



IMPORTANT MEMORANDUM

TO: All Teachers Health Trust Enrollees
FROM: WellHealth Quality Care / Teachers Health Trust
DATE: January 4, 2016
SUBJECT: PERFORMANCE PLUS HEALTH PLAN
Patient Centered Medical Home Selections Deadline – January 31, 2016
Referral Policy – First Quarter 2016

Dear Performance Plus Plan members:

Thank you for the patience you have shown throughout these past few months during the transition to your Teachers Health Trust Performance Plus Health Plan. A number of changes have been made in a very short time, and your cooperation is greatly appreciated. We all have the same goal to provide the best and most efficient medical care to you and your families.

One of the exciting changes to the health plan is the addition of the Patient Centered Medical Home (PCMH) which places your total medical care into the hands of your caregiver as well as yourself and results in a healthy and active relationship with your PCMH provider. When you select your Patient Centered Medical Home doctor(s) you are choosing a personal partner to manage your health care needs. However, we understand that on occasion some patient-doctor relationships are not an exact match. The program allows you to change any of your Patient Centered Medical Home Doctors. However, the systems and processes that are in place which make the PCMH model possible are complex; changing a provider is not as simple as clicking a button - it requires the linking of multiple systems, platforms, and communications systems.

Therefore, the option of changing your PCMH provider at will is not possible. If you need to change your PCMH doctor, you may do so once each quarter **beginning April 1, 2016**, with the change being effective the following quarter. Simply call a WellHealth Healthcare Advocate at **855-404-9355**, answer a few simple questions, and the change will be made effective the following quarter. A Provider Change Request form is also attached for you to complete and email to expedite this process. Simply fill out the attached form and email to **advocates@wellhealthqc.com**. You will not need to call and email; you can choose to do whichever option is more convenient for you.

A number of you were unable to select a PCMH provider of choice during open enrollment. In some cases your primary care provider was “pending” or not yet on the network at all. Should that be the case, you have been assigned a PCMH provider. If this applies to your situation, you may call or email a Healthcare Advocate prior to **January 31, 2016** to obtain the name of your assigned provider and/or change your PCMH provider **effective immediately**.

Lastly, the first quarter of 2016 is a **Transition Quarter** for the plan. Referrals from your PCMH Provider will not be necessary to see a specialist or other provider until April 1, 2016. Subsequently, if you have a previous relationship with a specialist in 2015 you may obtain that referral from your Healthcare Advocate or your PCMH provider.

Thank you again for allowing us to continue providing your healthcare. Feel free to email or call a Healthcare Advocate should any questions arise or further assistance is needed.