

# Payment Corrections for Non-Participating Care Providers

Beginning Dec. 1, 2019, UnitedHealthcare Community Plan in Texas made system changes to help ease the administrative tasks related to the published state fee schedules. These system changes allow you to be reimbursed according to the fee schedule methodology, when available.

As a result of the changes, we realized that some non-participating providers' claims were paid incorrectly. You may see retroactive claim activity to align payments with the state published rates.

## Next Steps

We're reviewing the claims paid to non-participating providers going back to July 1, 2018. We'll contact you if we determine we underpaid or overpaid any of these claims.

You may receive an updated provider remittance advice (PRA) that will indicate a review has been done and reflect payment adjustments back to July 1, 2018.

## Resources

For information about filing an appeal, you can go to [UHCprovider.com/TXcommunityplan](https://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](https://UHCprovider.com/claims).

If you have questions, please contact your Provider Advocate or call Member Services 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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