

# Network changes for members of hearing services

## Frequently asked questions

### Overview

On July 1, 2021, UnitedHealthcare assumed network responsibilities for hearing and hearing aid services for UnitedHealthcare Community Plan of Texas members. As a result of this change, please make note of the following:

- UnitedHealthcare Hearing no longer oversees these services and will deny claims submitted for these members
- UnitedHealthcare Hearing members must use a UnitedHealthcare network health care professional
- Health care professionals who are not contracted with UnitedHealthcare are considered out of network

### Frequently asked questions

#### **I'm contracted with UnitedHealthcare Hearing but not with UnitedHealthcare. Can I provide care for members of the UnitedHealthcare Community Plan of Texas?**

You must be a part of the UnitedHealthcare network to serve these members. To become contracted, please visit [UHCprovider.com](https://www.uhcprovider.com) or email [networkhelp@uhc.com](mailto:networkhelp@uhc.com). If you have questions, please call Customer Service at **888-887-9003**, 8 a.m.–6 p.m. CT, Monday–Friday.

#### **How will this change affect me as a health care professional in the UnitedHealthcare Hearing network?**

You can provide hearing and hearing aid services for members of UnitedHealthcare commercial, UnitedHealthcare® Medicare Advantage and UnitedHealthcare Dual Complete® Special Needs plans. Please call Provider Relations at **855-523-9355** or email [providernetwork@uhchearing.com](mailto:providernetwork@uhchearing.com) if you have questions about your Provider Agreement.

#### **How should I handle referrals, prior authorizations and claims with UnitedHealthcare?**

Please review your Participation Agreement with UnitedHealthcare. The Agreement includes all Medicaid addendums and regulatory appendices. You must carry out all services provided through UnitedHealthcare Community Plan of Texas according to UnitedHealthcare rules and regulations:

- **Referrals:** UnitedHealthcare Hearing cannot provide referrals for UnitedHealthcare Community Plan of Texas members.

### Key points

- UnitedHealthcare Hearing no longer serves UnitedHealthcare Community Plan of Texas members
- Members needing services must use a health care professional in the UnitedHealthcare network
- This change does not apply to members in UnitedHealthcare commercial, UnitedHealthcare Medicare Advantage or UnitedHealthcare Dual Complete Special Needs plans

- **Prior authorizations:** UnitedHealthcare gives prior authorization for hearing services, hearing aids and hearing supplies, as needed. To learn if a service or supply requires prior authorization, go to [Prior Authorization Requirements](#) and select the member's plan. You can submit prior authorization requests and find additional resources on [UHCprovider.com](#).
- **Claims:** Submit line-item claims for services and supplies to [UHCprovider.com](#).

### **Can I submit claims for UnitedHealthcare Community Plan of Texas members if I'm not contracted with UnitedHealthcare?**

You 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. If you have questions, please reach out to your Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m.–6 p.m. CT, Monday–Friday.

### **I dispensed a hearing aid to a UnitedHealthcare Community Plan of Texas member before July 1, 2021. Am I required to provide additional services for that member?**

Members who received a hearing aid before July 1, 2021, are eligible for the following services and supplies through UnitedHealthcare Hearing:

- Three free follow-up visits, preferably with the dispensing audiologist, up to 1 year after receiving the hearing aid
- A 1-year supply of batteries

If you're in the UnitedHealthcare network and a member contacts you to replace a lost or damaged hearing aid, please work directly with the manufacturer. Submit a loss and damage (L&D) claim to UnitedHealthcare for reimbursement and include the original prior authorization request.

If you're not in the UnitedHealthcare network, please direct the member to call Member Services at the number on the back of their insurance card. They will need to reach out to a health care professional in the UnitedHealthcare network who can assist them with their L&D claim.

### **I'm a health care professional in the UnitedHealthcare network. How do I update my demographic information to make it easy for members to find me?**

You can update your demographic information in My Practice Profile at [UHCprovider.com](#). You can also download a [Provider Demographic Change Request form](#) and send it to [hpdemo@uhc.com](mailto:hpdemo@uhc.com).



#### **Who can I contact if I have questions?**

Please reach out to your UnitedHealthcare Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m.–6 p.m. CT, Monday–Friday.