

Claims Clarification: Behavioral Health Case Management

UnitedHealthcare Community Plan in Texas is sharing this information from the Texas Health and Human Services Commission so you know what the state requires when billing for services and can better understand Texas Medicaid procedures. Here's what's needed when submitting claims.



Mental Health Targeted Case Management

Mental health targeted case management services are available for members who live with a chronic mental illness and who further qualify through a uniform assessment process to determine needed services, including help with scheduling medical appointments, observing care planning, social/behavioral health education and other support. Mental health targeted case management is a benefit for members of any age and includes both routine and intensive case management services.

Routine Case Management

Routine case management for office-based case management activities assist a member, caregiver or Legal Authorized Representative (LAR) in obtaining and coordinating access to care and services for the member, depending on their needs. Routine case management is a benefit for members of any age.

Intensive Case Management

Intensive case management services are predominantly community-based activities provided to the member or to the LAR on behalf of the member (who may or may not be present) to assist the member and caregiver or LAR in obtaining and coordinating access to necessary care and services. Intensive case management is a benefit for members ages 20 and younger.

Service Codes and Modifiers

To identify the services you're delivering as targeted case management services, use code **T1017** with the appropriate modifier:

- **TF:** Routine Case Management
- **TG:** Intensive Case Management
- **HA:** Child/Adolescent Program
- **HZ:** Use this modifier if the services are funded by a criminal justice agency (a court of law)

Billing for Services

When billing for case management services, please note the following:

- Intensive case management and routine case management are not payable when delivered to the member on the same day.
- Targeted case management is not payable when delivered on the same day as psychosocial rehabilitative services.
- Targeted case management funded by a criminal justice agency (submitted with modifier HZ) must be submitted to the Texas Medicaid & Healthcare Partnership (TMHP).

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-1-016151-06072019_07082019

© 2019 United HealthCare Services, Inc.

- Targeted case management must be billed with one of the state-required diagnoses for Texas Medicaid and CHIP. To view the necessary corresponding diagnosis codes, go to tmhp.com > Providers > [Medicaid Provider Manual](#) > Intellectual Disability Service Coordination, Mental Health Targeted Case Management, and Mental Health Rehabilitative Services > 5.2.2 Mental Health Targeted Case Management (MHTCM).

Reviewing Claims for Behavioral Health Case Management Services

We're reviewing our claims payments for behavioral health case management services for the past year. We'll contact you if we determine that we paid any of these claims in error and need to recover funds.

Learn More

For more details on Texas Medicaid care provider procedures, go to tmhp.com > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#).

We're Here to Help

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

Doc#: PCA-1-016151-06072019_07082019

© 2019 United HealthCare Services, Inc.