

Disruptions Due to Tropical Storm Imelda

Because the postal mail service is impacted in some areas of Texas due to flooding caused by Tropical Storm Imelda, we want to let you know how you can take certain actions online and by phone, to help minimize any effects on your ability to care for patients who are UnitedHealthcare members.

These types of notifications might be affected by storm-related mail delays or damage:

- Claim denials due to:
 - Missing required prior authorization, but for which prior authorization was not requested or approved in time for when you delivered the service to the member
 - Medical necessity or policy determination
- Prior authorization request denials
- Appeals for denied services, either from a member who is your patient or from you on the member's behalf

Contact Us Online or by Phone

- Check the status of a prior authorization request at UHCprovider.com/paan.
- Check the status of a claim denied in whole or in part at UHCprovider.com/claims.
- Check your prior authorization request status over the phone for:
 - CHIP, STAR and other members without a Service Coordinator: **888-887-9003**
 - STAR+PLUS members with a Service Coordinator: **800-349-0550**
 - STAR Kids members with a Service Coordinator: **877-352-7798**

Claim Reconsideration

You should submit a claim reconsideration request when you believe a claim was paid incorrectly.

- **Online:** Go to UHCprovider.com/claims > [Submit a Corrected Claim, Claim Reconsideration and Projects / Begin Appeal Process](#).
 - You can upload supporting documentation for our medical review with your corrected claim or claim reconsideration. Supporting documentation requirements for a particular service, are listed in the guidelines at UHCprovider.com/TXcommunityplan > Policies and Clinical Guidelines > [UnitedHealthcare Community Plan Medical & Drug Policies and Coverage Determination Guidelines](#).
 - If you can't submit your reconsideration request online, download a claim reconsideration form with instructions on how to submit.

Claim Adjustments and Appeals

- If you're requesting a claim adjustment, please call Customer Service at **888-887-9003**.
- You can submit an appeal for a claim decision or help a member appeal a prior authorization decision. More information on the appeal process is at UHCprovider.com/TXcommunityplan > [Care Provider Manuals](#) > Texas.
 - You can help our members verify that we received their written appeals by calling Customer Service at **888-887-9003**.
 - Specialty or expedited reviews may be available for services that you believe are medically necessary and require a more timely review for the good of the patient, rather than the normal review time.

We're Here to Help

If you have questions, please contact your provider or physician advocate directly, or call **888-887-9003**, Monday through Friday from 8 a.m. to 6 p.m. Central Time. Thank you.