

Claims Clarification: All Ambulance Transportation Claims for STAR+PLUS Members Who Also Have Medicare Benefits



UnitedHealthcare Community Plan in Texas is sharing this information from the Texas Health and Human Services Commission so you know what's required when billing for ambulance transportation services.

The Texas Health and Human Services Commission covers ambulance transportation for UnitedHealthcare Community Plan STAR+PLUS members who are also eligible for Medicare benefits. Claims for both emergent and non-emergent ambulance services for these members should be submitted directly to Texas Medicaid & Healthcare Partnership (TMHP).

You can confirm a UnitedHealthcare Community Plan member's Medicare eligibility by asking the member or checking online at UHCprovider.com/eligibilitylink. You can also use TexMedConnect at [tmhp.com > providers](https://tmhp.com/providers) > Go to TexMedConnect.

Claims for UnitedHealthcare Community Plan members who **aren't** eligible for Medicare should be submitted to UnitedHealthcare Community Plan.

Learn More

For information on billing ambulance claims to TMHP, go to tmhp.com > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#) > Individual Chapters PDF > Volume 2: Ambulance Service Handbook > 2.4.3 Medicare and Medicaid Coverage.

For help submitting claims to TMHP, go to tmhp.com > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#) > Individual Chapters PDF > Volume 1: Section 6: Claims Filing. You can also call the TMHP Contact Center General Inquiries Line at 800-925-9126.

We're Here to Help



For information on submitting UnitedHealthcare Community Plan claims, go to UHCprovider.com/claims.

If you have questions, please contact your Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m. – 6 p.m., Monday – Friday. Thank you.

UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Insurance Company in the Texas Health and Human Services Commission's STAR+PLUS Central and Northeast Medicaid Rural Service Areas. UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Community Plan of Texas LLC in the following service delivery areas: Jefferson, Harris, Hidalgo, Nueces and Travis.