



Provider Alert

Important News for Skilled Nursing Facilities and Home Health Skilled Nursing Providers

Due to a change in our claims platform, some claims for skilled nursing services were paid incorrectly in September 2016. UnitedHealthcare Community Plan claims in the following states were affected: Arizona, Iowa, Kansas, Massachusetts, New Jersey, Tennessee and Texas.

To correct this error, we have reprocessed claims submitted between Aug. 29 and Sept. 19, 2016. No claim resubmission is required on your part; UnitedHealthcare Community Plan will issue correct remittance advices after Sept. 29, 2016.

We apologize for any inconvenience this claim processing error may have caused. If you have questions, please call your Customer Service Center. Thank you.