

# UnitedHealthcare Connected Medicare-Medicaid Plan (MMP)

Texas | Harris County

## For dual-eligible members with a person-centered plan of care

UnitedHealthcare Connected® is a Texas Medicare-Medicaid plan offered by the UnitedHealthcare Community Plan of Texas. UnitedHealthcare Connected (Medicare-Medicaid Plan) provides dual-eligible members with a customized care plan and a single point of contact for all Medicare and Medicaid services. These members are:

- Ages 21 and older
- Eligible for both Medicare and Medicaid
- Enrolled in Medicare Part A, Medicare Part B and Texas Medicaid
- Living in Harris County

## We're here to help you

If you have questions, please contact Customer Service at **888-887-9003**, Monday–Friday, 8 a.m.–6 p.m. Central Time.



Eligibility for MMP is set by Texas Health and Human Services (HHS). For more information on eligibility, visit [hhs.texas.gov > Services > Health > Medicaid and CHIP > Programs > Dual Eligible Project \(MMP\)](https://hhs.texas.gov/Services/Health/Medicaid-and-CHIP/Programs/Dual-Eligible-Project-MMP).



Services can be either Medicare or Medicaid. Medicare services include Medicare Part A (hospital insurance), Part B (medical insurance) and Part D (prescriptions). Medicaid Long-Term Services and Supports (LTSS) are also offered to help eligible members stay in their home and communities when they may otherwise require a nursing home level-of-care to meet their basic needs.



The benefit plan design coordinates member billing and payments to providers. You'll find more information at [UHCprovider.com > Texas > UnitedHealthcare Connected \(Medicare-Medicaid Plan\) Care Provider Manual](https://uhcprovider.com/Texas/UnitedHealthcare-Connected-Medicare-Medicaid-Plan-Care-Provider-Manual).



Use our Claim Submission tool to **enter claims electronically** using the same information as the CMS-1500 paper form. The payer ID is 87726. You can get more information at [UHCprovider.com/claims](https://uhcprovider.com/claims) > **Submit a Claim**. Claims submitted to UnitedHealthcare for UnitedHealthcare Connected members are automatically processed Medicare and Medicaid. You only need to submit 1 claim.



UnitedHealthcare Connected plan members choose a primary care provider (PCP) and are assigned a UnitedHealthcare service coordinator who works with the PCP to develop and implement a person-centered plan for care



Any changes in a member's condition or circumstances must be shared with the service coordinator, so they can adjust the care plan as needed



UnitedHealthcare Connected members must get care from a specific network of participating care providers, including physicians, hospitals, skilled and non-skilled nursing facilities, ancillary providers and home and community-based providers. These providers must also be in Harris County.

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.

### **The member's service coordination team**

Each member has a Service Coordination Team facilitated by 1 of our service coordinators. This team helps evaluate the member, develop and implement a person-centered plan for care. Our service coordinators use health-risk assessments and phone or face-to-face visits. The member, their family, PCP and other health care professionals are involved in the member's care, along with the service coordinators.

You may call the service coordinator directly or call our Service Coordination hotline at **800-349-0550**. Any changes in a member's condition or circumstances must be shared with the service coordinator, so we can adjust their care plan, as needed.

### **Prior authorization requests for MMP members**

Some services require prior authorization. You can find the latest information at **[UHCprovider.com/TXcommunityplan](https://UHCprovider.com/TXcommunityplan)** > **[Prior Authorization and Notification](#)** > Prior Authorization Requirements.

The member's service coordinator provides authorizations for LTSS. Cardiology, oncology, radiology and physical therapy (occupational, physical and/or speech) prior authorization requests are handled separately. For these services, please work with the member's service coordinator.

Please submit prior authorization requests online, by phone or fax:

- Use the Prior Authorization and Notification tool at **[UHCprovider.com/pan](https://UHCprovider.com/pan)**
- Call us at **866-604-3267**
- Fax the prior authorization form to 877-940-1972. The form is available at **[UHCprovider.com/TXcommunityplan](https://UHCprovider.com/TXcommunityplan)** > Prior Authorization and Notification Resources > **[Prior Authorization forms and Documentation Supporting Medical Necessity](#)**.

### **How do I identify a UnitedHealthcare Connected member?**

You should verify eligibility and enrollment to help ensure you're following the correct policies, requesting any necessary authorizations and submitting claims correctly. Members may move between MMP programs and managed care organizations (MCO) frequently. Members can move between plans that have Medicare and Medicaid and from 1 MCO to another.

To find out if a member is covered by Medicaid and their MCO, go to **[tmhp.com](https://tmhp.com)** > Providers > **[TexMedConnect](#)**. You can also check a member's coverage and MCO using the Eligibility and Benefits tool at **[UHCprovider.com/eligibility](https://UHCprovider.com/eligibility)**.

### **Where can I refer my patient for mental health or substance use disorder assessment and treatment?**

You can find an in-network behavioral health specialist online or over the phone:

- Go to **[UHCprovider.com](https://UHCprovider.com)** and click on "Find Dr." in the top right corner
- Call our behavioral health customer service at **888-887-9003** (24/7)