

Welcome to UnitedHealthcare Community Plan in Texas

Quick reference guide

UnitedHealthcare Community Plan serves members through our CHIP, STAR, STAR+PLUS and STAR Kids plans. Together with HHSC and the Centers for Medicare & Medicaid Services (CMS), we also serve UnitedHealthcare Connected® (Medicare-Medicaid Plan) (MMP) members.

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 manuals, important alerts and bulletins, visit UHCprovider.com/TXcommunityplan.

Working with UnitedHealthcare Community Plan



Verifying eligibility

You can verify member eligibility online or by phone:

- Use the Eligibility and Benefits tool on the Provider Portal at UHCprovider.com/eligibilitytool
- Search the member on the Texas Medicaid & Healthcare Partnership (TMHP) website at tmhp.com > TexMedConnect
- Call UnitedHealthcare Community Plan Customer Service at **888-887-9003**

Requesting prior authorization

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

There are several ways to request prior authorization:

- **Online:** Use the Prior Authorization and Notification tool at UHCprovider.com/paan
Note: Approved Long-Term Services and Support (LTSS) authorizations are located in the **Document Library tool**.
- **Fax** the request form to 877-940-1972. Forms are located at UHCprovider.com/TXcommunityplan > Prior Authorization and Notification > Prior Authorization Forms > Texas Standard Prior Authorization Request Form for Health Care Services
- **Phone:** Call **866-604-3267**



Requesting prior authorization for specific services

Certain types of prior authorization requests follow different processes:

- **Medications:** For medications that require a 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 at UHCprovider.com/paan.



Submitting claims

You can submit claims in one of the following ways.

- **Online:** Sign in at UHCprovider.com/claimstool
- **Electronic data interchange (EDI):** Visit UHCprovider.com/edi. Use **Payer ID 87726**.
- **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 and

UnitedHealthcare Connected (MMP)

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 > Submit a Corrected Claim, Claim Reconsideration/Begin Appeal Process.

Important phone numbers

Contact	Phone
Abuse, Neglect and Exploitation: Texas Abuse Hotline	800-252-5400
Contracting	866-574-6088
Credentialing – Verisys	855-743-6161
Customer Service	888-887-9003
Fraud, Waste and Abuse	844-359-7736 or 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
ModivCare	877-564-9835
Optum (Behavioral Health) Referral and Crisis	888-887-9003
Optum Physical Health Provider Services	800-873-4575
OptumRx [®]	877-305-8952
Physician Advocates	888-303-6162
Prescription Prior Authorization	800-310-6826
Prior Authorization	888-887-9003
STAR Care Management	888-887-9003
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	877-378-5301
UHCprovider.com Help Desk	866-842-3278, option 1

Our service areas

Plans are shown by county in each service area.

Service area	Plan and county name
Harris Service Area	<p>Benefit plan: CHIP, STAR, STAR+PLUS, STAR Kids and UnitedHealthcare Connected (Medicare-Medicaid Plan)*</p> <p>Counties: Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller and Wharton</p> <p>*UnitedHealthcare Connected (Medicare-Medicaid Plan) is in Harris County only.</p>
Hidalgo Service Area	<p>Benefit plan: STAR and STAR Kids</p> <p>Counties: Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata</p>
Jefferson Service Area	<p>Benefit plan: CHIP, STAR, STAR+PLUS and STAR Kids</p> <p>Counties: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler and Walker</p>
Medicaid Rural Service Area (MRSA) Central	<p>Benefit plan: STAR+PLUS and STAR Kids</p> <p>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</p>
MRSA Northeast	<p>Benefit plan: STAR+PLUS and STAR Kids</p> <p>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</p>
Nueces Service Area	<p>Benefit plan: CHIP, STAR, STAR+PLUS</p> <p>Counties: Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio and Victoria</p>
Travis Service Area	<p>Benefit plan: STAR+PLUS</p> <p>Counties: Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson</p>