



Date: March 21, 2025

To: Community Living Assistance & Support Services (CLASS)
Day Activity & Health Services (DAHS),
Deaf-blind Multiple Disabilities Waiver (DBMD)
Home and Community-based Services (HCS)
Intermediate Care Facilities for Individuals with an Intellectual Disability
or Related Conditions (ICF/IID)
Nursing Facilities (NF)
Primary Home Care (PHC)
Residential Care (RC)
Texas Home Living (TxHmL)
STAR+PLUS Long-term Care Providers

Subject: Information Letter No. 2025-06
LTC Claims Record Resource Information for the 2024 Cost Report

The Texas Health and Human Services Commission (HHSC) is providing information for providers to explain how they can obtain Long-Term Care (LTC) claims records from the Texas Medicaid and Healthcare Partnership (TMHP) for fee-for-service (FFS) claims and STAR+PLUS claims from each Managed Care Organization (MCO) for the 2024 Cost Report.

FFS LTC Claims Record Process

FFS Units of Service can be accessed from the [TMHP website](#). Units can be confirmed via the TMHP Remittance and Status (R&S) report, claims reports, and service logs.

FFS Data Claims Export

Texas Med Connect (TMC) users can request the Claims Data Export through TMC, which will be available for download the next day. For assistance with the TMC account setup, please call the EDI help desk at 888-863-3638 opt 4. Please see the [TMC user guide](#) or the [video guide](#) for additional information. To remove duplicate row information from the Claims Data Export for information on paid claims, the provider should filter the data so only the Explanation of Benefits (EOB) code F0238 is selected (this line item is approved to pay). The LTC EOB table is available on the [THMP website](#) under Reference Material.

For more information on TMHP's process, please call 1-800-626-4117 (option 1).

MCO LTC Claims Record Process

Below is the process for obtaining LTC claims records from each STAR+PLUS MCO.

Superior

Superior providers can view and download their claims information directly from the provider web portal. The claims report provides details on paid, denied, and pending claims. They can also access their 835 reports through Payspan. A [video tutorial](#) is available for providers.

For more information on Superior's process, please call 1-877-391-5921.

United Healthcare

United Healthcare providers have two options for pulling claim statuses.

- Providers can view claims and statuses in the provider portal. Sign in at [UHC provider](#).
 - ▶ Select Claims & Payments from the Provider Portal
 - ▶ Enter the criteria and Submit Search
 - ▶ Select a claim from the Search Results
 - ▶ Review the claim

- Providers can also sign up for the [Optum Pay](#) system to streamline payments and pull provider remittance advice for claim statuses.
- If not yet registered, consult UHCprovider.com/newuser

For more information on United Healthcare's process, please call 1-888-887-9003 (TTY 711).

Wellpoint

Wellpoint providers have two options for viewing claims: [Availity](#) and [Care Central](#). Both have comprehensive training and resources.

For more information on Wellpoint's process, please call 1-833-731-2160 (TTY 711).

Molina

Molina providers can click on the Reports Title and select the "Export Claims Report" module to download a report of submitted claims. This report includes the status of the claim. The [Molina's Provider Web Portal Reference Guide](#) includes information on how to download a claims report.

For more information on Molina's process, please call 1-800-964-2777 or TTY# 1-800-267-5008.

Resources

If you have questions about this letter, please contact the HHSC Provider Finance Long-term Services and Supports Center for Information and Training at PFD-LTSS@hhs.texas.gov or (737) 867-7817.

Sincerely,

[signature on file]

Samuel West
Director of Provider Finance
for Long-term Services and Supports