

# Update to Inpatient Acute Care Claims Processing for STAR+PLUS Members Who Also Have Medicare Benefits

Effective May 3, 2019, we are updating how we process inpatient acute care claims for STAR+PLUS members who also have Medicare benefits. After submitting inpatient acute care claims to Medicare, you should bill the remaining balance directly to Texas Medicaid & Healthcare Partnership (TMHP). We'll deny any claims submitted to us.

## How Claims Will Be Processed

- You submit the claim to Medicare. Claims are processed under the Medicare plan first since Medicare is the primary payer.
- After the claim has been adjudicated for the Medicare portion, you'll receive an explanation of benefits (EOB).
- When you receive the EOB, you can bill the remaining balance to TMHP.

## If You Believe the Claim Was Denied In Error

If you believe the claim should be paid for by UnitedHealthcare and not TMHP, you can appeal the denial. This appeal must be filed within 120 calendar days from the date of disposition, which will be located on the provider remittance advice (PRA).

You can submit the appeal electronically or by mail. For more information, go to [UHCprovider.com](https://www.uhcprovider.com) > Menu > [Claims, Billing and Payments](#) > Submit a Corrected Claim, Claim Reconsideration / Begin Appeal Process.

## TMHP Resources

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

For help submitting claims to TMHP, go to [tmhp.com](https://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](https://www.uhcprovider.com/TXCommunityPlan) > [Care Provider Manuals](#) > Texas > UnitedHealthcare Community Plan of Texas CHIP, STAR and STAR+PLUS Provider Manual.

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.

Doc#: PCA-1-015615-04222019\_04252019

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## 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 Provider Services at **888-887-9003**, 8 a.m. – 6 p.m., Monday – Friday. Thank you.

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