

Wait List Reporting for Physical, Occupational and Speech Therapy Providers

The Texas Health and Human Services Commission (HHSC) requested we work with you to identify why some of our UnitedHealthcare Community Plan members aren't receiving medically necessary therapy services. To help identify and address these care opportunities, please complete waiting list reports for these members.

What This Means for You

If one or more of your patients who are UnitedHealthcare Community Plan members haven't started therapy services, or aren't receiving the amount of therapy requested, you should complete a waiting list report for these members using one of two available reporting options. You can either send a waiting list report to us, or you can send it directly to HHSC.

Option 1: Send Waiting List Report to UnitedHealthcare

Please complete the abbreviated waiting list form at UHCprovider.com/TXcommunityplan > Provider Forms > Physical Therapy, Occupational Therapy and Speech Therapy Services Waiting List Report.

Email the form to therapywaitlist@uhc.com with the subject line "Waiting List" by the last day of each month. For example, your November report should be emailed by Nov. 30, and should include information from Nov. 1 through Nov. 30. Remember to follow the Health Insurance Portability and Accountability Act (HIPAA) best practices outlined in [HIPAA Compliance for Email](#).

Option 2: Send Waiting List Report to HHSC

Please complete the report using the HHSC template and email it to tx_hhs_therapy_monitoring@hhsc.state.tx.us. For a copy of the report template, or for any questions regarding the process, please email tx_hhs_therapy_monitoring@hhsc.state.tx.us.

Referring to Other Care Providers

Instead of keeping members on a waiting list, you can also refer them to another care provider. To find a network provider, go to UHCprovider.com/TXcommunityplan > Find Dr. > Search for a Provider > Medical Directory > Medicaid Plans > Texas > Select Medicaid Plan > People > Type of Therapist.

If you need help with a referral, please call:

- **800-349-0550** for STAR+PLUS members
- **877-352-7798** for STAR Kids members
- **888-887-9003** for Children's Health Insurance Program (CHIP) and STAR members

We're Here to Help

If you have questions, please call us at **888-887-9003**, from 8 a.m. to 6 p.m. Central Time, Monday through Friday. Thank you.