

Claims Processing FAQs

➤ ***What type of coverage is HCAP?***

The Health Care Assistance Program (HCAP) is the Indigent Health Care Program for Montgomery County. It is an entitlement program funded by local taxpayers.

➤ ***Is this Medicaid?***

HCAP is not Medicaid; however, payment for services adheres to the Medicaid fee schedule (program exclusions and limitations apply).

➤ ***What is HCAP's fiscal year?***

Fiscal year starts October 1st and ends September 30th.

➤ ***Is my provider in network with HCAP?***

Please contact HCAP Bill Pay at **936.523.5111** to verify this information. All new providers please visit our website for instructions <https://www.mchd-tx.org/hcap/hcap-bill-payment/>.

➤ ***Is Pre-authorization required?***

Pre-authorization is required for most services. For Pre-authorization, please contact **PRIME DX** at **1-800-477-4625**.

➤ ***Is referral required?***

No referral is required.

➤ ***Timeframe for claims submission?***

95 days from the date of service.

➤ ***Where do I submit claims?***

Submit all claims online through our website: [HCAP - Online Claim Submission](#).

➤ ***What are the accepted claim forms?***

CMS-1500 and UB-04.

➤ ***How long does it take claims to be processed?***

Per program rules and regulations, claims must be processed within **45 days** from date received.

➤ ***How can I verify claim status?***

Due to the limited number of staff, we advise all providers to verify claim status through our **Provider Pipeline**. To request access, please email the Bill Pay team at: hcapbillpay@mchd-tx.org. Please do not resubmit claims to verify claim status as this delays our processing turnaround time.

➤ ***Where do I submit medical records and itemized bills?***

Submit all medical records and itemized bills to PRIME DX. Only submit medical records and itemized bills to the HCAP Bill Pay office if requested.

➤ ***Timeframe for appeal submission?***

95 days from denial/batch date. Please check EOBs for Denial Reason.

➤ ***Where do I submit appeals?***

Submit a *Claims Appeal Form* along with any supporting documents to our email address: HCAPbillpay@mchd-tx.org. **Appeals must be submitted in written form.**

➤ ***How long does it take appeals to be processed?***

Per program rules and regulations, appeals must be processed within **30 days** from date received. **Appeal decisions are issued in written form.**

➤ ***What is considered proof of timely filing?***

Proof of timely filing must indicate the date when the claim was sent to our HCAP office. A “Claim Print Date” will not be considered as proof of timely filing.

➤ ***What are the forms of payment?***

Paper check and electronic funds transfer (EFT). Please visit our website for information on EFT enrollment.

➤ ***Billing Portals.***

For cybersecurity reasons, HCAP Bill Pay **will not access billing portals**. Claims submitted in this manner will not be processed. Please submit your claims online through our website.