

Changes to UnitedHealthcare's Open Enrollment for Attendant Compensation Rate Enhancement

UnitedHealthcare Community Plan makes attendant compensation rate enhancement payments (ACEP) to Long-Term Services and Supports (LTSS) care providers who deliver non-medical attendant services to our members. Previously, care providers only had to enroll in our ACEP program to get paid the rate enhancement. Care providers now also must enroll in Texas Health and Human Services Commission's (HHSC) Attendant Compensation Rate Enhancement program.

HHSC Enrollment

- Open enrollment for HHSC's program runs from July 1, 2020 – July 31, 2020.
 - Information on participating with HHSC can be found at rad.hhs.texas.gov > [Long-term Services & Supports](#).
 - More information about the Rate Enhancement can be found at rad.hhs.texas.gov > Long-term Services & Supports > Day Activity & Health Services (DAHS) > [2020 Rate Enhancement – Attendant Compensation Information](#).
- Care providers who participate in HHSC's program are required to submit accountability reports in the years they do not submit full cost reports.
 - Participating care providers must submit reports that have been prepared by someone on HHSC's Trained Preparer List.
 - To be on the list, a person must attend a state-sponsored cost report training in the same year that the cost report is required to be submitted to HHSC.
 - More information about the training and the schedule can be found at rad.hhs.texas.gov > Long-term Services & Supports > [Cost Report Training](#).

When to Enroll in UnitedHealthcare's ACEP Program

- Our ACEP open enrollment for care providers is Sept. 1 – Nov. 1 each year. During the open enrollment period, you can:
 - Submit your annual attestation to your continued participation in the ACEP program
 - Amend your Participation Agreement to include the rate enhancement (if it wasn't added when you initially contracted with our network)
 - Update your Participation Agreement Amendment if your rate enhancement level has changed with Texas Health and Human Services certification
- You may also enroll in ACEP when you initially contract with UnitedHealthcare. Please contact your Provider Advocate for more information about enrolling in ACEP when you initially contract with us.

How to Enroll in the UnitedHealthcare ACEP Program

- Complete the ACEP enrollment form. To access the form, go to UHCprovider.com/TXcommunityplan > Provider Forms > Attendant Compensation Rate Enhancement Request.
 - Follow the instructions for completing and submitting the form and return it to us between Sept. 1 and Nov. 1.
 - The form must be submitted each year or you will be removed from participation in the program.
- Once we receive your form, we'll mail your updated Participation Agreement Amendment so you can sign it.

Receiving Your Enhanced Payment

- ACEP payments begin once the Amendment is processed and your rate is registered in our claims payment system.
- You'll need to include your rate enhancement amount when submitting claims.
- If you're eligible for the rate enhancement and you complete the form during the enrollment period, we'll retroactively pay you the enhanced rate for claims going back to Sept. 1, 2020.

We're Here to Help

If you have questions about ACEP or the open enrollment process, please contact your Provider Advocate. You can also contact Provider Relations by calling **888-787-4107** from 8 a.m. – 5 p.m., Monday through Friday, or emailing uhc_cp_prov_relations@uhc.com. Thank you.