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A Teachers Health Trust and WellHealth Publication

## Teachers Health Trust Performance Plus Plan Updates

### Open Enrollment

The 2018 Open Enrollment for the Trust is completed. We appreciate your efforts and communications regarding the primary care physician (PCP) selections and appointment scheduling. Please do not hesitate to contact the **Provider Advocates at (702) 304-5788** if you should have any questions or concerns.

### Credentialing Updates

We have implemented a new credentialing process which will provide a shorter turnaround time for approvals. As a reminder, please make sure to submit a completed application with the appropriate supporting documents. Incomplete applications, or those missing appropriate supporting documents, can delay processing. Lastly, please wait to receive the official effective date letter before scheduling appointments for your provider.

### Referrals and par80

Using par80 online is now mandatory for all Trust network providers. Fax lines will close in the near future, paper referrals will no longer be accepted and are no longer being applied to claims unless sent by the Healthcare Advocate team. If a participant does not have a referral on file, they must contact his/her PCP.

### Claims

Claims issues are continuously worked on and tracked by our teams. Please make sure you are appealing and addressing claims correctly. The appeals and adjustment form can be found at [TeachersHealthTrust.org](http://TeachersHealthTrust.org) under provider forms. If you have any questions, please call the **Provider Advocates at (702) 304-5788**. We have seen a decrease in the number of issues surrounding this topic as of late and we expect this to continue throughout 2018.

### VIP Groups

Our identified groups that have escalated issues are being tracked and documented using our VIP log. We are focusing on assisting groups that have had continuous or unresolved issues. We've been working over the past several months as we have seen a significant decrease in the number of providers with continued issues. We will continue to this approach, to ensure your issues are handled effectively in 2018.

### Optum Acquisition

On December 6, 2017, DaVita announced it entered into an agreement that, subject to customary closing conditions, will result in Optum's acquisition of DaVita Medical Group, which is the parent company of WellHealth Quality Care. WellHealth will be combining with Optum sometime in 2018. Right now, they are still operating separately until the acquisition is approved. Most importantly, the operations of the WellHealth network, or the care our providers deliver to the teachers of Southern Nevada will not change.

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**Quick Contacts:**

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

**Prior-Authorizations \*Administered by TRISTAR** - P: (702) 216-8623 | F: (562) 506-0340 | E: thtpreauth@tristargroup.net

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

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

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

**Healthcare Advocates** - P: (855) 404-9355 (For participants only)

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

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

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*

