



# Tidbits



## Teachers Health Trust Performance Plus Plan Updates

### Provider Portal

MC400 was disabled in July 2017 with the launch of the new provider portal. This is a friendly reminder to please register and utilize the new portal to check benefits, eligibility, EOBs and claims status(es). This can be accessed on the Teacher's Health Trust website under the provider menu option portal. If you need any assistance with registration please contact the **Provider Advocates at (702) 304-5788**. Please note that the provider portal is only supported by Internet Explorer 8 and above with compatibility settings set to view. It will not launch in Chrome, Firefox or Safari.

### Claims

Claims appeals and adjustments are submitted via fax, mail or email at [networkrelations@wellhealthqc.com](mailto:networkrelations@wellhealthqc.com). Please allow 30-45 days for these to be processed. If a claim is paid as out-of-network due to the provider not being finished with the credentialing process, please **do not resubmit the claim with a different rendering provider. Doing so will result in a request for chart notes to verify who the participant saw.** Please make sure providers have received an official effective date letter from Network Relations before they begin to see Trust participants. If you are unsure where a provider is at in the process, please call the Provider Advocates at (702) 304-5788.

### Food For Thought

Save the date and be on the lookout for an invitation to the next Food for Thought luncheon. The date for the event is set for **January 18, from noon - 1 p.m. at TPC Summerlin**. We have some exciting things to share, and hope you can join us for this event.

### Here's to Health

Our population health programs (Here's to Health) are starting to ramp up and we need your assistance. The four programs are: **Control Is The Goal** (diabetes), **Breathe Easy** (COPD and asthma), **Have a Heart** (CHF and HTN) and **My Best Pregnancy** (high-risk). In addition to a \$0 copayment to see their specialist, participants receive educational materials, special support resources and more with enrollment. Please help us inform teachers of these programs and help ensure they are utilizing all of the benefits the programs have to offer. For more information on participant enrollment/verification in these programs, please reach out to the Here's to Health nurse line at **(702) 794-0272 ext. 2774**.

### par8o

par8o utilization is at an all-time high; we thank you for all of the hard work you have put in throughout the implementation of this new system. If you are having any issues or questions about par8o, please call the Provider Advocates at (702) 304-5788. **We are in the process of training all specialty offices. If we haven't reached your office yet, please contact the Provider Advocates to schedule a time.**

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### Quick Contacts:

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

**Authorizations** - P: (702) 216-8623 | F: (702) 216-8700 | E: [tthpreauth@tristargroup.net](mailto:tthpreauth@tristargroup.net)

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

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

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

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

**Provider Advocates** - P: (702) 304-5788 | E: [networkrelations@wellhealthqc.com](mailto: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](http://hcrnet.com) Emdeon Customer Solutions - P: (877) 363-3666 | [emdeon.com](http://emdeon.com)*