

Update to STAR+PLUS Long-Term Services and Supports Billing Matrix

On Sept. 1, 2019, the Texas Health and Human Services Commission (HHSC) will update the Long-term Services and Supports (LTSS) Billing Matrix for STAR+PLUS members. The updates only affect certain LTSS services that use Electronic Visit Verification (EVV) to record provider visits.

Changes to the Billing Matrix

Unit increments for certain codes will change from 1 unit = 1 hour to 1 unit = 15 minutes. Codes and modifiers for Personal Attendant Services (PAS), Habilitation, and Respite will also change. Read the [HHSC Alert: STAR+PLUS Long-Term Services and Supports Billing Matrix Updates](#) for the list of code and modifier changes.

Questions about the updates? Let's chat.

We're offering daily meetings to help you learn more about how these changes may affect how you work with our members. Pick the date(s) and time(s) that work best for you. Sessions are offered daily Sept. 3, 2019 through Sept. 27, 2019, from 10 a.m. to 11 a.m. OR 2 p.m. to 3 p.m. Central Time.

- [Register now](#) for a 10 a.m. session.
- [Register now](#) for a 2 p.m. session.

Existing Prior Authorizations

To prepare for the changes, existing prior authorizations with the current codes and modifiers will end on Aug. 31, 2019. Then, we'll either add a new service line to the same prior authorization or issue a new prior authorization with the updated codes and modifiers to start on Sept. 1, 2019. If we update the existing prior authorization, you'll see a note in the existing prior authorization that says:

- Authorizations updated to reflect new code/modifiers effective Sept. 1, 2019 per the State Mandated Change.
- No services have changed because of this update, only the code and/or modifier. Reference previous authorization notes for details.
- New HCPC/Service codes and modifiers have been updated to: [codes and modifiers will be shown].

Resources

You can view updated prior authorization requests in the Prior Authorization and Notification Tool on Link. If you need help, view the [Quick Reference: Prior Authorization and Notification Status and Update](#).

If a member's prior authorization hasn't been updated by Sept. 1, 2019, call the STAR+PLUS Service Coordinators at **800-349-0550**. You can also send your Provider Advocate a list of the missing authorizations or email the list to uhc_cp_prov_relations@uhc.com. If you have questions, please call Provider Relations at **888-787-4107**, from 8 a.m. to 5 p.m. Central Time, Monday through Friday.

Please visit the following sites for more information about these updates:

- [Important Reminders About Submitting EVV Claims to TMHP](#)
- [EVV Quick Reference Guide](#)