



# Hearing services for Community Plan members

UnitedHealthcare oversees hearing and hearing aid services for UnitedHealthcare Community Plan of Texas members in STAR, STAR Kids and STAR+PLUS. Please note, these services are handled differently for our UnitedHealthcare commercial and UnitedHealthcare® Medicare Advantage plans. For that reason, we want to give you some tips to help make the process easier to navigate.

## Referrals, prior authorizations and claims

You can use the UnitedHealthcare Provider Portal to submit claims and prior authorizations and check the status of those items. Go to [UHCprovider.com/access](https://UHCprovider.com/access) to set up a One Healthcare ID and get started.

To access training for the UnitedHealthcare Provider Portal, go to [UHCprovider.com/training](https://UHCprovider.com/training) and select the Digital Solutions category.

## Tips for a smooth process

To help avoid claim denials, make sure you:

- Check that the referring health care professional is in the UnitedHealthcare network
  - UnitedHealthcare Hearing cannot provide referrals for UnitedHealthcare Community Plan of Texas members
  - Health care professionals who aren't contracted with us can submit claims as an out-of-network health care professional, but we may deny those claims or pay them at out-of-network rates
- Submit the claim through UnitedHealthcare
  - If you accidentally submit a hearing or hearing aid claim to UnitedHealthcare Hearing for one of these members, it will be denied

To become contracted, please visit [UHCprovider.com/join](https://UHCprovider.com/join).



## Questions

Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare ProviderPortal Contact Us page. You can also call customer Service at **888-887-9003**, 8 a.m.–6 p.m. CT, Monday–Friday.