

Update to UnitedHealthcare Dual Complete Claims Processing

We recently learned our system has been incorrectly processing claims when a UnitedHealthcare member has both UnitedHealthcare Dual Complete (Medicare) and STAR+PLUS (Medicaid) coverage. We are working to assess all impacted claims. When Medicare is the primary payer and Medicaid is the secondary payer, this is known as a crossover claim.

Effective July 2017, we began crossing these claims over from the Dual Complete plan to the STAR+PLUS plan with the intention of reducing administrative burdens for our providers. **As a result, we're crossing over claims that shouldn't be the responsibility of the STAR+PLUS plan and could result in recoveries for our providers.**

Starting April 12, 2019, we'll no longer automatically crossover claims for STAR+PLUS after we adjudicate the Medicare portion of the claim. **You'll now need to bill Medicaid claims separately to the appropriate payer or plan.**

Please review the following information to better understand how we process claims for UnitedHealthcare Dual Complete Plan members and the steps you can take after you receive the Explanation of Benefits (EOB).

How to Submit Claims for Members with Dual Coverage

1. When you submit a claim, we process it under the Medicare plan first because Medicare is the primary payer.
2. After a claim decision is made for the Medicare portion, **we'll send you** an EOB.
3. When you receive the EOB, you should bill the balance to the Medicaid payer according to the Texas Medicaid Provider Procedures Manual – which may be UnitedHealthcare Community Plan, Texas Medicaid & Healthcare Partnership (TMHP) or another managed care Medicaid plan.

Resources

- Learn more about submitting claims to UnitedHealthcare Community Plan at UHCprovider.com/claims.
- 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.
- To view the Texas Medicaid Provider Procedures Manual, go to tmhp.com > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#).

We're Here to Help

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.

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