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A Teachers Health Trust and WellHealth Publication

## Teachers Health Trust Performance Plus Plan Updates

### Attention: Phone Number Changes

Please note the following change in phone numbers for the WellHealth Quality Care provider teams:

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

**Medical Network Contracting** - P: (702) 304-5780 | E: [networkrelations@wellhealthqc.com](mailto:networkrelations@wellhealthqc.com)

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

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

**Healthcare Advocates** - P: (855) 404-9355 (For participants only) | E: [advocates@wellhealthqc.com](mailto:advocates@wellhealthqc.com)

### In-Network Labs and Radiology

This is a reminder that **the in-network lab for Teachers Health Trust (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.

### Provider Portal

The current provider portal for participating Trust providers (brought to you by TRISTAR benefit administrators) is transitioning to a new provider portal with improved features. Access to the current portal will be restricted as of **July 15, 2017**, and registration for the new portal is highly encouraged.

All providers wishing to continue using the Trust's provider portal will need to register for access. Please note: this portal is not self-registering. All groups will need to submit an online registration form via the Trust website as soon as possible in order to maintain access. The online registration form is readily available on the Trust website in several places. Please complete the online form (found at [teachershealthtrust.org/providers/portal](http://teachershealthtrust.org/providers/portal)) for processing. Due to the anticipated high volume of this project, please allow a turnaround of 10-12 business days for registration.

During the registration process, the current portal will remain accessible; however, as of **July 15, 2017**, access to the current portal will be restricted, and all providers will be without access to patient and claims data until registration is complete. Please inform your staff of this change – including billing offices and outside billers – as it will directly impact their ability to research and see claims payments, including EOBs and patient eligibility.

Some of the updated features of this portal include the ability to see the following:

- All claims associated with a single TIN
- Member assigned PCP/PCP verification
- Deductibles in real time
- Ability to select date ranges for dates of service
- OOP in real time, including Rx
- Accumulators in real time
- Claims information and status (for claims in process)
- Ability to sort claims by type (pending, TPL, etc.)
- EOBs (.pdf file format)

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As with the previous provider portal, **a maximum of two accounts should be created per TIN**; however, to minimize confusion, please create a single account for your group rather than per staff member. High turnover in office staff has previously led to complications in password and account reset when troubleshooting. Additionally, please remember to maintain all users and passwords, resetting as necessary to protect PHI.

To begin the registration process, please go to [teachershealthtrust.org/providers/portal](https://teachershealthtrust.org/providers/portal). For questions, please contact the **WellHealth network relations team** at **(702) 304-5788** or [networkrelations@wellhealthqc.com](mailto:networkrelations@wellhealthqc.com).

### **Group Rosters and Provider Demographics**

We have recently seen an influx of providers leaving or switching groups and billing under different Tax Identification Numbers (TINs) than they are contracted for. This results in either of the following outcomes: your claims are denied and/or paid as out-of-network, and/or the member is penalized for seeing a provider not listed as in-network.

It is imperative that your office maintain current and accurate records with the network relations team. We understand that providers can be transient, moving from group to group and starting their own practices from time to time, but the network relations team **MUST** be notified **EVERY TIME** there is a change in your roster and **PRIOR** to submitting billing for new providers. Add/Change/Term Forms (ACT) can be downloaded from the Trust website under provider forms.

Providers branching off and starting their own TIN will not be able to continue seeing their panel of patients until they have completed the contracting and credentialing process under the new TIN; this may take up to 60 days. Do not assume that because you were in-network before that you are still in-network under the new TIN. Any non-contracted new TINs are considered out-of-network for Trust participants and therefore coinsurance and deductible payments will apply.

If there have been changes to your roster over the past few months that you have not reported, and/or to pro-actively report your current roster to the network team, please email [networkrelations@wellhealthqc.com](mailto:networkrelations@wellhealthqc.com) as soon as possible.

To see your current group roster and provider demographics as per the network listing, please visit the Trust website at [teachershealthtrust.org/find-a-doctor](https://teachershealthtrust.org/find-a-doctor). Any discrepancies should be reported to the network relations team as soon as possible as it directly affects members and your claims billing/payments.

### **Primary Care Physician Attribution (Patient-Centered Medical Home)**

For PCPs in the Trust network (internal medicine, general family practice and pediatrics), it is vital that you notify the network relations team of any changes to your practice, including provider terminations and movement. Trust participants are attributed to PCPs per the Performance Plus Plan, and if they have selected you as their assigned PCP, any movement will adversely affect the participant and his/her claims.

Please do not assume that participants can continue to see you if you move to another group/TIN. You must notify the network relations team of the movement. Additionally, the healthcare advocate team will need to reach out to your assigned participants to notify them of the change, and/or that you may be out-of-network with the new group until your paperwork (and possibly contracting and credentialing) is complete.

Please also remember participants can **ONLY** see their assigned PCP and **MAY NOT** be scheduled to see another provider in your practice if their PCP is unavailable. Per the Performance Plus Plan participants can only see their assigned PCP or they are financially impacted: including being not covered, having a deductible, paying a 80/20 coinsurance versus a \$0 copayment for preventive care with their assigned PCP, or paying a \$10 copay for an office visit. Please make sure your staff is confirming the participant's PCP **PRIOR** to scheduling the appointment. To verify PCP attribution, please call **(702) 304-5788**, or go directly to par8o.

Like any other provider in the Network, and even more so, proper contracting and credentialing with the network relations team is vital to your claims being processed appropriately without additional financial burden to your patients.

### PCMH Requirements

Please remember that if you are a PCMH PCP provider for the Teachers Health Trust, you are contractually obligated to provide the following for Trust participants:

- Open panel for Trust participants
- Same day or next day appointments for Trust patients
- Utilization of the par80 referral system for all referrals (paper referrals are not accepted)

### 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: networkrelations@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

**Medical Network Contracting** - 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*

