

## STAR+PLUS, STAR Kids, and Wellpoint long-term services and supports billing update

Effective December 1, 2022, Texas Health and Human Services Commission (HHSC) will make updates to the STAR+PLUS and STAR Kids Long-Term Services and Supports (LTSS) billing matrixes. These changes also pertain to Wellpoint.

### Billing codes

All claims are required to be billed with a procedure code, modifier (if applicable), and the appropriate place of service code in order for the claim to be reimbursed correctly. LTSS services must be billed according to the STAR+PLUS and STAR Kids LTSS Fee Schedules. It is important that the correct procedure code, modifier, and incremental units are billed appropriately.

The correct financial management service fee procedure code and modifier must be billed with the correct consumer-directed service.

A crosswalk of the changes to the LTSS billing matrixes can be found on the Wellpoint website. Below are the direct links to the crosswalk:

- STAR+PLUS and STAR+PLUS MMP:  
[https://provider.wellpoint.com/docs/gpp/TX\\_CAID\\_PA\\_LTSSBillingMatrixChanges.pdf?v=202208311527](https://provider.wellpoint.com/docs/gpp/TX_CAID_PA_LTSSBillingMatrixChanges.pdf?v=202208311527)
- STAR Kids:  
[https://provider.wellpoint.com/docs/gpp/TXAGP\\_CAID\\_ChangesSTARKidsLTSSBillingMatrix.pdf?v=202208311527](https://provider.wellpoint.com/docs/gpp/TXAGP_CAID_ChangesSTARKidsLTSSBillingMatrix.pdf?v=202208311527)

### Authorizations

All existing authorizations that have an end date on or after December 1, 2022, will automatically be updated to reflect the new procedure code and modifiers as listed above in the billing codes section. No action is needed by your organization for these existing authorizations. The authorization will be updated by October 17, 2022. The current authorization number will not change because the new procedure code and modifiers will be added on the same authorization number. Therefore, your agency will not receive a faxed authorization for this change. Refer to the crosswalk in the above billing codes section to see the new procedure code and modifiers.

#### [provider.wellpoint.com/tx/](https://provider.wellpoint.com/tx/)

Medicaid services provided by Wellpoint Insurance Company to members in the Medicaid Rural Service Area and the STAR Kids program and Wellpoint Texas, Inc. to all other Wellpoint members in Texas.

Medicare-Medicaid Plan services provided by Wellpoint Texas, Inc.

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## Upcoming training sessions

Visit our website to view upcoming LTSS provider training sessions at <https://provider.wellpoint.com/tx/> > Resources > STAR+PLUS > STAR+PLUS Training > Long-Term Care Provider Webinar Training Schedule.

## Electronic visit verification (EVV)

- Providers must ensure any EVV visits with date of service on or after December 1, 2022, reflect the new HCPCS code and modifiers according to the STAR+PLUS and STAR Kids LTSS billing matrixes. Contact your EVV vendor if you need guidance or have issues with making updates to the authorization in the EVV system.
- Texas Medicaid & Healthcare Partnership will perform the EVV claim matching process on EVV claims that are submitted with the updated billing codes starting with dates of service beginning December 1, 2022, and ongoing against the EVV visit transactions.
- Wellpoint recommends submitting claims with an individual date of service on each individual claim line item.

## Additional resources

- HHSC STAR+PLUS LTSS billing matrix: <https://www.hhs.texas.gov/handbooks/starplus-handbook/appendix-xvi-long-term-services-supports-codes-modifiers>
- HHSC STAR Kids LTSS billing matrix: <https://www.hhs.texas.gov/handbooks/star-kids-handbook/appendix-iii-ltss-billing-matrix-crosswalk>

## What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your assigned Provider Relationship Management representative or call Provider Services at **833-731-2162** for Medicaid or **855-878-1785** for Medicare-Medicaid Plan.

Provider Experience consultants	Assigned territory	Phone number
Jennifer Pena	Bexar/Travis	210-319-9964
Maribel Martinez	El Paso	915-330-0004
Deidre Haynie	DFW (Wise, Hood, Denton, Parker, Collin, and Dallas counties)	682-321-8207
Leslie Goffney	Harris	346-347-2063

Kristal Babino	Jefferson/Harris	469-984-8671
Nancy Belcher	West Rural Service Area/Lubbock/Amarillo/DFW (Johnson, Dallas, and Tarrant counties)	325-514-8909



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