

Updates To Cost-Share Payment Processing

Beginning Nov. 1, 2020, we will be making updates to cost-share payment processing to more closely align with the Texas Medicaid Provider Procedures Manual (TMPPM).

What This Means for You

You may notice some differences on your provider remittance advice (PRA). These differences can include:

- Different cost-share payment amount
- Denial of some services
- Denial of some services with the note that the claim/service is not covered by this payer and should be sent to the correct payer

Resources

For the Texas Medicaid Provider Procedures Manual, go to tmhp.com > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#).

For information about filing an appeal, you can go to UHCprovider.com/TXcommunityplan > [Care Provider Manuals](#) > Texas > UnitedHealthcare Community Plan of Texas CHIP, STAR and STAR+PLUS Provider Manual.

We're Here to Help

For information on submitting UnitedHealthcare Community Plan claims, go to UHCprovider.com/claims.

If you have questions, please contact your Provider Advocate or call Member Services at **888-887-9003**, 8 a.m. – 6 p.m., Monday – 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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