



## URGENT: Updates to STAR+PLUS LTSS Billing Matrix and Authorizations

Effective Sept. 1, 2019, STAR+PLUS LTSS bill codes, modifiers, and billing increments for EVV-relevant services have been updated. Providers should have gotten new or updated authorizations from their MCOs reflecting the Sept. 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 Sept. 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**

### **Wellpoint**

- Notice on [STAR+PLUS LTSS Billing Matrix Updates](#)
- Log-in to the Wellpoint [Provider Portal](#)
- Call Wellpoint at 833-731-2162

### **Cigna**

- Notice on [STAR+PLUS LTSS Code and Modifier Changes](#)
- Log-in to Cigna's [Provider Portal](#)
- Call Cigna at 877-725-2688

### **Molina**

- Call Molina for new authorizations at 866-409-0039
- Log-in to Molina's [Provider Portal](#)
- For other questions call 855-322-5080 or email [mhtxproviderservices@molinahealthcare.com](mailto:mhtxproviderservices@molinahealthcare.com)

### **Superior**

- Notice on [STAR+PLUS LTSS Billing Matrix Changes](#)
- Log-in to Superior's [Provider Portal](#)
- Call Superior at 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 800-349-0550 or email [uch\\_cp\\_prov\\_relations@uhc.com](mailto:uch_cp_prov_relations@uhc.com)

