

UnitedHealthcare Community Plan in Texas

Quick reference guide for nursing facilities

UnitedHealthcare Community Plan of Texas serves nursing facility members through:

- Our STAR+PLUS plan
- UnitedHealthcare Connected® Medicare-Medicaid (MMP) STAR+PLUS plan in Harris county

Beginning Sept. 1, 2024, we will begin offering STAR+PLUS in Bexar, Dallas, Hidalgo and Tarrant counties.

Please use this quick reference guide to learn more about working with us as you care for patients who are UnitedHealthcare Community Plan members. For more information, including manuals, important alerts and bulletins, visit UHCprovider.com/TXcommunityplan.

Working with UnitedHealthcare Community Plan



Online self-service options

Access patient- and practice-specific information 24/7 using the UnitedHealthcare Provider Portal. You can complete tasks online; get updates on claims, reconsiderations and appeals; submit prior authorization requests; and check eligibility — all at no cost and without calling.

Learn more at UHCprovider.com/portal.



Verifying eligibility

You can verify member eligibility online or by phone:

Online:

- Use the Eligibility and Benefits tool on the UnitedHealthcare Provider Portal. To sign in to the portal, visit UHCprovider.com > Sign In.
- Search the member on the Texas Medicaid & Healthcare Partnership (TMHP) website at tmhp.com > TexMedConnect

Phone: 888-887-9003



Requesting prior authorization

Some services require prior authorization. For a complete list, visit UHCprovider.com/TXcommunityplan > **Prior Authorization and Notification**. Request prior authorization online using the Prior Authorization and Notification tool on the portal. Learn more at UHCprovider.com/paan.



Requesting prior authorization for specific services

Certain types of prior authorization requests follow different processes:

- **Medications:** For medications that require prior authorization, you can submit your request in one of the following ways:
 - **Online:** Sign in to covermymeds.com
 - **Fax** the prior authorization request form to 866-940-7328. Forms are located at UHCprovider.com/TXcommunityplan > **Pharmacy Resources and Physician Administered Drugs** > Medical Necessity Supporting Documentation.
- **Cardiology, oncology and radiology:** Prior authorization procedures are outlined at UHCprovider.com/TXcommunityplan > **Prior Authorization and Notification**
- **Long-Term Services and Supports (LTSS):** All LTSS services require prior authorization, which you can request through the member's service coordinator. Please confirm authorization before you provide service by using the Prior Authorization and Notification tool on the portal. Learn more at UHCprovider.com/paan.



Submitting claims

Submit claims in one of the following ways.

- **Online:** Use the Claims Submission tool on the portal. Learn more at UHCprovider.com/claims.
- **Electronic Data Interchange (EDI):** Use **Payer ID 87726**. Learn more at UHCprovider.com/edi.
- **Mail:** Send CMS-1500 or UB-04 forms to:
**STAR+PLUS and
UnitedHealthcare Connected (MMP)**
P.O. Box 31352
Salt Lake City, UT 84131-0352



Digital payment options

Receive digital payments through our Automated Clearing House (ACH) for direct deposit or through virtual card payments. For more information, go to UHCprovider.com > Menu > **Claims and Payments** > Digital Payment Options.



Contacting service coordinators

If there's a change in a STAR+PLUS or MMP STAR+PLUS member's condition or circumstance, including pregnancy, please call our Service Coordination Hotline at **800-349-0550**.



Reconsiderations and appeals

For information about filing reconsiderations and appeals, go to UHCprovider.com/claims > Guides and Training/Claims Reconsideration **Quick Start Guide**



Online training

We provide a full range of interactive, self-paced guides and instructor-led sessions for health care professionals. To access training, visit UHCprovider.com/training.

How to reach us

Contact	Phone
Abuse, Neglect and Exploitation: Texas Abuse Hotline	800-252-5400
Contracting	UHCprovider.com/join
Credentialing – Verisys	855-743-6161
Customer Service	UHCprovider.com/contactus
Eligibility – Texas Medicaid & Healthcare Partnership	800-925-9126
Fraud, Waste and Abuse	uhc.com/fraud
Language Interpreters	888-887-9003
LTSS Provider Advocates and Contracting	888-787-4107
MARCH® Vision Care	844-976-2724
MAXIMUS®	800-964-2777, option 3
Modivcare	877-564-9835
Optum (Behavioral Health) Referral and Crisis	888-887-9003 or providerexpress.com
Optum Physical Health Provider Services	800-873-4575
OptumRx®	877-305-8952
Physician Advocates	UHCprovider.com/contactus
Prescription Prior Authorization	800-310-6826
Provider Relations Advocate	866-858-3546 or nhpra@optum.com
STAR+PLUS Service Coordination Hotline	800-349-0550
TenderHeart Health Outcomes	877-394-1860
Texas Health Steps Member Outreach Team	800-784-6999
Texas nursing facility prior authorization	888-887-9003, 877-285-9093 or UHCprovider.com/portal
Transportation for Dialysis and Discharge Home Reservation	866-528-0441
Transportation for Dialysis Standing Orders	877-564-9835
UnitedHealthcare Dental	dbp.optum.com

Our service areas

Plans are shown by county in each service area.

Service area	Plan and county name
Harris	Benefit plan: CHIP, STAR, STAR+PLUS, STAR Kids and UnitedHealthcare Connected (Medicare-Medicaid Plan) Counties: Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller and Wharton *UnitedHealthcare Connected (Medicare-Medicaid Plan) is in Harris County only.
Hidalgo	Benefit plan: STAR, STAR Kids Counties: Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata
Jefferson	Benefit plan: CHIP, STAR, STAR Kids Counties: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler and Walker
Medicaid Rural (MRSA) Central	Benefit plan: STAR+PLUS and STAR Kids Counties: Bell, Blanco, Bosque, Brazos, Burleson, Colorado, Comanche, Coryell, DeWitt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell and Washington
MRSA Northeast	Benefit plan: STAR+PLUS and STAR Kids Counties: Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur, Van Zandt and Wood
Nueces	Benefit plan: CHIP, STAR Counties: Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio and Victoria
Travis	Benefit plan: STAR+PLUS Counties: Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson

*UnitedHealthcare Community Plan will serve STAR+PLUS members in the Jefferson and Nueces service areas through Aug. 31, 2024.

New service areas 2024

New STAR+PLUS plans beginning Sept. 1, 2024	
Bexar	Counties: Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson
Dallas	Counties: Collin, Dallas, Ellis, Hunt, Kaufman, Navarro and Rockwall
Hidalgo	Counties: Cameron, Duval, Hildago, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata
Tarrant	Counties: Denton, Hood, Johnson, Parker, Tarrant and Wise