

UnitedHealthcare Community Plan in Texas

Quick reference guide for nursing facilities

UnitedHealthcare Community Plan of Texas services nursing facility members through our STAR+PLUS plan.

Use this quick reference guide to learn more about working with us as you care for patients who are UnitedHealthcare Community Plan members. For more information, including manuals, important alerts and bulletins, visit UHCprovider.com/TXcommunityplan.

Working with UnitedHealthcare Community Plan



Online self-service options

Access patient- and practice-specific information 24/7 using the UnitedHealthcare Provider Portal. You can complete tasks online; get updates on claims, reconsiderations and appeals; submit prior authorization requests; and check eligibility – all at no cost and without calling.

Learn more and register for access at UHCprovider.com/portal.



Verifying eligibility

You can verify member eligibility online or by phone:

Online:

- Use the Eligibility and Benefits tool on the UnitedHealthcare Provider Portal. To sign in to the portal, visit UHCprovider.com > Sign In.
- Search for the member on the Texas Medicaid & Healthcare Partnership (TMHP) website at tmhp.com > TexMedConnect

Phone: 888-887-9003





Submitting and managing authorizations

Some services require prior authorization. For a complete list, visit UHCprovider.com/TXcommunityplan > **Prior Authorization and Notification**. To submit and manage authorizations online:

- Sign in to the **UnitedHealthcare Provider Portal**.
- From the left-hand tabs, select Prior Authorizations & Notifications

For training, view our **Prior Authorization and Notification interactive guide**.



Requesting prior authorization for specific services

Certain types of prior authorization requests follow different processes:

- **Medications:** For medications that require prior authorization, you can submit your request in one of the following ways:
 - **Online:** Sign in to covermy meds.com
 - **Fax** the prior authorization request form to 866-940-7328. Forms are located at UHCprovider.com/TXcommunityplan > **Pharmacy Resources and Physician Administered Drugs** > Medical Necessity Supporting Documentation.
- **Cardiology, oncology and radiology:** Prior authorization procedures are outlined at UHCprovider.com/TXcommunityplan > **Prior Authorization and Notification**
- **Long-term services and supports (LTSS):** All LTSS services require prior authorization, which you can request through the member's service coordinator. Please confirm authorization before you provide service by using the Prior Authorization and Notification tool on the portal. Sign in to the **UnitedHealthcare Provider Portal**. From the left-hand tabs, select Prior Authorizations & Notifications.



Submitting claims

Submit claims in one of the following ways.

- **Online:** Use the Claims Submission tool on the portal. Learn more about our digital claims solutions at UHCprovider.com/claims.
- **Electronic Data Interchange (EDI):** Use **Payer ID 87726**. Learn more at UHCprovider.com/edi.
- **Mail:** Send CMS-1500 or UB-04 forms to:
STAR+PLUS
P.O. Box 31352
Salt Lake City, UT 84131-0352



Digital payment options

Receive digital payments through our Automated Clearing House (ACH) for direct deposit or through virtual card payments. For more information, go to UHCprovider.com > Menu > **Claims and Payments** > Digital Payment Options.



Contacting service coordinators

If there's a change in a STAR+PLUS member's condition or circumstance, including pregnancy, please call our Service Coordination Hotline at **800-349-0550**.



Reconsiderations and appeals

For information about filing reconsiderations and appeals, go to UHCprovider.com/claims > Guides and Training/Claims Reconsideration **quick start guide**.



Online training

We provide a full range of interactive, self-paced guides and instructor-led sessions for health care professionals. To access training, visit UHCprovider.com/training.

How to reach us

Contact	Phone
Abuse, Neglect and Exploitation: Texas Abuse Hotline	800-252-5400
Contracting	UHCprovider.com/join
Credentialing – Verisys	855-743-6161
Customer Service	UHCprovider.com/contactus
Eligibility – Texas Medicaid & Healthcare Partnership	800-925-9126
Fraud, waste and abuse	uhc.com/fraud
Language interpreters	Members: 888-887-9003 Providers: 877-842-3210
LTSS provider advocates and contracting	888-787-4107
MARCH® Vision Care	844-976-2724
MAXIMUS®	800-964-2777, option 3
SafeRide Health	855-932-2332
Optum (Behavioral Health) referral and crisis	888-887-9003 or providerexpress.com
Optum Physical Health Provider Services	800-873-4575
OptumRx®	877-305-8952
Physician advocates	UHCprovider.com/contactus
Prescription prior authorization	800-310-6826
Provider relations advocate	866-858-3546 or nhpra@optum.com
STAR+PLUS Service Coordination Hotline	800-349-0550
TenderHeart Health Outcomes	877-394-1860
Texas Health Steps member outreach team	800-784-6999
Texas nursing facility prior authorization	888-887-9003 or UHCprovider.com/portal
UnitedHealthcare Dental	dbp.optum.com



Our service areas

Plans are shown by county in each service area.

Service area	Plan and county name
Bexar service area	Benefit plan: STAR+PLUS Counties: Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson
Dallas service area	Benefit plan: STAR+PLUS Counties: Collin, Dallas, Ellis, Hunt, Kaufman, Navarro and Rockwall
Harris	Benefit plan: CHIP, STAR, STAR+PLUS and STAR Kids Counties: Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller and Wharton
Hidalgo	Benefit plan: STAR, STAR Kids and STAR+PLUS Counties: Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata
Jefferson	Benefit plan: CHIP, STAR, STAR Kids Counties: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler and Walker
Medicaid Rural (MRSA) Central	Benefit plan: STAR+PLUS and STAR Kids Counties: Bell, Blanco, Bosque, Brazos, Burlison, Colorado, Comanche, Coryell, DeWitt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell and Washington
MRSA Northeast	Benefit plan: STAR+PLUS and STAR Kids Counties: Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur, Van Zandt and Wood
Nueces	Benefit plan: CHIP, STAR Counties: Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio and Victoria
Tarrant	Benefit plan: STAR+PLUS Counties: Denton, Hood, Johnson, Parker, Tarrant and Wise
Travis	Benefit plan: STAR+PLUS Counties: Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson