



Teachers Health Trust Performance Plus Plan Updates

Introducing ECHO Electronic Funds Transfer (EFT) Claims Payments from TRISTAR

TRISTAR, in partnership with ECHO healthcare payment systems, has introduced a new, improved payment mechanism and explanation of benefits (EOB) that will combine detailed payment information and remittance data in a single document. This new process began February 24, 2017, and providers should have already received a notification and detailed instructions. If you have not received this information about the new system, you may contact ECHO's QuicRemit Provider Support Center at **(877) 705-4230**.

The new process utilizes QuicRemit. A provider's office will receive a fax notification which contains a "virtual" card with an ID number unique to their current payment transaction. Additionally, a detailed EPP (explanation of provider payments), previously referred to as an EOB, is included in the fax. Simply enter the unique code provided into your credit card terminal to process the payment shown on the EPP. Payment is then paid electronically, assuming the provider's electronic banking information is in the system. Common providers will receive a consolidated payment (one payment for multiple claims) in addition to a detailed EPP. This arrangement is similar to the current Medicare payment procedure.

Important Points to Remember

- QuicRemit payments are generally received seven to 10 days earlier than paper checks.
- The process is voluntary. Practices can opt out by calling the support center at **(877) 705-4230**.
- Normal credit card transaction fees apply.
- The detailed EPP includes specific CPT codes for services provided and accompanies each payment.
- If the Virtual Card ID transaction is not completed within 30 days, the virtual card will be voided. A paper check will then be issued.
- ECHO also offers a direct deposit EFT option. You must supply additional information on the enrollment form, available on the Teachers Health Trust website under provider forms. Call ECHO at **(440) 835-3511** for assistance.
- These payment options allow you to choose the mechanism which works best for your practice.

TRISTAR and ECHO Provider Portals

In conjunction with ECHO QuicRemit, there is a portal that providers can log into to view their EPPs as mentioned above. This portal is provided by ECHO and is not managed by TRISTAR or the Trust. To create a profile to immediately view EPPs, providers will need to go to **providerpayments.com** and register for the Provider Payments Portal. Please keep in mind that this portal will only show EPPs from payments processed through ECHO beginning February 24, 2017, and nothing earlier. Any issues with viewing payments through the ECHO Provider Payment Portal, please contact ECHO directly at **(440) 835-3511**.

TRISTAR is also launching an improved version of the current provider portal in the coming weeks, which will allow providers to see member eligibility and benefits, including accumulators, which were not readily available previously. Unlike the previous portal, every provider will be issued a unique login username and temporary password versus offices creating logins at will.

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More Information to Come

WellHealth and TRISTAR will be working with provider offices in the coming weeks to share more information regarding EFT payments, EPPs, and the new portal, including login information and a portal quick reference guide. If you have questions in the meantime, please feel free to contact the WellHealth Network Relations team at **(702) 728-5880**, or by email at **networkrelations@wellhealthqc.com**. We appreciate your patience as we work to improve these services for you.

par8o Update

The par8o referral system has been working well with more than 5,461 referrals as of March 10, 2017. Moving forward in 2017, all specialists are required to participate online, receiving referrals by fax will no longer be acceptable. For more information and/or help in this regard, please call our par8o representative, Stacie Sarmiento, at **(702) 481-5264**.

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