



Provider Alert

Next Steps: Texas Medicaid & Healthcare Partnership Rejected Claims

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. To see reason code explanations, follow these helpful links:

- [Claims Status Category Codes](#)
- [Claims Status Codes](#)
- [Electronic Data Interchange \(EDI\) Claim Edits](#)

How to Resubmit A Claim

If you get a rejection notification from us, please review the list of rejected claim(s) and their reason code. You can see a list of rejection reasons by code at [UHCCommunityPlan.com](#) > For Health Care Professionals > Texas > Reference Guides. After making any necessary changes, you can resubmit the claim(s) to TMHP at [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:

<u>Program</u>	<u>Address</u>
CHIP and STAR	P.O. Box 5270 Kingston, NY 12402-5270
STAR Kids	P.O. Box 5290 Kingston, NY 12402-5290
STAR+PLUS	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.