



**Q. What are the member advantages of the plan?**

**A.** Members can continue to access core Medicare benefits along with Part D (pharmacy) benefits and targeted clinical programs and services. Additionally, the plan offers supplemental benefits and services that are not typically available through Original Medicare or Medicaid at no extra cost. These may include:



**Food, OTC and Utilities**

\$125 credit for food, OTC and utilities



**Dental benefits**

\$3,000 for covered comprehensive dental



**Routine vision benefits**

Eye exam and \$300 eyewear allowance



**Routine transportation**

60 rides for doctor or pharmacy visits

**Q. How can a member enroll in a Dual Special Needs Plan?**

**A.** Prospective members can explore their options by visiting [uhcommunityplan.com/TX](http://uhcommunityplan.com/TX) or speaking to a licensed sales agent. In addition to individuals enrolling during the annual enrollment period, Oct. 15–Dec. 7, plan members may enroll, disenroll or switch plans once per calendar quarter during the first 9 months of the year by following the Centers for Medicare & Medicaid Services (CMS) regulatory requirements.

**Care provider reimbursement**

**Q. How will I be reimbursed for the UHC Dual Complete TX-D005 (HMO-POS D-SNP) plan?**

**A.** Administrative services and payment of Medicare-covered and supplemental are managed by the affiliate for claims submission found on the member’s ID card. We will reimburse your Medicare services according to your existing Medicare Advantage contracted rates. Since these members are dually eligible for Medicare and Medicaid, they’ll have Medicaid as their secondary payer in Texas. Medicare cost-sharing includes the deductibles, coinsurance and copays included as part of Medicare Advantage benefit plans.

**Full:** Health care professionals may not attempt to collect additional reimbursement from DSNP members whose Medicaid benefits cover all Medicare cost-sharing components. Fully dual-eligible members are not responsible for Medicare cost-sharing under CMS regulations.

**Partials:** This plan may include partial dual-eligible members. For partial dual-eligible members, care providers may seek the remaining reimbursement, up to the Medicaid allowable amount, as documented in the provider remittance advice (PRA) for the Medicare payment of eligible services. Reminder: Always validate Medicaid benefits and cost-share responsibilities for partial dual members with Texas Medicaid.

**Q. As a health care professional, do I need to be enrolled in Medicaid to receive the remaining reimbursement?**

**A.** At a minimum, you are required to enroll or register with the state Medicaid plan for Medicare secondary cost share billing purposes. Depending on the service and covered benefit level (80%), many D-SNP care providers will be required to submit a secondary claim to Medicaid if there is deductible, copayment or coinsurance amount that is the responsibility of the Medicaid payer to cover. This will depend on the member’s Medicaid eligibility levels. This may require registering for a care provider Medicaid ID number for reimbursement. If you decide not to enroll or re-enroll with the state Medicaid program, you’ll give up your ability to seek the secondary payer reimbursement for a dual-eligible member.

**Care provider resources**

- To learn more about this new plan, visit [UHCprovider.com/txcommunityplan](http://UHCprovider.com/txcommunityplan)
- If you have questions, please call Provider Services at **1-877-842-3210** and select “Health Care Provider”
- Further details around medical and reimbursement policies at [UHCprovider.com](http://UHCprovider.com) > Menu > Policies and Protocols > Medicare Advantage Policies
- Find out more about doing business with us at [UHCprovider.com/guides](http://UHCprovider.com/guides) > Administrative Guide for Commercial, Medicare Advantage and D-SNP
- To see a list of plans for Texas, visit [UHCprovider.com/tx](http://UHCprovider.com/tx) > Medicare > Texas UnitedHealthcare Dual Complete® Special Needs Plans > Additional State-Specific Claims Resources



## Service area

Effective Jan. 1, 2024, the service area includes Atascosa, Bexar, Comal, Guadalupe, Kendall and Wilson counties.

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements. Benefits and features vary by plan/area. Limitations and exclusions apply. For more information on benefits, go to [UHCCommunityPlan.com](https://UHCCommunityPlan.com). Not for distribution to retirees or beneficiaries.

PCA-1-23-03883-POE-FAQ\_12112023  
© 2023 United HealthCare Services, Inc. All Rights Reserved.

