

Welcome to UnitedHealthcare Community Plan

Care Provider Quick Reference Guide

On behalf of the Texas Health and Human Services Commission (HHSC), UnitedHealthcare Community Plan serves members through our CHIP, STAR, STAR+PLUS and STAR Kids plans. Together with HHSC and the Centers for Medicare & Medicaid Services (CMS), we also serve UnitedHealthcare Connected® (Medicare-Medicaid Plan) (MMP) members.

Please use this quick reference guide to learn more about working with us as you care for patients who are UnitedHealthcare Community Plan members. For more information, such as manuals, important alerts and newsletters, you can visit UHCprovider.com/TXcommunityplan.



Getting Started

Our dedicated team of representatives can help you:

- Verify member eligibility
- Get member services information
- Secure extra services for members like translation and transportation
- Make referrals to network care providers for services, such as behavioral health, dental and vision
- Get answers to questions about claims



What You Need to Know

How to Verify Member Eligibility

There are a few ways you can verify member eligibility:

- Search the member on the Texas Medicaid & Healthcare Partnership (TMHP) website at tmhp.com > Select "TexMedConnect" and log in.
- Click on Eligibility and Benefits on Link. Learn more at UHCprovider.com/link.
- Call UnitedHealthcare Community Plan Customer Service at **888-887-9003**.

How to Request Prior Authorization

Some services require authorization prior to service delivery. There are several ways to request prior authorization.

- **Online:** Go to UHCprovider.com > [Prior Authorization and Notification](#) to learn more.
Note: At this time, service is not available for Long-Term Services and Support (LTSS) authorization.
- **Fax:** Fax the request to **877-940-1972**. Forms are at UHCprovider.com/TXcommunityplan > Prior Authorization and Notification > Prior Authorization Forms > Texas Standard Prior Authorization Request Form.
- **Phone:** Call **866-604-3267**.
- **Unique Requests:** Certain types of prior authorization requests follow different processes:
- For drugs that require a prior authorization, you can:
 - Go to UHCprovider.com/TXcommunityplan > [Pharmacy Resources and Physician Administered Drugs](#) > CoverMyMeds: Learn More.
 - Fax the forms, located at UHCprovider.com/TXcommunityplan > Pharmacy Resources and Physician Administered Drugs > Medical Necessity Supporting Documentation, to 866-940-7328.
 - Call Pharmacy Services at 800-310-6826.

- Cardiology, Oncology and Radiology prior authorization procedures can be found at [UHCprovider.com/ TXcommunityplan](https://UHCprovider.com/TXcommunityplan) > Prior Authorization and Notification.
- All LTSS services require prior authorization, which can be requested through the member's service coordinator as part of the member's person-centered care planning. Please confirm authorization before service delivery at UHCprovider.com > Prior Authorization and Notification.
- To see a complete list of services that require prior authorization, visit UHCprovider.com/TXcommunityplan > Prior Authorization and Notification.

How to Submit Claims

Many options are available when submitting claims. **Use Payer ID: 87726.**

- **Online:** Go to UHCprovider.com/claims > Submit a Claim or use the [clearinghouse of your choice](#).
- **Mail:** Send CMS 1500 or UB-04 forms to:
 - **CHIP and STAR**
P.O. Box 5270
Kingston, NY 12402-5270
 - **STAR Kids**
P.O. Box 5290
Kingston, NY 12402-5290
 - **STAR+PLUS and UnitedHealthcare Connected (MMP)**
P.O. Box 31352
Salt Lake City, UT 84131-0352
- **Contacting Service Coordinators:** If you see a change in a STAR+PLUS or STAR Kids member's condition or circumstances, please call our Service Coordination Hotline at **800-349-0550** for STAR+PLUS or **877-352-7798** for STAR Kids, so we can help address their changing needs. Call Customer Service for a change in condition, including pregnancy, for CHIP, STAR and STAR+PLUS members.

For information about filing Reconsiderations and Appeals, go to UHCprovider.com > Claims, Billing and Payments > **Submit a Corrected Claim, Claim Reconsideration/Begin Appeal Process.**

Quick Reference Contact List

Resources to Help You Better Serve Our Members

View the following contact information for UnitedHealthcare Community Plan in Texas. Customer Services lines are always available in case of member emergencies.

Contact	Phone
Abuse, Neglect and Exploitation: Texas Abuse Hotline	800-252-5400
Contracting	866-574-6088
Credentialing — Aperture	855-743-6161
Customer Service	888-887-9003
Fraud, Waste and Abuse	844-359-7736 or UHCprovider.com/fraud
Language Interpreters	888-887-9003
LogistiCare®	866-528-0441
Longhorn Health Solutions	877-394-1860
LTSS Provider Advocates and Contracting	888-787-4107
MARCH® Vision Care	844-976-2724
MAXIMUS®	800-964-2777
Optum (Behavioral Health) Referral and Crisis	888-887-9003
Optum Physical Health Provider Services	800-873-4575
OptumRx®	877-305-8952
Physician Advocates	888-303-6162
Prescription Prior Authorization	800-310-6826

Prior Authorization	866-604-3267
STAR Care Management	888-887-9003
STAR Kids Service Coordination Hotline	877-352-7798
STAR+PLUS Service Coordination Hotline	800-349-0550
Texas Health Steps Member Outreach Team	800-784-6999
UnitedHealthcare Dental	877-378-5301
UHCprovider.com Help Desk	866-842-3278, Option 1

Our Service Areas

Plans are shown by county; please view the available plan and county names for UnitedHealthcare Community Plan in Texas.

Service Area	Plan and County Name
Harris Service Area	<p>Benefit plan: CHIP, STAR, STAR+PLUS, STAR Kids and UnitedHealthcare Connected (Medicare-Medicaid Plan)*</p> <p>Counties: Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller and Wharton</p> <p>*UnitedHealthcare Connected (Medicare-Medicaid Plan) is in Harris County only.</p>
Hidalgo Service Area	<p>Benefit plan: STAR and STAR Kids</p> <p>Counties: Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata</p>
Jefferson Service Area	<p>Benefit plan: CHIP, STAR, STAR+PLUS and STAR Kids</p> <p>Counties: Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler and Walker</p>
Medicaid Rural Service Area (MRSA) Central	<p>Benefit plan: STAR+PLUS and STAR Kids</p> <p>Counties: Bell, Blanco, Bosque, Brazos, Burleson, Colorado, Comanche, Coryell, DeWitt, Erath, Falls, Freestone, Gillespie, Gonzales, Grimes, Hamilton, Hill, Jackson, Lampasas, Lavaca, Leon, Limestone, Llano, Madison, McLennan, Milam, Mills, Robertson, San Saba, Somervell and Washington</p>
MRSA Northeast	<p>Benefit plan: STAR+PLUS and STAR Kids</p> <p>Counties: Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur, Van Zandt and Wood</p>
Nueces Service Area	<p>Benefit plan: CHIP, STAR, STAR+PLUS</p> <p>Counties: Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio and Victoria</p>
Travis Service Area	<p>Benefit plan: STAR+PLUS</p> <p>Counties: Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis and Williamson</p>

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.