



Teachers Health Trust Performance Plus Plan Updates

Patient-Centered Medical Home

If you have any questions referring to whether or not you are assigned as the Primary Care Provider (PCP) for the participants you are seeing, please (1) reference the par8o patient directory; you may look up by a specific patient or download a list/report of all patients attributed to the provider, (2) call the Healthcare Advocates at **(855) 404-9355**. The PCMH model is aimed to provide the highest quality care to our participants. The PCP is an essential part of this model as the PCP is assigned directly to each participant.

par8o

We have seen continued participation in the utilization of the par8o system; please keep up the good work! This system allows us to coordinate and track participants throughout their healthcare journey. Please remember to always enter a patient's appointment date into the par8o system. If you have any questions regarding par8o, please call the Provider Advocates at **(702) 304-5788**.

Credentialed Providers

Please ensure providers pass the credentialing process before submitting claims. We will communicate with an official effective date letter once this has been completed; until this happens, they will be considered an out-of-network provider. If you have any questions about where providers are in the process, please call the Provider Advocates at **(702) 304-5788**.

Providers Leaving The Practice

If you have a provider that is planning on leaving the practice, please communicate this as soon as possible to the contracting department at **(702) 304-5780**. This is especially important if the provider's specialty is one that allows an empanelment of participants. This helps us coordinate the patient's care more efficiently.

Open Enrollment

As a reminder, the last day for open enrollment for the Teachers Health Trust is November 22, 2017. If your patient has not selected you as their PCP yet, please encourage him/her to access the open enrollment portal before November 22, 2017 to make this change.

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: thtpreauth@tristargroup.net

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

Medical Network Contracting - (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

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