



# Attendant Compensation Rate Enhancement

For Care Providers of Long-Term Services and Supports

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# Attendant Compensation Rate Enhancement

- The Attendant Compensation Rate Enhancement is a Texas Health and Human Services (HHS) program that allows additional payments for services delivered by non-medical attendants who care for Texas Medicaid recipients.
- The compensation rate enhancement program is available to community and nursing facility long-term care providers that employ non-licensed attendants.
- Your facility has to enroll in order for your attendants to participate in the Attendant Compensation Rate Enhancement program.

# Who is an attendant?

- An attendant is an unlicensed caregiver providing direct assistance to individuals with Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL) as their primary service.
- These attendants can include:
  - Adult day care direct care workers
  - Assisted living direct care workers
  - Drivers
  - Medication aides
  - Personal attendant services direct care workers
  - Supported employment and employment assistance direct care workers, including job coaches

# Enrolling in the Compensation Rate Enhancement Program

Here's what you need to do:

- ✓ **Contact your Provider Advocate** during the open enrollment period.
- ✓ **Tell your** attendants about the program.
- ✓ **Decide how the funds will be used** to benefit the attendants.
- ✓ Complete and send us our **Attendant Compensation Rate Enhancement Form**.
  - ✓ Include your **HHS (formerly the Department of Aging and Disability Services (DADS)) certification number** for the current year. This will help determine your rate.
  - ✓ Include a **written confirmation** about how you're going to tell the attendants about the program and how you're going to use the funds.
- ✓ Sign all necessary documents to **add this rate to your contract**.
- ✓ **Include the enhanced rate when you bill** for services delivered by these attendants.
- ✓ **Use the money to benefit the attendants.**

# When to Enroll

- UnitedHealthcare Community Plan open enrollment for care providers is Oct. 1 through Dec. 1.
- To enroll during the open enrollment period, you can:
  - Amend your Participation Agreement to include the rate enhancement (if you didn't have it added when you initially contracted with our network).
  - Update your Participation Agreement amendment if your rate enhancement level has changed with Texas Health and Human Services certification (formerly the Department of Aging and Disability Services (DADS)).
- You may also enroll when you initially contract with UnitedHealthcare Community Plan. Your Provider Advocate will have more information.

# Getting Started

- To enroll in the program, first your Participation Agreement amendment has to be updated during open enrollment:
  - To start the process,
    - Contact your Provider Advocate directly.
    - Call us at **888-887-9003**.
    - E-mail us at [uhc\\_cp\\_prov\\_relations@uhc.com](mailto:uhc_cp_prov_relations@uhc.com)
    - Fax your request to **855-500-3356**

# Enrollment Application Form



- **UHCCommunityPlan.com** > For Health Care Providers > Texas > [Provider Forms](#) > Attendant Compensation Rate Enhancement Request. On the form, include:
  - Agency name
  - Agency tax ID number
  - Your Texas HHS (formerly Texas DADS) certification number
  - Your current rate enhancement level, if applicable
    - If your HHS certification changes, be sure to let us know so we can adjust your rate enhancement payment during the next open enrollment period.
  - A statement describing how you'll tell the attendants about the rate enhancement program
  - A statement describing how you'll use the additional funds to benefit the attendants
  - The name and title and signature of the person writing the statement



# You're enrolled. What's next?

- Once you amend your contract to include the rate enhancement, you'll continue to receive your enhanced rate payment each year when Texas HHS announces the new rates.
- You will need to update your amendment if:
  - Your rate enhancement changes with HHS
  - You stop offering the services which qualified you for the rate enhancement
- You have the option to do another rate enhancement amendment during the annual open enrollment period.

# Getting the Enhanced Payment

- Payment begins once the amendment is processed and your rate is registered in our claims payment system.
- Include your rate enhancement amount when you submit your bill to us:

For example, if you submit a bill for a service that is reimbursable at \$12.00 per unit, add your reimbursement rate (for example, \$1.00 per unit) to make the billed amount \$13.00 per unit.

# Retroactive Payment Timeline

- Sept. 1
  - HHS announces the rate enhancement.
- Oct. 1 – Dec. 1
  - Open enrollment
- If you're eligible for the rate enhancement and you enroll during open enrollment, we'll retroactively pay you the enhanced rate for claims going back to Sept. 1.
- You won't have to resubmit anything – we'll automatically reprocess any claims with eligible services to include your new rate.

# More Information

- Go to **rad.hhs.texas.gov** > Long-term Services and Supports > choose your type of service > Rate Enhancement - Attendant Compensation > [2018 Rate Enhancement - Attendant Compensation Information](#)
- Texas Administrative Code: **sos.state.tx.us** > State Rules and Open Meetings > [Texas Administrative Code](#)

# Contact Us

For more information, please contact your Provider Advocate or:



**UHCCommunityplan.com** > For Health Care Professionals > [Texas](#)

**UHCprovider.com** > Resource Library > Training > [UHC on Air](#)



Call us at  
**888-887-9003**  
9 a.m. – 5 p.m.  
Central time,  
Monday - Friday

**Mail your enrollment form to:**  
UnitedHealthcare Community Plan  
Attn: LTSS Provider Relations  
14141 Southwest Freeway  
Suite 800  
Sugar Land, TX 77478

**Thank you.**