



Teachers Health Trust Performance Plus Plan Updates

Ability to View Attributed Participants in par8o

A new feature allowing providers to request a list of patients which are attributed to them has now been developed and deployed in par8o. The details of this enhancement are below:

1. The following phrase will be seen in patient directory: *"Want a list of patients associated with your providers? Click here."*
2. If the user clicks on the link, it will trigger a task to run the report and show a message at the top.
3. The content of the message is as follows: *"Request confirmed. We'll email you with a link once your report is ready. This may take a while depending on how many patients and plans your providers support."*
4. The report should contain the following fields for all attributed patients:

- | | | |
|---------------------|-----------------|--------|
| • Member Identifier | • Gender | • Plan |
| • First Name | • Date of Birth | • PCP |
| • Last Name | • Payer | • NPI |

Depending on the requester, a list of all patients attributed to the requested provider(s) will be sent directly to the requester. Par8o is currently working on a feature that will allow PCP providers to see their attributed participants directly in the system. More information to come soon.

OBGYN Referrals

Par8o is currently unavailable for OB/GYN offices to send referrals on behalf of participants. If you are an OB/GYN office and need to send a referral to a specialist on behalf of a participant, please contact the **Healthcare Advocate team** at **855-404-9355** or advocates@wellhealthqc.com to generate the referral in the par8o system. Par8o is currently working on resolving this issue; however, there is no estimated completion date at this time. Please remember, paper referrals can not be accepted for Trust participants.

Quest & Steinberg

This is a reminder that the In-Network Lab for Trust participants is Quest. All other labs are considered out-of-network unless prior authorization has been received.

Additionally, Steinberg Diagnostics is the only in-network free-standing radiology group for Trust participants. All other diagnostic facilities are considered out-of-network unless prior authorization has been received. For Trust members charges at Steinberg Diagnostics are covered at 100 percent with the exception of CT, MRI and PET Scans. These three procedures require a \$50, \$75 and \$200 copayment respectively. For in-network providers, who provide some radiology services in their office, the Trust member is subject to a 20 percent copayment (deductible does not apply).

par8o Training

The WellHealth Provider Advocates will be reaching out to practices beginning in June to start scheduling staff for online par8o training. As of January 2017, online par8o is mandatory for all Trust Network Providers and fax referrals will not be accepted. If you or your staff require training, please contact networkrelations@wellhealthqc.com to schedule an in-person demo and/or training with the Network Relations Team.

TRISTAR Provider Portal Update

The new provider portal from TRISTAR is ready for providers to begin registering. In the coming weeks, please watch carefully for notifications regarding how to register and access the new portal, along with training information on how to view claims statuses, participant eligibility, and real-time accumulators.

Network Contact Changes

par8o: As of mid-April, **Stacy Sarmiento** (stacy@par8o.com) is no longer with par8o as support staff. Please update your contact information accordingly. **Autumn Emery** will continue to function as your WellHealth par8o contact at aemery@wellhealthqc.com. Additionally, if you need support, training, and/or have inquiries regarding par8o, please contact **WellHealth Network Relations team** directly at networkrelations@wellhealthqc.com.

Mia Emery: As of June 1st, Mia Emery is no longer with the network team. Although her emails are being forwarded, please direct all communication to networkrelations@wellhealthqc.com until further notice.

CMO: As of mid-May, the cmo@wellhealthqc.com email is no longer active. If you have concerns that should be brought to the CMO's attention, please email networkrelations@wellhealthqc.com, with "ATTN: CMO" in the subject line. Your requests will be forwarded appropriately.

Quick Contacts:

Mailing Address - PO Box 96238 Las Vegas, NV 89193-6238 | P: (702) 866-6160 | F: (702) 794-2093

Authorizations - P: (702) 575-6100 ext. 2745 | E: thtpreauth@tristargroup.net

Claims Submission - The Teachers Health Trust Payor ID # is 88019

Contracting/Corporate Line - (702) 304-5780 | E: networkrelations@wellhealthqc.com

Credentialing - P: (702) 304-5758 or (702) 304-5759 | E: credentialing@wellhealthqc.com

Healthcare Advocates - P: (855) 404-9355 | E: advocates@wellhealthqc.com

Provider Advocates - P: (702) 304-5788 | E: networkrelations@wellhealthqc.com

Provider Relations - P: (702) 304-5780 | E: networkrelations@wellhealthqc.com

Teachers Health Trust Member Eligibility Verification - P: (702) 866-6160

WellHealth CMO - Keith Boman MD, FACC- P: (702) 205-7752

For all Paper Claims Submission, mail all paper HCFA, UB92, Superbills, and Dental Claims forms to Teachers Health Trust at P.O. Box 96238, Las Vegas, Nevada 89193-6238. For all Electronic Claims Submission, please contact your current software vendor. If you do not currently submit claims electronically but would like to, the following *Medical Services Organizations may be able to assist you:* **HCRnet** - P: (702) 735-5525 | hcrnet.com

Emdeon Customer Solutions - P: (877) 363-3666 | emdeon.com