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A Teachers Health Trust and WellHealth Publication

## Teachers Health Trust Performance Plus Plan Updates

### Adding Providers to a Practice

As providers are added to your practice, please do not allow them see Trust patients until they have received an official effective date letter from the network, giving them the go-ahead to see participants. Care provided prior to receiving this letter will result in delays in claims payment in addition to a significant financial impact to the participant. If you would like to know whether or not a provider has been added to the network, call the **Provider Relations Team** at **(702) 304-5788**.

### Contact Changes

We have changed the way we receive certain communications to expedite our responses and ensure issues are being handled in the most efficient way possible. Please see below for the corresponding email addresses.

- Questions regarding contracting - [contracting@wellhealthqc.com](mailto:contracting@wellhealthqc.com)
- Questions regarding credentialing - [credentialing@wellhealthqc.com](mailto:credentialing@wellhealthqc.com)
- Questions regarding provider issues/relations - [networkrelations@wellhealthqc.com](mailto:networkrelations@wellhealthqc.com)

### Open Enrollment

Open enrollment for participants is from October 18 through November 22. In addition to adding and dropping dependents, open enrollment is the period where participants can select a new primary care physician (PCP). Please let our contracting department know as soon as possible if any of your providers are not accepting new patients.

### Submitting Claims

Issues with claims submissions and payments have been identified and are being worked on diligently. Please ensure you are submitting claims electronically as much as possible. If you are experiencing issues with this process, please reach out to the **Provider Relations Team** at **(702) 304-5788**.

### par8o Training

If you have a new provider join the practice, or have any relevant staffing changes, please reach out to the **Provider Relations Team** at **(702) 304-5788** to schedule in-office training and assist with the appropriate changes to the par8o database. An updated system is imperative to the proper functioning of referrals through our workflow. We are here to help as much as needed.

### Dental/Vision Issues and Concerns

When it comes to questions regarding benefits or problems concerning dental/vision, please call the **Teachers Health Trust** at **(702) 866-6160** for assistance.

### Hospitalist Assignment Change

Effective October 1, 2017, Health Care Partners hospitalist team will be the only providers providing hospitalist care for members of the Trust. This applies to all fourteen area major hospitals. Their robust inpatient physician team and support professionals are available 24/7 every day of the year to provide inpatient care. Please notify the team for any elective admissions and/or procedures which require hospitalization. In addition, they are available to evaluate your patients in the emergency room if necessary. Please call **(702) 464-8866** to access a member of the team. Please note that elective admissions will also require preauthorization through TRISTAR.

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### Trust Provider Portal Updates

We have recently released an updated version of the provider portal so you can see claims payments, up to date eligibility information, benefits, and accumulators.

1. To register an account you will need Internet Explorer 8 or above. The portal will not operate in Chrome, Firefox, etc.
2. Adjust compatibility mode to view setting: (top right corner is a little house, star and gear. You will click the gear and select compatibility view settings from the drop down)
  - a. Copy the hyperlink from the TRISTAR portal 2.0, paste it in the box labeled add, and it will drop the address of tristargroup.net into the big box.
  - b. Hit close and close out of the internet explorer all together.
  - c. Open up a new web browser and try to log in again.
3. Always use participant ID number including all leading zeros (ex: 00001234). It will not accept a social security number (SSN).
4. Once you pull up the account, you will need to click the little white box to the left of the SSN (you will get another screen with a drop down menu where you can select another family member on the policy)
5. Then select the option of benefits (EFF dates, PCP, DED, OOP, etc.).
6. View claims by specific DOS, claim number or check number if available. Additionally, you can view and print EOBs from this section as well.

If you need any additional assistance setting up or finding information, please call the **Provider Relations Team** at **(702) 304-5788**.

### Important Information About Prior Authorizations

Prior authorization requests are submitted to the Teachers Health Trust through TRISTAR for certain procedures and/or medical services. Authorizations are issued directly to the ordering physician by TRISTAR and ensure medical necessity as outlined by national guidelines. A complete list of procedures/services requiring prior authorization as well as forms for submitting prior authorization can be found on the Trust website under Forms heading in the Providers tab. Please note that requests for prior authorization do not guarantee payment or benefits eligibility. This process typically takes two business days. Additions to the 2016 prior authorization list include endoscopy, hernia surgery, air ambulance, infusion, perinatology and cardiolyte SPECT nuclear studies. Cardiology procedures including SPECT, CT and PET will require additional documentation. Please review the complete list of procedures/services requiring prior authorization on the Trust website under the Plan Benefits heading under the Providers tab.

### 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: contracting@wellhealthqc.com

**Facilities/Dental/Vision Contracting** - 702-866-6160 option 3 | E: providerrelations@teachershealthtrust.org

**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

