

# Improper Payment of Acute Care Claims for STAR+PLUS Members Who Also Have Medicare

We previously notified you about a system issue where we were improperly paying or overpaying acute care claims for STAR+PLUS members who also have Medicare benefits. You can read more about this in our [Update to Inpatient Acute Care Claims Processing for STAR+PLUS Members Who Also Have Medicare Benefits](#) or [Outpatient Care Service Claims Processing for STAR+PLUS Members with Medicare Benefits](#).

We are reviewing the paid acute care claims for STAR+PLUS members who also have Medicare benefits. We'll contact you if we determine that we overpaid any of these claims or paid any of these claims in error and need to recover funds.

## Resources

For the Texas Medicaid Provider Procedures Manual, go to [tmhp.com](http://tmhp.com) > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#).

For help submitting claims to TMHP, go to [tmhp.com](http://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.

For information about filing an appeal, you can go to [UHCprovider.com/TXcommunityplan](http://UHCprovider.com/TXcommunityplan) > [Care Provider Manuals](#) > Texas > UnitedHealthcare Community Plan of Texas CHIP, STAR and STAR+PLUS Provider Manual.

## We're Here to Help

For information on submitting UnitedHealthcare Community Plan claims, go to [UHCprovider.com/claims](http://UHCprovider.com/claims).

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