Urgent: Updates to STAR+PLUS LTSS Billing Matrix and Authorizations

Information Posted September 10, 2019

Effective September 1, 2019, STAR+PLUS LTSS bill codes, modifiers, or billing increments for EVV-relevant services have been updated. Providers should have gotten new or updated authorizations from their managed care organizations (MCOs) reflecting the September 1 changes.

To avoid EVV visit transaction rejections at the EVV Aggregator and EVV claim mismatches and denials, providers must do the following:

1. **View the updated bill codes** for STAR+PLUS EVV-relevant services.

2. **Log in to your MCO provider portals** to view new or updated authorizations for your members. Confirm the updated codes, modifiers, and billing increments are consistent with the HHSC EVV Service Bill Codes Table.

3. **Log in to the Vesta EVV system.** Create a new authorization using the updated bill codes, modifiers, and unit increments. If you need help, refer to the Publications section on the Vesta EVV Home Tab. Click on the document titled “How to Create Vesta Authorizations with New Bill Codes.”

4. **Log in to the EVV Portal** to confirm that visits for these services have been accepted at the EVV Aggregator before submitting a claim.

5. **Submit claims** with dates of service on or after September 1, 2019, using the updated codes, modifiers, and billing increments to TMHP for the claims matching process to occur. The claim will be forwarded to the appropriate MCO for final processing.

For questions about this alert, contact your payer.

**Provider Resources**

**Amerigroup**

- Notice on [STAR+PLUS LTSS Billing Matrix Updates](#)
- Log-in to Amerigroup’s [Provider Portal](#)
Call Amerigroup at 1-800-454-3730

Cigna

- Notice on STAR+PLUS LTSS Code and Modifier Changes
- Log-in to Cigna’s Provider Portal
- Call Cigna at 1-877-725-2688

Molina

- Call Molina for new authorizations at 1-866-409-0039
- Log-in to Molina’s Provider Portal
- For other questions call 1-855-322-5080 or email mhtxproviderservices@molinahealthcare.com

Superior

- Notice on STAR+PLUS LTSS Billing Matrix Changes
- Log-in to Superior’s Provider Portal
- Call Superior at 1-877-277-9772

UnitedHealthcare

- Notice on STAR+PLUS LTSS Billing Matrix Updates
- Guide to Prior Authorization and Notification Status and Updates
- Log-in to United’s Provider Portal
- Contact United at 1-800-349-0550, or email uch_cp_prov_relations@uhc.com.