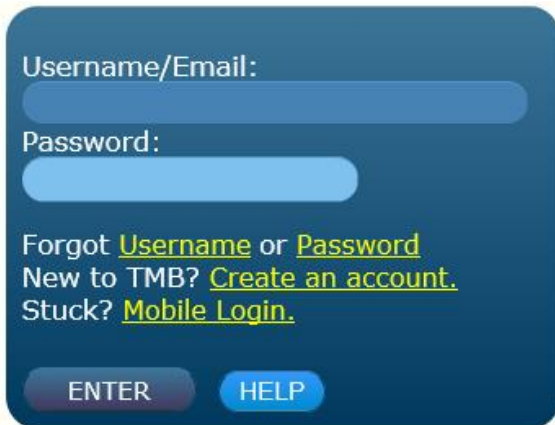
All requests will take a minimum of 5 business days to complete.

**With the new system, it is the entity’s responsibility to log back into their account and download any available reports once they are completed.** These reports will be available for download for 45 days, after which time the results of that specific list will not be available and the list would need to be run again.

## Login to the system:

Select the link for MyTMB on the Health-Care Entity Notice page.

**Username and passwords are case sensitive and should be entered in the system using ALL CAPS.** You can enter the new system with the existing username and password used for the previous system. Creating a new account is not required at this time.

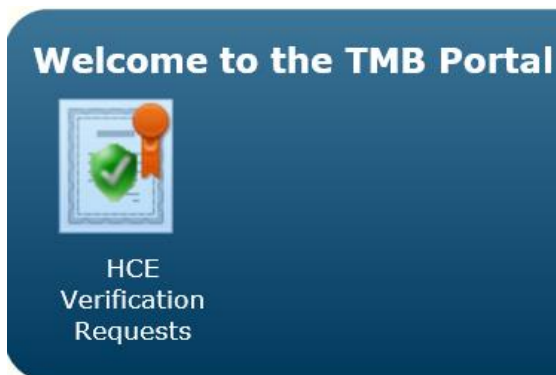


Username/Email:

Password:

Forgot [Username](#) or [Password](#)  
New to TMB? [Create an account.](#)  
Stuck? [Mobile Login.](#)

When you log into the new system you will be greeted with the screen below:

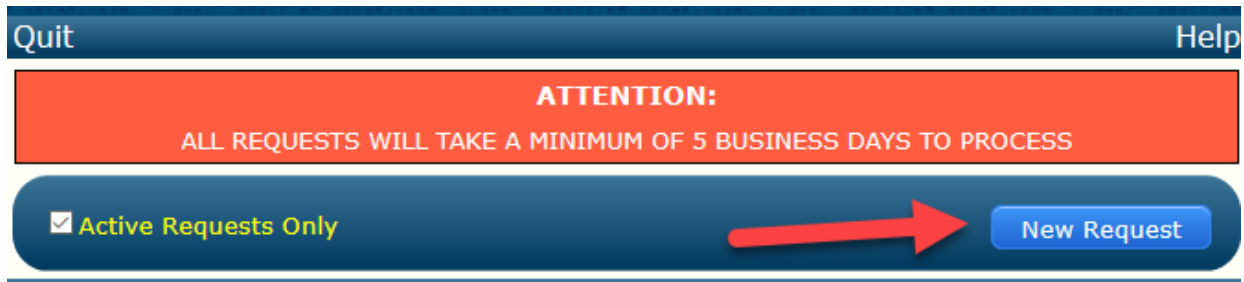


Once you click on the “HCE Verification Requests” icon, you will see your screen that lists all requests sent to this new system from your account, if any, along with their status.

Note - Lists entered into the previous HCE Verification system are not visible in the new system.

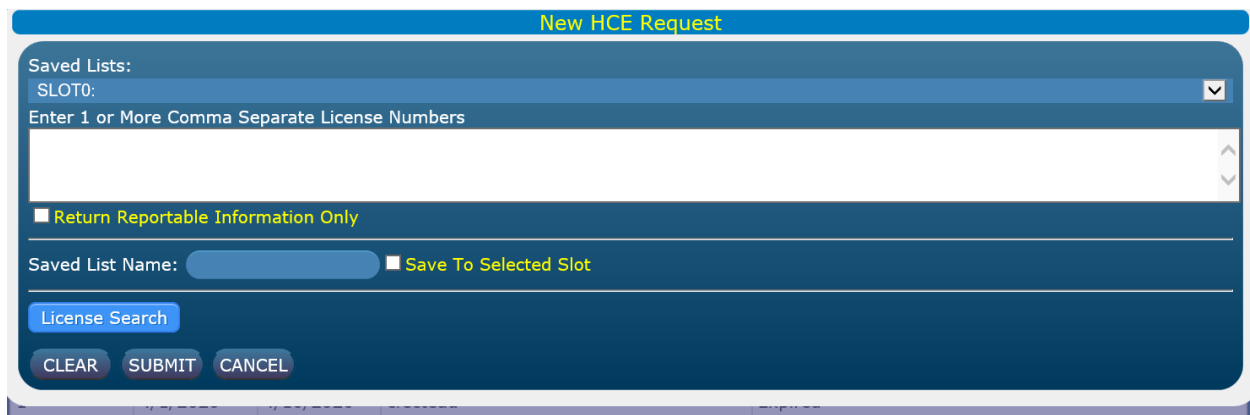
## Submit a new request:

To submit a new request, you will click on the “New Request” button in the right-hand corner.



The screenshot shows a dark blue header bar with 'Quit' on the left and 'Help' on the right. Below the header is a red banner with the text 'ATTENTION: ALL REQUESTS WILL TAKE A MINIMUM OF 5 BUSINESS DAYS TO PROCESS'. Underneath is a dark blue bar containing a checkbox labeled 'Active Requests Only' and a blue button labeled 'New Request'. A red arrow points to the 'New Request' button.

This will bring up the screen where you can enter your license numbers (comma separated list). You will see a lot of new, user friendly options here.



The screenshot shows the 'New HCE Request' form. It features a 'Saved Lists' dropdown menu with 'SLOT0' selected. Below the dropdown is a text input field with the placeholder 'Enter 1 or More Comma Separate License Numbers'. There is a checkbox for 'Return Reportable Information Only'. Below that is a 'Saved List Name' input field and a checkbox for 'Save To Selected Slot'. At the bottom, there is a 'License Search' button and three buttons: 'CLEAR', 'SUBMIT', and 'CANCEL'.

- To only receive something back from us on a licensee if there is reportable information (previous disciplinary actions, limited investigation information, etc), check the “Return Reportable Information Only” box before submitting the request
- To save your list of license numbers so that you can run them again, at a later date
  - pick a blank slot from the “Saved Lists” drop down (blank slots will have no name after the slot number),
  - enter a list name in the box after where you enter the license numbers, and
  - check the box that says “Save To Selected Slot” before you submit the request
- To run a previously saved list again, choose the list from the “Saved Lists” drop down menu and then hit submit.
- If you are not sure of the license number of the individual you are looking for, you can use the “License Search” button and search using names



If you want to further narrow down your search you can use another wildcard search as seen below.



Please note that the system will search first names unless an additional wildcard search is given for the last name. (example: Joe\* vs. Joe\*Per\* - as seen above)

Once you have added all of the names needed to your list select "Submit", and your new list will be displayed with the availability of "In Progress".

Quit Help

**ATTENTION:**  
 ALL REQUESTS WILL TAKE A MINIMUM OF 5 BUSINESS DAYS TO PROCESS

Active Requests Only New Request

Request Number	Request Date	First Download Date	First Download By	Availability
17	8/25/2020			InProgress
16	8/25/2020			InProgress
15	8/25/2020			InProgress

## Downloading results:

All requests will take a minimum of 5 business days to complete.

**With the new system, it is the entity's responsibility to log back into their account and download any available reports once they are completed.** These reports will be available for download for 45 days, after which time the results of that specific list will not be available and the list would need to be run again.

Lists that have results ready to be downloaded will show on your log in screen with "Download" seen in the availability section.

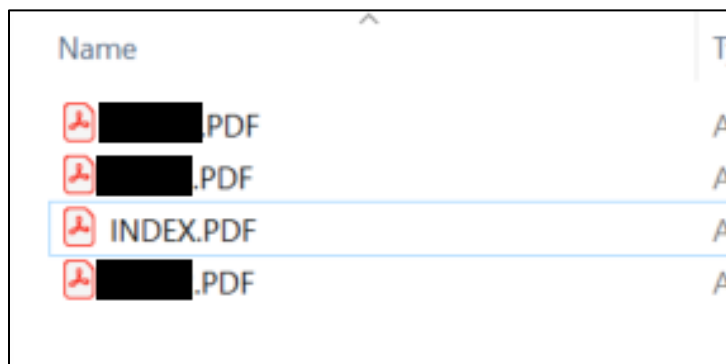
Quit Help

**ATTENTION:**  
ALL REQUESTS WILL TAKE A MINIMUM OF 5 BUSINESS DAYS TO PROCESS

**Active Requests Only** New Request

Request Number	Request Date	First Download Date	First Download By	Availability
17	8/25/2020			<a href="#">Download</a>
16	8/25/2020			<a href="#">Download</a>
15	8/25/2020			<a href="#">Download</a>

Once you click the download link, you will be given a folder with a **PDF verification for each individual physician on your list (unless your requested reportable information only), and a PDF Index with a list of those individuals on your list who have reportable info to be reviewed.**



The Individual(s) below have reportable information to be reviewed.

LIC # [REDACTED]

LIC # [REDACTED]

LIC # [REDACTED]

Please visit our website at [www.tmb.state.tx.us](http://www.tmb.state.tx.us), which provides additional public information regarding licensees, including License Information, Status, and Board Action History.

Sincerely,

Texas Medical Board

Please note – if your index is blank, this means that no one on the list you submitted had reportable information. (See example below)

The Individual(s) below have reportable information to be reviewed.

LIC # :

Please visit our website at [www.tmb.state.tx.us](http://www.tmb.state.tx.us), which provides additional public information regarding licensees, including License Information, Status, and Board Action History.

Sincerely,

Texas Medical Board

Once you have downloaded a list, you will see the “First download date” and “First downloaded by” sections of the chart filled in.

If a list hasn’t been downloaded within the 45-day timeframe, you will see “Expired” listed in the Availability section of the chart.

1	4/1/2020	4/10/2020	cfcteau	Expired
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You can sort the chart to only show you requests that are still active by checking the “Active Requests Only” option.

Quit Help

**ATTENTION:**  
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**Active Requests Only**New Request

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