



TEACHERS HEALTH TRUST
For Teachers By Teachers



WELLHEALTH
Quality Care
A MedSource Health Care Company

IMPORTANT MEMORANDUM FOR PARTICIPANTS

TO: ALL TEACHERS HEALTH TRUST PARTICIPANTS
FROM: TEACHERS HEALTH TRUST AND WELLHEALTH QUALITY CARE
DATE: APRIL 11, 2016
SUBJECT: REMINDERS FOR THE PERFORMANCE PLUS PLAN

New Specialists and Pre-Existing Relationships with Specialists

As you know, beginning on April 1, 2016, referrals for specialist visits are now required. Referrals to specialists from a Patient-Centered Medical Home (PCMH) provider allows for better coordination of care, especially for patients dealing with multiple medical conditions.

For your convenience, referrals may be obtained in a number of ways:

1. Visit or call your PCMH provider and discuss with them about your needs for new or ongoing referrals. Some providers may allow this to be done over the phone. Others may want to see you in their office.
2. Call or email your Healthcare Advocate to generate the referral if you have a pre-existent relationship with a specialist. A pre-existent relationship is defined as an office visit or service provided by the specialist between January 1, 2015 and March 31, 2016. A referral request form will be required, which is available on the Teachers Health Trust website.

Your Healthcare Advocates can be reached at (855) 404-9355 or by email at advocates@wellhealthqc.com.

If you have any questions, you can always simply call the Teachers Health Trust Members Services line at (702) 794-0272 and a representative will be happy to help you through this process.

Please Note: Occasionally, when a provider refers you to a specialist, it may take some time to get a reply from the specialist. If you experience a delay in receiving information back on your referral, this is usually the reason. Sometimes, this delay is mistakenly assumed to be the result of an Approval/Denial process. This is not the case. The referral process is not a matter of Approval or Denial. It is not WellHealth's role to determine if you need to see a specialist. That is the role of your PCMH provider.

The goal of obtaining a referral to a specialist is not to slow down your care or cause you ANY restrictions, but rather allows us to measure the quality and effectiveness of your experience.



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OB/GYN and Pediatric Referrals

If you have a secondary PCMH with an Ob/Gyn or your dependents are seeing a pediatrician, these providers may generate referrals using their same internal process as before. The member will not be penalized financially; copayments and co-insurance will remain as if the referral was generated electronically. These providers will be transitioned to the electronic system in the fourth quarter of 2016. Please note that specialists (other than the above) cannot refer a member to another specialist.

Population Health Programs

The chronic care programs to help support Teachers Health Trust participants and improve their healthcare are ramping up quickly. Current programs that are now available include:

- Have a Heart – Cardiology
- Control is the Goal – Diabetes
- Breathe Easy – Pulmonary

You must sign up for the program that applies to you. Simply contact your Health Advocate or go to the Teachers Health Trust website to fill out the appropriate enrollment form. You will receive additional benefits offered by each program and receive a \$0 copay to see the in-network specialist of your choice. If you do not have a specialist, one will be recommended to you by email.

Unlike the other Population Health Management programs, our High-Risk Pregnancy program, “My Best Pregnancy”, is simply a review program designed to ensure our expectant moms are getting the appropriate care they need to ensure a healthy pregnancy. You need not pre-enroll in My Best Pregnancy ahead of time. Our Perinatology department is working hand-in-hand with our area’s top obstetric specialists to develop educational materials and classes on subjects such as prenatal nutrition, breastfeeding and other important topics!

Provider Issues

The Teachers Health Trust provider network is large and, from time to time, issues with providers can occur. We are committed to working closely with our providers to ensure you receive timely access and quality care. If you have an issue with your provider, please let us know. Simply go to the Teachers Health Trust website and fill out a Provider Concern/Complaint Report. Our staff will review and contact the provider for any significant problems which are of concern to you.

PATIENT CENTERED MEDICAL HOME LETTERS

The Teachers Health Trust recently sent letters to our participants with the provider we have on file for you and your dependents. Should there be any errors or you need to change your Patient Centered Medical Home doctor, please visit TeachersHealthTrust.org to fill out a provider change form. You may also call a Healthcare Advocate at 855-404-9355.