

# Corrected Claims

UnitedHealthcare Community Plan in Texas is sharing this information from the Texas Health and Human Services Commission so you know what the state requires when submitting corrected claims for Texas Medicaid members.



There may be times when you need to update information on a claim you've already submitted. If we've paid any part of that claim, you'll need to submit a corrected claim. The corrected claim should contain everything that was submitted in the original claim. If the entire claim was denied, please resubmit the claim as a new claim instead of a corrected claim.

## Submitting Corrected Claims

When submitting a corrected claim, you're submitting a replacement claim that takes the place of the previous version. Please use the following guidelines to help us process the corrected claim more quickly and accurately.

- Include the original claim number and the claim segment, which is the two numbers at the end of a claim (e.g., 01). The claim will be rejected if the claim number isn't valid.
- Bill the corrected claim on the same bill type as the original claim (e.g., CMS-1500 or UB-04).
- Provide corrected detail lines and the lines that were correctly paid in the original claim. If you only submit the lines you're correcting, payments may be recouped for the other lines of service.

## We're Here to Help

Find general help submitting claims at [tmhp.com](http://tmhp.com) > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#) > Individual Chapters PDF > Volume 1: Section 6: Claims Filing. You can also call the TMHP Contact Center General Inquiries Line at **800-925-9126**.

Go to [UHCprovider.com/claims](http://UHCprovider.com/claims) to learn more about submitting claims to UnitedHealthcare Community Plan.

If you have questions, please contact your Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m. to 6 p.m. Central Time, Monday through Friday. Thank you.

UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Insurance Company in the Texas Health and Human Services Commission's STAR+PLUS Central and Northeast Medicaid Rural Service Areas. UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Community Plan of Texas LLC in the following service delivery areas: Jefferson, Harris, Hidalgo, Nueces and Travis.

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