

# 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 reference guides, manuals and important alerts and bulletins, visit [UHCprovider.com/TXcommunityplan](https://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 at [UHCprovider.com/portal](https://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](https://UHCprovider.com) > Sign In.
- Search the member on the Texas Medicaid & Healthcare Partnership (TMHP) website at [tmhp.com](https://tmhp.com) > TexMedConnect



### Requesting prior authorization

Some services require prior authorization. For a complete list, visit [UHCprovider.com/TXcommunityplan](https://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](https://UHCprovider.com/paan).
- Note:** Approved Long-Term Services and Support (LTSS) authorizations are located in the [Document Library tool](https://UHCprovider.com/documentlibrary). Learn more at [UHCprovider.com/documentlibrary](https://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](https://covermymeds.com)
  - **Fax** the prior authorization request form to 866-940-7328. Forms are located at [UHCprovider.com/TXcommunityplan](https://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](https://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](https://UHCprovider.com/claims).
- **Electronic Data Interchange (EDI):** Use **Payer ID 87726**. Learn more at [UHCprovider.com/edi](https://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 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](https://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](https://UHCprovider.com/training).

## How to reach us

Contact	Phone
Abuse, Neglect and Exploitation: Texas Abuse Hotline	800-252-5400
Contracting	<a href="https://UHCprovider.com/join">UHCprovider.com/join</a>
Credentialing – Verisys	855-743-6161
Customer Service	<a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a>
Fraud, Waste and Abuse	<a href="https://uhc.com/fraud">uhc.com/fraud</a>
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
Modivcare	877-564-9835
Optum (Behavioral Health) Referral and Crisis	888-887-9003 or <a href="https://providerexpress.com">providerexpress.com</a>
Optum Physical Health Provider Services	800-873-4575
OptumRx®	877-305-8952
Physician Advocates	<a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a>
Prescription Prior Authorization	800-310-6826
Prior Authorization	<a href="https://UHCprovider.com/portal">UHCprovider.com/portal</a>
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	<a href="https://dbp.optum.com">dbp.optum.com</a>
UHCprovider.com Help Desk	<a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a>

## Our service areas

Plans are shown by county in each service area.

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

\*UnitedHealthcare will serve STAR+PLUS members in the Jefferson and Nueces service areas through Aug. 31, 2024.

## New service areas in 2024

New STAR+PLUS plans beginning Sept. 1, 2024	
<b>Bexar service area</b>	<b>Counties:</b> Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina and Wilson
<b>Dallas service area</b>	<b>Counties:</b> Collin, Dallas, Ellis, Hunt, Kaufman, Navarro and Rockwall
<b>Hidalgo service area</b>	<b>Counties:</b> Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata
<b>Tarrant service area</b>	<b>Counties:</b> Denton, Hood, Johnson, Parker, Tarrant and Wise