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Texas Health Steps (THSteps) is the Texas Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit for Medicaid STAR and STAR+PLUS members younger than age 21.

To help you meet the pharmacy-related needs of these UnitedHealthcare Community Plan members, here is some other important information you can access from your mobile device. You can also visit [UHCCommunityPlan.com](https://UHCCommunityPlan.com) > For Health Care Professionals > Texas > Pharmacy Program.

You also can learn more about serving this population through the accredited training at [TXHealthSteps.com](https://TXHealthSteps.com) > Find A Course > Pharmacy.



## SECTION 1



# Formulary and Preferred Drug List

You can also visit Epocrates Rx, a free service that offers information on the drugs covered by Texas Medicaid. Epocrates RX supports mobile devices with Android, Palm, Blackberry, Windows Mobile, and iPhone platforms.



The Texas Health and Human Services Commission Medicaid formulary and preferred drug list is located at [TxVendorDrug.com](https://www.txvendordrug.com) > Formulary/PDL.

## SECTION 2



# Prior Authorization Requests

Some drugs on the Medicaid formulary and preferred drug list may require prior authorization (PA). Please work with the prescribing physician to request the PA if you receive prescriptions for these drugs. You may also call the Pharmacy Help Desk at **800-310-6826** with questions concerning the PA request process.



To identify which drugs require a prior authorization, please see the Medicaid formulary and preferred drug list at [TxVendorDrug.com](https://www.txvendor.com) > Formulary/PDL.

## SECTION 3



## 72-Hour Emergency Prescription Policy

A 72-hour emergency supply of a prescribed drug must be provided when prior authorization (PA) is unavailable and the medication is needed without delay. This applies to all drugs that require PA because they're either non-preferred drugs on the preferred drug list or they're subject to clinical edits.

The 72-hour emergency supply should be dispensed any time a PA request can't be resolved within 24 hours for a medication on the vendor drug program formulary that's for the plan member's medical condition. If the prescribing care provider can't be reached or is unable to request a PA, you can submit an emergency 72-hour prescription. You can dispense a product that's packaged in a dosage form that's fixed and unbreakable — such as an albuterol inhaler — as a 72-hour emergency supply.



If you have questions about a 72-hours emergency prescription supply, please call our Pharmacy Help Desk at **877-305-8952**. Prescribing care providers may call **800-310-6826** to learn more about this policy.

**To be reimbursed, please submit the following information on your claim:**

- ✓ “Prior Authorization type Code”  
(Field 461-EU) = ‘8’
- ✓ “Prior Authorization Number Submitted”  
(Field 462-EV) = ‘801’
- ✓ “Day Supply” in the claim segment of the billing transaction  
(Field 405-D5) = ‘3’

To learn more, go to [TXvendordrug.com](https://TXvendordrug.com) > Submit a 72-hour [Emergency Override](#).

## SECTION 4



# Durable Medical Equipment (DME) and Other Pharmacy Products

UnitedHealthcare Community Plan reimburses for covered DME and products commonly found in a pharmacy. This includes medically necessary items such as nebulizers, ostomy supplies, bed pans, and other supplies and equipment. For children and young adults younger than age 21, we also reimburse for items typically associated with the Texas Health Steps Program, such as prescribed over-the-counter drugs, diapers, disposable or expendable medical supplies, and some nutritional products.

**To be reimbursed for DME or other pharmacy products, your pharmacy must be:**

- ✓ A contracted network pharmacy with UnitedHealthcare Community Plan. To apply, call **800-613-3591** or email [networks@rxsol.com](mailto:networks@rxsol.com).
- ✓ A contracted DME provider with UnitedHealthcare Community Plan. To apply, please call **877-842-3210**.
- ✓ Enrolled in Texas Medicaid through the Texas Medicaid & Healthcare Partnership, go to [tmhp.com](http://tmhp.com)



To submit claims for pharmacy DME products, visit [UnitedHealthcareOnline.com](https://UnitedHealthcareOnline.com) > Claims & Payments > Claim Submission or mail a Centers for Medicare & Medicaid Services (CMS) 1500 Form to:

**UnitedHealthcare Community Plan**  
**P.O. Box 5290**  
**Kingston, NY 12402-5290**

For more information about how to become a DME Medicaid provider, go to Texas Vendor Drug Program. Please visit [TXVendordrug.com](https://TXVendordrug.com) > Enrolling as a Durable Medical Equipment Provider.

## SECTION 5



# Claims Payments

UnitedHealthcare Community Plan has a **30**-day clean claim payment turnaround time for professional submissions.

Clean electronic pharmacy claims are paid within **18** days of submission.

Non-electronic pharmacy clean claims are paid within **21** days of submission.

## You may submit claims:



**Online: Sign in to**  
[OptumRx.com](https://OptumRx.com)

**OR**



**Mail: OptumRx**  
**P.O. Box 509075**  
**San Diego, CA 92150-9075**

## SECTION 6



# Current Contact Information

To help UnitedHealthcare Community Plan members find your pharmacy, please keep your online contact information updated.

The Texas Medicaid & Healthcare Partnership also asks that you consistently update your Medicaid Online Provider Lookup information.



You can change your current information by visiting [TMHP.com](https://www.tmhp.com) > Providers > Forms > Provider Information Change Form.

## SECTION 7



# Member Transportation Assistance

Non-emergency medical transportation by the Medical Transportation Program (MTP) and Medical Transportation Management (MTM) is available to Medicaid members with no other means of reaching their doctor, dentist or pharmacy. Transportation assistance includes bus, taxi or van services, airfare, gas money, or mileage reimbursement.

To arrange non-emergency medical transportation, the plan member's family or Representative, including primary care provider office staff, can call:

Most of Texas (except Dallas): **877- 633-8747**

Harris and Jefferson service delivery areas: **855-687-4786**

## Value-added Service

A member may be eligible for medication assistance through UnitedHealthcare Community Plan for times when Medicaid transportation may not be available. To help members explore this option, call our customer service at **888-887-9003**.



## SECTION 8



# Culturally Considerate Care

Some of our health plan members may require personalized care that respects their personal preferences and abilities including language assistance. The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (the National CLAS Standards) advances health equity, improves quality and helps eliminate health care disparities by providing a blueprint for addressing language and cultural needs.



A number of resources and tools are available at [thinkculturalhealth.hhs.gov](https://www.thinkculturalhealth.hhs.gov).

## SECTION 9



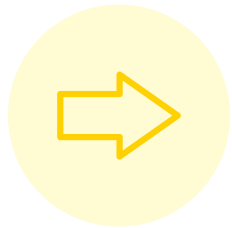
# Special Accommodations

Many of our plan members need special accommodations to access health services. If a member requires help with language translation, hearing or visual assistance, please call UnitedHealthcare Community Plan customer service representatives at **888-887-9003**.



For additional guidance, please see the Americans with Disabilities Act at [ADA.gov](https://www.ada.gov) > Technical Assistance Materials > Access To Medical Care For Individuals With Mobility Disabilities.

## SECTION 10



## Transition to a Successful Adulthood

UnitedHealthcare Community Plan works with our teens and young adult members to help them make a smooth transition into adulthood. Together, we can support their increasing involvement in their self-care.

Please continue to closely monitor this group's compliance in using their medications, including psychotropic medications, as prescribed.

## SECTION 11



## Resources

For more information on serving UnitedHealthcare Community Plan STAR and STAR Kids members younger than age 21, please visit:

- ✓ [UHCCommunityPlan.com](https://www.uhccommunityplan.com) > For Health Care Professionals > Texas > Pharmacy Program
- ✓ [TMHP.com](https://www.tmhp.com) > providers > Medicaid Provider Manual
- ✓ [TXHealthSteps.com](https://www.txhealthsteps.com)

## SECTION 12



## Contact Us

**Online:** [OptumRx.com](https://www.optumrx.com)

**Email:** [rxfeedback@rxsol.com](mailto:rxfeedback@rxsol.com)

**Phone:** 800-788-4863

**Mail:** OptumRx  
P.O. Box 509075  
San Diego, CA 92150-9075