



Provider Alert

Next Steps: Claims Rejected By Texas Medicaid & Healthcare Partnership

Unfortunately, there are some cases when the bills you submit to Texas Medicaid & Healthcare Partnership (TMHP) are rejected and never make it to us to pay your claim. When this happens, TMHP won't let you know about this rejection. That's why we send a notification directly to you – so you're aware when a claim was rejected and the next steps you can take to resubmit right away for payment.

How to Resubmit A Claim

If you get a rejection notification from us, you can resubmit a claim(s) through TMHP after making any necessary changes noted as the rejection reason. To do this, go to TMHP.com > providers > Go to TexMed Connect. Or, you can submit to us directly:



Online

- Use the claimsLink app in Link - your gateway to UnitedHealthcare's online tools. To access claimsLink, sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com. To learn more about Link, please visit UHCprovider.com/Link.



By Mail

- Please address the Centers for Medicare & Medicaid Services (CMS) 1500 form to UnitedHealthcare Community Plan and send to:

Program

CHIP and STAR

STAR Kids

STAR+PLUS

Address

P.O. Box 5270

Kingston, NY 12402-5270

P.O. Box 5290

Kingston, NY 12402-5290

P.O. Box 31352

Salt Lake City, UT 84131-0352

Please remember, claims need to be submitted within 95 days of service delivery.

We're Here to Help

If you have claim reconsideration questions, please call us at **888-887-9003**, from 8 a.m. - 8 p.m. Central Time, Monday through Friday. Thank you.

