

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

Beginning July 5, 2019, we're changing how we process outpatient service claims for STAR+PLUS members who also have Medicare benefits. Refer to this document for information on how to submit claims for the following service categories.

There are exceptions for some outpatient and pharmacy service claims, STAR+PLUS Home and Community Based Services (HCBS) program members and nursing facilities. For more information, go to UHCprovider.com/TXCommunityPlan > Bulletins and Newsletters > [Alerts, Bulletins, and News](#) > Exceptions for Outpatient Care Service Claims for STAR+PLUS Members with Medicare Benefits.

How Claims Will Be Processed

Outpatient Acute Care Services

For a list of service categories, go to UHCprovider.com/TXCommunityPlan > Bulletins and Newsletters > [Alerts, Bulletins, and News](#) > Exceptions for Outpatient Care Service Claims for STAR+PLUS Members with Medicare Benefits.

- Submit the claim to Medicare as the primary payer.
- After the claim is adjudicated, you'll receive an explanation of benefits (EOB) or Provider Remittance Advice (PRA).
- Bill the remaining balance to Texas Medicaid & Healthcare Partnership (TMHP).

Outpatient Services – Long-Term Services and Support on the LTSS Billing Matrix

- Submit the claim to UnitedHealthcare as the primary payer.
- After the claim is adjudicated, you'll receive an EOB or PRA.

Outpatient Services – Acute Care Service on LTSS Billing Matrix

- Submit the claim to Medicare as the primary payer.
- After the claim is adjudicated, you'll receive an EOB or PRA.
- Bill the remaining balance to UnitedHealthcare.

STAR+PLUS Home and Community-based Services (HCBS) Program Services

- Prior authorization requests for adaptive aids, medical equipment or medical supplies outside the member's standard Medicaid benefit should be submitted to the service coordinator for approval. The authorization will be based on the member's individual service plan.
 - Verify that the member's Medicaid benefits have been exhausted before submitting a request to use the HCBS program benefits.
 - If Medicaid benefits haven't been exhausted, claims should go to TMHP for payment.
- Once the prior authorization is approved, UnitedHealthcare will be the primary payer.

STAR+PLUS Nursing Facilities – Medicaid Only Add-on Services

For a list of services that will be paid as primary, go to UHCprovider.com/TXCommunityPlan > Bulletins and Newsletters > [Alerts, Bulletins, and News](#) > Exceptions for Outpatient Care Service Claims for STAR+PLUS Members with Medicare Benefits.

- UnitedHealthcare is the primary payer. Claims should be sent to UnitedHealthcare Community Plan.

STAR+PLUS Nursing Facilities - Medicare Primary Add-on Services

- Submit the claim to Medicare as the primary payer.
- After the claim is adjudicated, you'll receive an EOB or PRA.
- Bill the remaining balance to TMHP.

Pharmacy

UnitedHealthcare will cover the secondary portion of the pharmacy wrap-around services identified on the Texas Health and Human Services (HHS) drug exception file.

For more information on the pharmacy wraparound services, go to hhs.texas.gov > Services > Health > Medicaid and CHIP > Provider Information > Contracts and Manuals > Uniform Managed Care Manual > [Pharmacy Claims Manual](#).

Claim Denials

Appeals must be filed within 120 calendar days from the date of disposition on the provider remittance advice (PRA). Go to UHCprovider.com/claims for more information.

Resources

- [Texas Medicaid Provider Procedures Manual](#)
- TMHP Contact Center General Inquiries: 800-925-9126

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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