

Member Copays for Assisted Living Facilities

Collection and Recovery for Overpaid Claims

Some UnitedHealthcare Community Plan members have a copay for assisted living programs. The Texas Health and Human Services Commission (HHSC) determines the copay amount based on the member's Social Security or supplemental security income (SSI). **Members are notified of their copay amount and are responsible for paying their copay directly to their assisted living facility each month.**

Claim Overpayments

Following an extensive review of assisted living facility claims, we discovered that we overpaid some claims submitted to us by mistakenly reimbursing some facilities for the member's copay amount. As a result, we've had to adjust these claims by recouping the overpayment amount directly from the assisted living facility.

What This Means for You

If we pay you for a member copay amount, it's an error in payment. If this occurs, two actions you can take proactively are:

- **Send us the overpayment amount:** If you discover that we've made a payment to you for a copay that we should have deducted, we encourage you to mail a check for the overpayment amount to:
UnitedHealthcare Community Plan
Attention: Recovery Services
P.O. Box 101760
Atlanta, GA 30392

Please consider sending the check by certified mail and saving a copy of the receipt for your records.

- **Set aside overpayments:** You may choose to set aside any overpayments. In this way, you'll have funds available in the event we need to recoup an overpayment from you in the future.

Please note that we're working to correct errors in our payment system so the member's copay amount is automatically deducted from future payments. If we've underpaid any claims, we'll adjust future payments to correct the underpayment.

Collecting the Member's Copay

Here are some tips that can help ensure you're receiving the member's copay each month:

- Include a statement of the due copay in the member's residential contract.
- Set up a specified time each month to collect the copay.
- Have a reminder in place if the member doesn't pay you on time.
- Give the member and/or their legally authorized representative (LAR) a receipt of the payment.

To view the member's copay amount, use the Prior Authorization and Notification tool on Link. You can sign in to Link and access the tool at UHCprovider.com/paan. If the member or LAR doesn't pay their copay, please contact your Provider Advocate **and** send an [HHSC Form 2067](#) to our health plan service coordinator no later than two days following each occurrence of non-payment. If you're unable to contact your Provider Advocate, call LTSS Customer Service at **888-787-4107**.

We're Here to Help

If you have questions, please contact your Provider Advocate or call us at **888-887-9003** from 8 a.m. to 6 p.m. Central Time, Monday through Friday. Thank you.