

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)**

**Claims Reprocessing Due Date Extended to Nov. 30**

**Background:**

Medicaid providers are experiencing significant challenges complying with Medicaid provider enrollment revalidation requirements and timelines. In response, the Health and Human Services Commission (HHSC) has implemented provider enrollment revalidation flexibilities and is requiring all Medicaid and CHIP payers to support these flexibilities. HHSC is taking action to extend revalidation due dates, reduce or eliminate enrollment gaps, and require payers to support claims reprocessing efforts.

These flexibilities are solely in relation to providers who are disenrolled for failure to complete their revalidation timely. Disenrollments for other reasons, such as voluntary disenrollment; substantiated allegations of fraud, waste, or abuse; or expiration of licenses will continue to occur according to existing business processes.

**Key Details:**

**Claims Reprocessing**

For providers who receive a retroactive enrollment gap closure from HHSC and TMHP, HHSC directs all Medicaid and CHIP payers to:

- Process or reprocess all affected claims by Nov. 30, 2025.
- Allow providers to submit claims for services rendered during the now-closed enrollment gap. Payers must not require a provider to submit the request through formal appeals processes to reduce administrative burden.
- Override timely filing deadlines for impacted claims as applicable.
- Not deny claims during the provider's now-closed enrollment gap for the sole reason that the provider was disenrolled for failure to revalidate timely (as indicated by a payment denial code 66 [PDC-66] on the master provider file). Payers should follow other claims processing requirements to ensure the legitimacy of services provided.
- Develop and publish the payer's claims reprocessing procedures in a location accessible to any provider and notify providers of the process for submission of claims during the now-closed enrollment gap.

**Resources:**

[Revalidation Due Dates and Retroactive Enrollment Period Gap Closures Extended to November 30, 2025 | TMHP](#)

[Providers to Receive Second Revalidation Due Date Extension | TMHP](#)

**Questions?**

For questions, please contact **UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.**