

Texas Society of Orthotic & Prosthetic Professionals

October 12, 2021

We received the following questions or saw postings from Texas O&P providers regarding the following insurance reimbursement issues.

If anyone is interested in participating on an Insurance Committee, **please reach out with your contact information.**

Thank you.

United Healthcare has started performing "patient phone interviews" which has resulted in the denial of claims going back to September 2020.

We've been through all the usual levels of appeals and even contacted UHC's Legal Department with little results. We were finally able to get some claims paid by filing Complaints through the Texas Department of Insurance (TDI). The TDI has been very supportive but they do not have jurisdiction over self-insured or government employers. The TDI can expand their scope, however, if multiple practices are involved.

Contact:

Brock Berta

Transcend Orthotics and Prosthetics
Contracting Manager

P: 574.931.7156

We received a letter from Superior Medicaid stating that there is a "temporary relaxation of prior authorization requirements for DMEPOS" between the dates of July 15, 2021 and October 31, 2021.

Unfortunately, Superior has not held up their end of the deal and we have dozens and dozens of claims pending right now. These are the two scenarios we have run into:

We submit a claim without prior authorization.

The claim is then denied due to lack of prior authorization.

If you are currently experiencing authorization problems with Superior Medicaid and would like to be included in an official complaint through the Texas state Senate, please reach out to me. They requested us to find as many companies as possible who are going through the same thing with Superior, and I am aware of only a handful at this time.

Thank you again for the help.

Contact:

Tyler Flavin CPO/LO

Orthotics Plus, LLC

210-692-1111

*We submit a claim requesting prior authorization.
Superior will not process the claim and cite that prior authorization is not required.*

Both routes result in a denial on the base codes and majority of codes.

Thank you to our 2021 TXSOPP Content Partners!



Platinum Content Partner



Gold Content Partner



Gold Content Partner

Bill Carlton, CO, LPO

Bryan Pettit, LP

Ken Clark, BOCO, LO

Jason Phillips, CP, LP, CFTs

Leslie Gray, CPO, LPO

Robb Walker, CPO, LPO

Ben Guenther, CPO, LPO

Chad Wallace, LPOA

Ashley Mullen, CPO, LPO

Sharon Wilson, LO

Texas Society of Orthotic & Prosthetic Professionals

PO Box 131858

Tyler, TX 75713

Email Us



TXSOPP | PO Box 131858, Tyler, TX 75713

[Unsubscribe {recipient's email}](#)

[Constant Contact Data Notice](#)

Sent by txsop.staff@gmail.com powered by



Try email marketing for free today!