



Subject: Home- and Community-Based Services claims changing to reject when billed with a Zip+4 does not match IHCP enrollment

Effective **December 1, 2025**, UnitedHealthcare Community Plan of Indiana will begin rejecting HCBS claims that are billed with the Zip+4 in box 33 of the claim form when that information does NOT match the Zip+4 that was enrolled for the service location.

This applies to HCBS providers and services currently provided under the Indiana PathWays for Aging plan.

Providers using a clearinghouse should receive these rejection reports through their clearinghouse. For providers who utilize the UHC Provider Portal to submit claims, after submitting the claims, please check/review these submissions for acceptance or rejection.

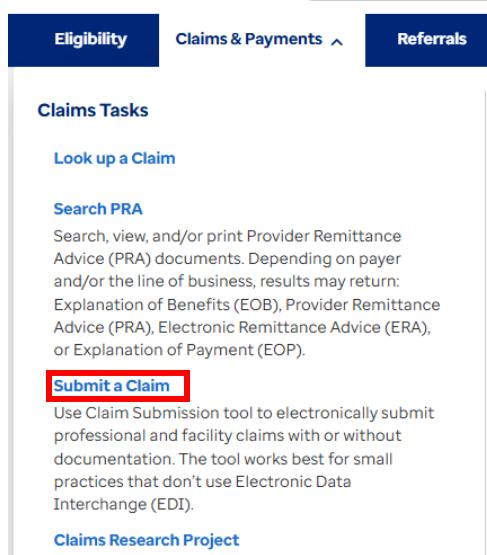
How to check submission status:

1. Securely login to the UHC Provider Portal UnitedHealthcare Community Plan of Indiana Homepage | UHCprovider.com
2. Click Claims & Payments dropdown in the blue banner



The screenshot shows the UnitedHealthcare Provider Portal homepage. At the top, there is a search bar with a magnifying glass icon. To the right of the search bar, it says 'Payer 87726 - UnitedHealthcare >'. Below the search bar, there is a navigation bar with several tabs: 'Eligibility', 'Claims & Payments' (which is highlighted with a red box), 'Referrals', 'Prior Authorizations', 'Clinical & Pharmacy', and 'Documentation' (partially visible). The 'Claims & Payments' tab has a dropdown arrow icon.

3. Select the Submit a Claim option



The screenshot shows the 'Claims Tasks' section of the UHC Provider Portal. It includes links for 'Look up a Claim', 'Search PRA' (with a detailed description of what it does), and 'Submit a Claim' (which is highlighted with a red box). Below these, there is a link for 'Claims Research Project'.

4. Choose *Check submission status* radial option then enter the span of dates when the claim/s would have been submitted. Then submit your search to see results of claim submissions.

Eligibility Claims & Payments ▾ Referrals Prior Authorizations Clinical & Pharmacy ▾ D

Admin ▶ Home ▶ Claim Submission

Claim Submission

Perform a Claim task

Check submission status for electronic claims or perform other claim-related tasks

Select Claims Task:

Submit a claim Check submission status Predetermination & bundling logic

Check submission status

View the submission status for electronic claims submitted through the UnitedHealthcare Provider Portal. To view the claims processing status (paid, denied, or in process), visit [Look Up a Claim](#) under the Claims & Payments tab.

Currently Selected Provider: [REDACTED] [Edit](#)

From* MM/DD/YYYY

To* MM/DD/YYYY

Submit Search