

UnitedHealthcare Community Plan in Texas

Quick reference guide

UnitedHealthcare Community Plan serves members through our CHIP, STAR, STAR+PLUS and STAR Kids plans.

Please 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 reference guides, manuals and 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 and provider panel report/primary care provider (PCP) assignments – all at no cost and without calling. Learn more at UHCprovider.com/portal.



Verifying eligibility

You can verify member eligibility online:

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



Requesting prior authorization

Some services require prior authorization. For a complete list, visit UHCprovider.com/TXcommunityplan > Prior Authorization and Notification.

You can request prior authorization online:

- Use the Prior Authorization and Notification tool on the portal. Learn more at UHCprovider.com/paan.

Note: Approved Long-term services and supports authorizations are located in the **Document Library tool**. Learn more at UHCprovider.com/documentlibrary.



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 covermymeds.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 can be requested through the member's service coordinator as part of the member's person-centered care planning. Please confirm authorization before service delivery by using the Prior Authorization and Notification tool on the portal.



Submitting claims

You can submit claims in one of the following ways.

- **Online:** Use the Claims Submission tool on the portal. Learn more at UHCprovider.com/claims.
- **Electronic Data Interchange:** Use **Payer ID 87726**. Learn more at UHCprovider.com/edi.
- **Mail:** Send CMS-1500 or UB-04 forms to:

CHIP and STAR

P.O. Box 5270
Kingston, NY 12402-5270

STAR Kids

P.O. Box 5290
Kingston, NY 12402-5290

STAR+PLUS

P.O. Box 31352
Salt Lake City, UT 84131-0352



Contacting service coordinators

If there's a change in a STAR+PLUS or STAR Kids member's condition or circumstances, please call our Service Coordination Hotline at **800-349-0550** for STAR+PLUS or **877-352-7798** for STAR Kids. Call Customer Service for a change in condition, including pregnancy, for CHIP, STAR and STAR+PLUS members.



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
Fraud, Waste and Abuse	uhc.com/fraud
Language Interpreters	888-887-9003
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
Prior Authorization	UHCprovider.com/portal
STAR Kids Service Coordination Hotline	877-352-7798
STAR+PLUS Service Coordination Hotline	800-349-0550
TenderHeart Health Outcomes	877-394-1860
Texas Health Steps Member Outreach Team	800-784-6999
UnitedHealthcare Dental	dbp.optum.com
UHCprovider.com Help Desk	UHCprovider.com/contactus

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 service area	Benefit plan: CHIP, STAR, STAR+PLUS and STAR Kids Counties: Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller and Wharton
Hidalgo service area	Benefit plan: STAR, STAR Kids and STAR+PLUS Counties: Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata
Jefferson service area	Benefit plan: CHIP, STAR and STAR Kids Counties: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler and Walker
Medicaid Rural Service Area (MRSA) central	Benefit plan: STAR+PLUS and STAR Kids Counties: Bell, Blanco, Bosque, Brazos, Burleson, 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 service area	Benefit plan: CHIP and STAR Counties: Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio and Victoria
Tarrant service area	Benefit plan: STAR+PLUS Counties: Denton, Hood, Johnson, Parker, Tarrant and Wise
Travis service area	Benefit plan: STAR+PLUS Counties: Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson