

# Exceptions for Outpatient Care Service Claims for STAR+PLUS Members With Medicare Benefits

Beginning July 5, 2019, we're changing how we process outpatient care service claims for STAR+PLUS members who also have Medicare benefits. We'll deny claims from the following outpatient acute care service claim categories:

- Ambulance services
- Audiology services
- Behavioral health services
- Birthing center services
- Chiropractic services
- Dialysis
- Durable medical equipment and supplies
- Emergency services
- Family planning services
- Home health services
- Hospital services – outpatient
- Inpatient facility services
- Lab, x-ray and radiology services
- Nursing facility add-ons that are paid as Medicare primary (Medicare cost-sharing obligation)
- Optometry
- Podiatry
- Prenatal care
- Prescription drugs
- Primary care services
- Specialty physician services
- Therapies (physical, occupational and speech)
- Transplantation of organs and tissues
- Vision

## Exceptions

Certain types of outpatient services will continue to be submitted to UnitedHealthcare Community Plan.

### Long-Term Services and Support (LTSS):

- Adult day care
- Adult foster care
- Assisted living
- Emergency response services
- Employment assistance/supported employment
- Home delivered meals
- In-home habilitation services (CFC)
- LTSS therapy (S9128, S9129, S9131)
- Minor home modifications
- Nursing services (in-home)
- Personal attendant services

- Protective supervision
- Respite care
- Transition services

### Acute Care Services Found on LTSS Billing Matrix

- Therapies (97532, 97537)
- Ventilator supplements
- Non-emergent transportation

### Pharmacy Services

Medicaid wrap-around services as identified on the Texas Health and Human Services (HHS) drug exception file to STAR+PLUS members under a non-risk cost settlement basis:

- Biological products
- Limited home health supplies (only applies to certain types)
- Outpatient drugs
- Vitamins and minerals

### STAR+PLUS HCBS Program Members

The following outpatient service claims will continue to be submitted to UnitedHealthcare Community Plan for STAR+PLUS Home and Community-based Services (HCBS) Program members only. These services include benefits that have been authorized based on the member's individual service plan and are above and beyond the standard Medicaid allowable benefit.

- Adaptive aids
- Medical equipment
- Medical supplies

### Nursing Facility Services

The following nursing facility add-ons that are paid as Medicaid primary claims will continue to be submitted to UnitedHealthcare Community Plan for STAR+PLUS Nursing Facility members only.

- Adaptive aids
- Custom powered wheelchairs
- Ventilators

### We're Here to Help

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

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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