



Teachers Health Trust Performance Plus Plan Updates

Message from Steven Keltie, President, WellHealth Quality Care

Dear Providers,

If you are not aware, WellHealth Quality Care has recently merged with DaVita Medical Group. The teams at both WellHealth and DaVita are very excited about working together to create a better healthcare system in Southern Nevada. We're looking forward to the opportunities and abilities this presents us with.

The leadership, management, operations and focus of WellHealth has not changed. As providers in our network, your points of contact, decision-makers and support staff within our organization remain just as they were previously.

WellHealth will continue to provide the current network for the Teachers Health Trust (Trust). WellHealth, in partnership with DaVita, will be working with the Trust to further evolve and enhance their benefit plan offering and the operations of the network. We are confident that together, with the resources and capabilities of our friends within DaVita, we are now even better positioned to address the needs of the Trust's participants and our network providers!

Should you have any questions about this or any other aspect of our operations, I welcome you to contact me directly via email at skeltie@wellhealthqc.com or via phone at **(702) 304-5780**.

Important Information - Laboratory Services

Quest is the ONLY in-network lab for Trust participants. Prior authorization is required for all out-of-network labs.

Appeals/Adjustments Process

Due to multiple requests from providers, WellHealth has implemented a new tracking and reporting process for provider adjustments and appeal requests. The new form can be found on the Trust website at teachershealthtrust.org/providers/forms. The form includes a specification for the type of request as follows:

- Appeal: claim was incorrectly paid as out-of-network or denied
- Adjustment: claim was paid incorrectly based on provider contract/fee schedule or plan benefits

The form requires offices to report all pertinent details of the claim(s) and provides the ability to notate specifics. Appropriate documentation should be submitted with the Adjustment/Appeal Request Form in order to avoid any delays in response and/or resolution from TRISTAR's claims department.

This form must be submitted directly to WellHealth Network Relations via email at networkrelations@wellhealthqc.com in order to be logged and tracked. Although mail submissions will continue to be accepted for the time being, please note that we are transitioning to only electronic submissions in the future. Please allow between 5–10 business days from the date of receipt for requests to be processed.

Population Health Management

All practices should be aware of the Trust's ongoing Population Health Programs:

- **Pulmonary** - Breathe Easy
- **Cardiology** - Have a Heart
- **Obstetrics (high-risk pregnancy)** - My Best Pregnancy
- **Endocrinology (diabetes mellitus)** - Control Is The Goal

If your practice includes any of the above named specialties, remember that participants enrolled in any of the programs will have a \$0 co-payment for office visits with their respective specialist. To verify participant enrollment, you may call the Population Health Nurse Line at **(702) 794-0272 ext 2721**, or an Healthcare Advocate at **(855) 404-9355**. Also, in the future, enrolled members will have a specific membership card confirming the above.

Primary care physicians are strongly encouraged to enroll any members who may fit the four categories above by going to the par8o referral system and choosing Population Health Management. Simply choose the appropriate program and WellHealth staff will contact the patient personally. Please inform and train your staff to assist in this. Benefits for these members under the four programs are only available if they are enrolled in the program.

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