CobbleStone Gateway
User Guide

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[1] New Providers: Please create a new account.

[2] Existing Providers: Please use default username and password - Tchp! plus company ID.
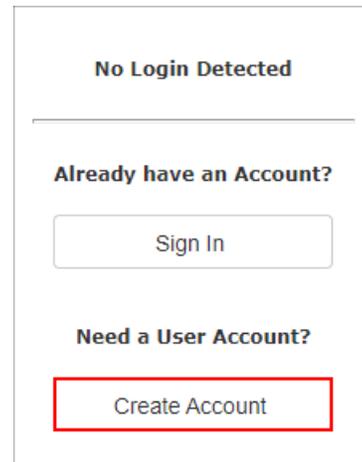Once logged in, please change the user name to your email and reset password (page 7).

Texas Children's® Health Plan

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1. Creating an Account on the CobbleStone Gateway

cobblestonegateway.texaschildrens.org

1.1 To create a new account to signup and log into the **Vendor/Client Gateway**, click **Create Account** on the side menu of the **Gateway Introduction** screen.

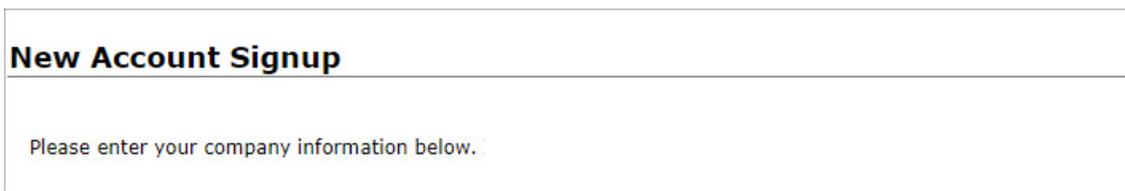1.2 The **New Account Signup** screen displays.

1.3 Once all necessary and required information on the **Company Information** and **User Information** sections has been entered, click **Save**.

1.4 The **New Account Signup - Confirmation** screen with the Company/User log-in information displays.

1.5 At the bottom of the form agree to the terms and conditions.

1.6 Click **Continue to My Company Account** or **Login Now** to log into the Gateway.

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2. Adding a Contact or User on the CobbleStone Gateway

If a company Contact's **Contact Details** screen shows the contact as **Is Company Admin** = Yes, the Contact will have the ability to log-in to the Vendor/Client Gateway and manage additional Contacts/Users for his or her organization.

Note: This functionality applies to Company Admins only.

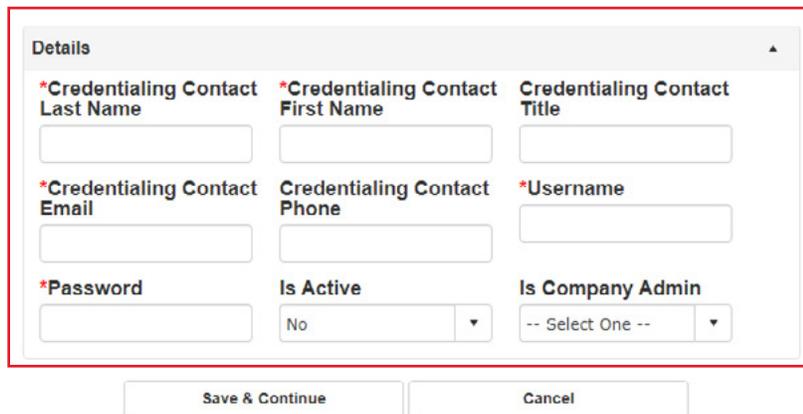### To Add a New Contact/User for your Company

2.1 Navigate to
Contacts/Users – **Add Contact/User**
via top navigation menu in the Gateway.
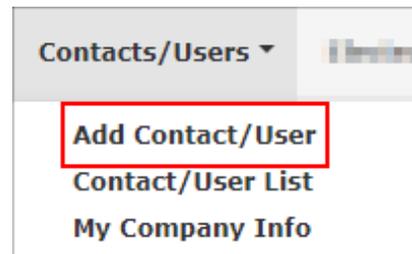
2.2 Enter the new Contact/User's information into the **Create a New User Account** screen, making sure all required fields are populated.
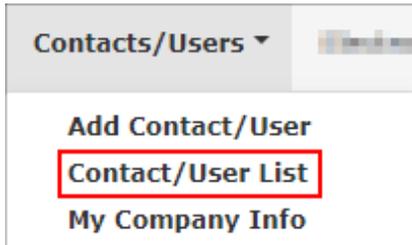

2.3 Once all necessary and required information has been populated, click **Continue** to save the new Contact/User.

2.4 The **My Company Contacts/Users Details** screen displays. It contains the new Company Contact's account details.

3. To View a List of Contacts/Users for your Company

3.1 Navigate to **Contacts/Users - Contact/User List** via the top navigation menu.

3.2 A grid list opens to display all Contacts/Users for your Company.

3.3 To view/manage the Contact/User, click **View** for the user to manage.

3.4 The **My Company Contacts/Users Details** screen displays where the details of the Contact/User can be viewed.

4. Logging In/Forgot Password

To log into the Vendor/Client Gateway, enter your **user name** and **password** along with the **Company ID** provided by the Gateway's Organization.

Forgotten Password

4.1 If you have forgotten your password for the Vendor/Client Gateway, click the link for **If you forgot your password, click here**.

4.2 The **Forgot My Password** screen displays. Enter your **user name** and **Company ID**.

4.3 Click **Reset Password**.

4.4 An email is sent to the email address on file with a link to reset your password.

Note: Passwords can only be reset for already active accounts.

5. Changing Your User Name and Password

5.1 Navigate to **Contacts/Users - Contact User List**.

5.2 Click **View** for your profile line item.

5.3 Click on **Edit Password**.

5.4 Click on **Edit Username**.

5.5 Save Record.

6. Opting in for Email Messages

6.1 Navigate to **Contacts/Users - Contact User List**.

6.2 Click **View** for your profile line item.

6.3 To subscribe, click **Subscribe to Email**.

7. Submit New/Existing Provider Request on the Gateway

To Submit a New Provider - Agreement

7.1 Navigate to **Requests-Create New Request**.

7.2 Select a Record Type- **New Provider - Agreement**.

7.3 Complete all of the fields then **Save** and **Continue**.

7.4 Attach **W9** and **Roster**.

8. To Submit an Existing Provider- Roster Update

8.1 Navigate to **Requests-Create New Request**.

8.2 Select a Record Type- **Existing Provider - Roster Update**.

8.3 **Save** and **Continue**.

8.4 Attach an updated **Roster**.

8.5 Confirm **Roster** is attached.

9. To Submit an Existing Provider - Contract Update

9.1 Navigate to **Requests-Create New Request**.

9.2 Select a Record Type- **Existing Provider - Contract Update**.

9.3 Complete all required fields and **Save** & **Continue**.

10. To Submit an Existing Provider- Negotiate Existing Agreement

10.1 Navigate to **Requests-Create New Request**.

10.2 Select a Record Type- **Existing Provider - Negotiate Existing Agreement**.

10.3 Complete all required fields then **Save** and **Continue**.

10.4 Attach a **Negotiation Proposal** and **Save**.

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